



**Virgin Islands Shipping Registry**

1<sup>st</sup> Floor Ritter House • Wickham's Cay II • P.O. Box 4751 • Road Town • Tortola  
Virgin Islands VG1110 Tel: +1 284 468 9646

• Website: [www.bvimaritime.vg](http://www.bvimaritime.vg) • Email: [vishipping@bvimaritime.vg](mailto:vishipping@bvimaritime.vg)

## **SEAFARER HQ APPLICATIONS**

### **MARINE CIRCULAR No.1 - 2024**

**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**

#### **Software program for seafarer documents applications.**

The Seafarer HQ program is the BVI Administration's confidential 'Seafarer Database' holding seafarer certification records. It is an online application system for seafarer documents that the BVI Administration issues. Seafarers are required to create their individual 'Profile' for registering in the database; then proceed to making an application for a document after checking eligibility and requirements.

The Seafarer HQ online application system enables faster processing of applications and includes a 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 Seafarer HQ system can be accessed through the below internet link:

<https://bvi.seafarerhq.com>

or through the 'Customer Portal' in BVI Administration's website:

<https://portal.bvimaritime.vg/>

At this page the applicant 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 shows a web browser window displaying the 'Create Seafarer Account' page. The page features a large background image of a sunset over the ocean. On the right side, there is a form with the following fields:

- FIRST NAME**: As shown on your passport
- SURNAME**: or Family Name, as shown on your passport
- EMAIL**: To be used for login and notifications

Below the form, there is a link 'Already have an account?' and a purple 'Create Account' button. The footer of the page includes the Government of the Virgin Islands logo and the text: 'Virgin Islands Shipping Registry Online Platform for Seafarer Certification. Seafarer HQ™ & © 2018 Seafarer HQ Ltd. All Rights Reserved.'

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.

All data fields should be filled-in, including current address, contacts (email & telephone number), employer details and name of BVI flagged vessel the seafarer the seafarer is joining or has joined. The information filled-in is current for the time of making the application and will be updated at the time of making subsequent or renewal applications.



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

Virgin Islands Shipping Registry

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) [Choose File] No file chosen

MEDICAL CERTIFICATE FILE (JPG, PNG, PDF) [Choose File] 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) [Choose File] No file chosen

COPY OF SIGNATURE (JPG, PNG) [Choose File] No file chosen

[Create e-Signature]

[Cancel] [Save Seafarer Details]

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

Virgin Islands Shipping Registry

Government of the VIRGIN ISLANDS

Frank Akoto (Log out)

DASHBOARD SEAFARERS APPS

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

[Continue to Discharge Book]

Discharge Books

Seafarer [Nationality] [Nothing selected]

No data available in table

Showing 0 to 0 of 0 entries

[New Discharge Book Application]

Payment

[First] [Last]



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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 select “make application”. This will notify the administration that an application has been received and allow them to process it.

Upon approval, the applicant will be able to return to the website and print out their CRAs. Payment for documents must 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 courier arrangements with their discharge book applications. All other completed documents can be accessed online and printed.

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.

### **Seafarer Medical Fitness Certificates**

See Marine Circular 02-2024 for requirements and acceptability of medical fitness certificates.

### **Seafarer Discharge Book**

A Seafarer Discharge Book is required for recording ‘Sea-Service’ for seafarers employed on vessels Registered in the British Virgin Islands (BVI). Applicants must be more than 18 years of age; and, should have received an Offer of Employment on a pleasure or commercial vessel of BVI Registry (BVI Flag). The BVI Seafarer Discharge Book has a 5 year validity.

### **Flagstate endorsement or recognition certificates**

The BVI does not issue certificates of competency (CoC). To enable seafarers who hold certificates issued by other administrations to work on BVI registered vessels, they will have to apply for equivalent BVI endorsements or recognitions for their national certificates of competency.

### **STCW Endorsements**

Are issued to applicants holding a National STCW Certificate of Competency (COC) endorsed for STCW Regulations II/2, II/3 or III/2, III/3. A BVI equivalent certificate of



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competency will carry the same capacity and limitations as stated on the National STCW COC.

List of countries whose certificates are accepted by the VISR for endorsement can be found [here](#)

### **Non-STCW Recognitions**

BVI Administration recognises certain commercial Yachtmaster certificates of competency issued outside of the STCW regulations. A BVI Non-STCW Recognition certificate would entitle the holder to Command a BVI-Registered or BVI-Based Commercial Vessel of less than 24 meters in length and carrying not more than 12 passengers, certified under the Small Commercial Vessels Codes.

### **Boatmaster Licences**

BVI Boatmaster Licence (BML) is issued under Chapter X Regulation 1.1 of the Caribbean Small Commercial Vessel Code. A BVI BML permits the holder to Command a commercial vessel certified under the Caribbean Small Commercial Vessel Code -or- under MCA Yellow & Blue Codes -or- UK MGN 280; a BML Grade 2 license permits the holder to operate in BVI's Domestic (Coastal) Waters on vessels carrying not more than 12 passengers; BML Grade 1 license permits the holder to Command Passenger Ferries, currently limited for International Coastal Voyages to the USVI only.

### **Referrals**

Incomplete or incorrect applications will receive a system generated 'referral' email, stating a 'Reason for Referral'. The applicant must provide the information and/or supporting documents stated in the 'reason' in order to rectify and reinstate the application.

### **Rejections**

Applications not meeting the eligibility, validity or requirement criteria will be 'Rejected'. The applicant will be notified by a system generated email; a 'Reason for Rejection' will be stated.

### **Fee payments**

Fee payments will be made through the Tab provided in the application portal. The payment Tab will be enabled once the application has been 'approved'; a system generated email will be sent to the applicant's email address indicating the payment is enabled. If for some reason in exceptional circumstances the online payment Tab cannot be accessed, the applicant should inform the office by email to [vishipping@bvimaritime.vg](mailto:vishipping@bvimaritime.vg), and an invoice will be issued in lieu.



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### **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. The Company or Agents linked email address should received Fee payments would be done by the Company or Agent in the similar manner as mentioned above.

### **Access**

The Seafarer HQ 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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