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CrewCert user manual for vessels

This manual is an aid for the use of CrewCert.

If any problems arise, please contact:

- Questions regarding certification requests (STCW-on-Web2) can be addressed to STCW95@mobilit.fgov.be or +32 3 286 68 90.
- Account related questions and technical issues may be directed to Stefan.Himpens@mobilit.fgov.be

1. Content

2. Introduction

CrewCert is an application developed by the Belgian Federal Public Service Mobility and Transport for **issuing and managing electronic certificates** for **seafarers** employed on board of **ships flying the Belgian flag**.

Usage of electronic certificates on board ships has been approved by the International Maritime Organisation (IMO) since 20 April 2016 in FAL.5/Circ.39/Rev.2.

Digitally signed electronic documents are becoming easier, more secure and more common in all industries, shipping included. Ship owners and managers, as well as flag state and port state authorities, recognised organisations (RO), vetting agencies and many other companies will benefit from a paperless class and statutory regime.

The certificates issued by the **Certification Seafarers Antwerp (STCW) department** will be managed via CrewCert. It is our objective to issue the **navigation licenses**, the **certificates of proficiencies** and **recognitions** electronically for **seafarers employed on the Belgian flagged vessels**.

The personal certificates which are not issued by the CSA (STCW) department can voluntarily be upload in a document folder.

3. Seafarer Consent / Mandate

Every individual **seafarer** is **owner** of his or her **personal certificates**. For professional purposes a seafarer can grant access to other stakeholders such as a Shipping Company and the associated Manning Agencies. Furthermore, the individual seafarer can authorize the Shipping Company to provide his/her personal certification on board. For this, the individual seafarer must give a formal **"consent" or "mandate"** to a **Shipping Company** and **the associated Manning Agencies**.

Only when this consent has been given by the individual seafarer, the relevant Shipping Company and/or Manning Agent can have the necessary rights in the CrewCert application. The consent is a formal document that contains the rights under the EU GDPR legislation and the applicable disclaimers, as well as the assignment of the rights of use for stakeholders involved.

4. Access to CrewCert

1. Log in

CrewCert is a web based application accessible via https://crewcert.apps.mobilit.fgov.be/ on all modern web browsers. The user interface is also "smartphone friendly", but the best user experience is available via laptop or desktop computer.

To log in as a vessel, please select the option "Log in as a non-Belgian user (username + password)"

This is the default option for all vessel accounts.

Insert your e-mail address and password to log in to CrewCert.

After logging in you will be redirected to CrewCert.

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5. CrewCert functionalities

1. Ship crew planning and crew certificates

On the home page after logging in, an overview of the crew list and crew schedule of the ship is displayed. There is the **"On board"** list with all the seafarers which are currently embarked on the ship, and there is the **"On Signing"** list with all the seafarers which are scheduled to embark in the near future. The On Board and On Signing list are maintained by your Shipping Company. Please contact them for amendments to the On Board and On Signing list.
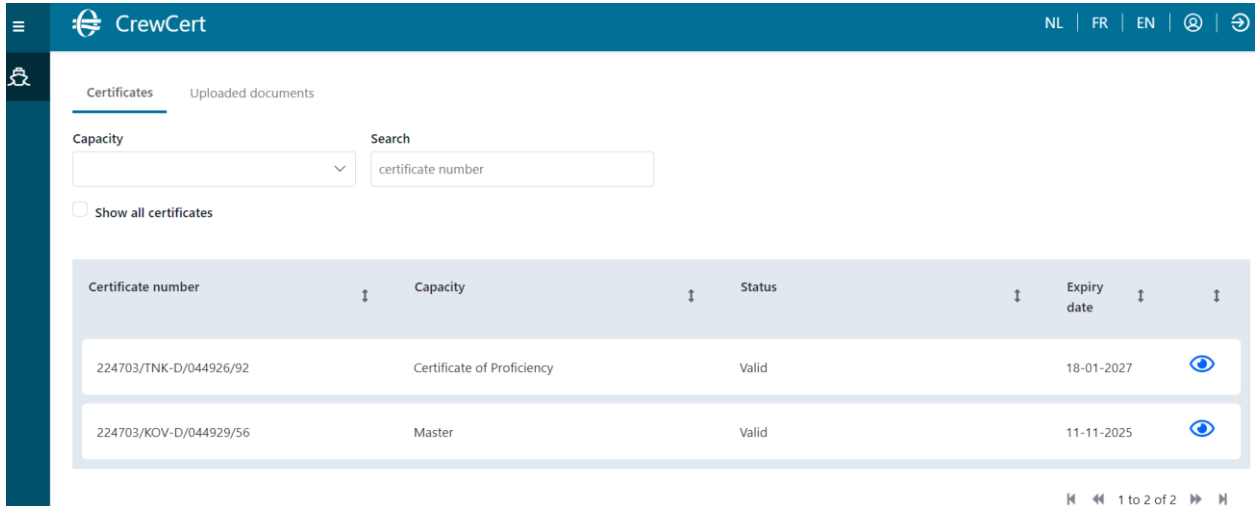

The electronic certificates of every seafarer employed or scheduled for employment on board, can be shown when clicking on the [icon] icon next to the seafarer.

An overview of the electronic certificates and uploaded documents of the seafarer will be shown.

- Under the **tab "Certificates"**, an overview of all certificates issued by the STCW department are shown. The detail of a certificate can be shown when clicking on the 👁 icon next to the certificate. The certificate can be downloaded or printed by clicking on the respective icons 📥 🖨.
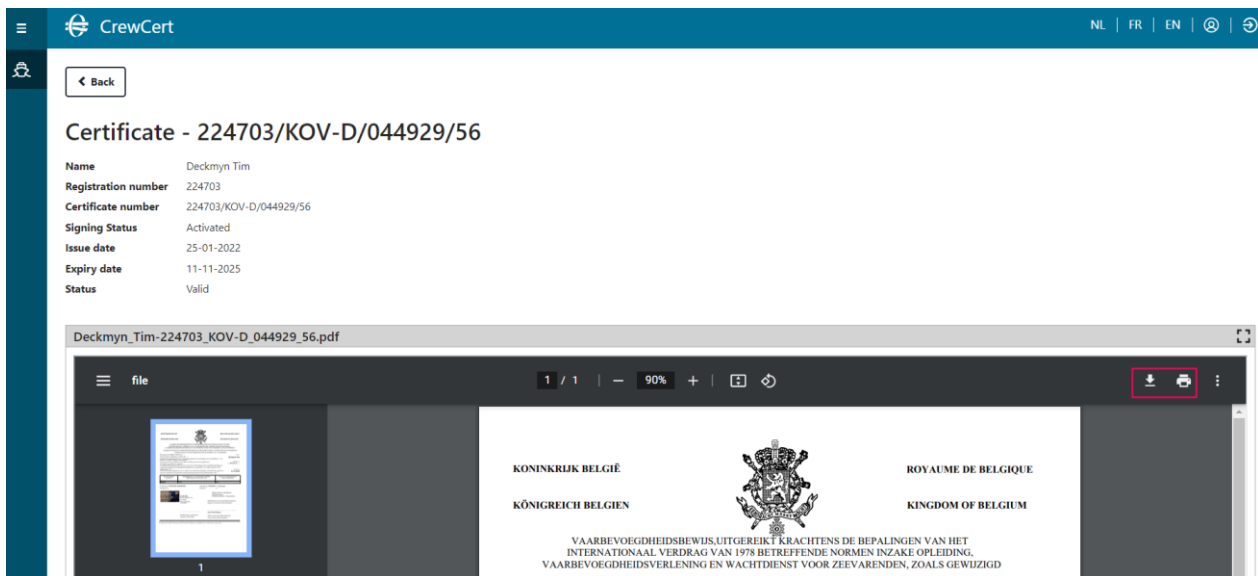
- Under the **tab "Uploaded documents"**, the seafarer and the Shipping Company have to possibility to upload other personal certificates and documents. The maximum total file size allowed is 50 MB. The following type of documents may not be uploaded due to the confidential nature of the data:
  - o 'Medical reports of examinations by doctors'
  - o 'Medical reports issued on board'
  - o 'Financial documents'
  - o 'Evaluation reports'
  - o 'Documents containing confidential information'
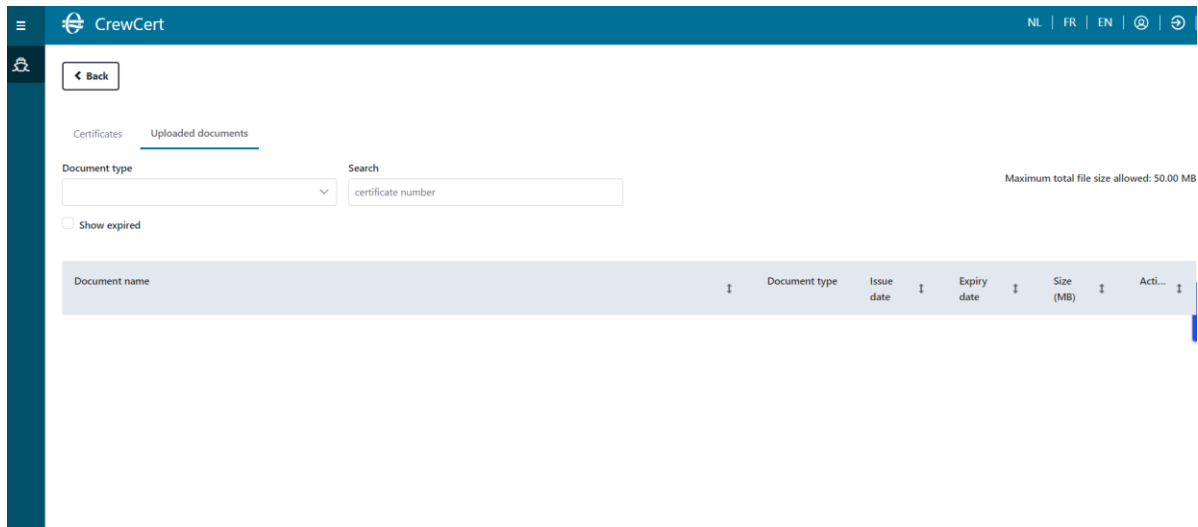
2. Validate certificates

The up-to-date crew certificates can only be retrieved by a registered CrewCert user (e.g. BMI, an employee of the shipping company or Manning Agent, the Master of the vessel, the seafarer itself). However, to validate an electronic STCW certificate issued by BMI, it is not required to be a registered user in CrewCert. This allows third parties (e.g. PSC officers, vetting inspectors, local port authorities,…) to check the validity and authenticity of the certificate.

Checking the validity and authenticity of a certificate can be done in 4 different ways, but you always need to have either a hard copy or a soft copy of the certificate at hand:

1. Go to the CrewCert homepage (https://crew.apps.mobilit.fgov.be/). Enter the certificate number the seafarer registration number and the expiry date of the certificate on bottom side of the screen under "Certificate verification". These data are are mentioned on the electronic certificate.

2. Scan the QR-code at the bottom of the electronic certificate with a mobile device.

3. Click on the QR-code at the bottom of the electronic certificate.

4. Click on the link to the CrewCert homepage in the text next to the electronic signature at the bottom of the electronic signature.

Options 2, 3 and 4 lead immediately to the CrewCert homepage where the certificate data are already filled in.

After completing the reCAPTCHA, CrewCert will show the validation page of the certificate. This page only shows limited information about the validity and authenticity of the certificate. If more detailed information is required, you have to check the certificate.

✓ This Certificate has been verified and is valid.

Certificate		**Seafarer**	
Certificate number	278107/REC-D/045019/72	Name	Mister Smith
Capacity	Chief Mate	Registration number	278107
Regulation capacity	II/2 (Chief mate >=3000GT) + IV/2 GMDSS Global	Date of birth	01-01-1988
		Photo seafarer	
Limitations	NONE		
Special mentions			PassportPhoto
Issue date	17-08-2022		
Expiry date	28-10-2023		

Important: The only valid form of the electronic certificate page is the document consulted in or retrieved from CrewCert. Any printed document or saved document on your computer is an uncontrolled document, since changes may have been made to the document in CrewCert since the last time you printed or downloaded it.