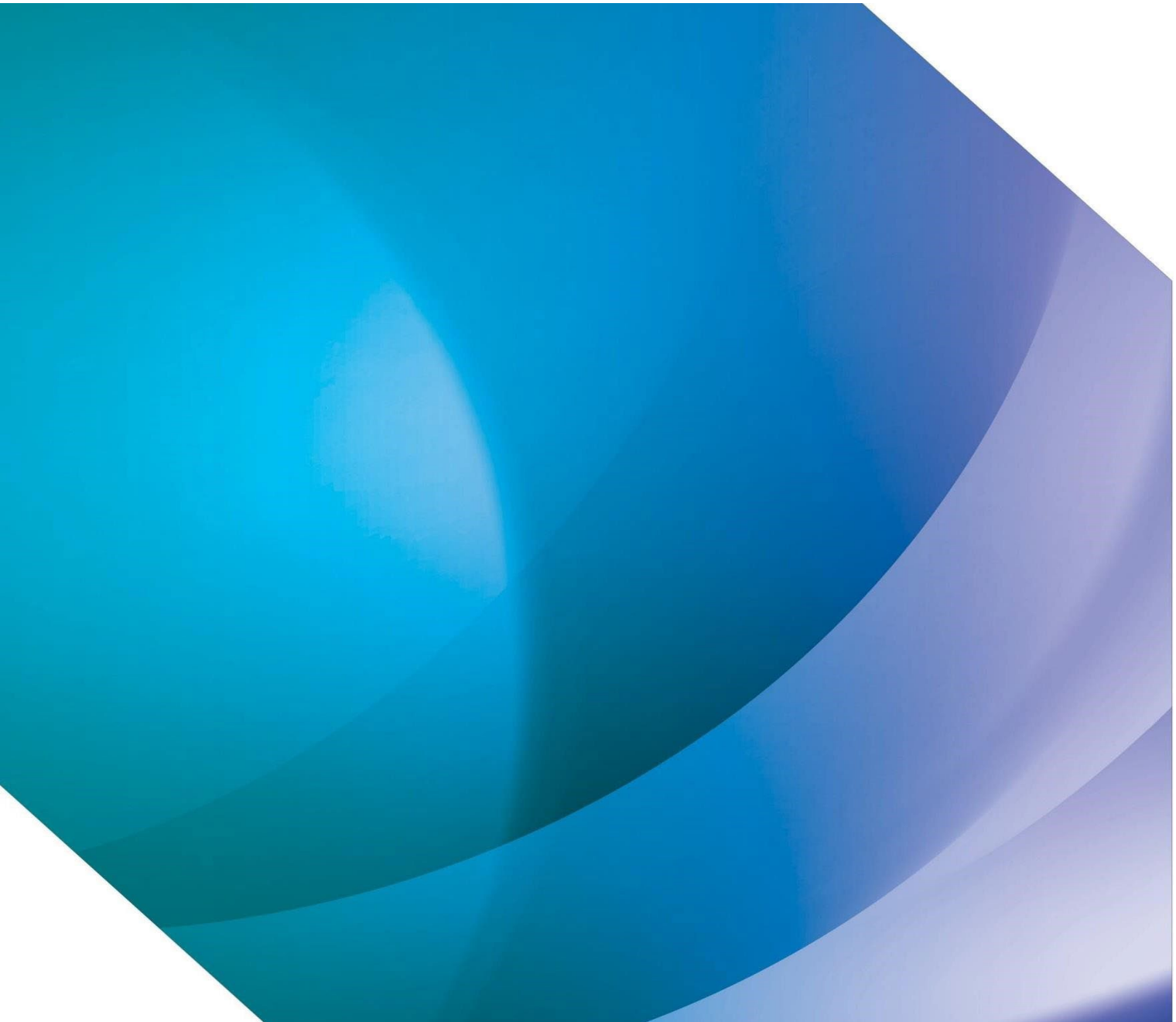
UK Civil Aviation Authority

Cellma
Applicant User Guide



Contents

1. Logging into Cellma 3
2. Log in issues 5
3. Changing your telephone number for log in 5
4. Finding your CAA reference number 6
5. Applying for a medical Self-Declaration 7
6. Withdrawing a medical Self-Declaration 9
7. Applying for a medical certificate 11
8. Issues submitting your medical application 17
9. Viewing and printing a copy of your medical application or self-declaration 18
10. Booking a medical appointment 20
11. Paying an invoice/charge 21
12. Requesting a refund 23
13. Booking an appointment at a CAA Clinic 25
14. Changing your Clinic Appointment 28
15. Accessing your medical records 29
16. Accessing your documents 31
17. Updating your personal details and contact information 32

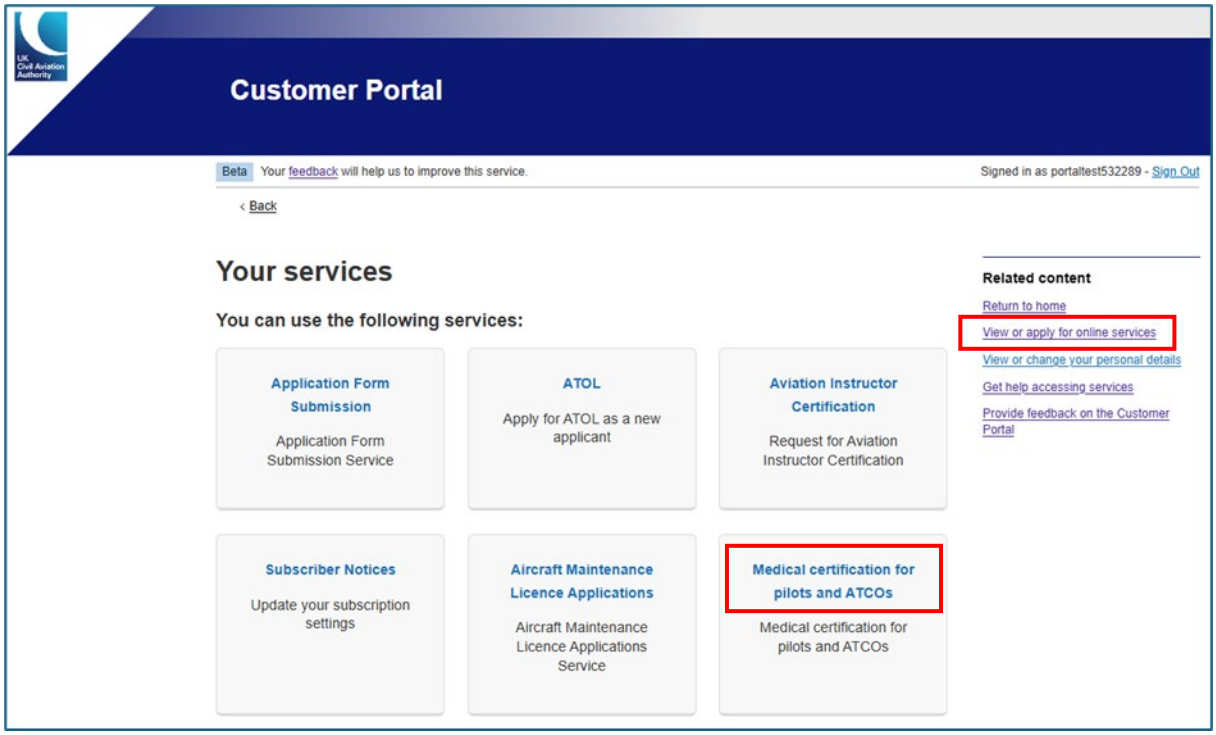
1. Logging into Cellma

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/

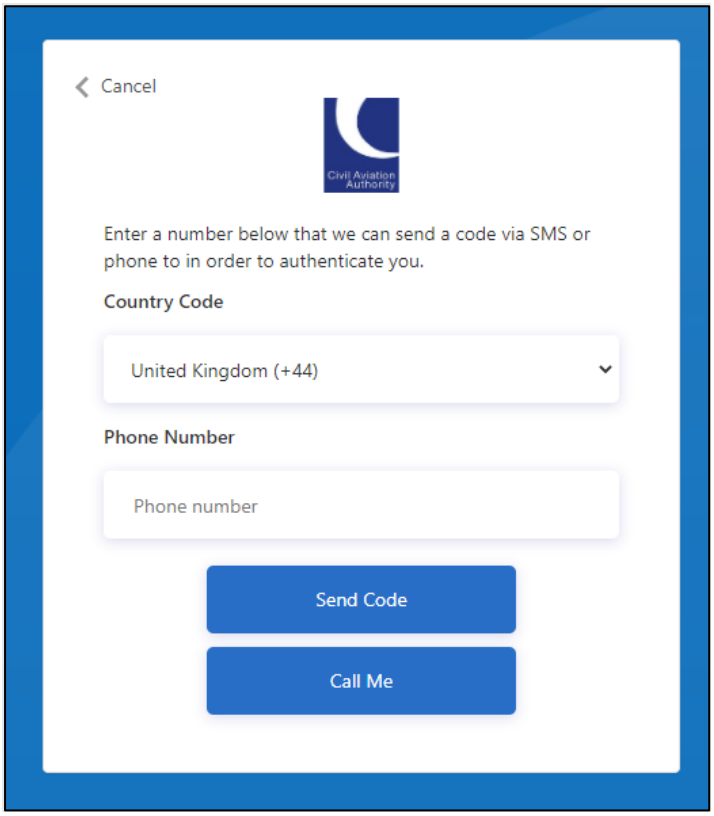
1.2. You can log into the CAA Customer Portal at: https://portal.caa.co.uk

1.3. The recommended browser for accessing Cellma is Google Chrome.

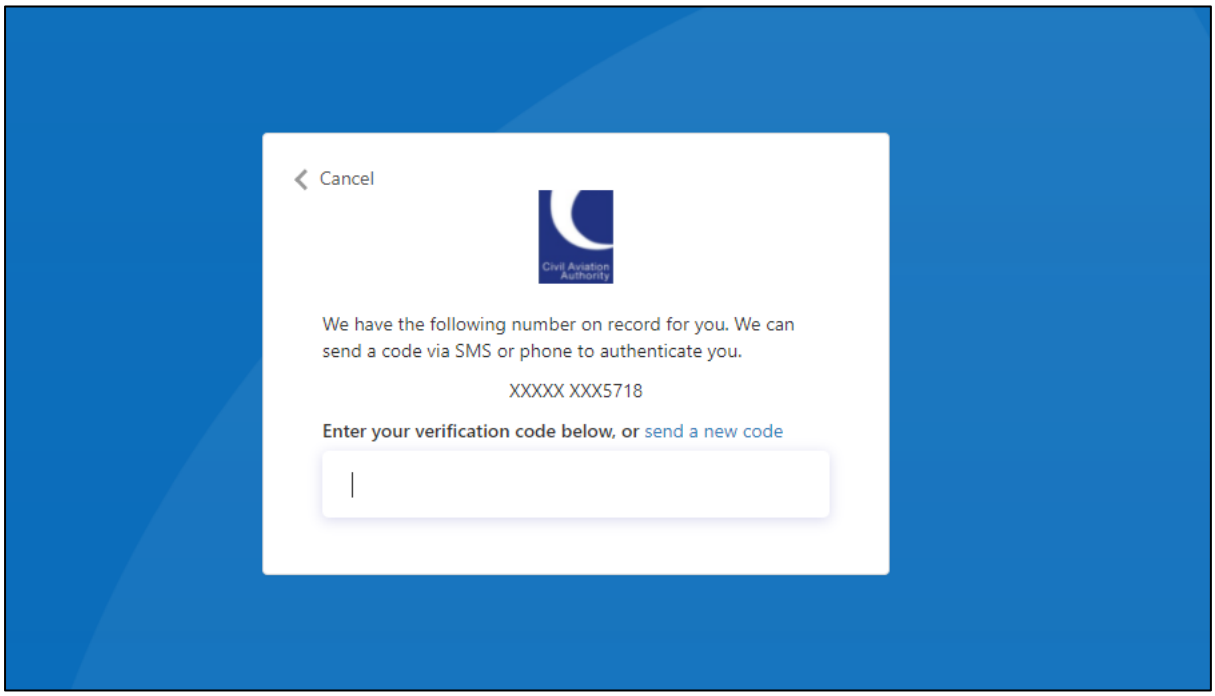
1.4. Once logged into your portal account, click on "View or apply for online services" on the right-hand side. Then select the "Medical certification for pilots and ATCOs" link in the centre pane as shown below.



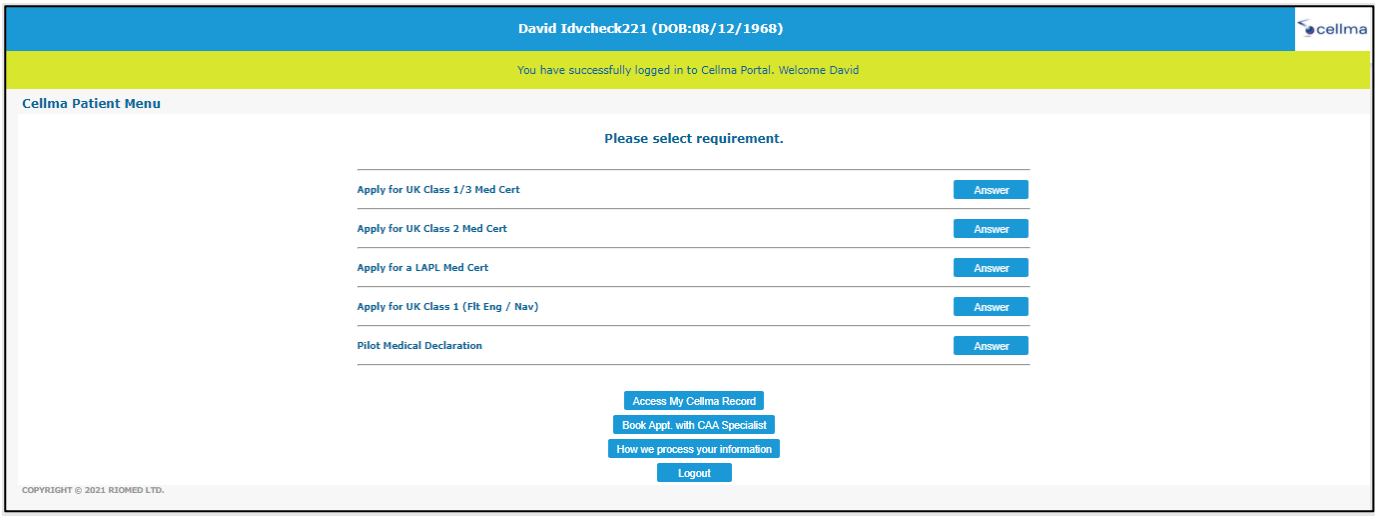
1.5. Next, you will be asked to enter your telephone number so that we can send you a code to log into Cellma securely. You can choose between receiving a text message or an automated telephone call.



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.



2. Log in issues

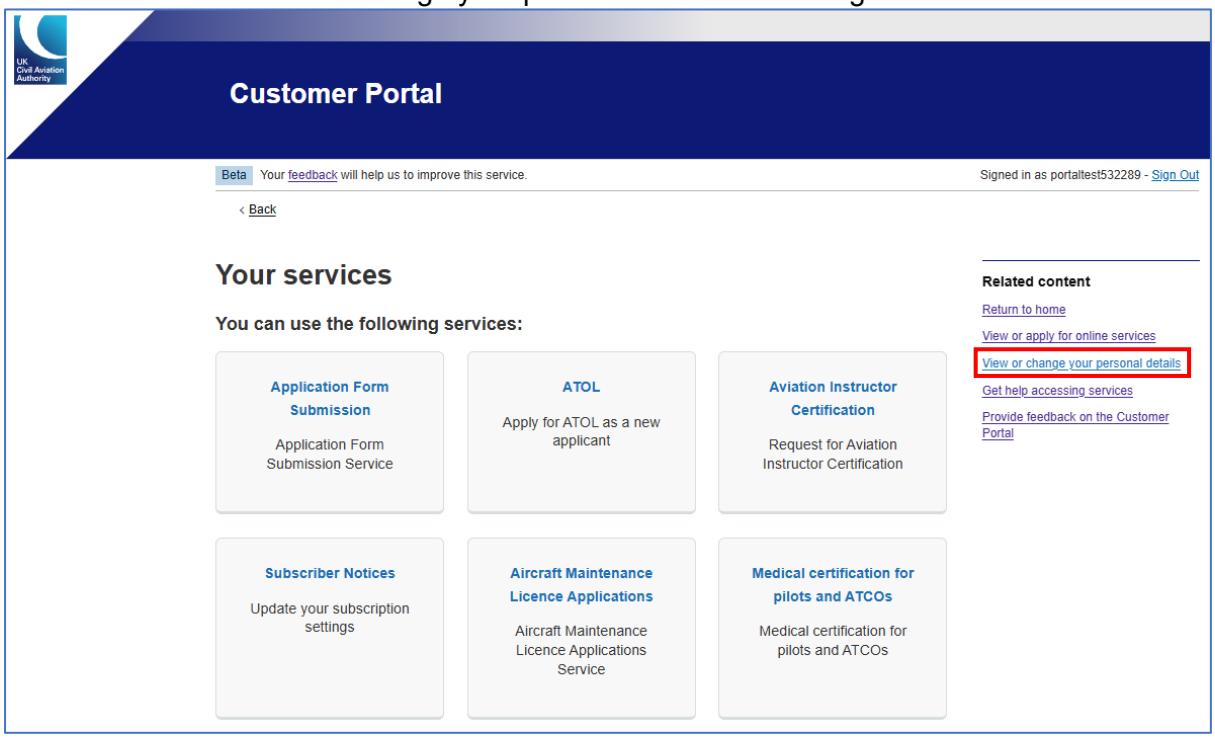
2.1. If you have any issues logging into your CAA Portal account and accessing Cellma, you can contact our portal support team on 0330 022 1909 between the hours of 08:30 to 16:30 Monday to Friday.
Alternatively, you can email: customerportalsupport@caa.co.uk

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 customerportalsupport@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.

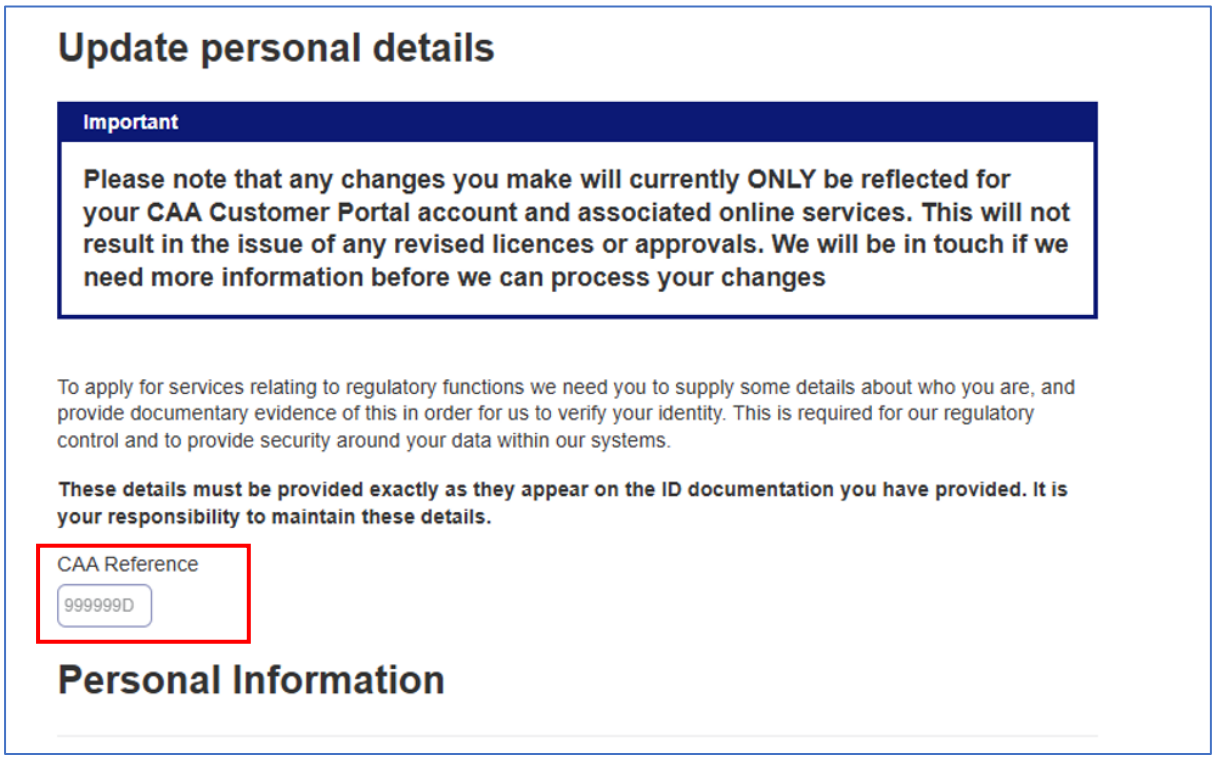
4. Finding your CAA reference number

4.1. Once your portal account has been approved by the CAA, log into your portal account and click on ‘View or change your personal details’ on the right-hand side.



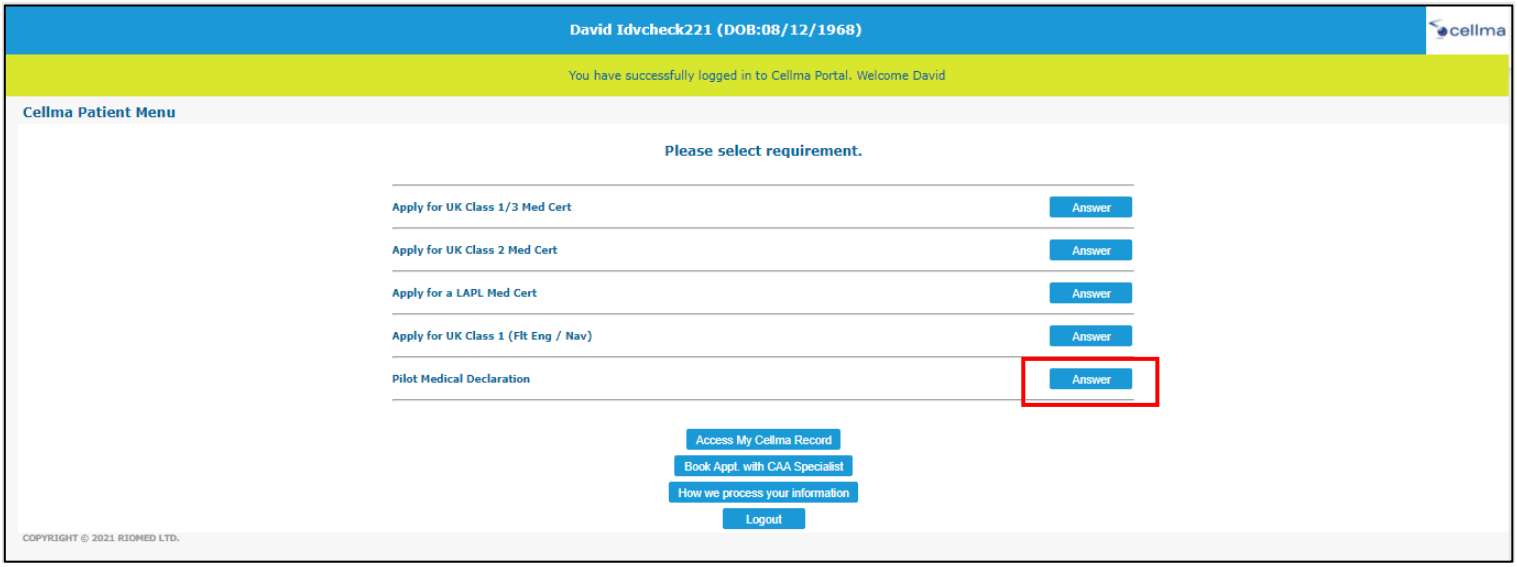
4.2. This will bring up your personal details and contact information.

4.3. The first field shown on the screen will be your CAA reference number as below.

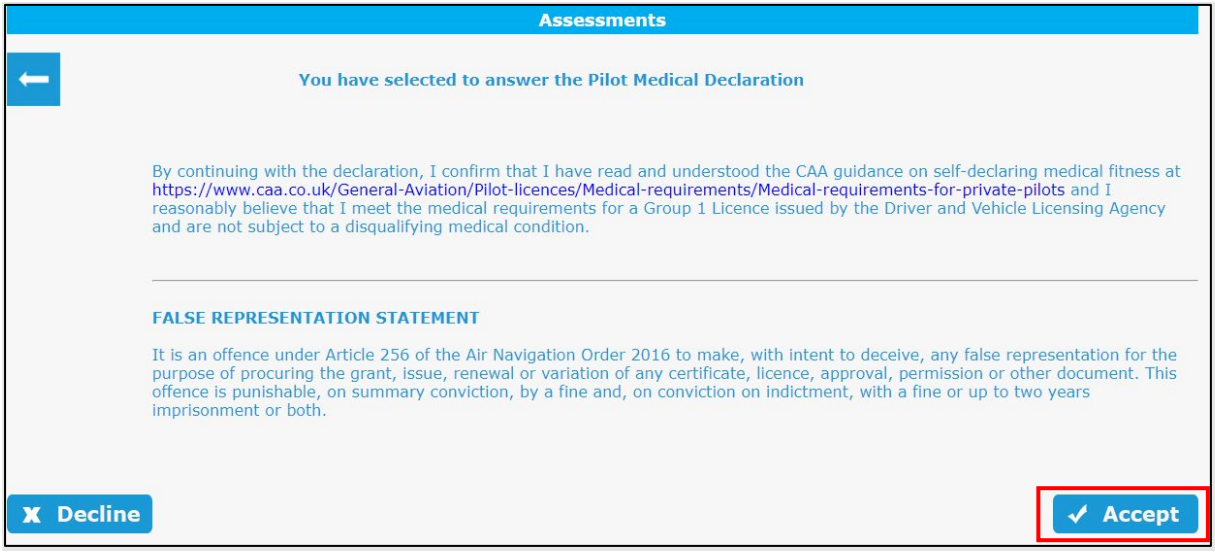


5. Applying for a medical Self-Declaration

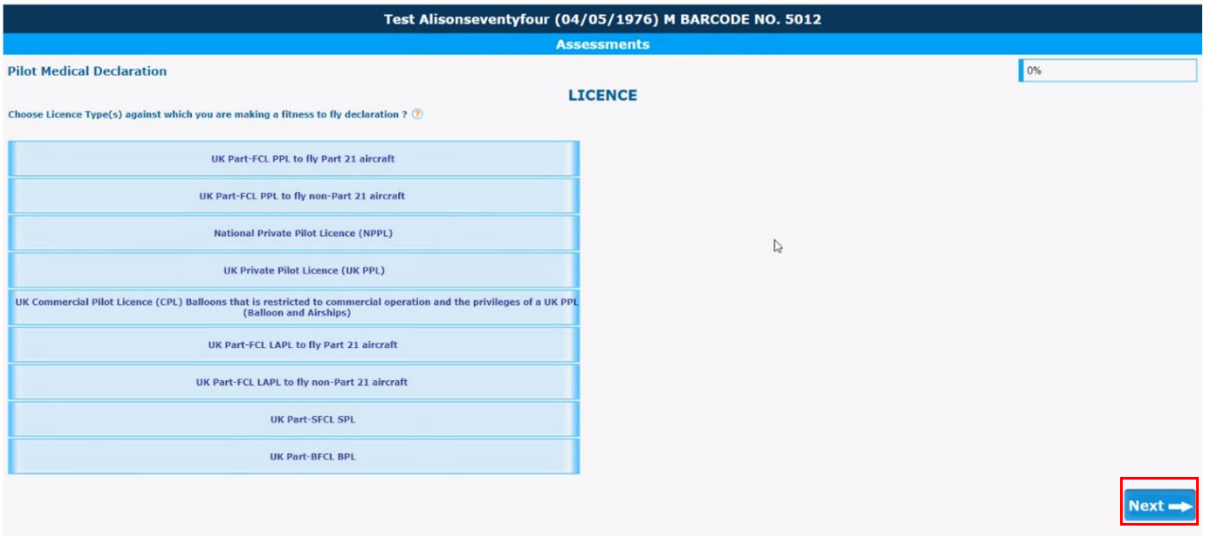
5.1. From your portal home page, click ‘Answer’ next to Pilot Medical Declaration.



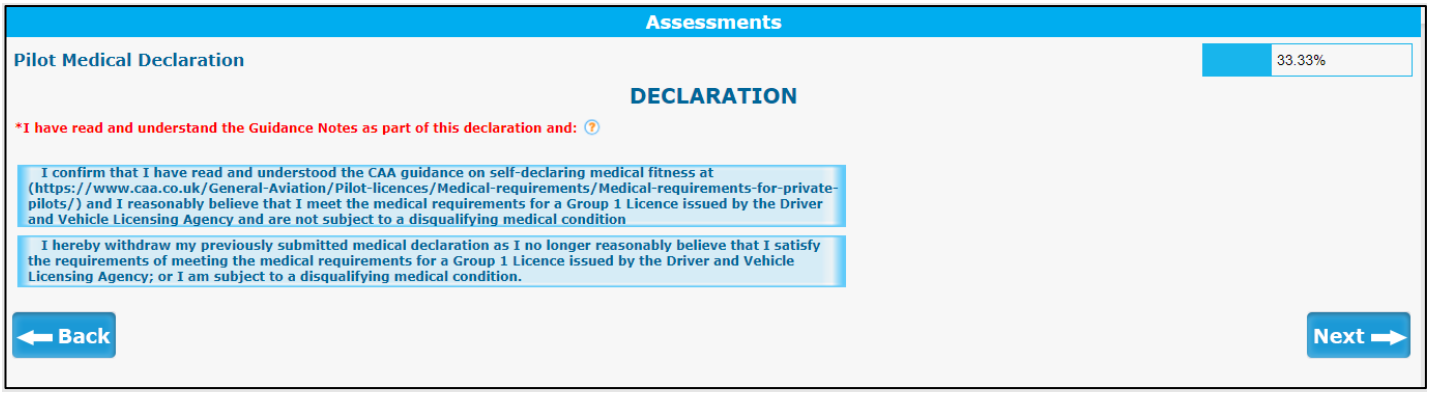
5.2. You will then be asked to ‘Accept’ the declaration and confirm that you have read the requirements for self-declaring medical fitness.



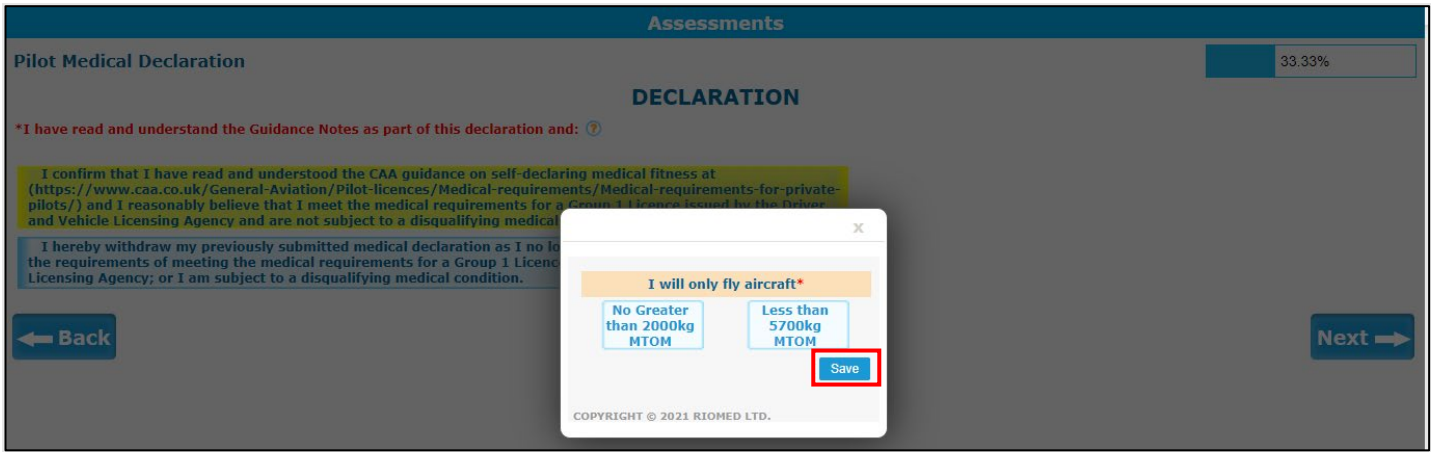
5.3. Select which licence you hold; you can select more than one and click ‘Next’.



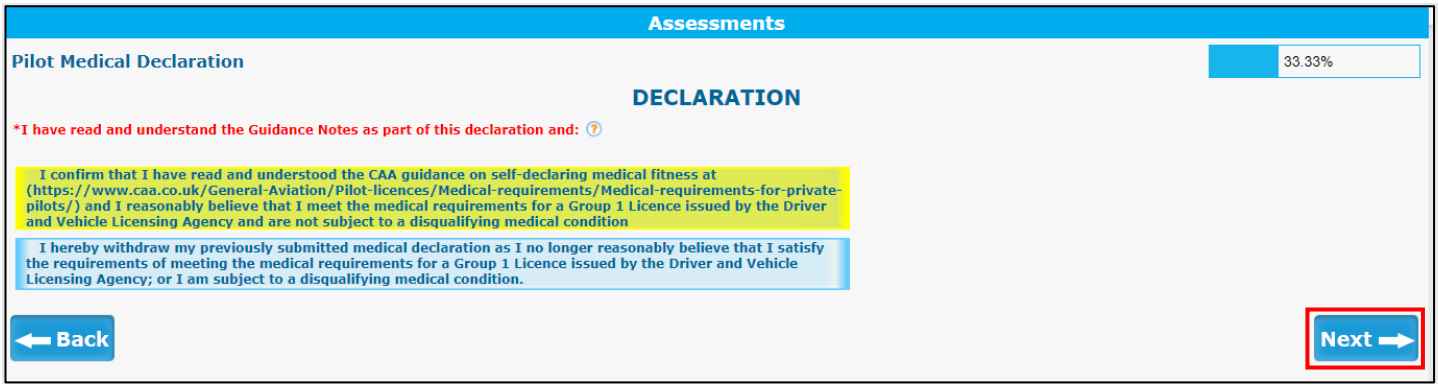
5.4. On the next page you have two options:
1) To confirm you meet the requirements for self-declaring medical fitness
2) To withdraw your previously submitted self-declaration



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



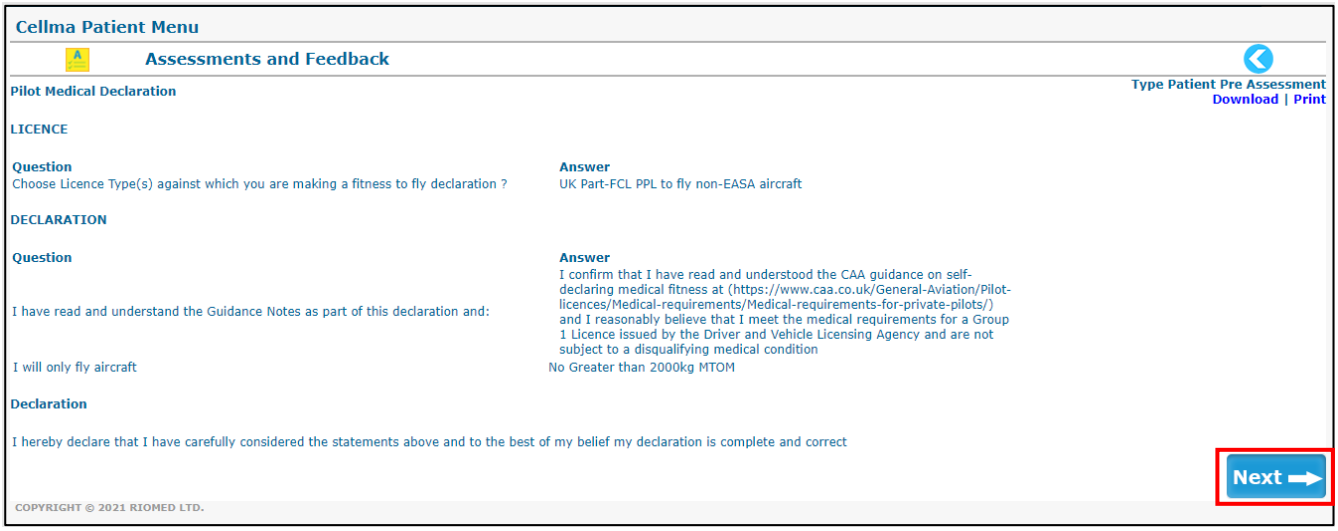
5.6. This will turn the top option green. Click ‘Next’.



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.



5.10. Click ‘Next’ again. This will take you to the applications page. Your self-declaration is now submitted.

5.11. You can see it if you click on ‘Previously Answered Assessments’. There is no further action you need to take.

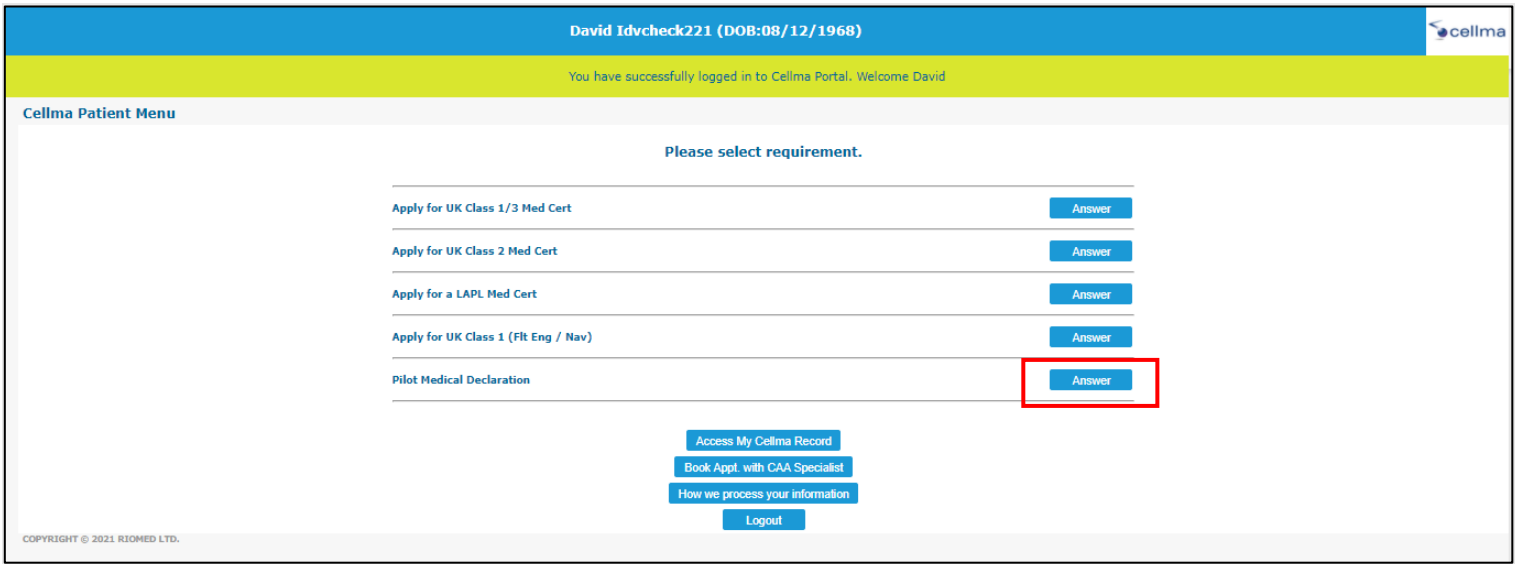
6. Withdrawing a medical Self-Declaration

6.1. If you have a change in your medical status and you no longer meet the requirements for a medical self-declaration, you will need to withdraw your self-declaration.

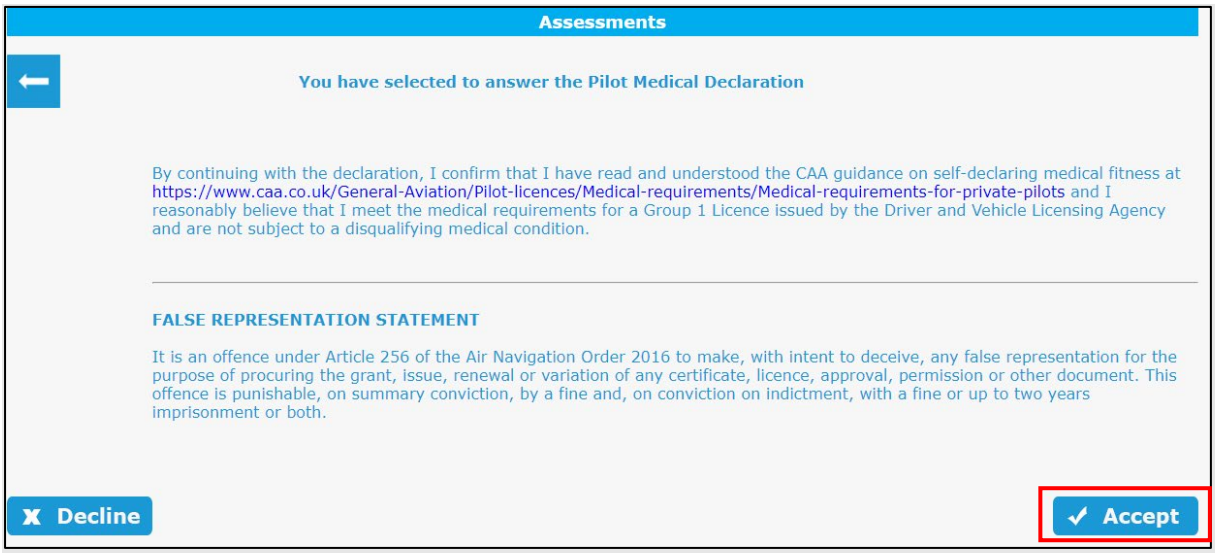
6.2. If you decide to apply for a higher level of medical, you do not need to withdraw your self-declaration. Once your medical certificate is issued by your AME, this will supersede your declaration.

6.3. To withdraw a declaration, log into Cellma via the CAA Portal.

6.4. From your Cellma home page, click ‘Answer’ next to Pilot Medical Declaration.

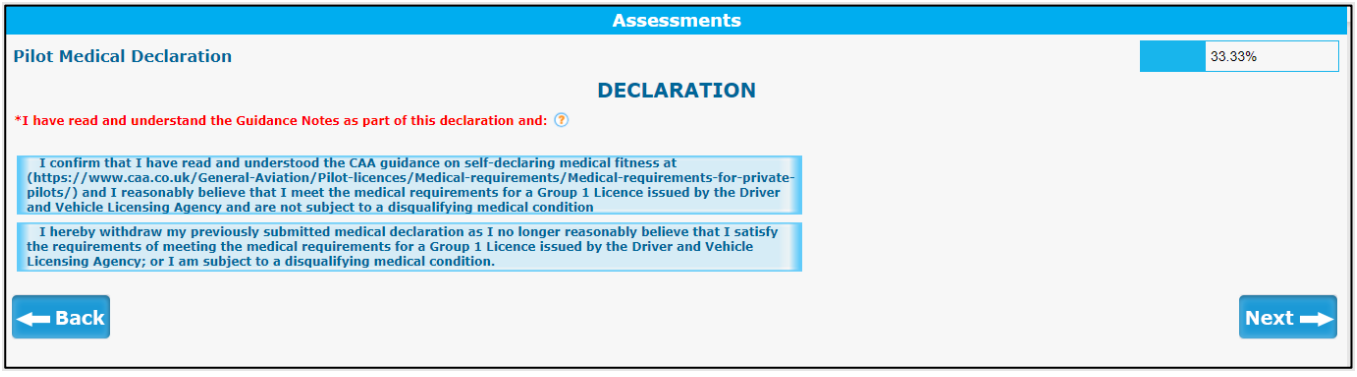


6.5. You will then be asked to ‘Accept’ the declaration and confirm that you have read the requirements for self-declaring medical fitness.

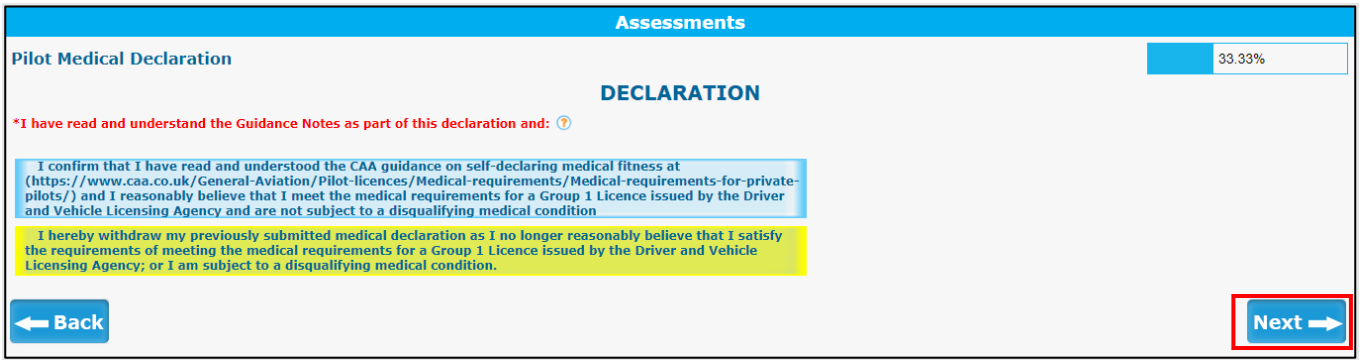


6.6. Select which licence you hold and click ‘Next’.

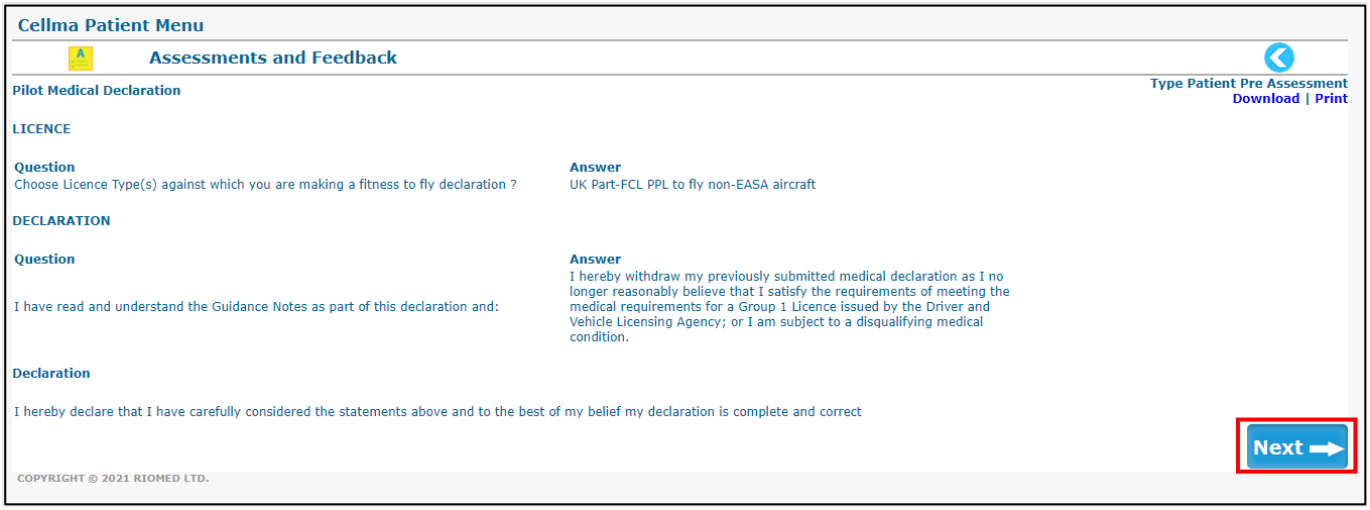
6.7. On the next page you have two options:
1) To confirm you meet the requirements for self-declaring medical fitness
2) To withdraw your previously submitted self-declaration



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



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



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.

6.14. If you have previously started an application, you will be able to resume it.

7. Applying for a medical certificate

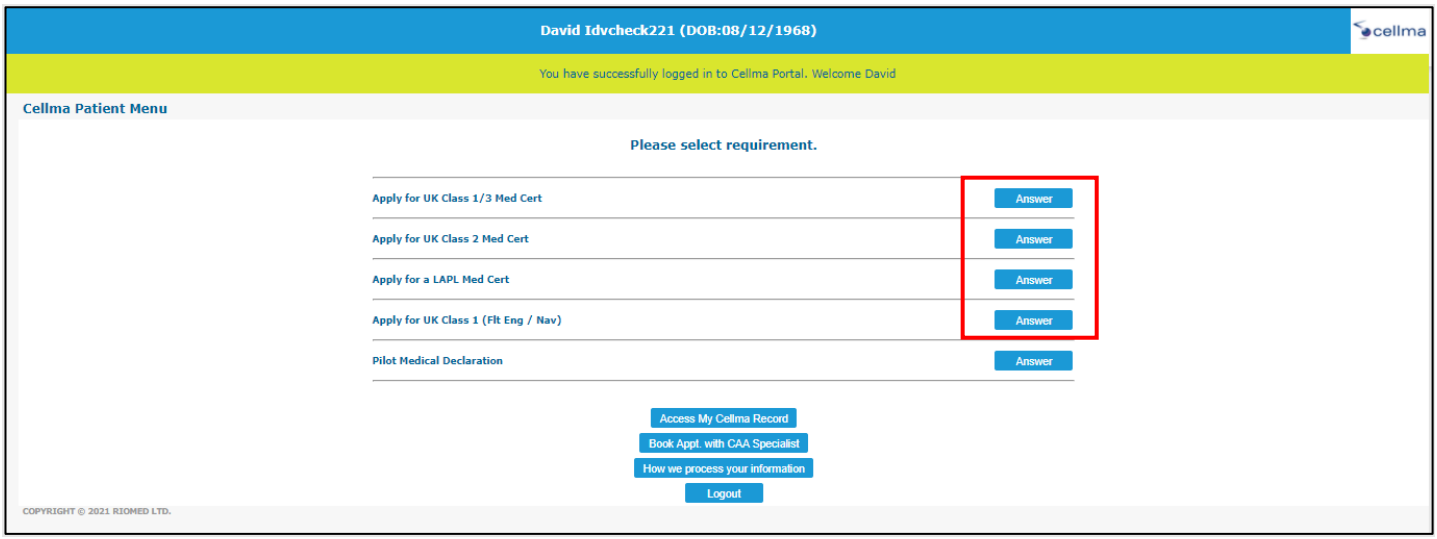
7.1. From your Cellma home page, you can apply for a Class 1, 2, 3 or LAPL medical certificate.

This online application replaces the previously used paper application forms.

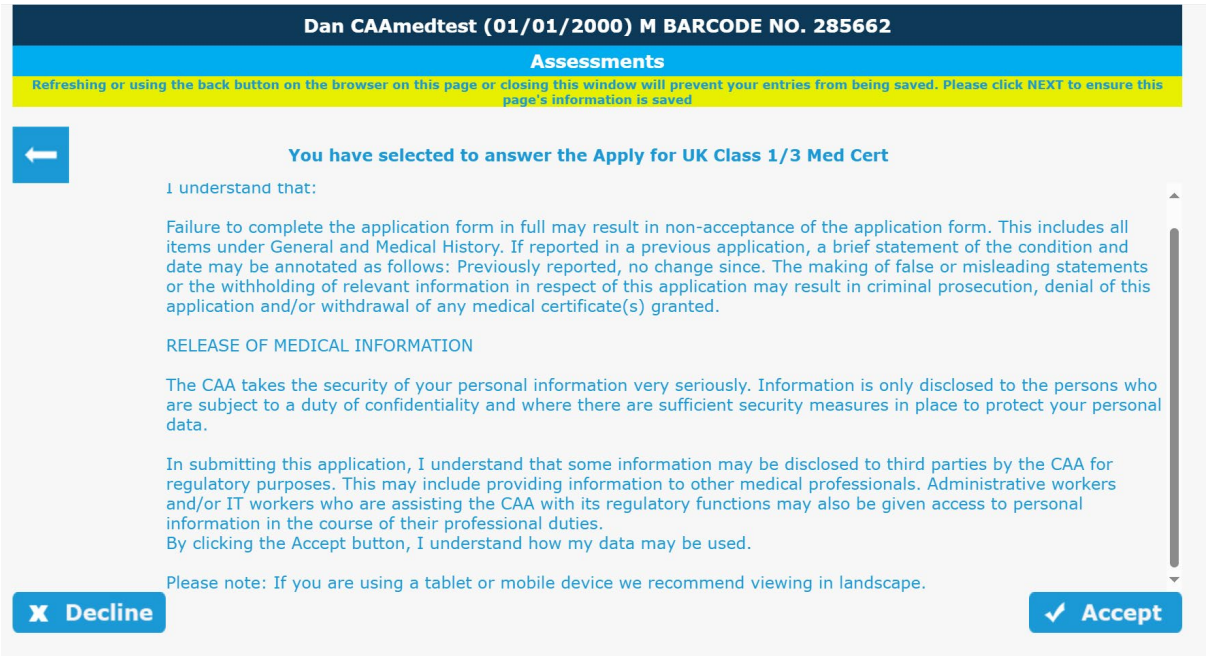
Please note: you must apply for a medical certificate within Cellma before you attend your medical appointment.

If you are unsure which class of medical you require, please visit our website.

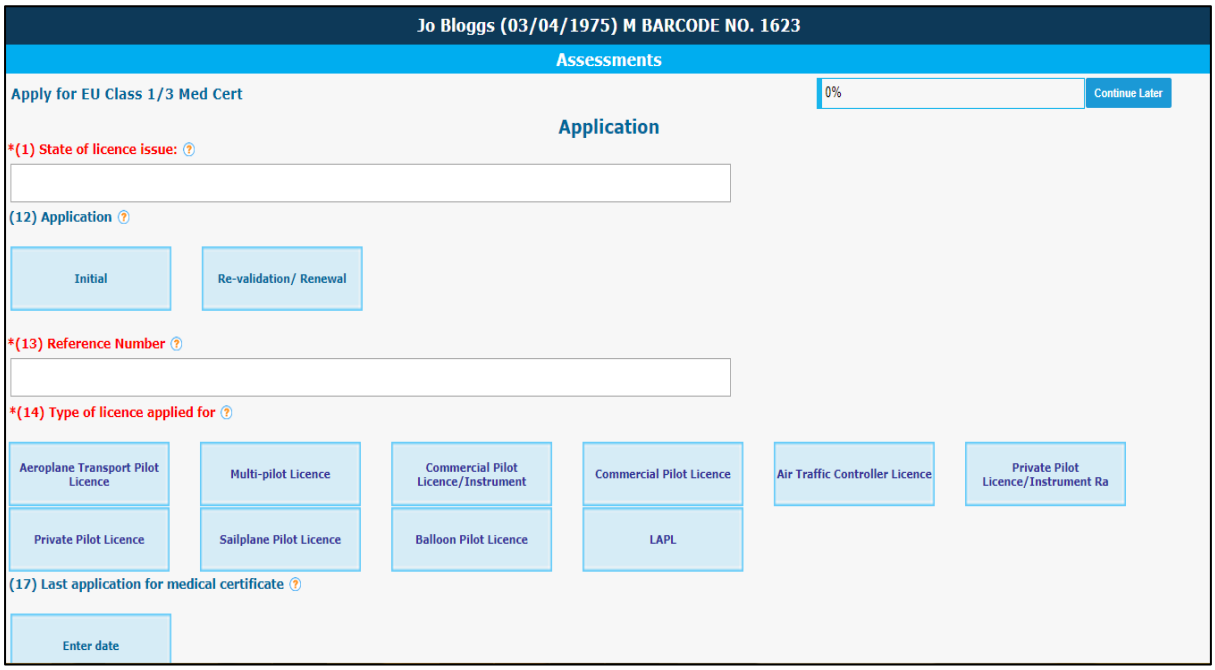
7.2. To start your application, click on the 'Answer' button next to the relevant class of medical you wish to apply for.



7.3. You will then be asked to 'Accept' the declaration.



7.4. You will be taken to the assessment page where you can start answering the application questions.



7.5. Work through the application answering the questions. Questions in red are mandatory, but you should complete all the questions where possible. This includes all items under the heading ‘Past Medical History’, which should be answered ‘YES’ or ‘NO’.

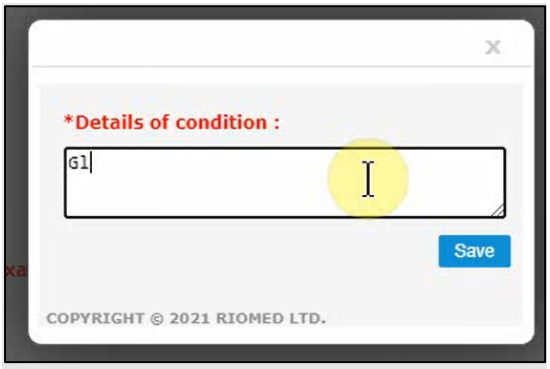
- Tick ‘YES’ if you have ever had the condition in your life and describe the condition and approximate date in the remarks box.
- All questions asked are medically important even though this may not be readily apparent.
- Items numbered 170 to 179 relate to immediate family history.
- Items numbered 150 to 151 should be answered by female applicants only.
- If information has been reported in a previous application for a medical certificate and there has been no change in the condition, you may briefly state the condition and date, with a note ‘Previously reported; no change since’. However, you should still tick ‘YES’ to the condition.
- Do not report occasional common illnesses such as colds.

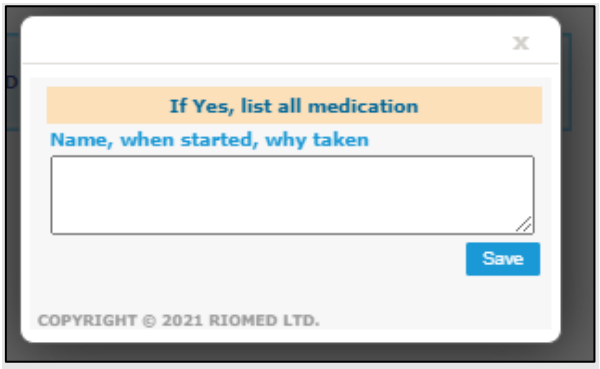
7.6. Please refer to section 4 for assistance on how to find your CAA ref number.

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

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

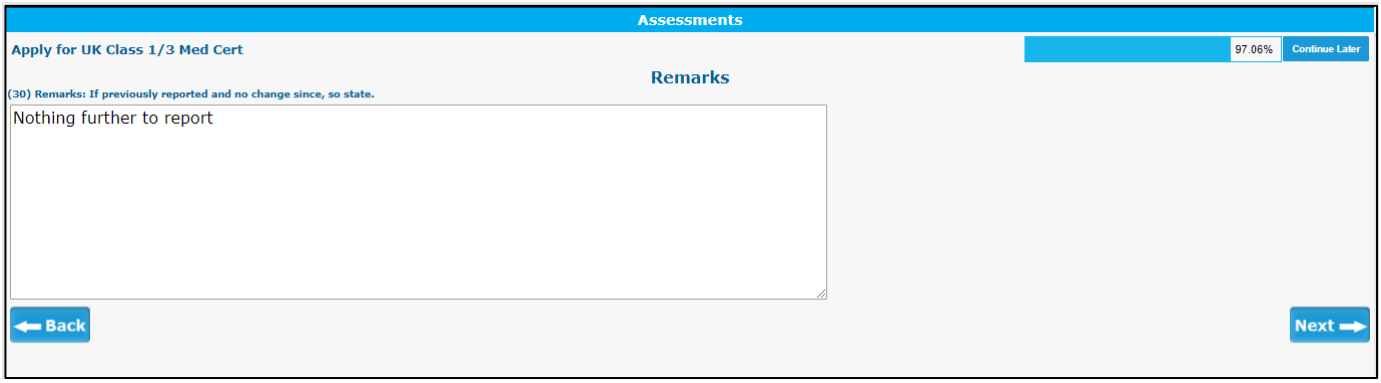
7.9. Some questions when answered will open a pop up with a free text box where you can provide more information.





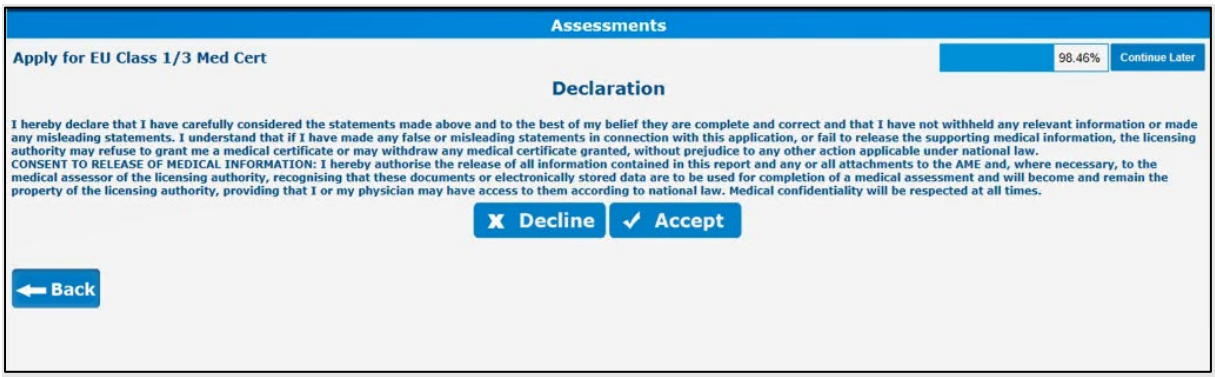
7.10. When you have answered all the questions click ‘Next’.

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

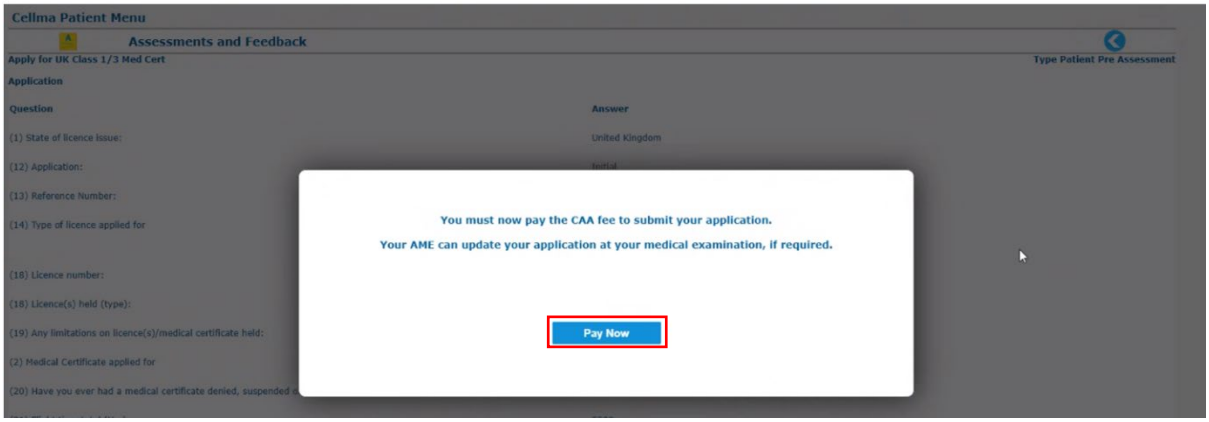


7.12. Click ‘Next’.

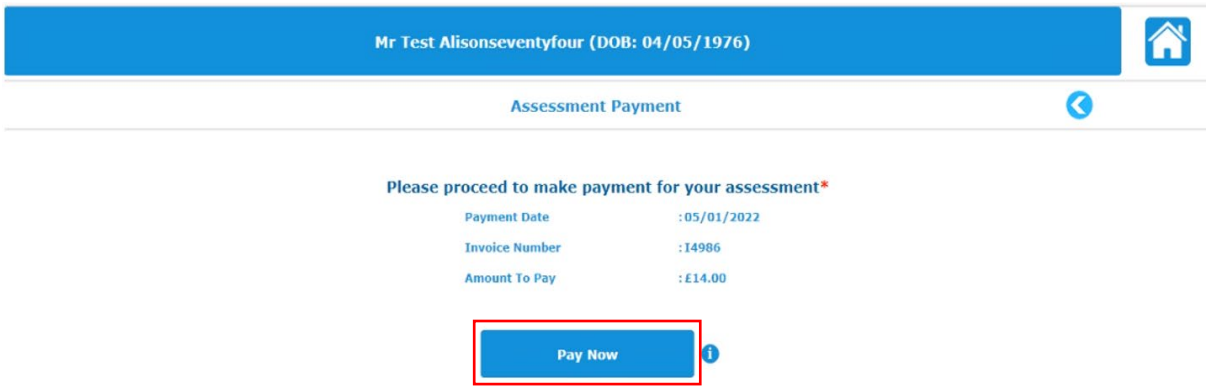
7.13. You will then be presented with the declaration to confirm that the information you have provided is true and accurate.



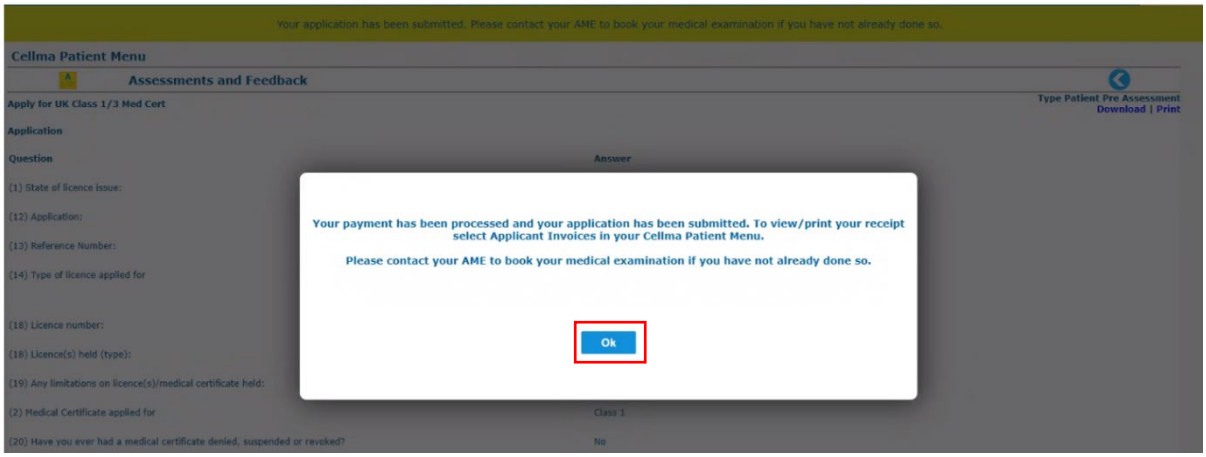
7.14. Once you have accepted the declaration, a message will appear stating that a fee needs to be paid to submit your application and your AME can update any changes at your medical examination. Click ‘Pay Now’



7.15. The screen will then provide details of the invoice and the amount which is due. Click 'Pay Now'.



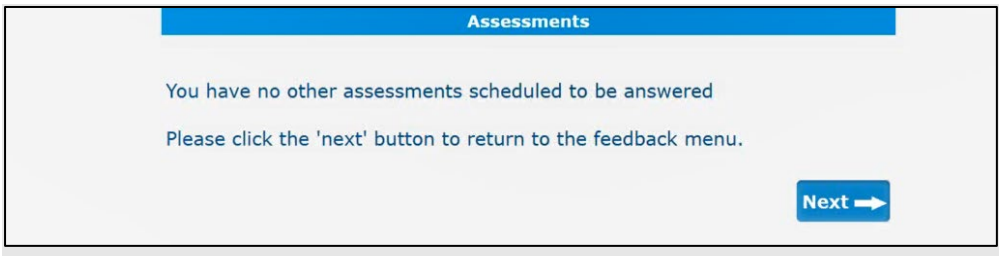
7.16. Once payment has been successful you will be advised to contact your AME and make an appointment for a medical.



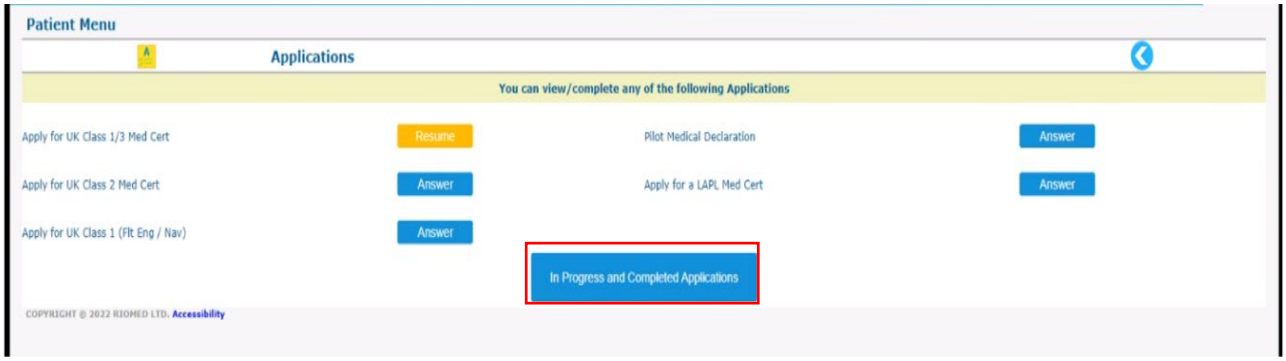
7.17. Click 'Ok'. You will now see a summary of the information you entered in your application.



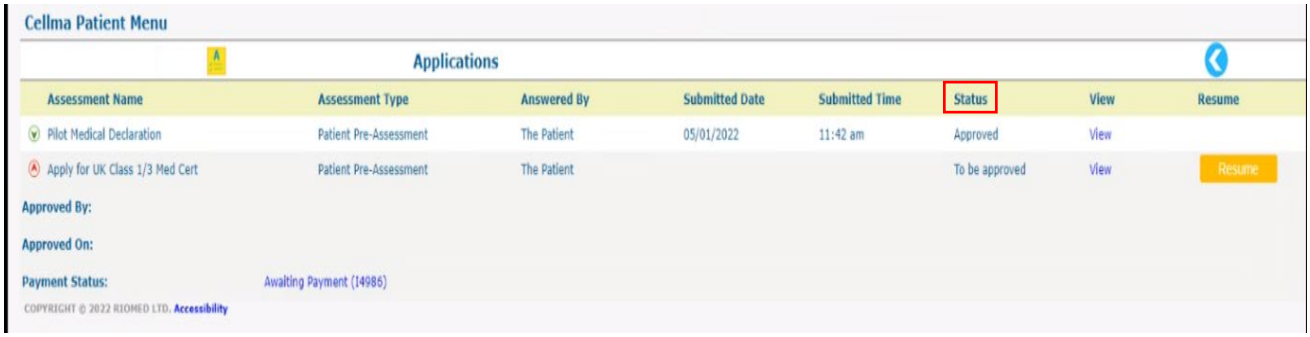
7.18. Review your answers to make sure they are correct and click ‘Next’.
7.19. You will be taken to the following window. This means your application has been submitted. Click ‘Next’ again.



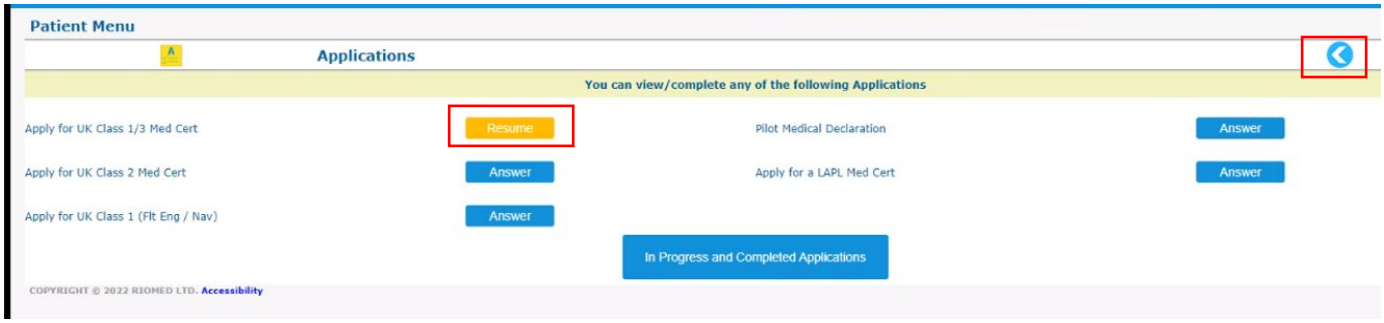
7.20. This will take you to the applications page, where you can also see any assessments previously completed on Cellma. By clicking on ‘In Progress and Completed Applications’ you can see the application you just submitted.



7.21. Your application will show a status of ‘To be approved’. Your application will be approved by your AME at your medical appointment. Only applications which are completed and paid will have an approve link for the AME.

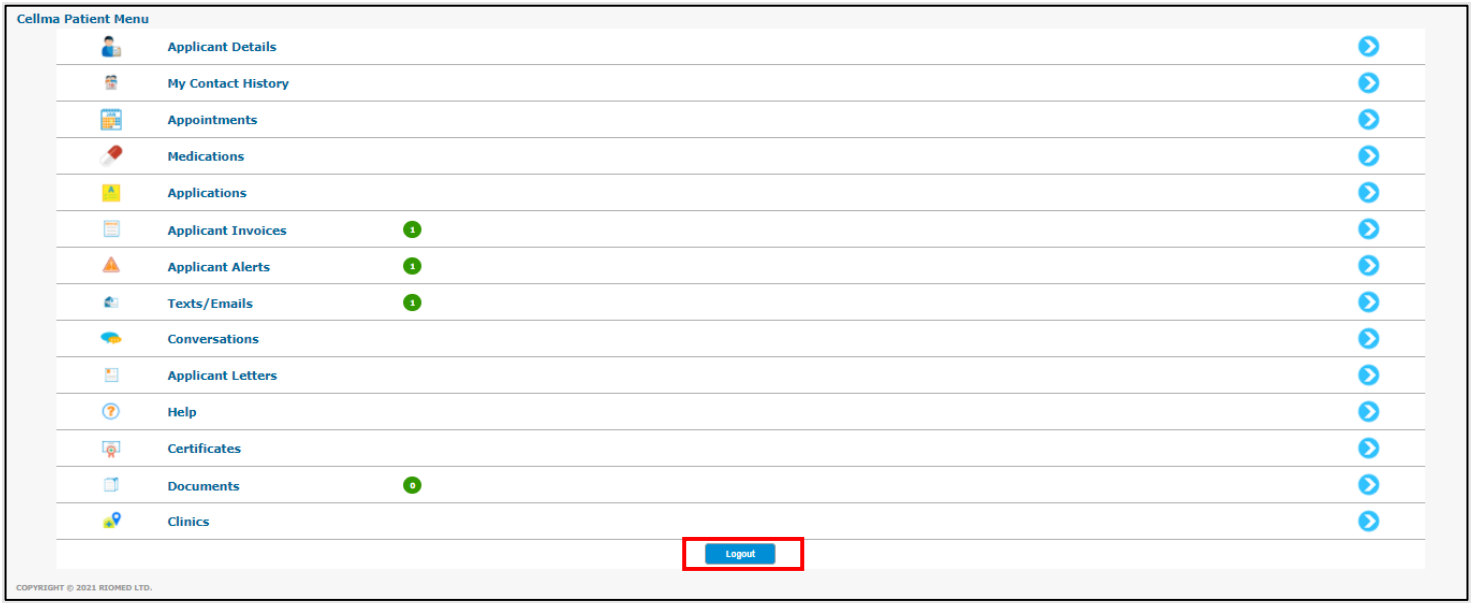


7.22. Click on the blue back arrow to return to the main menu page. If the application is incomplete and you have saved it, you can resume it at any time.



7.23. 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.

7.24. 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

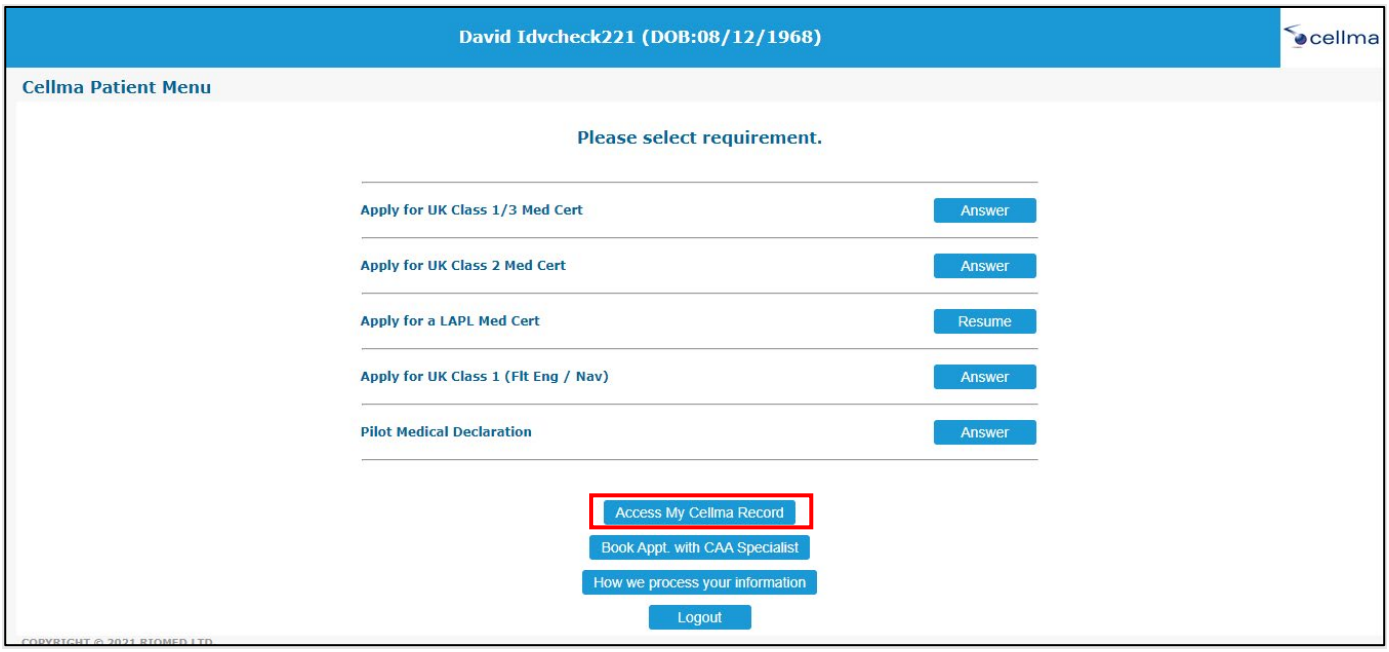
8.2. If you experience any technical issues with Cellma, please take a screenshot of the error message and log the issue on the portal. In the Customer Portal, please go to the '***Your Services***' page on the left hand side and select the '***Medical - Raise Issues***' link. Fill in the form and attach your screenshot. This will raise a case with the CAA and we will email you directly once we have looked into your issue.

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

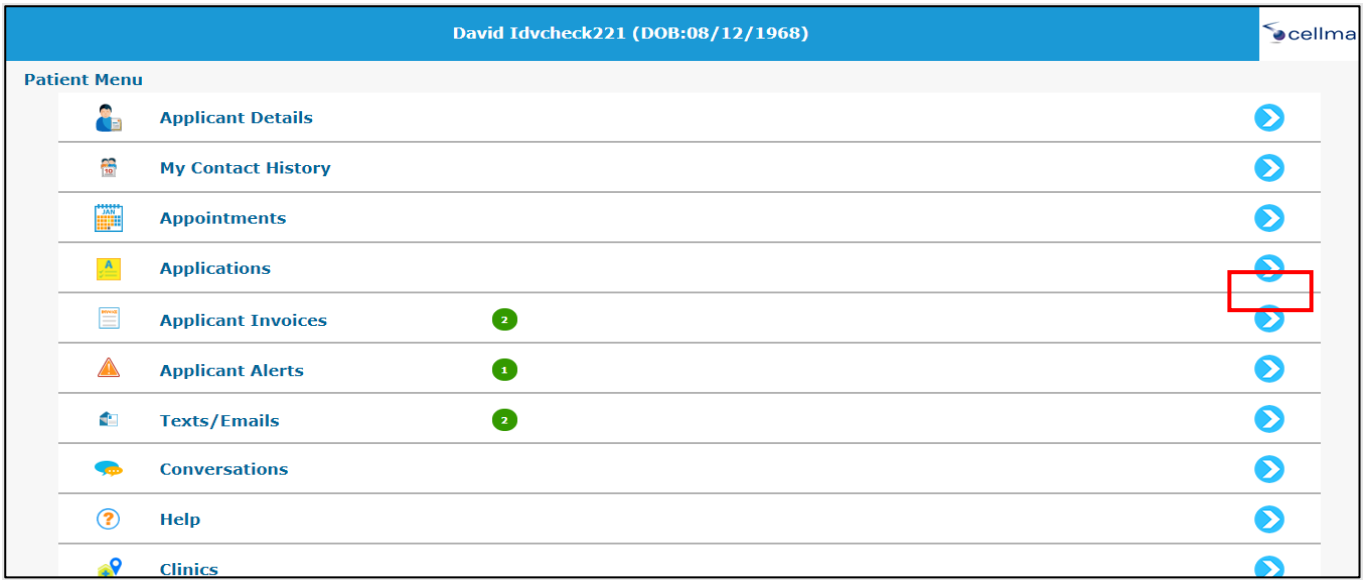
9.1. If you are visiting your GP for a LAPL medical or you have an appointment with a non-UK AME, you can print a copy of the medical application from Cellma to take with you.

9.2. If you have submitted a medical self-declaration, you can print a copy to carry with your licence.

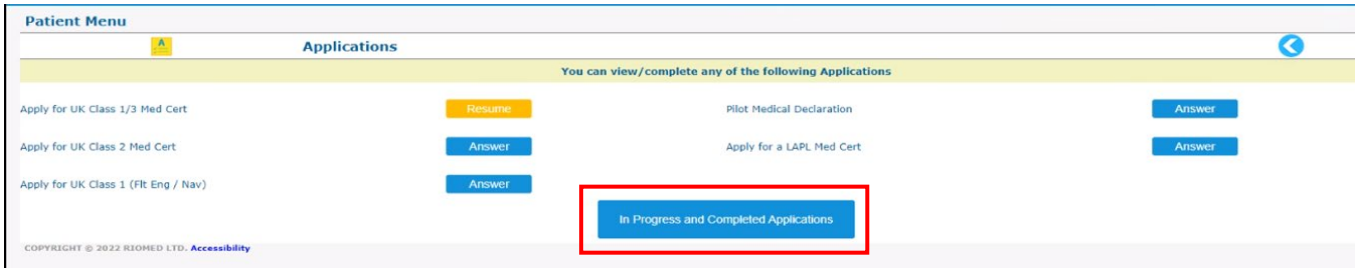
9.3. From the Cellma homepage, click on 'Access My Cellma Record'.



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



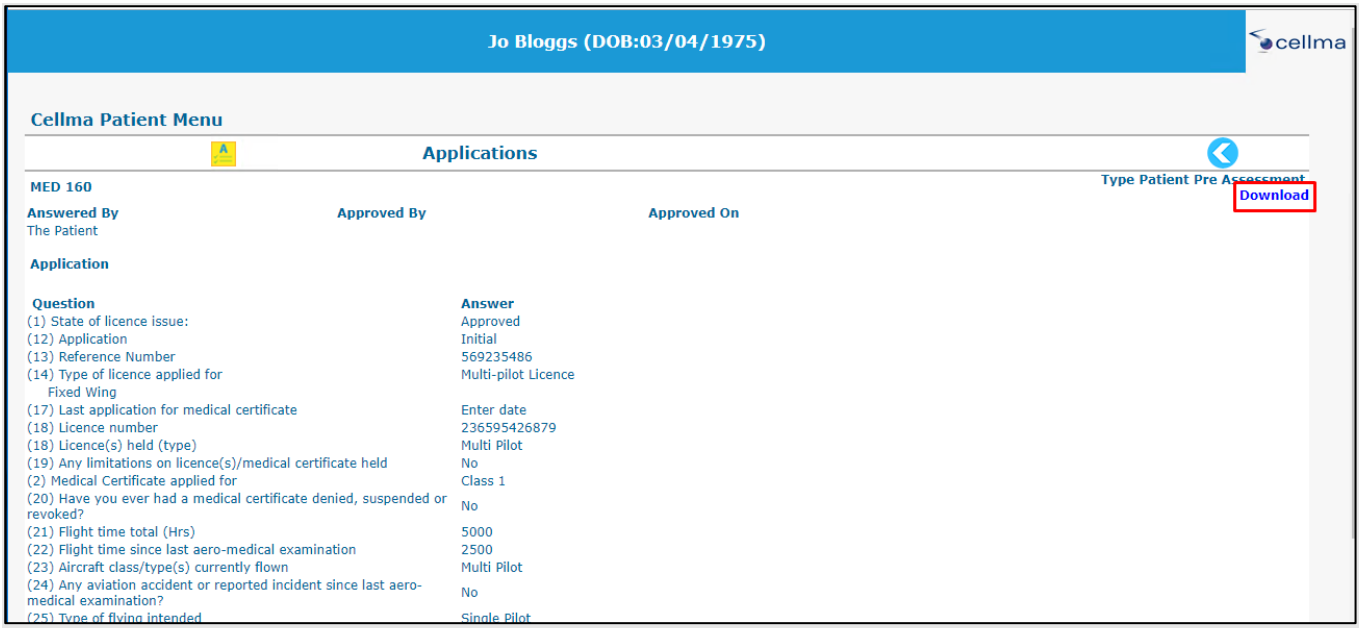
9.5. Click on ‘In Progress and Completed Applications’.



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.



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

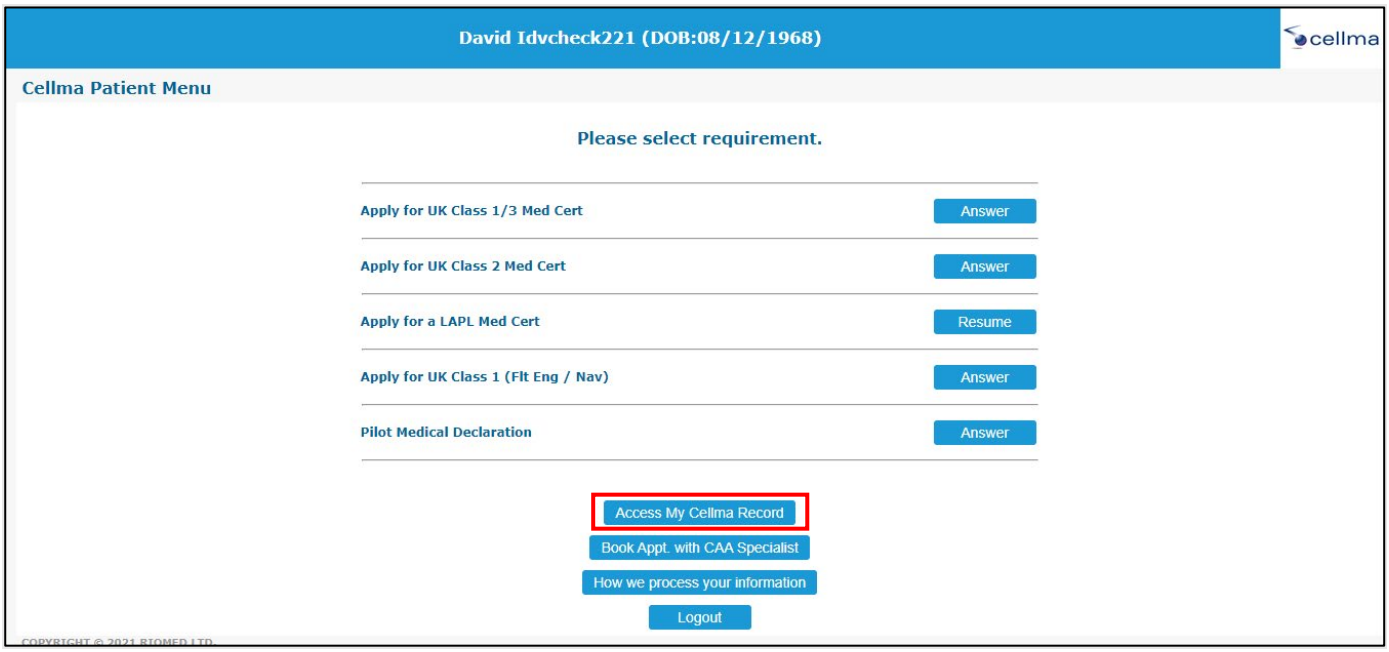
10.1 You should book your medical appointment directly with your AME as normal. This is **not** done through Cellma.

10.1. 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.

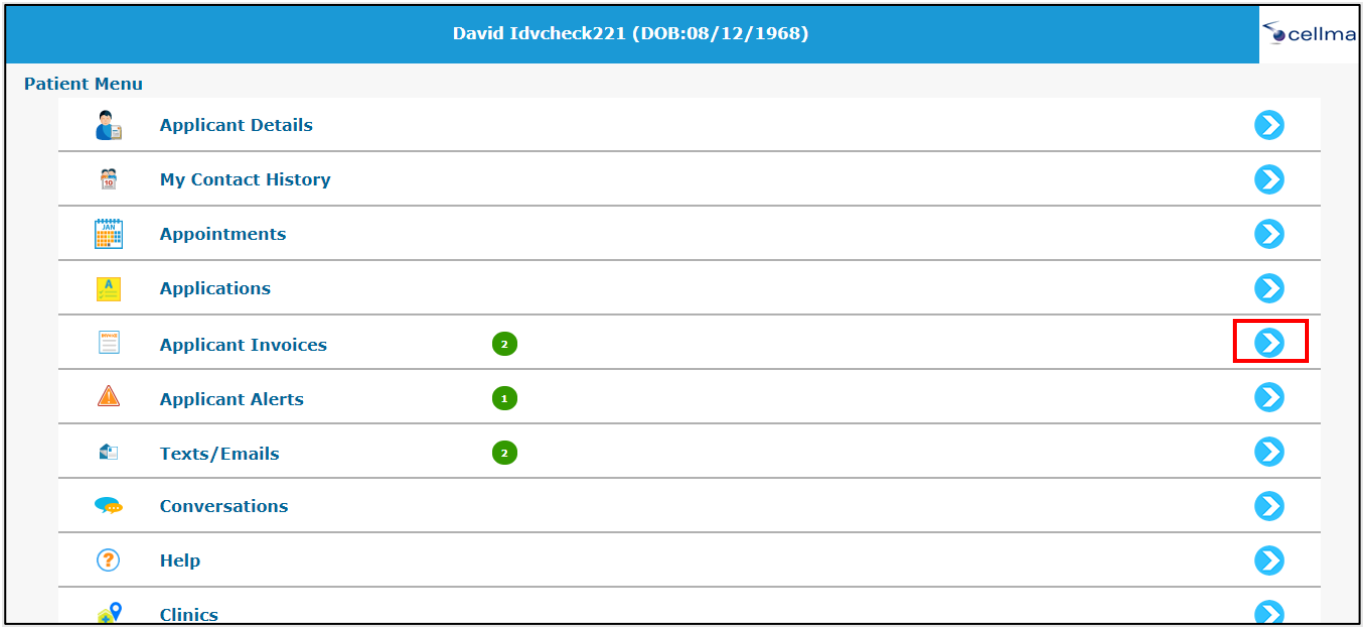
10.2. It is recommended that you check your contact information in the portal before attending your medical appointment to ensure it is up to date. Please refer to the section ‘Updating your personal details and contact information’ for further details.

11. Paying an invoice/charge

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



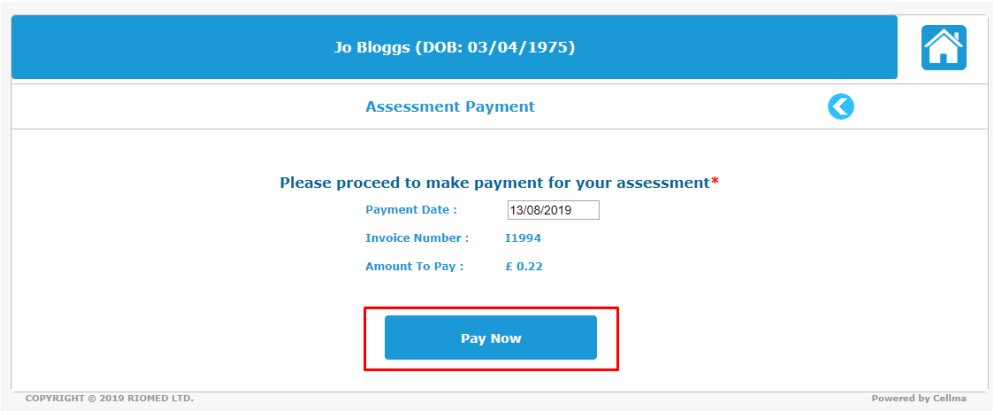
11.2. Click on the blue arrow next to ‘Applicant Invoices’.



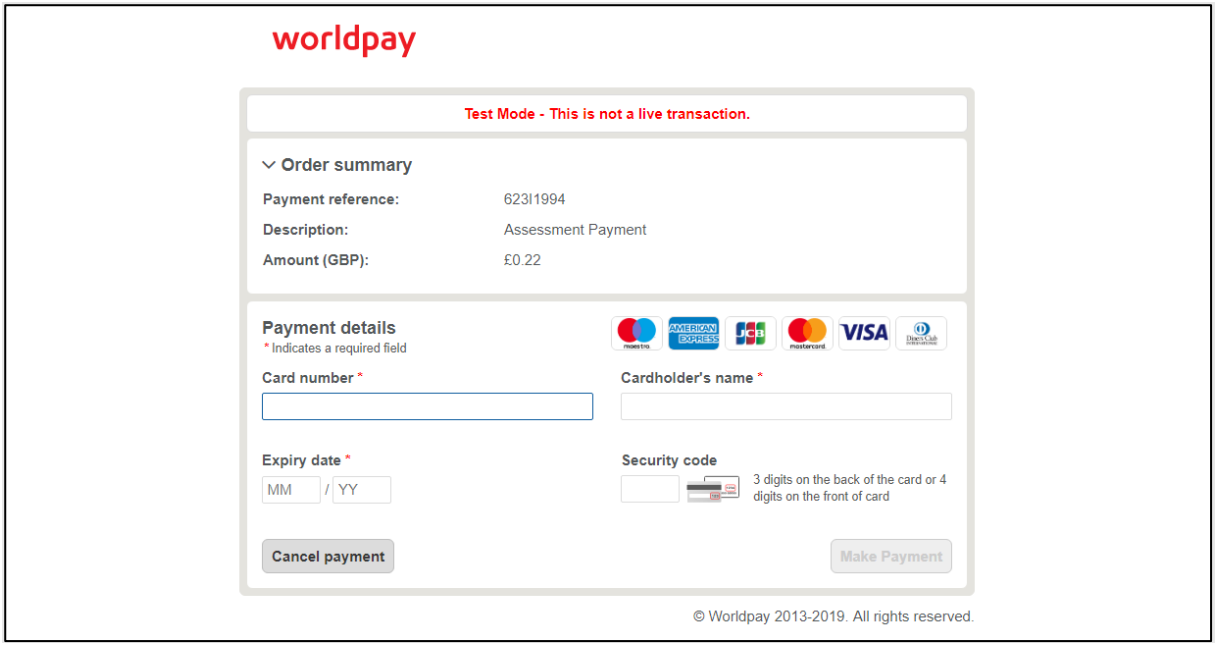
11.3. Any outstanding invoices will show as ‘awaiting payment’ in the Payment Status column and will have a button to ‘Pay’.



11.4. Click on ‘Pay’ and then ‘Pay Now’.



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



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.

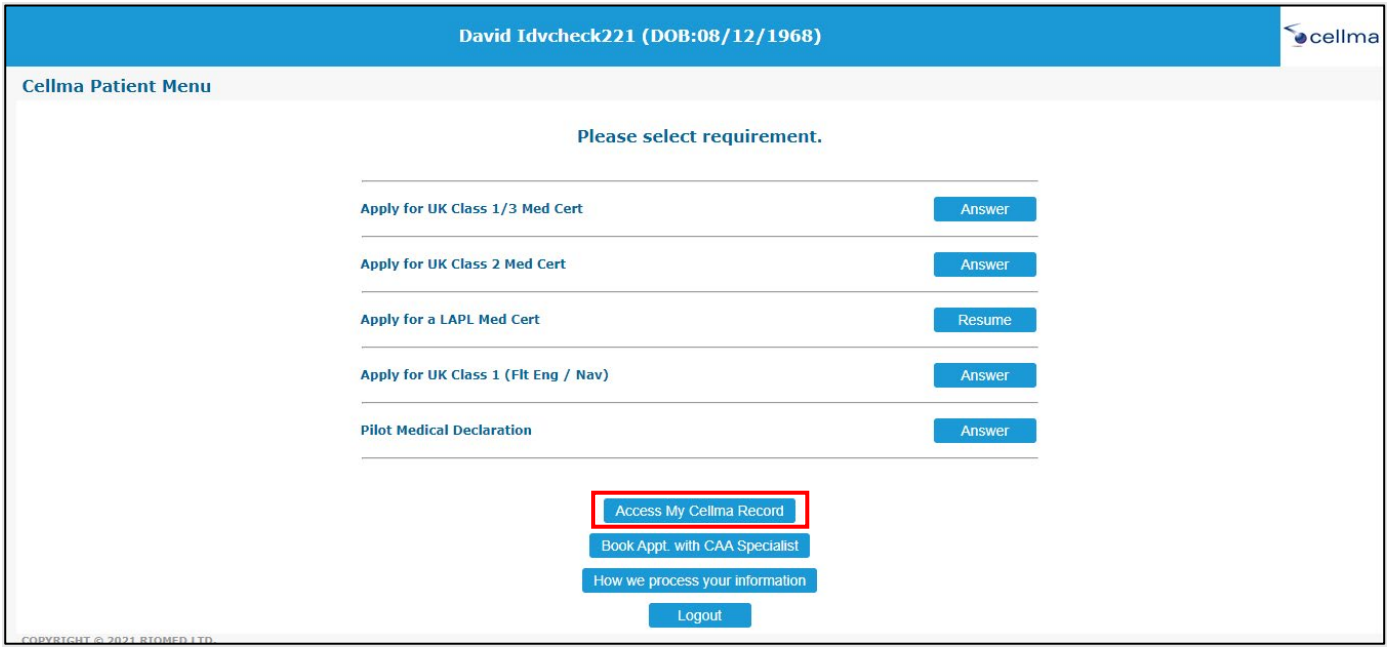


No	Created	Status	Total	Bill Payer	Payment Status	Payment	Paid	Pay	CP Earned	Request a refund
I1689 E1	17/07/2019	Editing	£0.00	Jo Bloggs	Paid	17/07/2019				
I1610	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
I1611	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
I1612	03/07/2019	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		

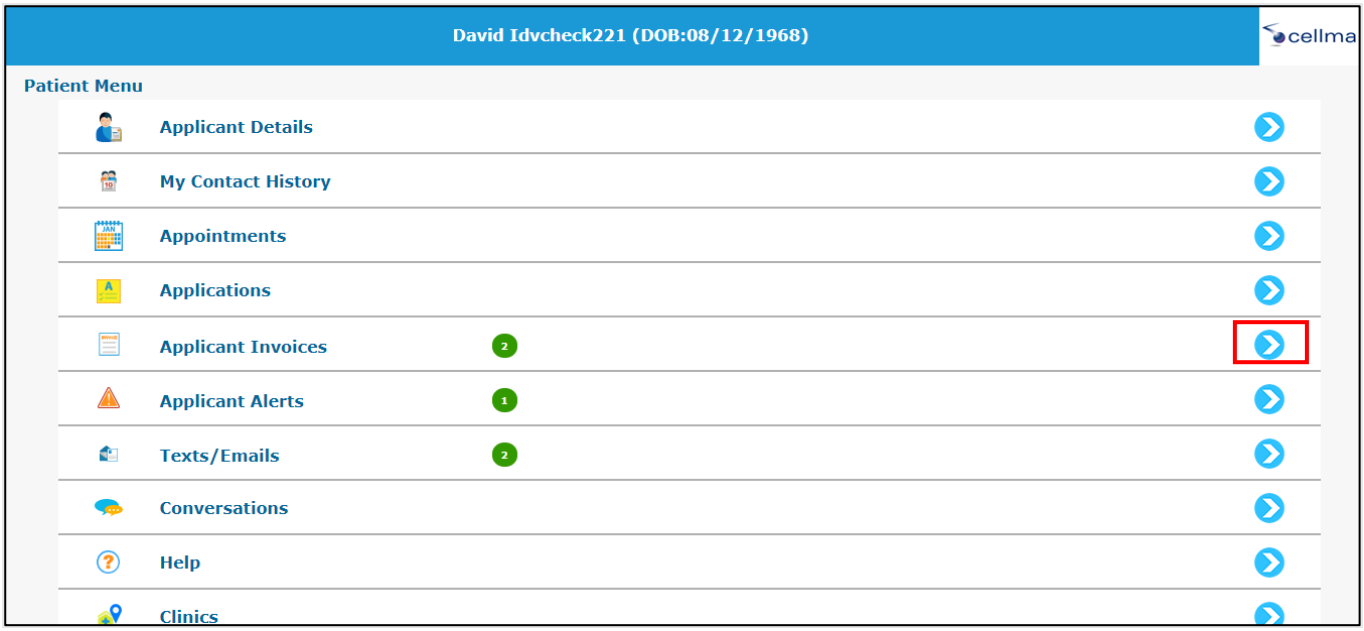
11.8. Click on the blue back arrow to return to the main menu.

12. Requesting a refund

12.1. From the Cellma homepage, click on ‘Access My Cellma Record’.

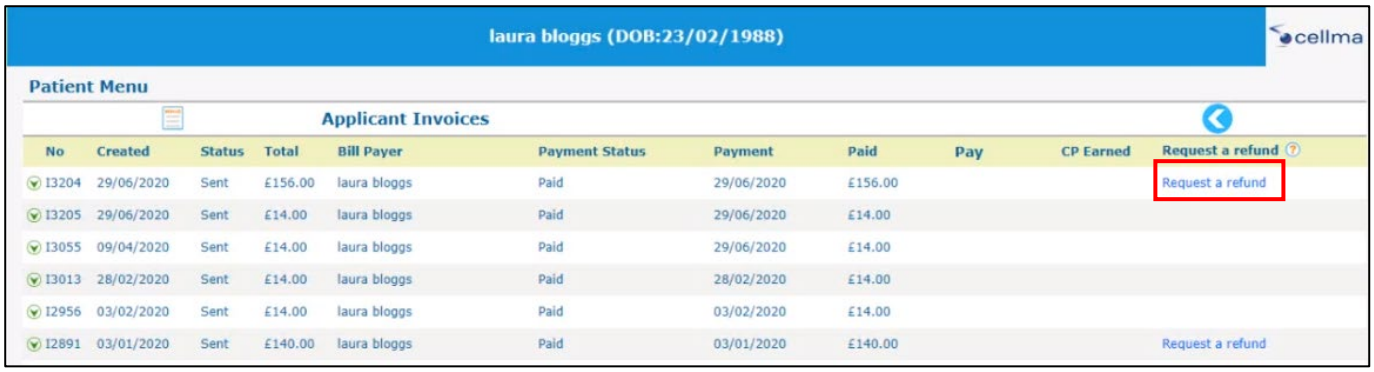


12.2. Click on the blue arrow next to ‘Applicant Invoices’.

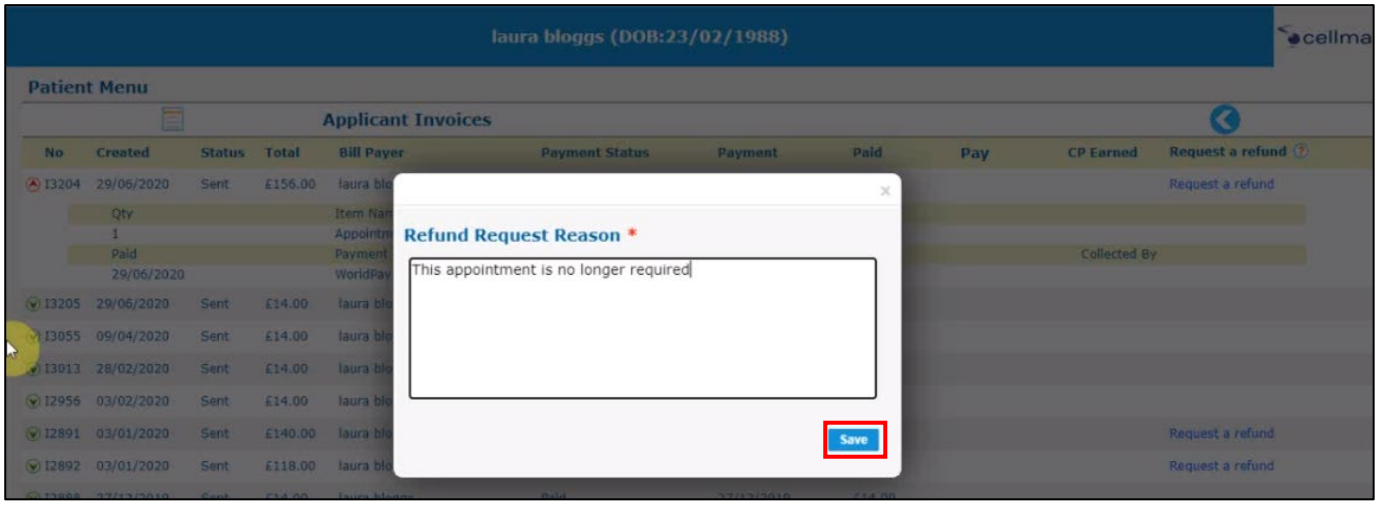


12.3. Click on 'Request a refund' in the 'Request a refund' column.

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



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

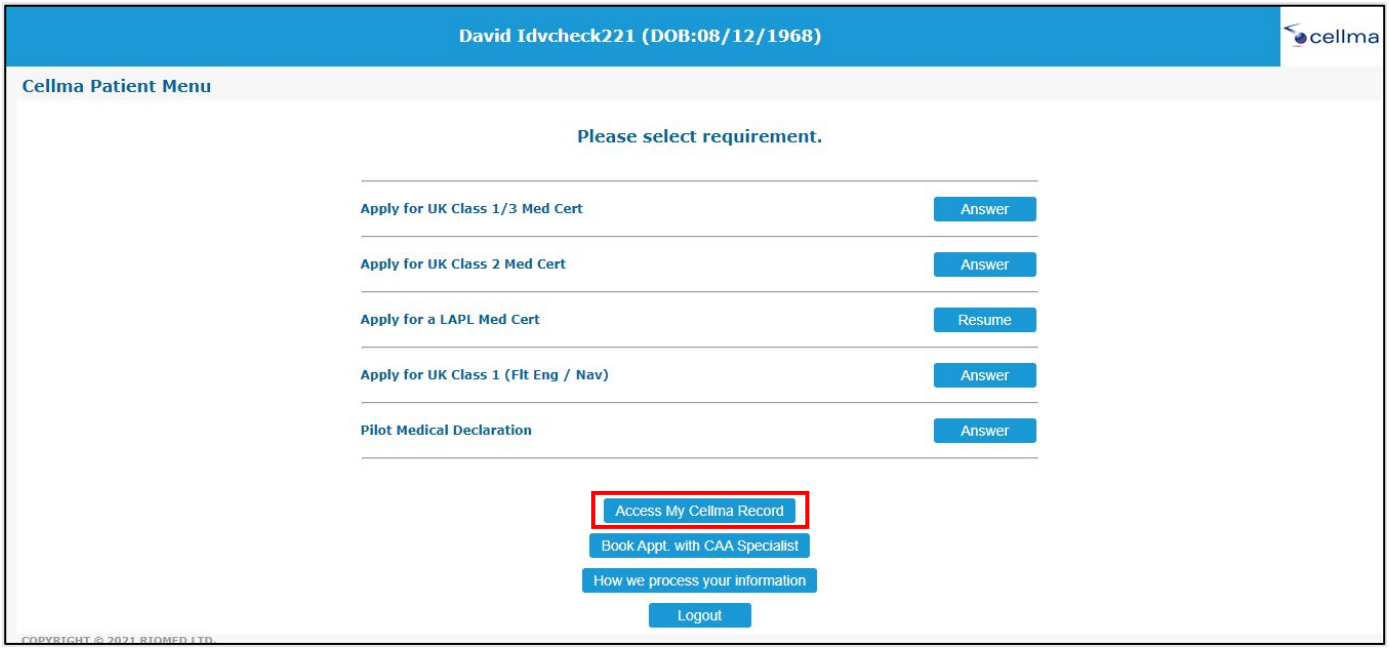


12.6. You will see a green banner at the top of the page saying your refund request has been accepted and is now with the CAA for further processing. This means you have successfully submitted your refund request and it is with the CAA to approve or decline.

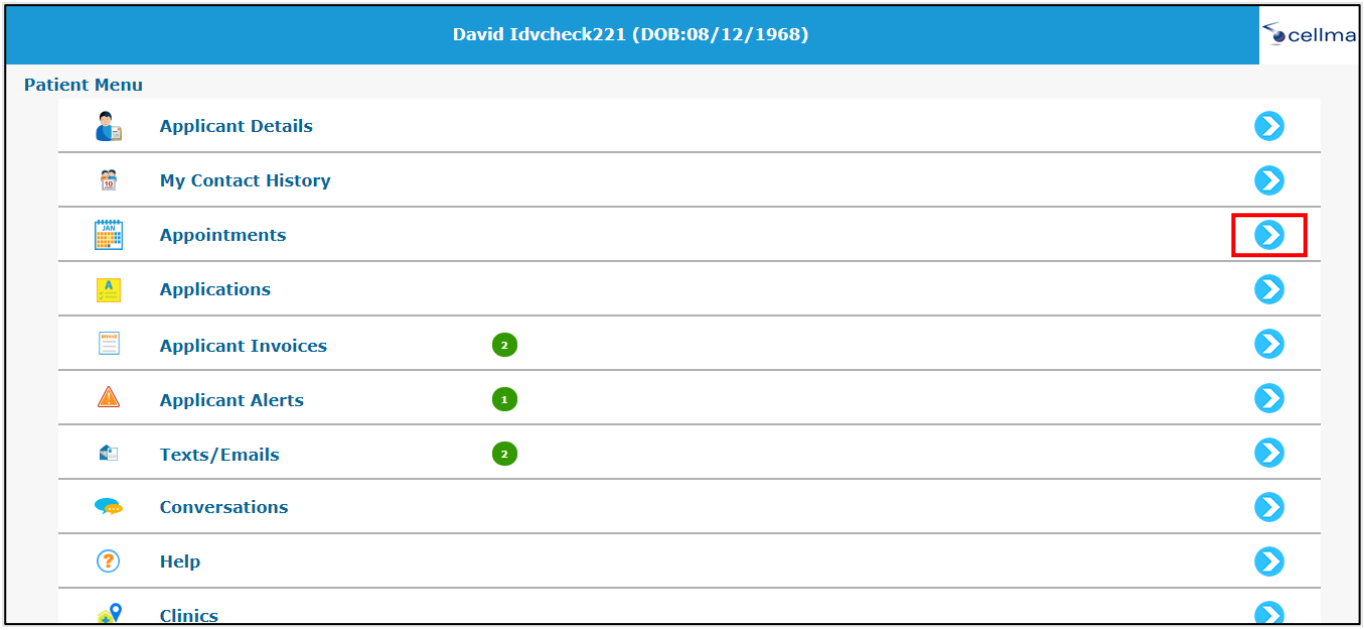
13. Booking an appointment at a CAA Clinic

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.

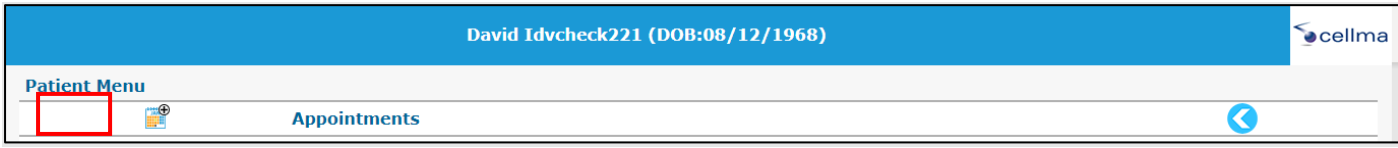
13.2. From the Cellma homepage, click on ‘Access My Cellma Record’.



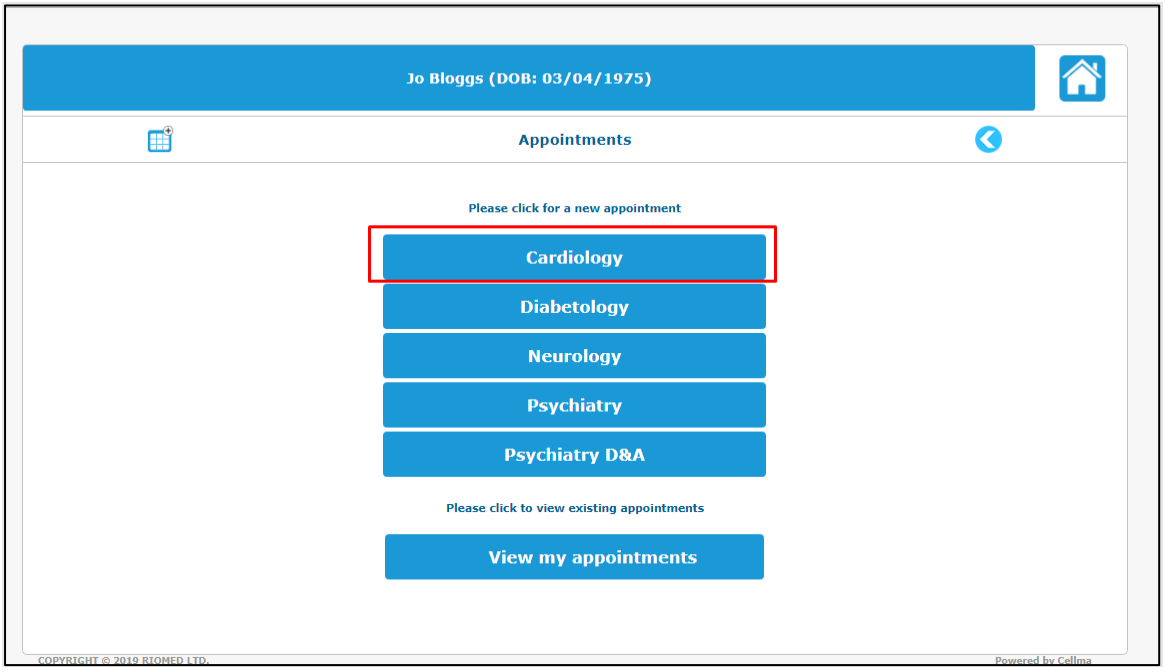
13.3. Click on the blue arrow next to ‘Appointments.



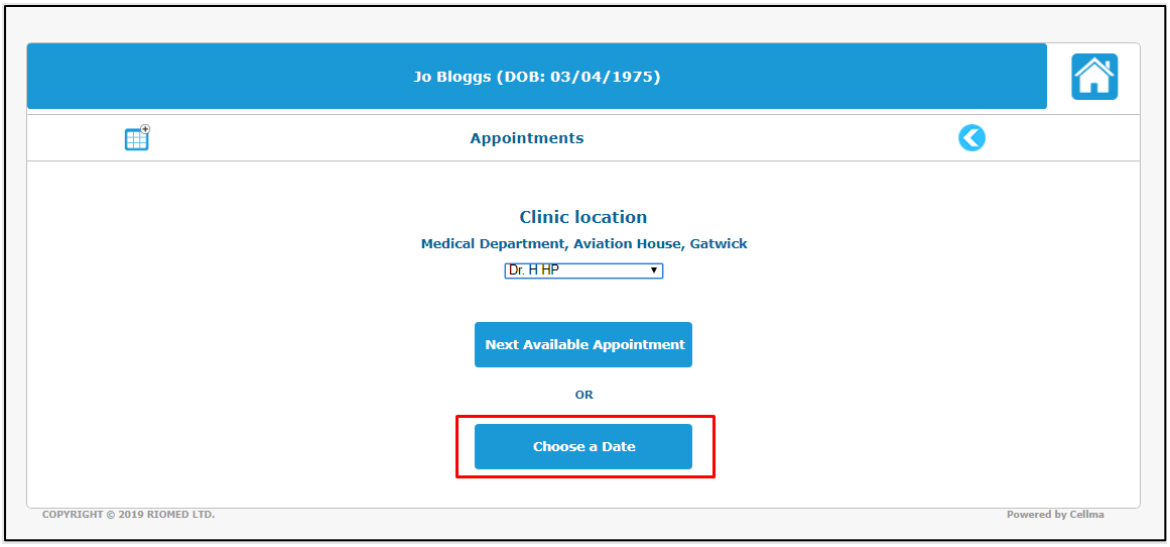
13.4. Click on the calendar icon along the top of the page. 



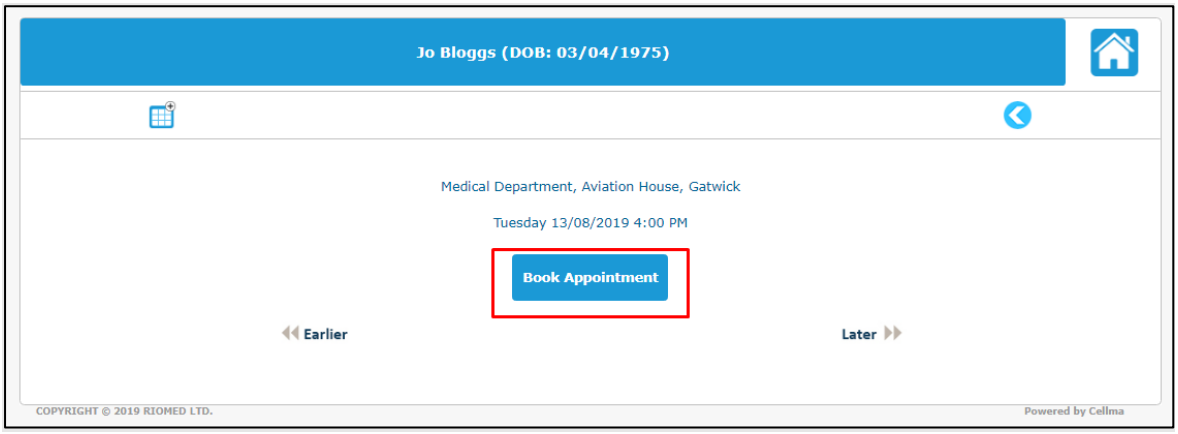
13.5. Select the specialist clinic that matches the notification you received.



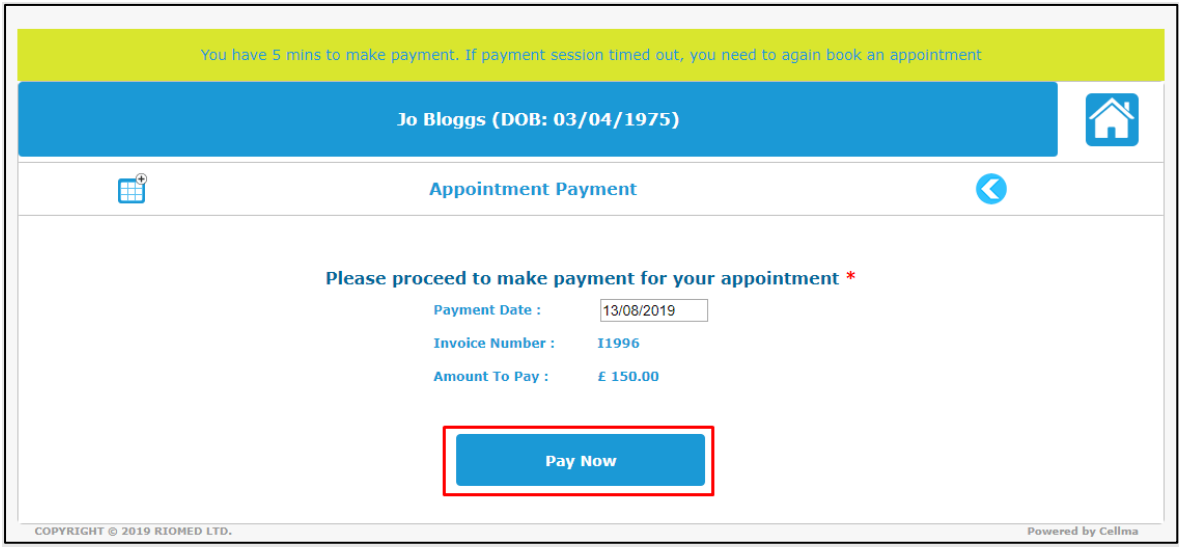
13.6. Select your preferred date and time.



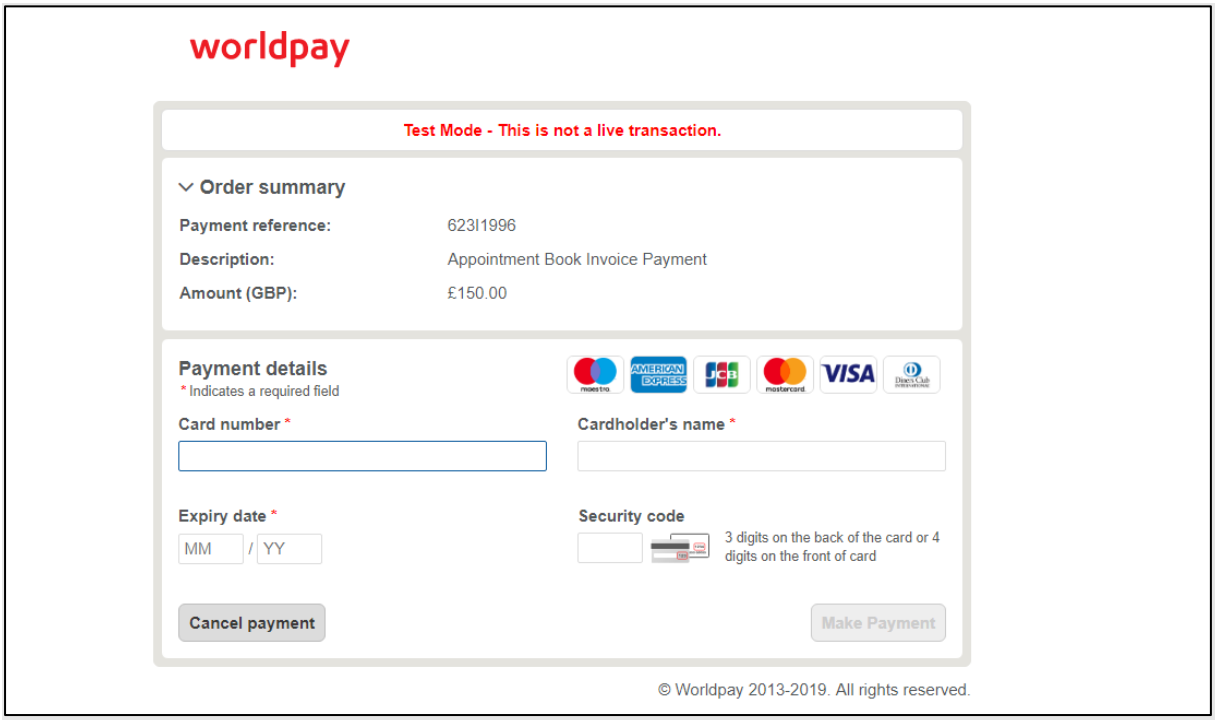
13.7. Confirm the appointment by clicking on ‘Book Appointment’. You will receive an email confirming the appointment booking.



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

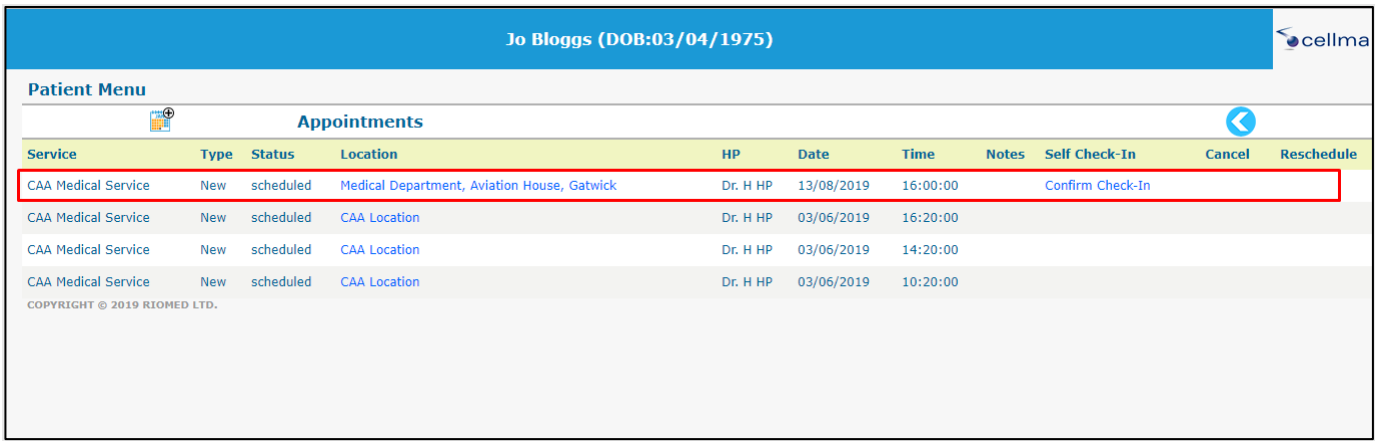


13.9. This will take you to a secure WorldPay link to enter your card details to make payment.



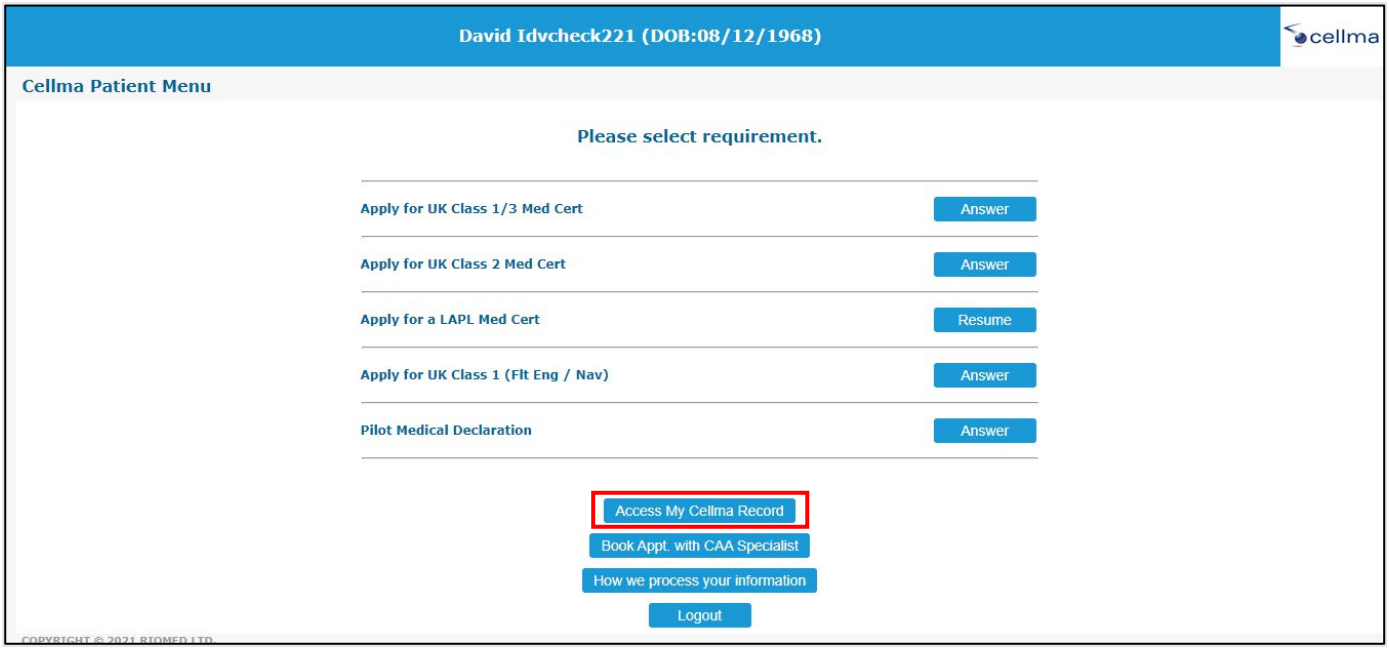
13.10. Following payment, a receipt will be emailed to you.

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

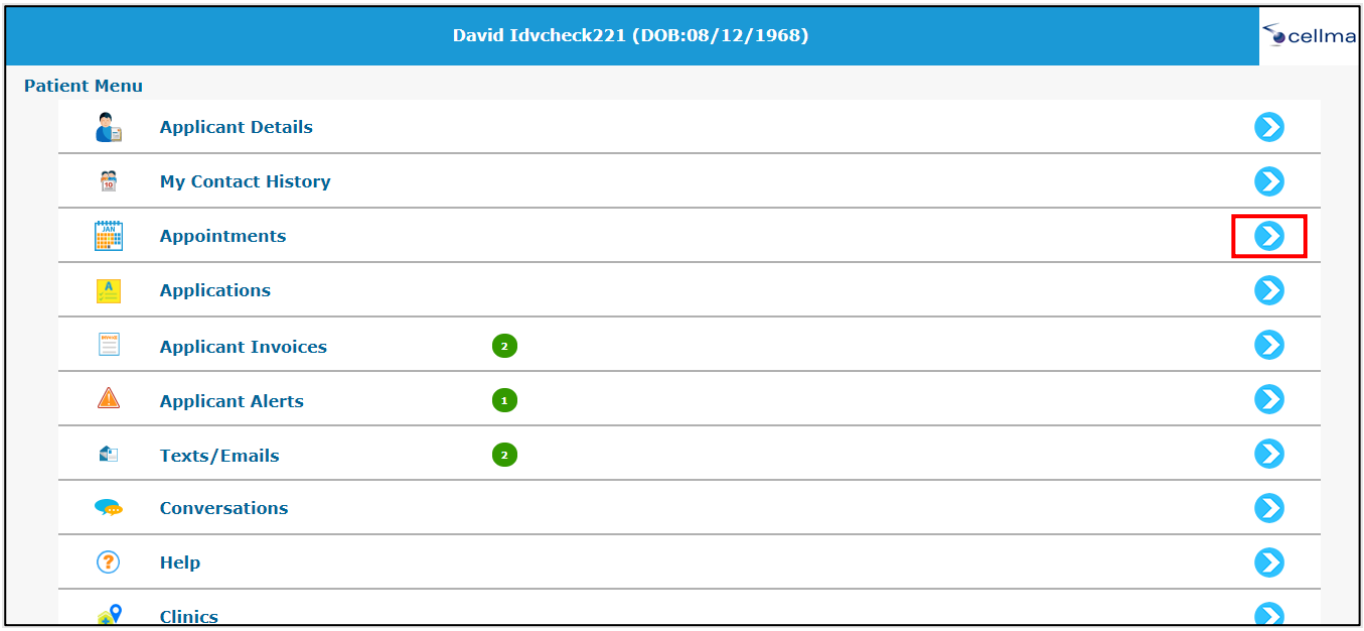


14. Changing your Clinic Appointment

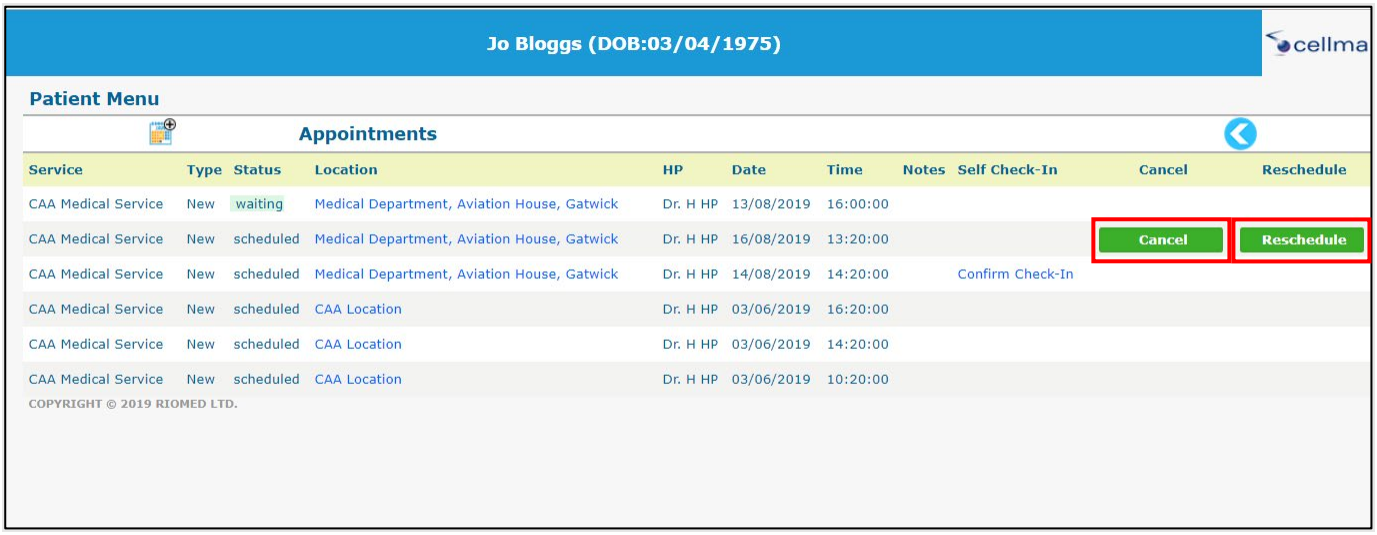
14.1. From the Cellma homepage, click on ‘Access My Cellma Record’.



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



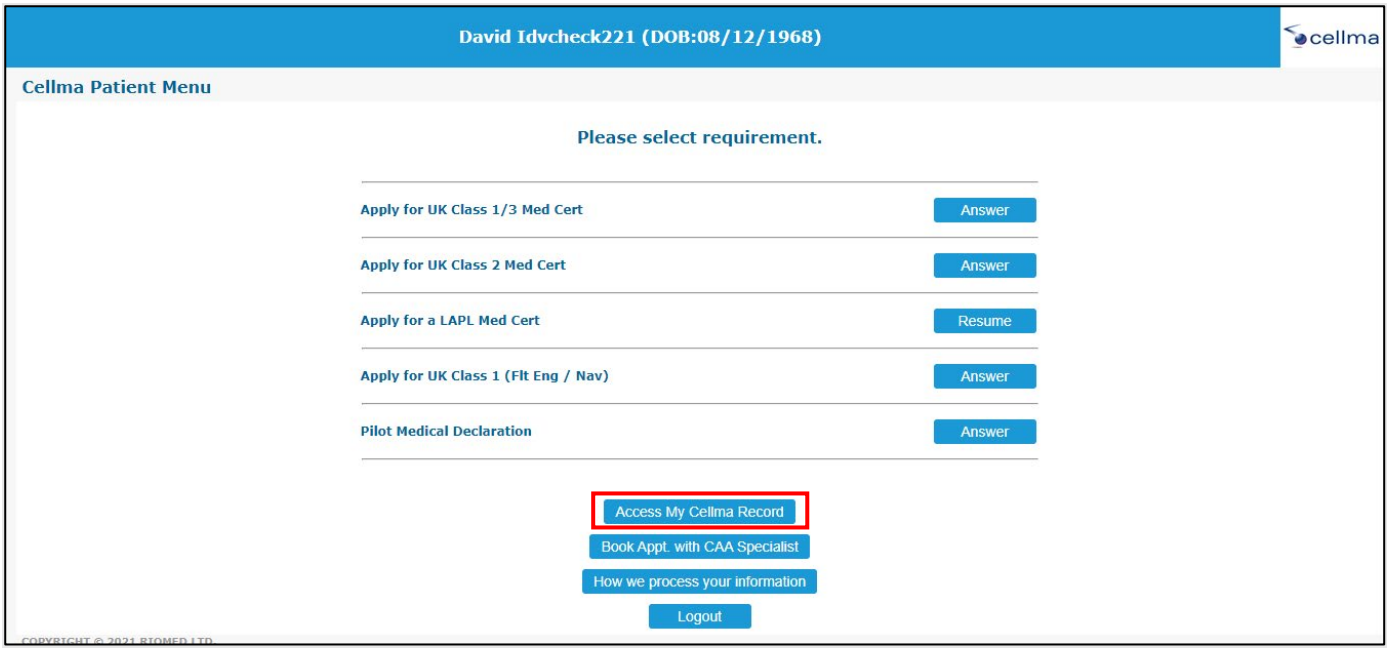
14.3. Click on ‘Reschedule’ or ‘Cancel’ next to the relevant appointment.



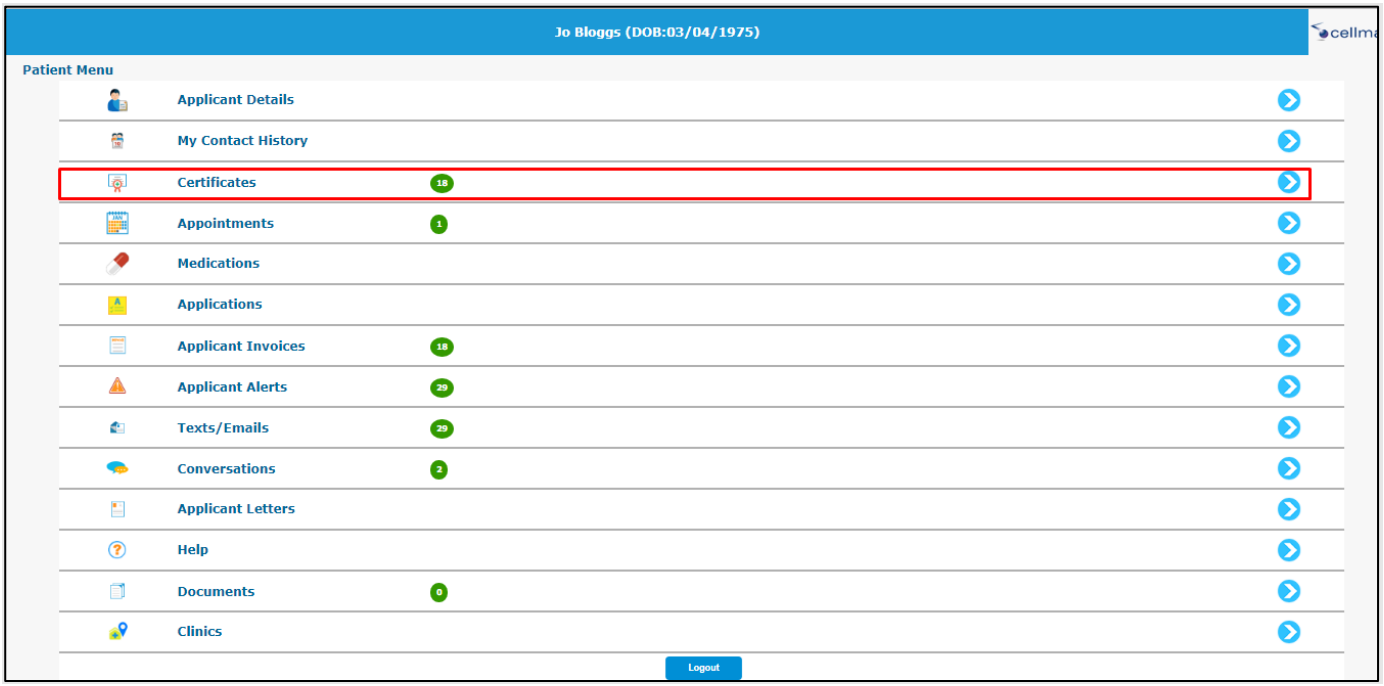
Please note: you can only amend an appointment that has been booked via Cellma and only if the appointment is more than 5 days away.

15. Accessing your medical records

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

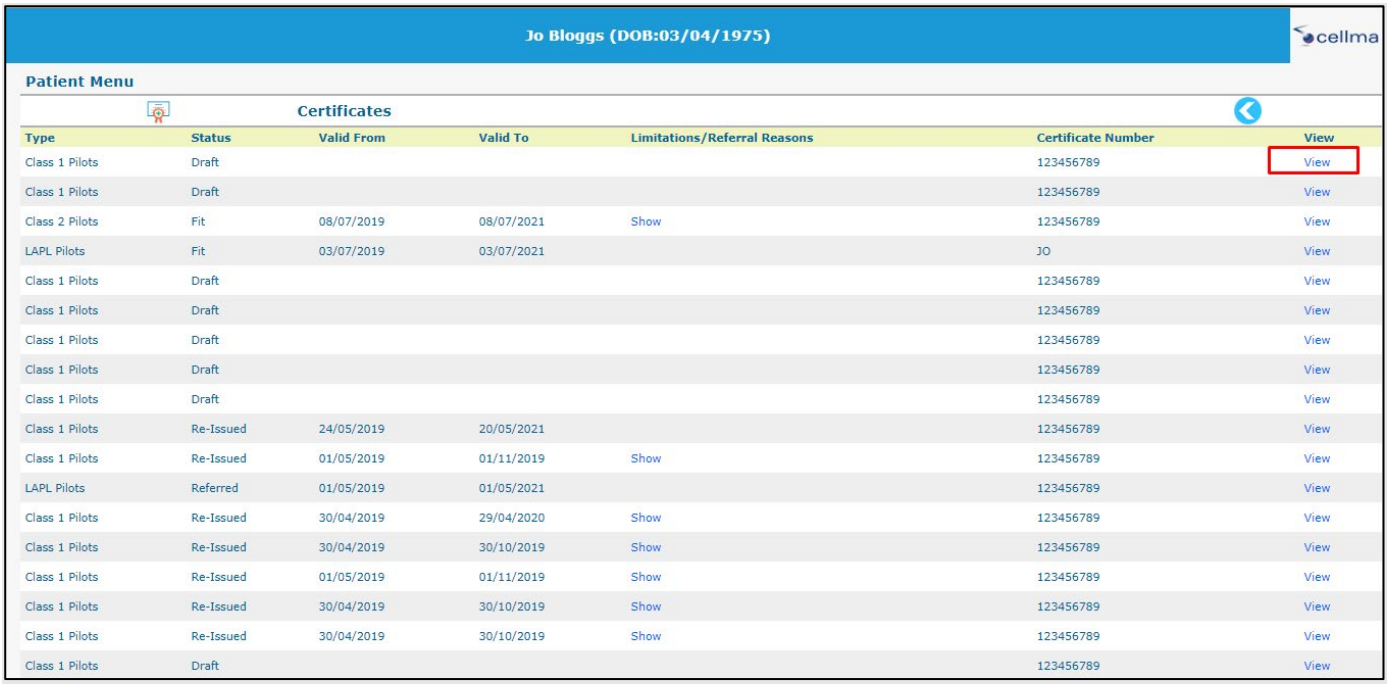


15.2. Click on the blue arrow next to ‘Certificates’.



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.



Type	Status	Valid From	Valid To	Limitations/Referral Reasons	Certificate Number	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Draft				123456789	View
Class 2 Pilots	Fit	08/07/2019	08/07/2021	Show	123456789	View
LAPL Pilots	Fit	03/07/2019	03/07/2021		JO	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Draft				123456789	View
Class 1 Pilots	Re-Issued	24/05/2019	20/05/2021		123456789	View
Class 1 Pilots	Re-Issued	01/05/2019	01/11/2019	Show	123456789	View
LAPL Pilots	Referred	01/05/2019	01/05/2021		123456789	View
Class 1 Pilots	Re-Issued	30/04/2019	29/04/2020	Show	123456789	View
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	Show	123456789	View
Class 1 Pilots	Re-Issued	01/05/2019	01/11/2019	Show	123456789	View
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	Show	123456789	View
Class 1 Pilots	Re-Issued	30/04/2019	30/10/2019	Show	123456789	View
Class 1 Pilots	Draft				123456789	View

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

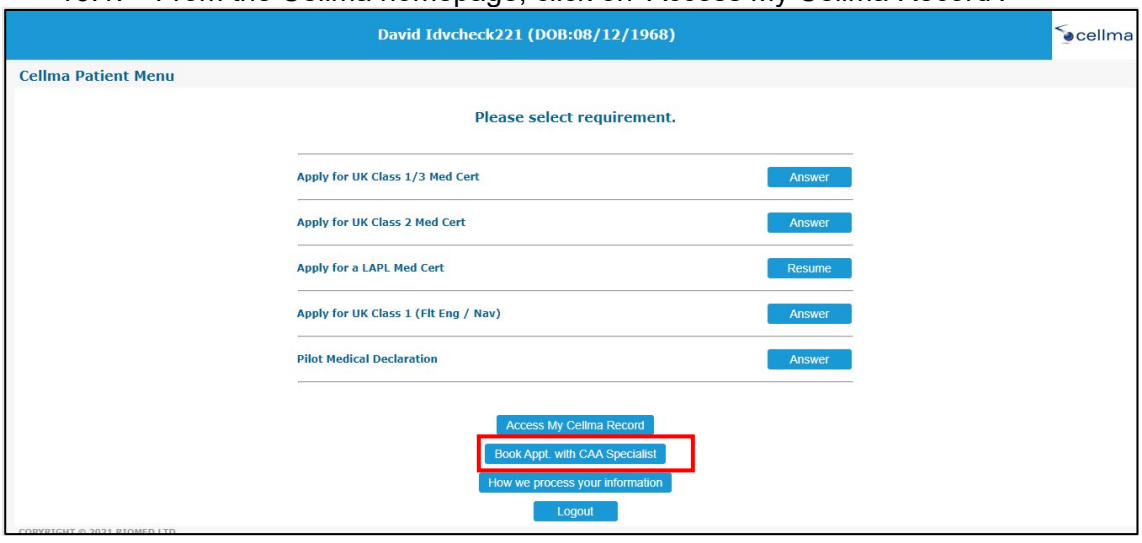
15.6. **Please note:** You will not be able to access your own personal medical records in Cellma until you have had an identification check. This identification check will be carried out face to face either with an Aeromedical Examiner (AME) at your next appointment or at the CAA Medical Department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

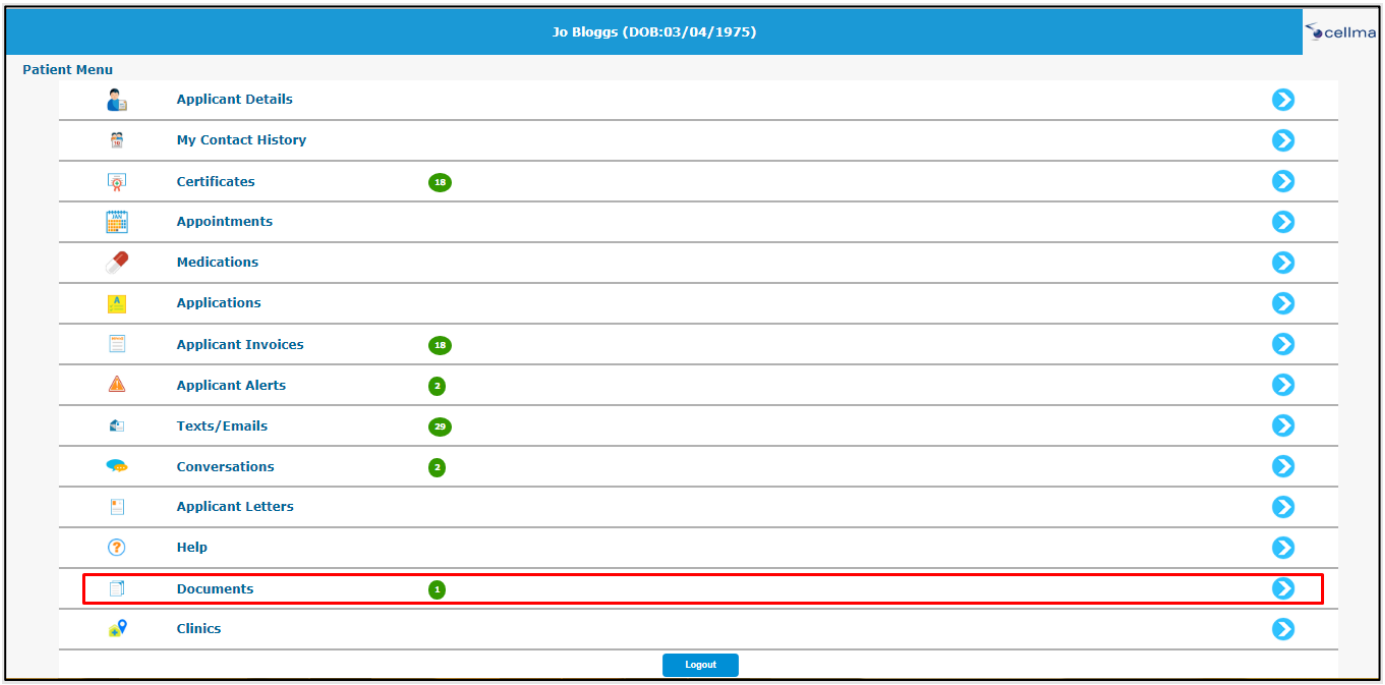
15.8. Once your ID has been confirmed, you will be able to view your own data. Please note that you will still only be able to see records entered after 29th March 2021, when Cellma launched.

16. Accessing your documents

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



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



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

16.4. Click on ‘View’ next to the relevant document.



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.

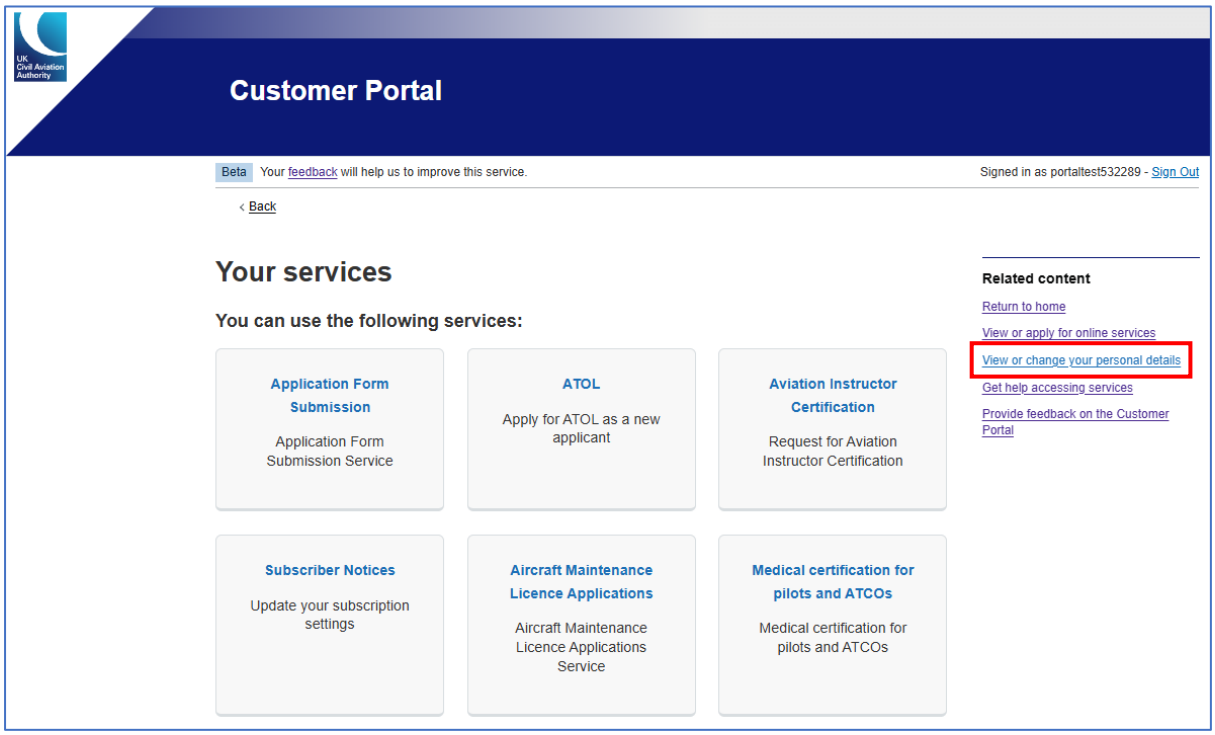
16.5. However, you will be able to submit new applications and view these in Cellma.

16.6. 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 29th 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 ‘View or change your personal details’ on the right-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**.