



Virgin Islands Shipping Registry

Cutlass Tower, P.O. Box 4751, Road Town, Tortola –VG1110, British Virgin Islands

Tel: +1 284 468 9646, Fax: 1 284 468 2913

Email: vishipping@gov.vg,

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MARINE CIRCULAR

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Applicability : All Vessel owners, Operators, Crewing Agents, seafarers requiring to apply for endorsements recognising a certificate of competency or non-STCW certificates, and to be issued a discharge book, Boatmaster's Licence or Ship's Cook certificate.

New system for making seafarer documents applications.

The Virgin Islands Shipping Register is pleased to announce that starting from the first 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 on-line checking system meeting the requirements of STCW Regulation I/2 15 & 16 as well as fulfilling the requirements of the III Code.

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 be either 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.



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The first part of the profile page looks like:

The screenshot shows a web browser window with the URL https://bvi.seafarereg.com/seafarers/sign_up. The page features a large background image of a blue ocean under a clear sky. On the left side, there is a logo for the Government of the Virgin Islands and text that reads 'Virgin Islands Shipping Registry Online Platform for Seafarer Certification. Seafarer HQ™ & © 2018. All Rights Reserved'. The main content area is titled 'Setup your seafarer account' and contains the following text: 'Create your unique seafarer account where you can apply for documents, view application progress or update your details. Please make a careful note of the information you use during account creation. The password requires to have a minimum of 8 characters and one of them must be a number.' Below this text are four input fields: 'EMAIL' (with a hint 'Your email address'), 'FIRST NAME' (with a hint 'At least 30 your passport'), 'SURNAME' (with a hint 'At least 30 your passport'), and 'PASSWORD' (with a hint '8 characters or more'). At the bottom left of the form area is a link 'Back to login form', and at the bottom right is a purple 'Setup Account' button. The Windows taskbar is visible at the bottom of the screen, showing the search bar and various application icons.

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 complete the address section, this is only required for discharge book applications and Boatmaster 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:

The screenshot shows a web browser window displaying the application form. The form is titled 'Virgin Islands' and contains two main sections: 'Recent Photograph & Medical Certificate' and 'Passport & Signature'. The 'Recent Photograph & Medical Certificate' section includes instructions and three fields: 'RECENT PHOTO (JPG OR PNG FILE)', 'MEDICAL CERTIFICATE (PDF OR PNG FILE)', and 'DATE OF BIRTH OF MEDICAL CERTIFICATE'. The 'Passport & Signature' section includes instructions and three fields: 'PASSPORT COPY (JPG OR PNG FILE)', 'SIGN OF APPLICANT (PNG FILE)', and 'EMAIL'. A 'Cancel' button is located at the bottom left, and a 'Save Draft or Details' button is at the bottom right.

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

The screenshot shows a web browser window displaying the application form. A modal window titled 'New Discharge Book' is open, overlaying the main form. The modal window contains the following text: 'In order to create a new application, please either select a vessel from the list below or if the vessel/agent does not have an existing account, click here to create a new vessel/agent profile'. Below this text are three dropdown menus: 'VESSEL', 'AGENT', and 'VESSEL AND AGENT'. A 'Cancel or Discharge Book' button is located at the bottom right of the modal window.



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This option is provided for internal use or for use by authorised 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 documents.

The only exception is with Seamen’s Discharge Books which can be applied for on line but issued at the VISR and sent to/collected by the applicant.

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 on-line 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 it 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 for 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.



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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.

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.