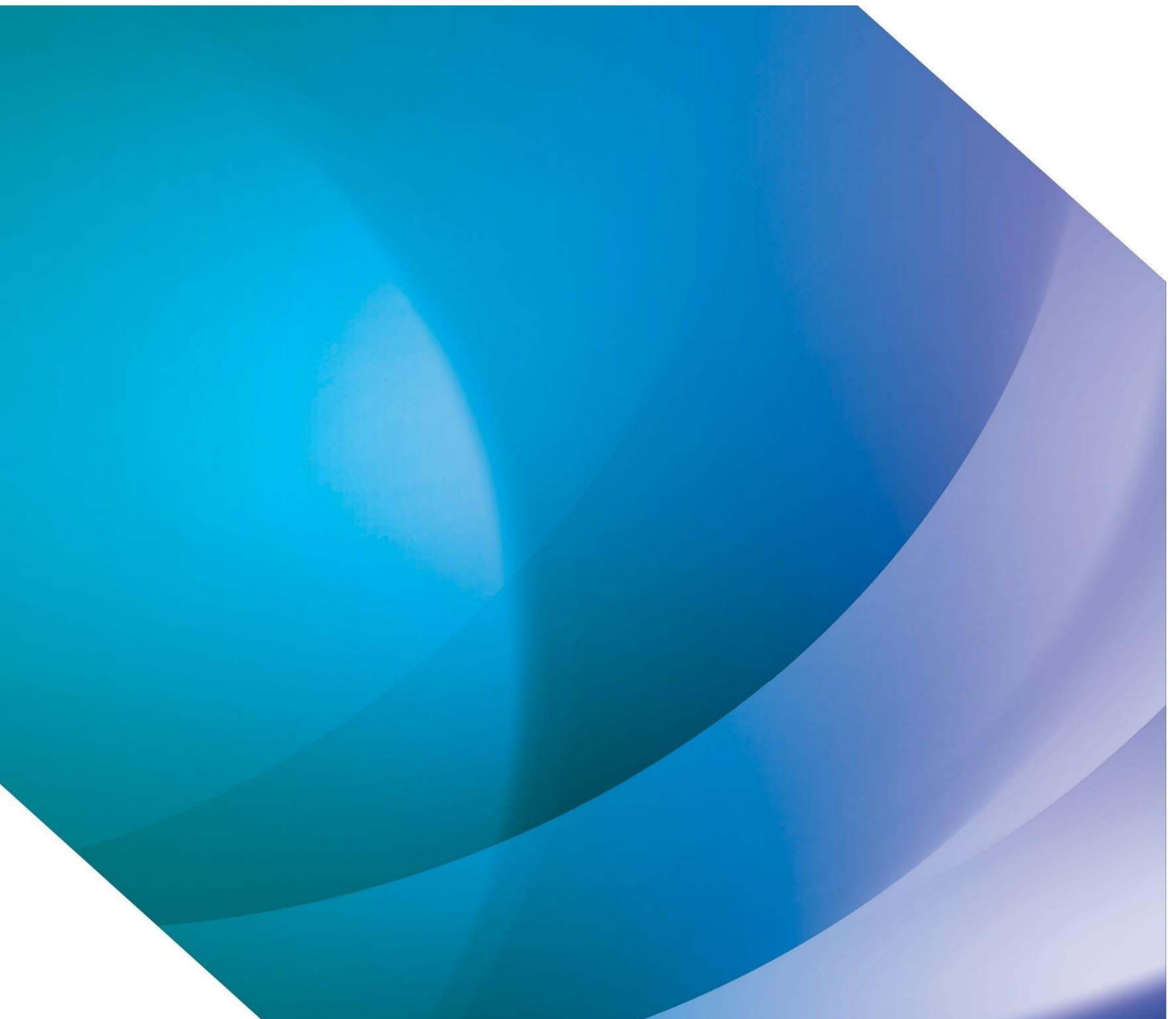


# Cellma Applicant User Guide

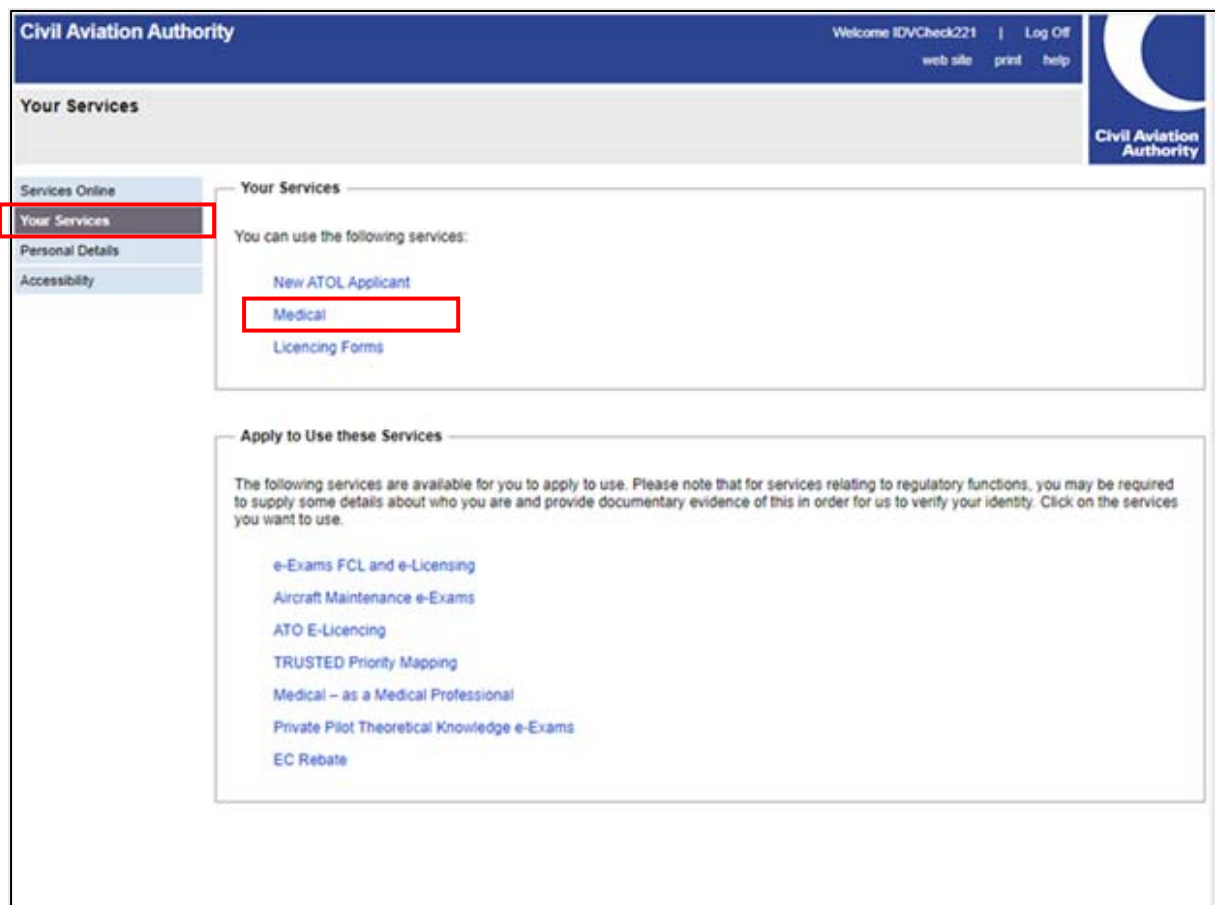


## Contents

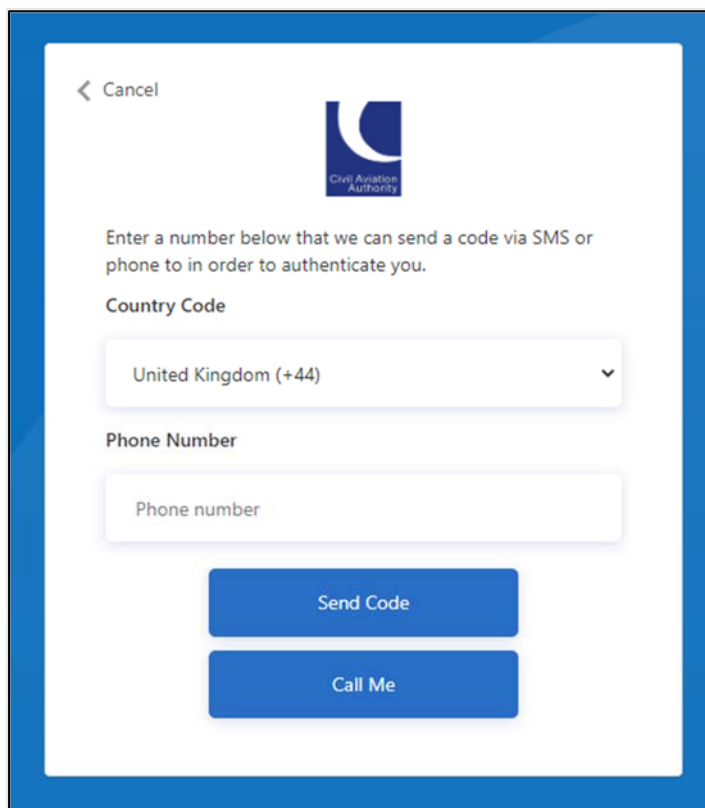
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## 1. Logging into Cellma

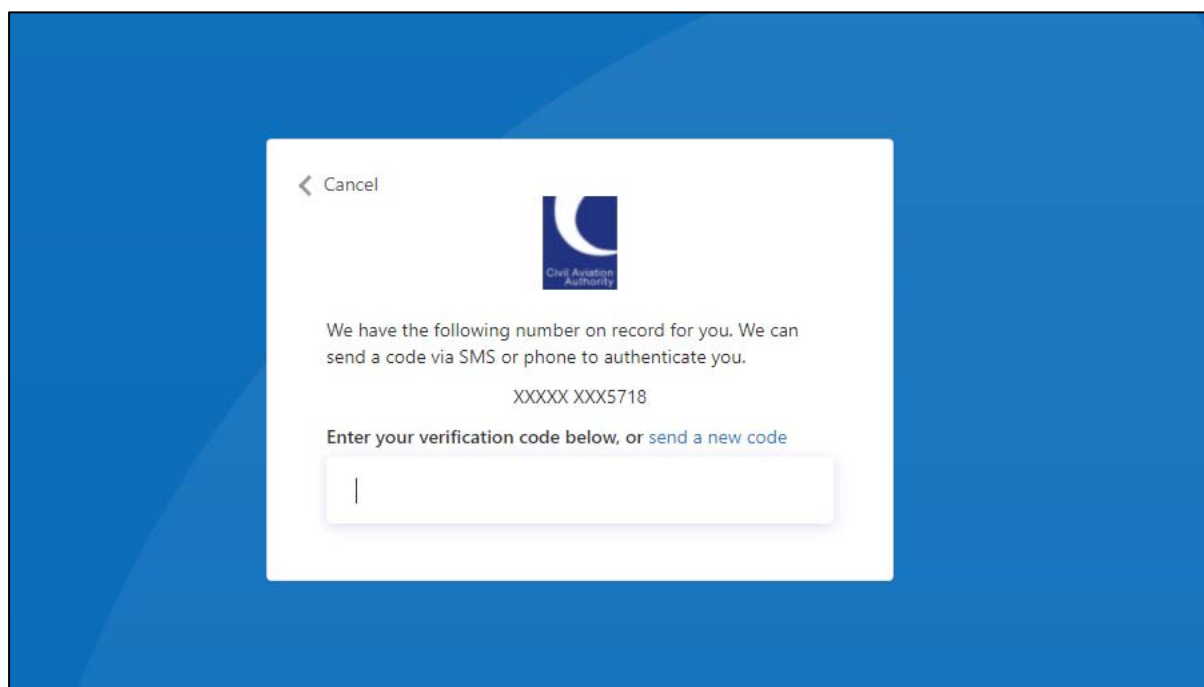
- 1.1. To access Cellma, you will need a CAA Customer Portal Account with access to the 'Medical' service. If you have not yet registered for a Portal Account, please refer to our website: <https://www.caa.co.uk/Our-work/About-us/Doing-business-with-the-CAA/Customer-portal/>
- 1.2. You can log into the CAA Customer Portal at: <https://portal.caa.co.uk>
- 1.3. The recommended browser for accessing Cellma is Google Chrome.
- 1.4. Once logged into your portal account, click on 'Your Services' on the left hand side. Then select the 'Medical' link from your list of available services.



- 1.5. Next, you will be asked to enter your telephone number so that we can send you a code to log into Cellma securely. You can choose between receiving a text message or an automated telephone call.



- 1.6. Once you have selected 'Send Code' by text or 'Call Me', you will be taken to a page where you can enter the code. Please ensure you type the number into the box, rather than paste it. There is no 'Ok' button: the webpage will take you to the next screen once you have correctly typed in the last digit of the code.



- 1.7. Once you have entered the code you will be taken to the Cellma home page.

David Idvcheck221 (DOB:08/12/1968)

cellma

You have successfully logged in to Cellma Portal. Welcome David

Cellma Patient Menu

Please select requirement.

Apply for UK Class 1/3 Med Cert	Answer
Apply for UK Class 2 Med Cert	Answer
Apply for a LAPL Med Cert	Answer
Apply for UK Class 1 (Flt Eng / Nav)	Answer
Pilot Medical Declaration	Answer

Access My Cellma Record

Book Appt. with CAA Specialist

How we process your information

Logout

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## 2. Log in issues

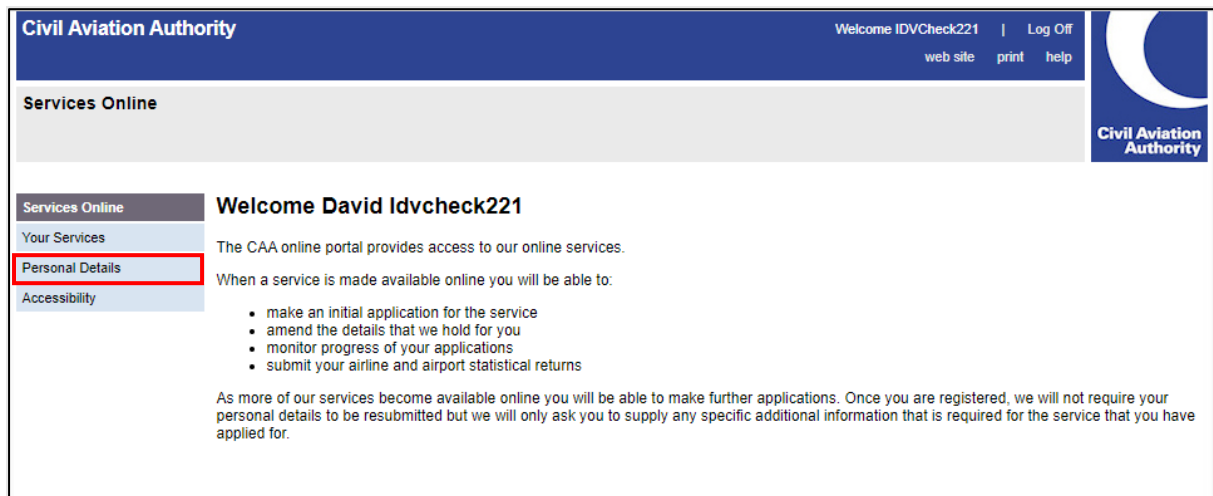
- 2.1. If you have any issues logging into your CAA Portal account and accessing Cellma, you can contact our portal support team on 0330 022 1909 between the hours of 08:30 to 16:30 Monday to Friday. Alternatively, you can email [FCLweb@caa.co.uk](mailto:FCLweb@caa.co.uk)

## 3. Changing your telephone number for log in

- 3.1. If you want to change the telephone number that you use to receive your log in code, please email our portal support team on [FCLweb@caa.co.uk](mailto:FCLweb@caa.co.uk). Please confirm your name, DOB and CAA reference number in the email and provide the new telephone number. Our team will reset that for you and confirm by return email when it has been done.

## 4. Finding your CAA reference number

- 4.1. Once your portal account has been approved by the CAA, log into your portal account and click on 'Personal Details' on the left hand side.



**Civil Aviation Authority** Welcome IDVCheck221 | Log Off  
web site print help

**Services Online**

**Services Online**  
Your Services  
**Personal Details**  
Accessibility

**Welcome David Idvcheck221**

The CAA online portal provides access to our online services.

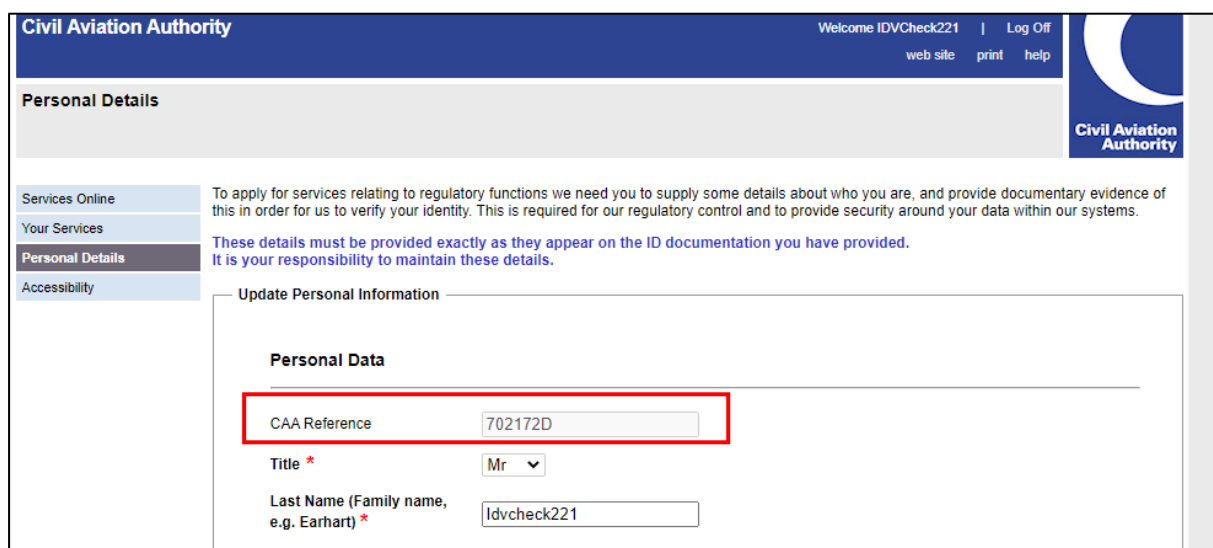
When a service is made available online you will be able to:

- make an initial application for the service
- amend the details that we hold for you
- monitor progress of your applications
- submit your airline and airport statistical returns

As more of our services become available online you will be able to make further applications. Once you are registered, we will not require your personal details to be resubmitted but we will only ask you to supply any specific additional information that is required for the service that you have applied for.

- 4.2. This will bring up your personal details and contact information.

- 4.3. In the top row, you will see your CAA reference number.



**Civil Aviation Authority** Welcome IDVCheck221 | Log Off  
web site print help

**Personal Details**

**Services Online**  
Your Services  
**Personal Details**  
Accessibility

To apply for services relating to regulatory functions we need you to supply some details about who you are, and provide documentary evidence of this in order for us to verify your identity. This is required for our regulatory control and to provide security around your data within our systems.

These details must be provided exactly as they appear on the ID documentation you have provided.  
It is your responsibility to maintain these details.

Update Personal Information

**Personal Data**

CAA Reference 702172D

Title \* Mr

Last Name (Family name, e.g. Earhart) \* Idvcheck221

## 5. Applying for a medical Self-Declaration

5.1. From your portal home page, click 'Answer' next to Pilot Medical Declaration.

The screenshot shows the 'Cellma Patient Menu' for user David Idvcheck221 (DOB: 08/12/1968). The page title is 'Please select requirement.' There are five options listed, each with an 'Answer' button. The 'Pilot Medical Declaration' option is highlighted with a red box. Below the list are links for 'Access My Cellma Record', 'Book Appt. with CAA Specialist', 'How we process your information', and 'Logout'.

Requirement	Action
Apply for UK Class 1/3 Med Cert	Answer
Apply for UK Class 2 Med Cert	Answer
Apply for a LAPL Med Cert	Answer
Apply for UK Class 1 (Flt Eng / Nav)	Answer
Pilot Medical Declaration	Answer

Access My Cellma Record  
Book Appt. with CAA Specialist  
How we process your information  
Logout

5.2. You will then be asked to 'Accept' the declaration and confirm that you have read the requirements for self-declaring medical fitness.

The screenshot shows the 'Assessments' page. It has a back arrow on the left and a title 'You have selected to answer the Pilot Medical Declaration'. The main text states: 'By continuing with the declaration, I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at <https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots> and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition.' Below this is a section titled 'FALSE REPRESENTATION STATEMENT' with a paragraph explaining the offence under Article 256 of the Air Navigation Order 2016. At the bottom, there are two buttons: 'Decline' and 'Accept'. The 'Accept' button is highlighted with a red box.

**Assessments**

You have selected to answer the Pilot Medical Declaration

By continuing with the declaration, I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at <https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots> and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition.

**FALSE REPRESENTATION STATEMENT**

It is an offence under Article 256 of the Air Navigation Order 2016 to make, with intent to deceive, any false representation for the purpose of procuring the grant, issue, renewal or variation of any certificate, licence, approval, permission or other document. This offence is punishable, on summary conviction, by a fine and, on conviction on indictment, with a fine or up to two years imprisonment or both.

**Decline** **Accept**

5.3. Select which licence you hold and click 'Next'.

5.4. On the next page you have two options:

- 1) To confirm you meet the requirements for self-declaring medical fitness
- 2) To withdraw your previously submitted self-declaration

**Assessments**

Pilot Medical Declaration 33.33%

**DECLARATION**

\*I have read and understand the Guidance Notes as part of this declaration and: ?

I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at (<https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots/>) and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition

I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

[< Back](#) [Next >](#)

5.5. Click on the first option and select the relevant limit for the weight of aircraft you fly. Click 'Save'.

**Assessments**

Pilot Medical Declaration 33.33%

**DECLARATION**

\*I have read and understand the Guidance Notes as part of this declaration and: ?

I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at (<https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots/>) and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition

I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

[< Back](#) [Next >](#)

**I will only fly aircraft\***

No Greater than 2000kg MTOM

Less than 5700kg MTOM

[Save](#)

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5.6. This will turn the top option green. Click 'Next'.

**Assessments**

Pilot Medical Declaration 33.33%

**DECLARATION**

\*I have read and understand the Guidance Notes as part of this declaration and: ?

I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at (<https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots/>) and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition

I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

[< Back](#) [Next >](#)

5.7. Click 'Accept' to confirm the information you have entered is accurate. You will then be presented with a summary of your medical self-declaration.

5.8. We recommend you print a copy of your self-declaration to carry with your licence. To do this, select 'Download/Print'. Alternatively, you can right click on the page and click 'Print' or select Ctrl +P.

5.9. Click 'Next'.





6.5. You will then be asked to 'Accept' the declaration and confirm that you have read the requirements for self-declaring medical fitness.

**Assessments**

← You have selected to answer the Pilot Medical Declaration

By continuing with the declaration, I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at <https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots> and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition.

**FALSE REPRESENTATION STATEMENT**

It is an offence under Article 256 of the Air Navigation Order 2016 to make, with intent to deceive, any false representation for the purpose of procuring the grant, issue, renewal or variation of any certificate, licence, approval, permission or other document. This offence is punishable, on summary conviction, by a fine and, on conviction on indictment, with a fine or up to two years imprisonment or both.

**X Decline** **✓ Accept**

6.6. Select which licence you hold and click 'Next'.

6.7. On the next page you have two options:

- 1) To confirm you meet the requirements for self-declaring medical fitness
- 2) To withdraw your previously submitted self-declaration

**Assessments**

Pilot Medical Declaration 33.33%

**DECLARATION**

\*I have read and understand the Guidance Notes as part of this declaration and: ⓘ

I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at (<https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots/>) and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition.

I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

← Back Next →

6.8. Click on the second box so it turns green. Click 'Next'.

**Assessments**

Pilot Medical Declaration 33.33%

**DECLARATION**

\*I have read and understand the Guidance Notes as part of this declaration and: ⓘ

I confirm that I have read and understood the CAA guidance on self-declaring medical fitness at (<https://www.caa.co.uk/General-Aviation/Pilot-licences/Medical-requirements/Medical-requirements-for-private-pilots/>) and I reasonably believe that I meet the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency and are not subject to a disqualifying medical condition.

I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

← Back **Next →**

6.9. Click 'Accept' to confirm the information you have entered is accurate. You will then be presented with a summary page.

**Cellma Patient Menu**

**Assessments and Feedback**

**Pilot Medical Declaration**

**LICENCE**

**Question**  
Choose Licence Type(s) against which you are making a fitness to fly declaration ?

**Answer**  
UK Part-FCL PPL to fly non-EASA aircraft

**DECLARATION**

**Question**  
I have read and understand the Guidance Notes as part of this declaration and:

**Answer**  
I hereby withdraw my previously submitted medical declaration as I no longer reasonably believe that I satisfy the requirements of meeting the medical requirements for a Group 1 Licence issued by the Driver and Vehicle Licensing Agency; or I am subject to a disqualifying medical condition.

**Declaration**  
I hereby declare that I have carefully considered the statements above and to the best of my belief my declaration is complete and correct

**Next** →

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- 6.10. If you would like to save or print a copy of your self-declaration, select 'Download/Print'.
- 6.11. Alternatively, you can right click on the page and click 'Print' or select Ctrl +P.
- 6.12. Click 'Next'.
- 6.13. The withdrawal of your medical self-declaration has now been completed.

## 7. Applying for a medical certificate

- 7.1. From your Cellma home page, you can apply for a Class 1, 2, 3 or LAPL medical certificate.
- 7.2. This online application replaces the previously used paper application forms.
- 7.3. **Please note: you must apply for a medical certificate within Cellma before you attend your medical appointment.**
- 7.4. If you are unsure which class of medical you require, please visit our [website](#).
- 7.5. To start your application, click on the 'Answer' button next to the relevant class of medical you wish to apply for.

**David Idvcheck221 (DOB:08/12/1968)**

You have successfully logged in to Cellma Portal. Welcome David

**Cellma Patient Menu**

Please select requirement.

Apply for UK Class 1/3 Med Cert	<b>Answer</b>
Apply for UK Class 2 Med Cert	<b>Answer</b>
Apply for a LAPL Med Cert	<b>Answer</b>
Apply for UK Class 1 (Flt Eng / Nav)	<b>Answer</b>
Pilot Medical Declaration	<b>Answer</b>

**Access My Cellma Record**

**Book Appt. with CAA Specialist**

**How we process your information**

**Logout**

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- 7.6. You will then be asked to 'Accept' the declaration.

Amel Riomedtest (21/05/1996) M BARCODE NO. 3678

Assessments

←

You have selected to answer the Apply for EU Class 1/3 Med Cert

Failure to complete the application form in full may result in non-acceptance of the application form. The making of false or misleading statements or the withholding of relevant information in respect of this application may result in criminal prosecution, denial of this application and/or withdrawal if any medical certificate(s) granted.

CONSENT TO RELEASE OF MEDICAL INFORMATION:

The CAA takes the security of your personal information very seriously. Information is only disclosed to the persons who are subject to a duty of confidentiality and where there are sufficient security measures in place to protect your personal data. If you do not consent to the disclosure of information as described below you may make representations to [medicalweb@caa.co.uk](mailto:medicalweb@caa.co.uk)

In submitting this application, I am consenting to the disclosure to third parties of all information which I have provided to the CAA and that relates to me. I understand that information would only be disclosed to third parties by the CAA for regulatory purposes. This may include providing information to other medical professionals. Administrative workers and/or IT workers who are assisting the CAA with its regulatory functions may also be given access to personal information in the course of their professional duties

My attention has been drawn to the CAA Medical Department's Fair Processing Notice which is published on the CAA's website.

By clicking on the accept button, I am giving my consent to participate.

Please note: If using on a tablet or mobile device we recommend using landscape

X Decline

Accept

- 7.7. Once you have accepted the declaration, you will be taken to the payments page to pay the CAA fee for the medical examination (Class 1, 2 and 3 only. There is no charge for a LAPL medical application). AME fees are not invoiced on Cellma.
- 7.8. Select 'Pay Now' or 'Continue and Pay Later'.

Amel Riomedtest (DOB: 21/05/1996)

Assessment Payment

Please proceed to make payment for your assessment\*

Payment Date	: 24/01/2021
Invoice Number	: I3884
Amount To Pay	: £14.00

Pay Now

Continue and Pay Later

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Powered by Cellma

- 7.9. If you opt to pay later, you will be sent an invoice for the payment amount, which must be paid before your medical examination with your AME can proceed. Please refer to the 'Paying an invoice/charge' section.
- 7.10. If you select Pay Now, you will be taken to a secure WorldPay link to enter your card details.
- 7.11. Once you have made your payment, you will be taken to the assessment page where you can start answering the application questions.

Your payment has been processed successfully

Jo Bloggs (03/04/1975) M BARCODE NO. 1623

Assessments

Apply for EU Class 1/3 Med Cert 0% [Continue Later](#)

Application

**\*(1) State of licence issue:** ?

**(12) Application** ?

Initial Re-validation/ Renewal

**\*(13) Reference Number** ?

**\*(14) Type of licence applied for** ?

Aeroplane Transport Pilot Licence Multi-pilot Licence Commercial Pilot Licence/Instrument Commercial Pilot Licence Air Traffic Controller Licence Private Pilot Licence/Instrument Ra

Private Pilot Licence Sailplane Pilot Licence Balloon Pilot Licence LAPL

**(17) Last application for medical certificate** ?

Enter date

7.12. Work through the application answering the questions. Questions in red are mandatory, but you should complete all of the questions where possible.

7.13. Please refer to section 4 for assistance on how to find your CAA ref number.

7.14. If you are unsure on a question, you can click on the question mark and it will bring up help text.

7.15. You can only move to the next page once you have answered all the mandatory questions.

7.16. Some questions when answered will open a pop up with a free text box where you can provide more information.

**\*Details of condition :**

gl

Save

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**If Yes, list all medication**

**Name, when started, why taken**

Save

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7.17. When you have answered all the questions click 'Next'.

7.18. Once you have answered all the questions, you will be presented with a Remarks box, where you can enter any further details if needed.



**Assessments**

Apply for UK Class 1/3 Med Cert

97.06% [Continue Later](#)

**Remarks**

(30) Remarks: If previously reported and no change since, so state.

Nothing further to report

[← Back](#) [Next →](#)

7.19. Click 'Next'.

7.20. You will then be presented with the declaration to confirm that the information you have provided is true and accurate.

**Assessments**

Apply for EU Class 1/3 Med Cert

98.46% [Continue Later](#)

**Declaration**

I hereby declare that I have carefully considered the statements made above and to the best of my belief they are complete and correct and that I have not withheld any relevant information or made any misleading statements, I understand that if I have made any false or misleading statements in connection with this application, or fail to release the supporting medical information, the licensing authority may refuse to grant me a medical certificate or may withdraw any medical certificate granted, without prejudice to any other action applicable under national law.

CONSENT TO RELEASE OF MEDICAL INFORMATION: I hereby authorise the release of all information contained in this report and any or all attachments to the AME and, where necessary, to the medical assessor of the licensing authority, recognising that these documents or electronically stored data are to be used for completion of a medical assessment and will become and remain the property of the licensing authority, providing that I or my physician may have access to them according to national law. Medical confidentiality will be respected at all times.

[X Decline](#) [✓ Accept](#)

[← Back](#)

7.21. Once you have accepted the declaration, a message will appear stating that your application is available for your AME to review and approve at your next medical.

**ellma Patient Menu**

**Assessments and Feedback**

Apply for EU Class 1/3 Med Cert

Type Patient Pre Assessment [Download](#)

**Application**

**Question**

1) State of licence issue:

2) Application:

3) Reference Number:

4) Type of licence applied for:

5) Licence number:

6) Licence(s) held (type):

7) Any limitations on licence(s)/medical certificate:

8) Medical Certificate applied for:

9) Have you ever had a medical certificate denied?

10) Flight time since last aero-medical examination:

11) Aircraft class/type(s) currently flown:

12) Any aviation accident or reported incident since last aero-medical examination?

13) Type of flying intended:

14) Current pilot and ATCO activity:

100

C172

No

Commercial

Single pilot

**Pop-up Message:**

Your medical application is available for your AME to review and approve at your next medical

[OK](#)

7.22. Click 'OK'. You will now see a summary of the information you entered in the application.

**Cellma Patient Menu**

**Assessments and Feedback**

Apply for UK Class 1/3 Med Cert

Type Patient Pre Assessment

**Application**

Question	Answer
(1) State of licence issuer:	UK
(12) Application:	Initial
(13) Reference Number:	702172D
(14) Type of licence applied for:	Airline Transport Pilot Licence
(17) Last application for medical certificate	Enter date
Date 01/03/2020, Country UK, Town Leeds	
(18) Licence number:	702172D
(18) Licence(s) held (type):	ATPL
(19) Any limitations on licence(s)/medical certificate held:	No
(2) Medical Certificate applied for	Class 1
(20) Have you ever had a medical certificate denied, suspended or revoked?	No
(21) Flight time total (Hrs)	1000
(22) Flight time since last aero-medical examination:	250
(23) Aircraft class/type(s) currently flown:	A380
(24) Any aviation accident or reported incident since last aero-medical examination?	No
(25) Type of flying intended:	commercial
(26) Current pilot and ATCO activity:	Multi-pilot
(27) Do you drink alcohol?	Yes
(28) Do you currently use any medication?	Yes
Name, when started, why taken gdfg	
(29) Do you smoke tobacco?	No, never

**Past Medical History**

Question	Answer
(101) Eye trouble/eye operation	No
(102) Spectacles/contact lenses ever worn	No
(103) Spectacles/contact lens prescriptions/changes since last medical exam	No

7.23. Review your answers to make sure they are correct and click 'Next'.

7.24. You will be taken to the following window. This means your application has been submitted.

7.25. Click 'Next' again.

**Assessments**

You have no other assessments scheduled to be answered

Please click the 'next' button to return to the feedback menu.

**Next** ➔

7.26. This will take you to the applications page, where you can also see any assessments previously completed on Cellma. By clicking on 'Previously Answered Assessments' you can see the application you just submitted.

7.27. Your application will show as 'awaiting approval' when payment has been completed. Your application will be approved by your AME at your medical appointment. Please do not submit your application again.

7.28. Click on the blue back arrow to return to the main menu page.

**Patient Menu**

**Applications**

You can answer any of the following Pre Assessments

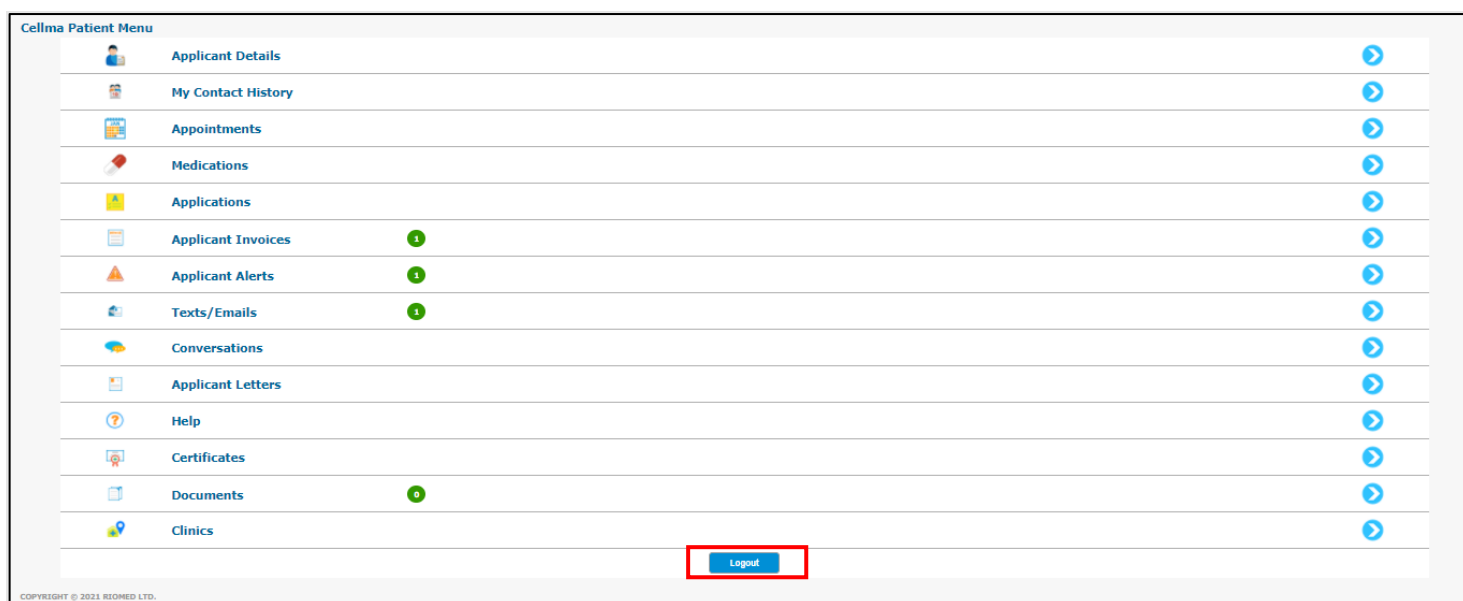
Apply for UK Class 1/3 Med Cert	<b>Answer</b>	Pilot Medical Declaration	<b>Answer</b>
Apply for UK Class 2 Med Cert	<b>Answer</b>	Apply for a LAPL Med Cert	<b>Answer</b>
Apply for UK Class 1 (Fit Eng / Nav)	<b>Answer</b>		

**Previously Answered Assessments**

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7.29. This takes you to the menu page, where you can view documents, certificates, invoices and communications that have been uploaded/submitted since the launch of Cellma.

7.30. Click on the blue Logout button at the bottom of the page.



## 8. Issues submitting your medical application

- 8.1. If you have any questions regarding the application, you can contact our medical department on 0330 022 1972 between the hours of 08:00 to 16:30 Monday to Friday. Alternatively, you can email [medicalweb@caa.co.uk](mailto:medicalweb@caa.co.uk)
- 8.2. If you experience any technical issues with Cellma, please send a screenshot of the error message to [medicalweb@caa.co.uk](mailto:medicalweb@caa.co.uk)

## 9. Viewing and printing a copy of your medical application or self-declaration

- 9.1. If you are visiting your GP for a LAPL medical or you have an appointment with a non-UK AME, you can print a copy of the medical application from Cellma to take with you.
- 9.2. If you have submitted a medical self-declaration, you can print a copy to carry with your licence.
- 9.3. From the Cellma homepage, click on 'Access My Cellma Record'.



David Idvcheck221 (DOB:08/12/1968)

cellma

Cellma Patient Menu

Please select requirement.

Apply for UK Class 1/3 Med Cert

Answer

Apply for UK Class 2 Med Cert

Answer

Apply for a LAPL Med Cert

Resume

Apply for UK Class 1 (Flt Eng / Nav)

Answer

Pilot Medical Declaration

Answer

Access My Cellma Record

Book Appt. with CAA Specialist

How we process your information

Logout

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9.4. Click on the blue arrow next to 'Applications'.

David Idvcheck221 (DOB:08/12/1968)

cellma

Patient Menu

Applicant Details

My Contact History

Appointments

Applications

Applicant Invoices 2

Applicant Alerts 1

Texts/Emails 2

Conversations

Help

Clinics

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9.5. Click on 'Previously Answered Assessments'.

David Idvcheck221 (DOB:08/12/1968)

cellma

Patient Menu

Applications

You can answer any of the following Pre Assessments

Apply for UK Class 1/3 Med Cert

Answer

Pilot Medical Declaration

Answer

Apply for UK Class 2 Med Cert

Answer

Apply for a LAPL Med Cert

Resume

Apply for UK Class 1 (Flt Eng / Nav)

Answer

Previously Answered Assessments

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9.6. Click on 'View' next to the relevant application.

9.7. This will take you to a summary page showing your answers to all the questions.

Jo Bloggs (DOB:03/04/1975)

cellma

Cellma Patient Menu

Applications

Download

MED 160

Answered By  
The Patient

Approved By

Approved On

Application

Question

Answer

(1) State of licence issue: Approved  
(12) Application Initial  
(13) Reference Number 569235486  
(14) Type of licence applied for Multi-pilot Licence  
Fixed Wing  
(17) Last application for medical certificate Enter date  
(18) Licence number 236595426879  
(18) Licence(s) held (type) Multi Pilot  
(19) Any limitations on licence(s)/medical certificate held No  
(2) Medical Certificate applied for Class 1  
(20) Have you ever had a medical certificate denied, suspended or  
revoked? No  
(21) Flight time total (Hrs) 5000  
(22) Flight time since last aero-medical examination 2500  
(23) Aircraft class/type(s) currently flown Multi Pilot  
(24) Any aviation accident or reported incident since last aero-  
medical examination? No  
(25) Type of flying intended Single Pilot

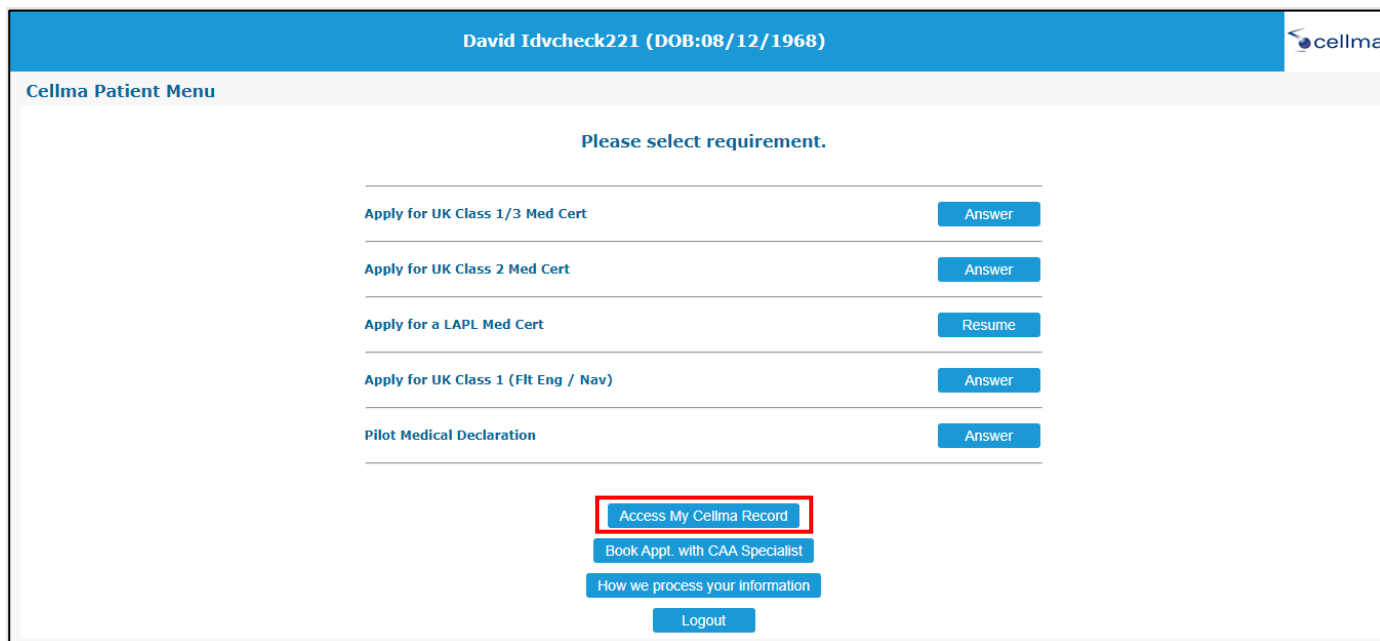
9.8. Here you can download a copy of your answers and print them off. Alternatively, you can right click on the page and click 'Print' or select Ctrl +P.

## 10. Booking a medical appointment

- 10.1. You should book your medical appointment directly with your AME as normal. This is **not** done through Cellma.
- 10.2. For LAPL medicals, contact your AME or GP (if your GP is permitted to complete a LAPL medical for you). Please see the CAA website for further information about LAPL medical certification.
- 10.3. It is recommended that you check your contact information in the portal before attending your medical appointment to ensure it is up to date. Please refer to the section 'Updating your personal details and contact information' for further details.

## 11. Paying an invoice/charge

11.1. From the Cellma homepage, click on 'Access My Cellma Record'.



The screenshot shows the 'Cellma Patient Menu' for user David Idvcheck221 (DOB:08/12/1968). The page title is 'Please select requirement.' Below this, there are five rows of options, each with a text label and a button:

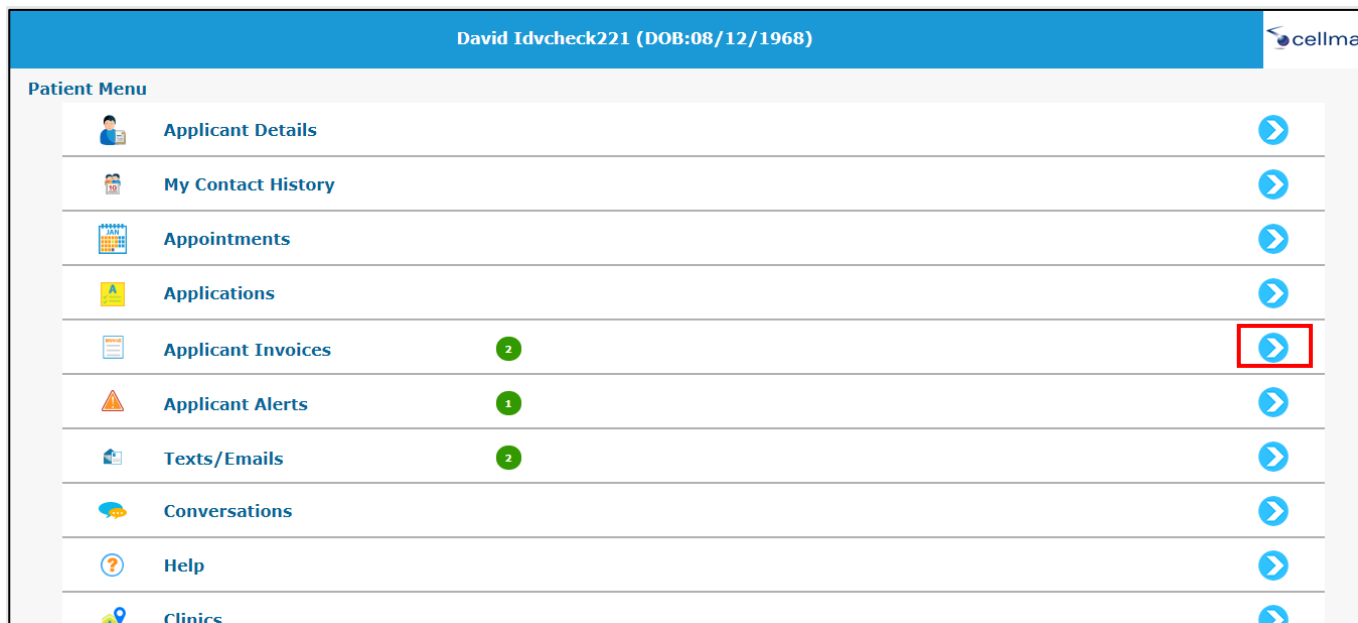
Requirement	Action
Apply for UK Class 1/3 Med Cert	Answer
Apply for UK Class 2 Med Cert	Answer
Apply for a LAPL Med Cert	Resume
Apply for UK Class 1 (Flt Eng / Nav)	Answer
Pilot Medical Declaration	Answer

Below these options, there are four buttons stacked vertically:

- Access My Cellma Record (highlighted with a red box)
- Book Appt. with CAA Specialist
- How we process your information
- Logout

At the bottom left, there is a small copyright notice: 'COPYRIGHT © 2021 BIONER LTD'.

11.2. Click on the blue arrow next to 'Applicant Invoices'.



The screenshot shows the 'Patient Menu' for user David Idvcheck221 (DOB:08/12/1968). The menu lists several options, each with an icon, a text label, a status indicator (a green circle with a number), and a blue arrow pointing right. The 'Applicant Invoices' option is highlighted with a red box around the blue arrow.

Icon	Option	Status	Action
	Applicant Details		➔
	My Contact History		➔
	Appointments		➔
	Applications		➔
	Applicant Invoices	2	➔ (highlighted)
	Applicant Alerts	1	➔
	Texts/Emails	2	➔
	Conversations		➔
	Help		➔
	Clinics		➔

11.3. Any outstanding invoices will show as 'awaiting payment' in the Payment Status column and will have a button to 'Pay'.

Jo Bloggs (DOB:03/04/1975)										
Applicant Invoices										
No	Created	Status	Total	Bill Payer	Payment Status	Payment	Paid	Pay	CP Earned	Request a refund ?
✓ I1689 E1	17/07/2019	Editing	£0.00	Jo Bloggs	Paid	17/07/2019				
✓ I1610	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1611	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1612	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1613	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1616	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1603	02/07/2019	Sent	£0.22	Jo Bloggs	Paid	02/07/2019	£0.22			
✓ I1420	03/06/2019	Sent	£77.00	Jo Bloggs	Paid	03/06/2019	£77.00			
✓ I1394	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ I1395	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ I1315	29/04/2019	Sent	£0.22	Jo Bloggs	Paid	29/04/2019	£0.22			
⚠ I1994	13/08/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
	Qty	Item Name		Unit Cost						
	1	Assessment (MED 160)		£ 0.22						
✓ I1705	18/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ I1640	09/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ I1601	02/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		

11.4. Click on 'Pay' and then 'Pay Now'.

Jo Bloggs (DOB: 03/04/1975)

Assessment Payment

Please proceed to make payment for your assessment\*

Payment Date :

13/08/2019

Invoice Number :

I1994

Amount To Pay :

£ 0.22

Pay Now

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11.5. You will be taken to a secure WorldPay link to make payment using your card.

worldpay

Test Mode - This is not a live transaction.

Order summary

Payment reference:

62311994

Description:

Assessment Payment

Amount (GBP):

£0.22

Payment details

\* Indicates a required field

Card number \*

Cardholder's name \*

Expiry date \*

MM / YY

Security code

3 digits on the back of the card or 4 digits on the front of card

Cancel payment

Make Payment

© Worldpay 2013-2019. All rights reserved.

- 11.6. A receipt will be emailed to you.
- 11.7. If you return to the list of invoices, that item will now be listed as 'Paid'.

Jo Bloggs (DOB:03/04/1975)										cellma
Successfully paid bill										
Patient Menu										
Applicant Invoices										
No	Created	Status	Total	Bill Payer	Payment Status	Payment	Paid	Pay	CP Earned	Request a refund ?
✓ I1689 E1	17/07/2019	Editing	£0.00	Jo Bloggs	Paid	17/07/2019				
✓ I1610	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1611	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1612	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1613	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1616	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ I1603	02/07/2019	Sent	£0.22	Jo Bloggs	Paid	02/07/2019	£0.22			
✓ I1420	03/06/2019	Sent	£77.00	Jo Bloggs	Paid	03/06/2019	£77.00			
✓ I1394	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ I1395	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ I1315	29/04/2019	Sent	£0.22	Jo Bloggs	Paid	29/04/2019	£0.22			
✓ I1705	18/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ I1640	09/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ I1601	02/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		

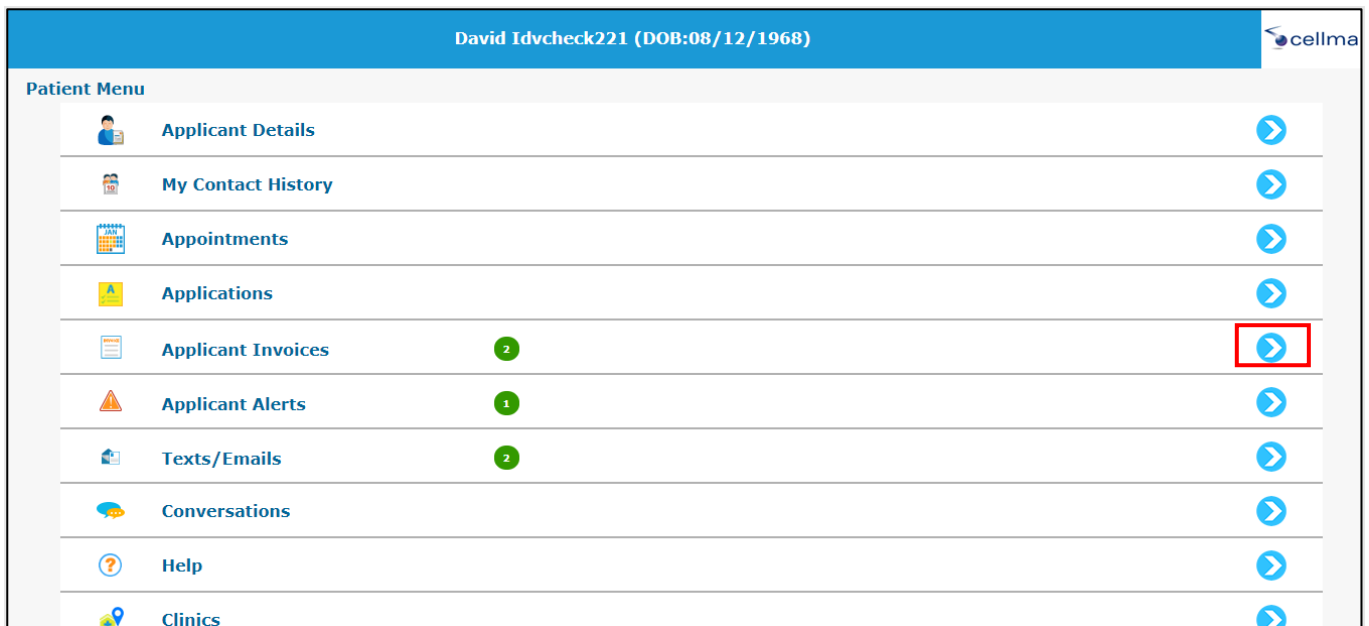
- 11.8. Click on the blue back arrow to return to the main menu.

## 12. Requesting a refund

- 12.1. From the Cellma homepage, click on 'Access My Cellma Record'.

David Idvcheck221 (DOB:08/12/1968)										cellma
Cellma Patient Menu										
Please select requirement.										
Apply for UK Class 1/3 Med Cert								Answer		
Apply for UK Class 2 Med Cert								Answer		
Apply for a LAPL Med Cert								Resume		
Apply for UK Class 1 (Flt Eng / Nav)								Answer		
Pilot Medical Declaration								Answer		
<div>Access My Cellma Record</div> <div>Book Appt. with CAA Specialist</div> <div>How we process your information</div> <div>Logout</div>										

- 12.2. Click on the blue arrow next to 'Applicant Invoices'.



12.3. Click on 'Request a refund' in the 'Request a refund' column.

12.4. Please note: you can only request a refund once the payment status has changed from 'processing payment' to 'paid'.

laura bloggs (DOB:23/02/1988)

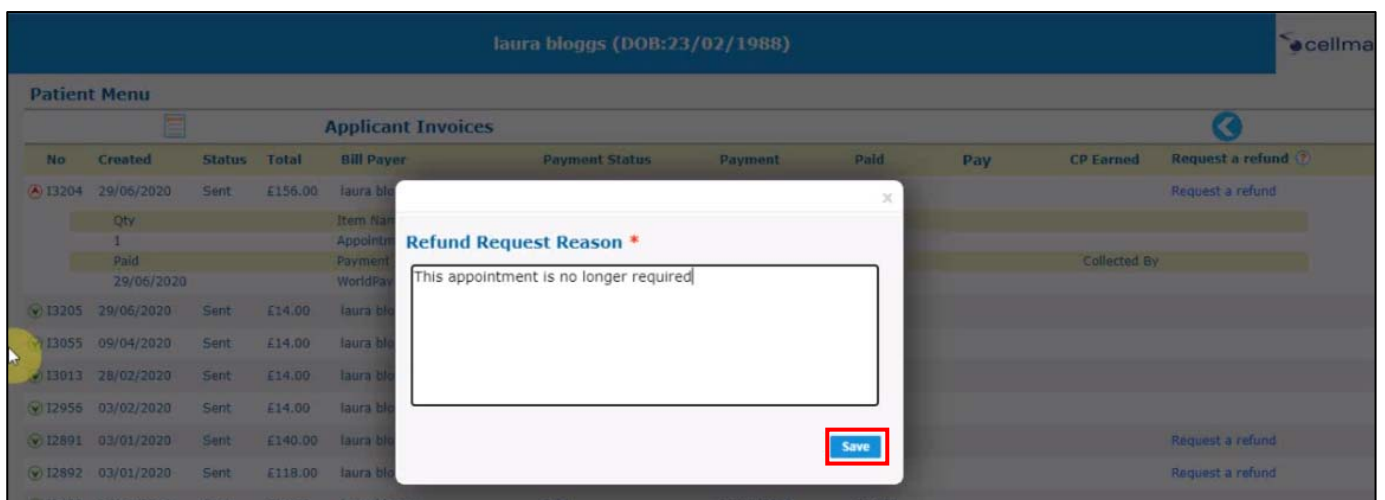
cellma

Patient Menu

Applicant Invoices

No	Created	Status	Total	Bill Payer	Payment Status	Payment	Paid	Pay	CP Earned	Request a refund
I3204	29/06/2020	Sent	£156.00	laura bloggs	Paid	29/06/2020	£156.00			Request a refund
I3205	29/06/2020	Sent	£14.00	laura bloggs	Paid	29/06/2020	£14.00			
I3055	09/04/2020	Sent	£14.00	laura bloggs	Paid	29/06/2020	£14.00			
I3013	28/02/2020	Sent	£14.00	laura bloggs	Paid	28/02/2020	£14.00			
I2956	03/02/2020	Sent	£14.00	laura bloggs	Paid	03/02/2020	£14.00			
I2891	03/01/2020	Sent	£140.00	laura bloggs	Paid	03/01/2020	£140.00			Request a refund

12.5. Enter the reason for the refund into the pop up box and click 'Save'.



12.6. You will see a green banner at the top of the page saying your refund request has been accepted and is now with the CAA for further processing. This means you have successfully submitted your refund request and it is with the CAA to approve or decline.

## 13. Booking an appointment at a CAA Clinic

13.1. Please only use this section of the user guide if you have received communication asking you to book an appointment at a CAA clinic.

13.2. From the Cellma homepage, click on 'Access My Cellma Record'.



David Idvcheck221 (DOB:08/12/1968)

Cellma Patient Menu

Please select requirement.

Apply for UK Class 1/3 Med Cert	Answer
Apply for UK Class 2 Med Cert	Answer
Apply for a LAPL Med Cert	Resume
Apply for UK Class 1 (Flt Eng / Nav)	Answer
Pilot Medical Declaration	Answer

Access My Cellma Record

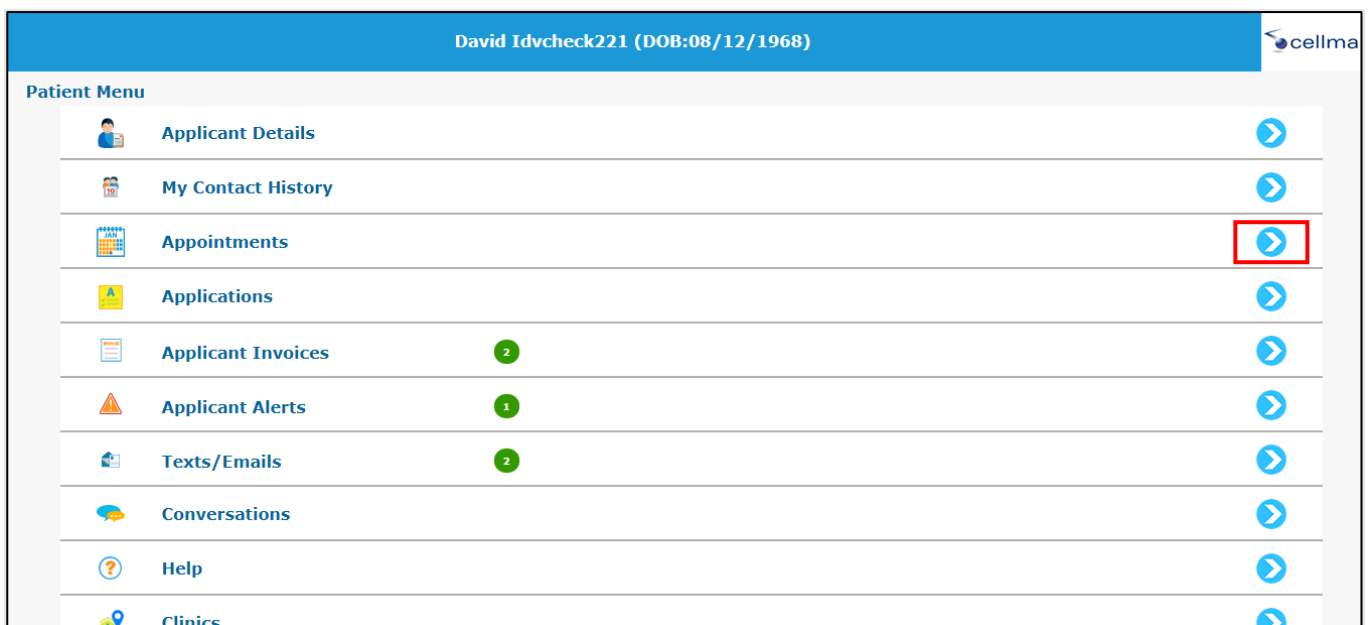
Book Appt. with CAA Specialist

How we process your information

Logout

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13.3. Click on the blue arrow next to 'Appointments'.

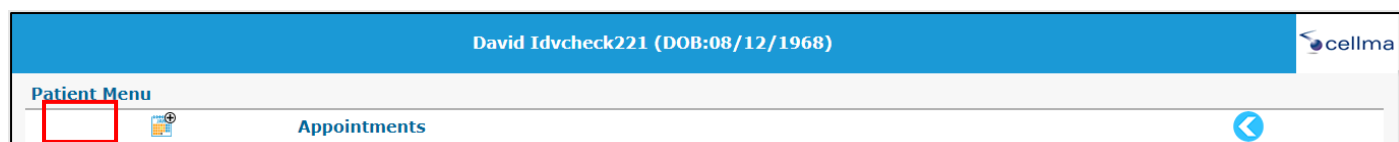


David Idvcheck221 (DOB:08/12/1968)

Patient Menu

Applicant Details		>
My Contact History		>
Appointments		>
Applications		>
Applicant Invoices	2	>
Applicant Alerts	1	>
Texts/Emails	2	>
Conversations		>
Help		>
Clinics		>

13.4. Click on the calendar icon along the top of the page.



David Idvcheck221 (DOB:08/12/1968)

Patient Menu

Appointments

13.5. Select the specialist clinic that matches the notification you received.

Jo Bloggs (DOB: 03/04/1975)

Appointments

Please click for a new appointment

Cardiology

Diabetology

Neurology

Psychiatry

Psychiatry D&A

Please click to view existing appointments

View my appointments

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13.6. Select your preferred date and time.

Jo Bloggs (DOB: 03/04/1975)

Appointments

Clinic location

Medical Department, Aviation House, Gatwick

Dr. HRP

Next Available Appointment

OR

Choose a Date

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13.7. Confirm the appointment by clicking on 'Book Appointment'. You will receive an email confirming the appointment booking.



Jo Bloggs (DOB: 03/04/1975)

Medical Department, Aviation House, Gatwick

Tuesday 13/08/2019 4:00 PM

**Book Appointment**

« Earlier Later »

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13.8. You will then need to pay for your appointment. Select 'Pay Now'.

You have 5 mins to make payment. If payment session timed out, you need to again book an appointment

Jo Bloggs (DOB: 03/04/1975)

Appointment Payment

Please proceed to make payment for your appointment \*

Payment Date : 13/08/2019

Invoice Number : I1996

Amount To Pay : £ 150.00

**Pay Now**

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13.9. This will take you to a secure WorldPay link to enter your card details to make payment.

worldpay

Test Mode - This is not a live transaction.

Order summary

Payment reference: 623I1996

Description: Appointment Book Invoice Payment

Amount (GBP): £150.00

Payment details

\* Indicates a required field

Card number \*

Cardholder's name \*

Expiry date \*

MM / YY

Security code

3 digits on the back of the card or 4 digits on the front of card

Cancel payment Make Payment

© Worldpay 2013-2019. All rights reserved.

13.10. Following payment, a receipt will be emailed to you.

13.11. If you go back into the appointments page in Cellma now, you will now see your booked appointment.

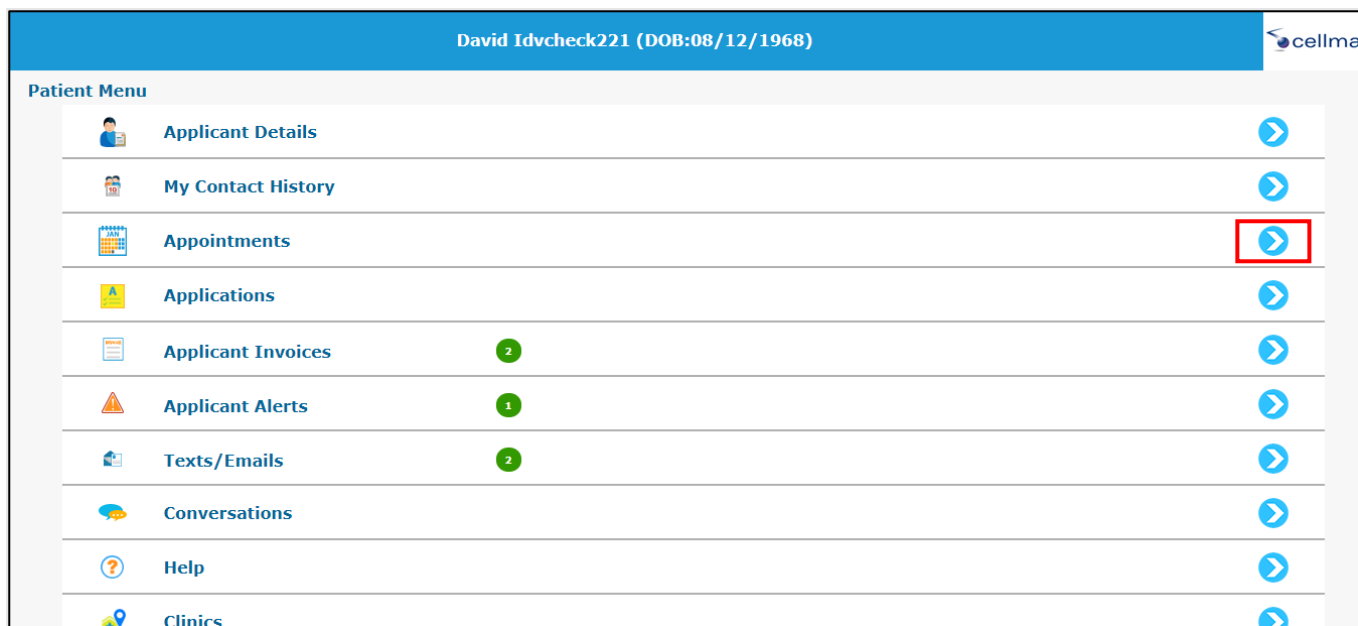
Jo Bloggs (DOB:03/04/1975)											cellma
Patient Menu											
Appointments											
Service	Type	Status	Location	HP	Date	Time	Notes	Self Check-In	Cancel	Reschedule	
CAA Medical Service	New	scheduled	Medical Department, Aviation House, Gatwick	Dr. H HP	13/08/2019	16:00:00		Confirm Check-In			
CAA Medical Service	New	scheduled	CAA Location	Dr. H HP	03/06/2019	16:20:00					
CAA Medical Service	New	scheduled	CAA Location	Dr. H HP	03/06/2019	14:20:00					
CAA Medical Service	New	scheduled	CAA Location	Dr. H HP	03/06/2019	10:20:00					
COPYRIGHT © 2019 RIOMED LTD.											

## 14. Changing your Clinic Appointment

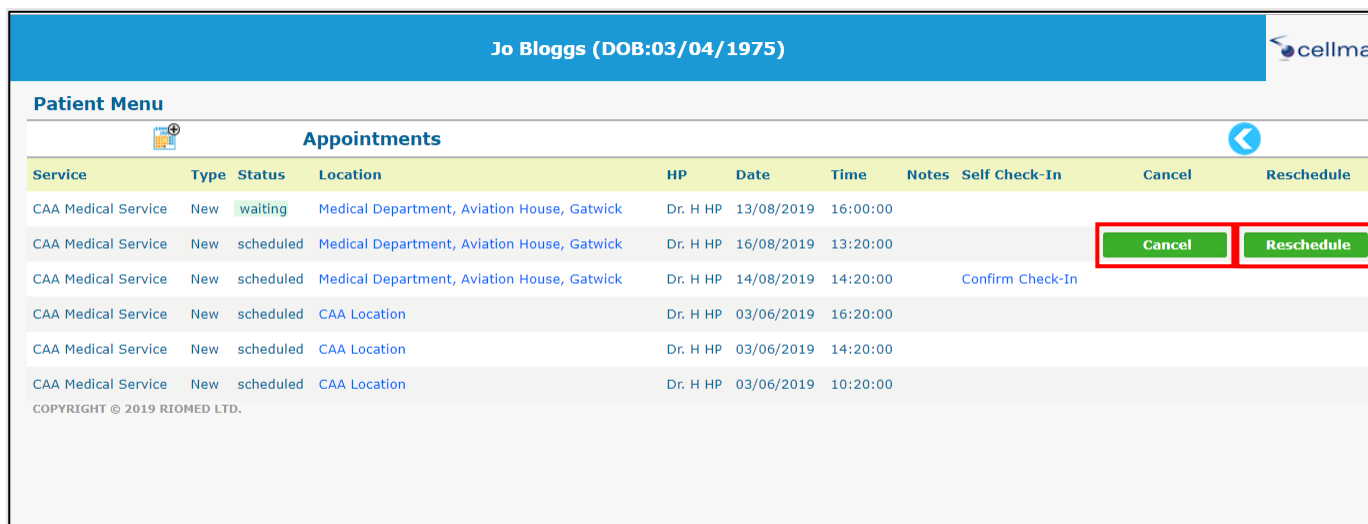
14.1. From the Cellma homepage, click on 'Access My Cellma Record'.

David Idvcheck221 (DOB:08/12/1968)		cellma
Cellma Patient Menu		
Please select requirement.		
Apply for UK Class 1/3 Med Cert		Answer
Apply for UK Class 2 Med Cert		Answer
Apply for a LAPL Med Cert		Resume
Apply for UK Class 1 (Flt Eng / Nav)		Answer
Pilot Medical Declaration		Answer
Access My Cellma Record		
Book Appt. with CAA Specialist		
How we process your information		
Logout		
COPYRIGHT © 2021 RIOMED LTD.		

14.2. Click on the blue arrow next to 'Appointments.'



14.3. Click on 'Reschedule' or 'Cancel' next to the relevant appointment.



**Please note:** you can only amend an appointment that has been booked via Cellma and only if the appointment is more than 5 days away.

## 15. Accessing your medical records

15.1. From the Cellma homepage, click on 'Access My Cellma Record'.

David Idvcheck221 (DOB:08/12/1968)

cellma

Cellma Patient Menu

Please select requirement.

Apply for UK Class 1/3 Med Cert

Answer

Apply for UK Class 2 Med Cert

Answer

Apply for a LAPL Med Cert

Resume

Apply for UK Class 1 (Flt Eng / Nav)

Answer

Pilot Medical Declaration

Answer

Access My Cellma Record

Book Appt. with CAA Specialist

How we process your information

Logout

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15.2. Click on the blue arrow next to 'Certificates'.

Jo Bloggs (DOB:03/04/1975)

cellma

Patient Menu

Applicant Details

My Contact History

Certificates

15

Appointments

1

Medications

Applications

Applicant Invoices

18

Applicant Alerts

29

Texts/Emails

29

Conversations

2

Applicant Letters

Help

Documents

0

Clinics

Logout

15.3. This will bring up a list of your current and previous medical certificates.

15.4. Click on 'View' next to the relevant medical certificate.

Jo Bloggs (DOB:03/04/1975)						cellma
Patient Menu						
Certificates						
Type	Status	Valid From	Valid To	Limitations/Referral Reasons	Certificate Number	View
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 2 Pilots	Fit	08/07/2019	08/07/2021	<a href="#">Show</a>	123456789	<a href="#">View</a>
LAPL Pilots	Fit	03/07/2019	03/07/2021		JO	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	24/05/2019	20/05/2021		123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	01/05/2019	01/11/2019	<a href="#">Show</a>	123456789	<a href="#">View</a>
LAPL Pilots	Referred	01/05/2019	01/05/2021		123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	30/04/2019	29/04/2020	<a href="#">Show</a>	123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	<a href="#">Show</a>	123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	01/05/2019	01/11/2019	<a href="#">Show</a>	123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	<a href="#">Show</a>	123456789	<a href="#">View</a>
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	<a href="#">Show</a>	123456789	<a href="#">View</a>
Class 1 Pilots	Draft				123456789	<a href="#">View</a>

15.5. This will open a copy of the medical certificate, with validity dates and limitations.

15.6. **Please note:** You will not be able to access your own personal medical records in Cellma until you have had an identification check. This identification check will be carried out face to face either with an Aeromedical Examiner (AME) at your next appointment or at the CAA Medical Department when you attend for an appointment with a CAA consultant.

15.7. However, you will be able to submit new applications and view these in Cellma.

15.8. Once your ID has been confirmed, you will be able to view your own data. Please note that you will still only be able to see records entered after 29<sup>th</sup> March 2021, when Cellma launched.

## 16. Accessing your documents

16.1. From the Cellma homepage, click on 'Access My Cellma Record'.

David Idvcheck221 (DOB:08/12/1968)

cellma

Cellma Patient Menu

Please select requirement.

Apply for UK Class 1/3 Med Cert

Answer

Apply for UK Class 2 Med Cert

Answer

Apply for a LAPL Med Cert

Resume

Apply for UK Class 1 (Flt Eng / Nav)

Answer

Pilot Medical Declaration

Answer

Access My Cellma Record

Book Appt. with CAA Specialist

How we process your information

Logout

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16.2. Click on the blue arrow next to 'Documents.'

Jo Bloggs (DOB:03/04/1975)

cellma

Patient Menu

Applicant Details

My Contact History

Certificates 18

Appointments

Medications

Applications

Applicant Invoices 18

Applicant Alerts 3

Texts/Emails 20

Conversations 3

Applicant Letters

Help

Documents 3

Clinics

Logout

16.3. This will bring up a list of viewable documents.

16.4. Click on 'View' next to the relevant document.

Jo Bloggs (DOB:03/04/1975)

cellma

Patient Menu

Documents

From

Description

Received

Category

Created

Shared By

View

Investigation test

Test

14/08/2019

Investigations

14/08/2019

trainerjayshri

view

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16.5. **Please note:** You will not be able to access your own personal medical records in Cellma until you have had an identification check. This identification check will be carried out face to face either with an Aeromedical Examiner (AME) at your next appointment or at the CAA Medical Department when you attend for an appointment with a CAA consultant.

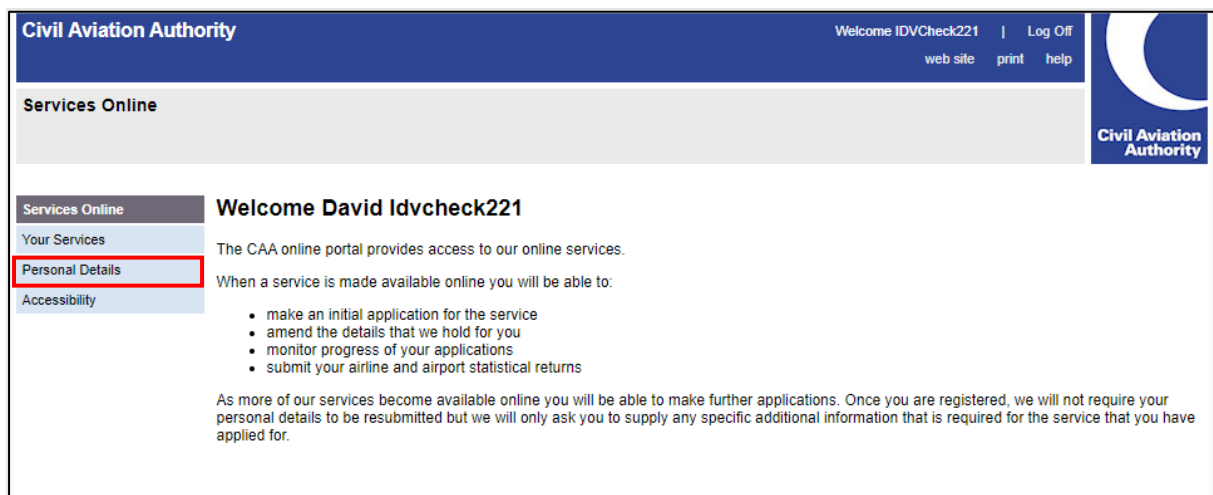
16.6. However, you will be able to submit new applications and view these in Cellma.

16.7. Once your ID has been confirmed, you will be able to view your own data. Please note that you will still only be able to see records entered after 29<sup>th</sup> March 2021, when Cellma launched.

## 17. Updating your personal details and contact information

17.1. You must update your personal details in the CAA Customer Portal, before logging into Cellma via the 'medical' service link.

17.2. Once logged into your portal account, click on 'Personal Details' on the left hand side.



17.3. This will bring up your personal details and contact information. Here, you can edit your name, address, and contact information.

17.4. Make your changes and then click on 'Update Personal Information' at the bottom of the page.

17.5. **Please note: your changes may not appear automatically in the portal. Your changes need to be approved by the CAA before they are reflected in your account.**