



Virgin Islands Shipping Registry

Cutlass Tower, PO Box 4751, Road Town, Tortola, British Virgin Islands, VG1110

Tel: +1 284 468 2902/2903 • Fax: +1 284 468 2913 • Duty Officer: +1 284 468 9646

Website: www.vishipping.gov.vg • General Email: vishipping@gov.vg

NEW SOFTWARE NOTICE TO MARINERS No.1 - 2018

Applicability : All vessel owners, Operators, Crewing Agents, Seafarers requiring to apply for endorsements recognizing a certificate of competency or non-STCW certificates, and to be issued a discharge book, Boat Master's License or Ship's Cook Certificate

New software for seafarer documents applications.

The Virgin Islands Shipping Register is pleased to announce that starting from the fifteenth of April 2018 a new system for receiving applications for seafarer documents will be available to all seafarers and crewing agents requiring such documents.

The new system will result in faster processing of applications and will also include an online verification system meeting the requirements of STCW Regulation I/2 15 & 16 as well as fulfilling the requirements of the III Code. Each certificate will carry a QR code. Scanning the QR code will confirm the authenticity of the document.

The existing arrangements for applications will continue in operation but seafarers wishing to use the new system should go to:

<https://bvi.seafarerhq.com>

At this page they will be able to create a seafarer account and a profile. The profile includes the seafarer's basic identity information and medical certificate.

It is recommended that before creating a profile, applicants prepare all the required documents in an electronic form as scanned copies. Documents (including passport pictures and signatures) in .pdf .jpeg or .png format can be uploaded.

A signature can either be created using the electronic signature option using a mouse or it may be scanned from a hand written one. If using the latter approach the signature should be within a box about 4 inches wide by 2 inches high, and must be saved in .jpeg format on an otherwise blank paper.



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The first part of the profile page looks like:

The screenshot displays a web browser window with the URL https://bvi.seafarerhq.com/seafarers/sign_up. The page is titled "Create Seafarer Account" and includes the following text: "Apply for documents, view applications in progress or update your personal details. You will receive an email separately to configure a password and complete account activation." The form contains three input fields: "FIRST NAME" (with the subtext "As shown on your passport"), "SURNAME" (with the subtext "or Family Name, as shown on your passport"), and "EMAIL" (with the subtext "To be used for login and notifications"). Below the fields is a link "Already have an account?" and a purple "Create Account" button. The footer of the page reads: "GOVERNMENT OF THE VIRGIN ISLANDS Virgin Islands Shipping Registry Online Platform for Seafarer Certification. Seafarer HQ™ & © 2018 Oceanic HQ Ltd. All Rights Reserved." The browser's taskbar shows the time as 12:23 PM on 11/04/2018.

Once a profile is created and saved, applicants have an option to make an application for a document. Clicking on “apply for a seafarer document” will open a menu from which the required document can be selected. Selection will then open a new screen where the applicant will be asked to upload the required data.

Applicants for an endorsement need not to complete the address section, this is only required for discharge book applications and Boat master’s license applications. The option to enter a mobile telephone number is optional.



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The next section of the profile allows applicants to enter their identity documents and identity details. It looks like:

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Virgin Islander Select a date inc. country code

CURRENT ADDRESS

Recent Photograph & Medical Certificate

Please upload a recent photograph and a copy of a current medical certificate. Also enter the date of expiry of the medical certificate. The photograph should be a passport type photograph following the normal rules for passport photographs and in colour. Accepted file formats are listed in against each item.

RECENT PHOTOGRAPH (JPG, PNG) No file chosen

MEDICAL CERTIFICATE FILE (JPG, PNG, PDF) No file chosen

DATE OF EXPIRY OF MEDICAL CERTIFICATE Select a date

Passport & Signature

Please provide a scanned copy of the passport identity page and a signature. The signature may be a scanned copy of a normal signature or alternatively by creating an e-signature using a mouse or trackpad. If creating an e-signature, please ensure that it remains within the boundaries of the box. Accepted file formats are listed in against each item.

PASSPORT IDENTITY PAGE (JPG, PNG, PDF) No file chosen

COPY OF SIGNATURE (JPG, PNG) No file chosen

On making this selection there is a window where the vessel and agent can be identified.

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Discharge Books

Seafarer Nationality

No data available in table

Showing 0 to 0 of 0 entries 20 *

New Discharge Book

In order to create a new application, please either select a Seafarer from the list below, or if the seafarer does not have an existing account, click [here](#) to create a new seafarer profile.

SEAFARER Nothing selected

AGENT Nothing selected

VESSEL IMO NUMBER

Frank Akoto (Log out)

Payment



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This option is provided for internal use or for use by authorized agents making applications. It can be ignored by applicants who are individual seafarers making their own applications. They should simply click on APPLICATIONS and select from the options provided to apply for the document.

Instructions are provided on each page and on completion it is merely a matter of selecting "make application". This will notify the administration that an application has been received and allow them to process it immediately.

Upon approval, the applicant will be able to return to the website and print out their CRAs. Payment for documents has to be arranged with the VISR separately. After confirmation that payment has been received, the applicant will be able to log on and print their CRAs. Applicants are advised to include the courier arrangements with their applications to ensure VISR sends original copies of the documents applied for.

These online generated documents will all have unique identification numbers to prevent fraudulent duplication. They will also save the stakeholders time and resources during application.

In the future it is intended that a process to allow immediate payment by credit card online will be available. This is, however not yet ready so payment remotely will remain as it is currently. Applicants will be required to complete a credit card authorization on paper and submit by email to the BVI administration separately from each application. This is so that the full record of any credit card written authorization can be used correctly and will be destroyed after use.

Applications by authorized companies

Companies authorized by the administration will also be able to use the new system. They will receive an invitation from the administration to open their account and access the system. On setting up their account they will be able to create seafarer profiles in the manner described above and also apply from documents for each seafarer. Authorized companies will be billed monthly for the documents that they have applied for with each application identified by seafarer name and vessel assigned to assist with agent's internal billing.

Access

The new system is a cloud based system accessible at any time using any up to date web browser. BVI Shipping Registry would recommend using Chrome, Firefox, Safari or Opera as the browser of choice.

Any seafarer creating an account can access that account at any time using their email address and password to see the data that is saved.



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All submitted data is encrypted immediately on being saved, both “in transit” and in storage. The data store is remote and heavily protected against unauthorized access to ensure maximum protection of the stored data. It is also subject to UK and EU data protection laws with which it is fully compliant and the operation of the data stores falls within the operating company’s ISO 27001 certified system.

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Cc: BVI Ports Authority, VISAR, DDM, HM Customs & Excise, Fire & Rescue, USCG San Juan and St. Thomas.