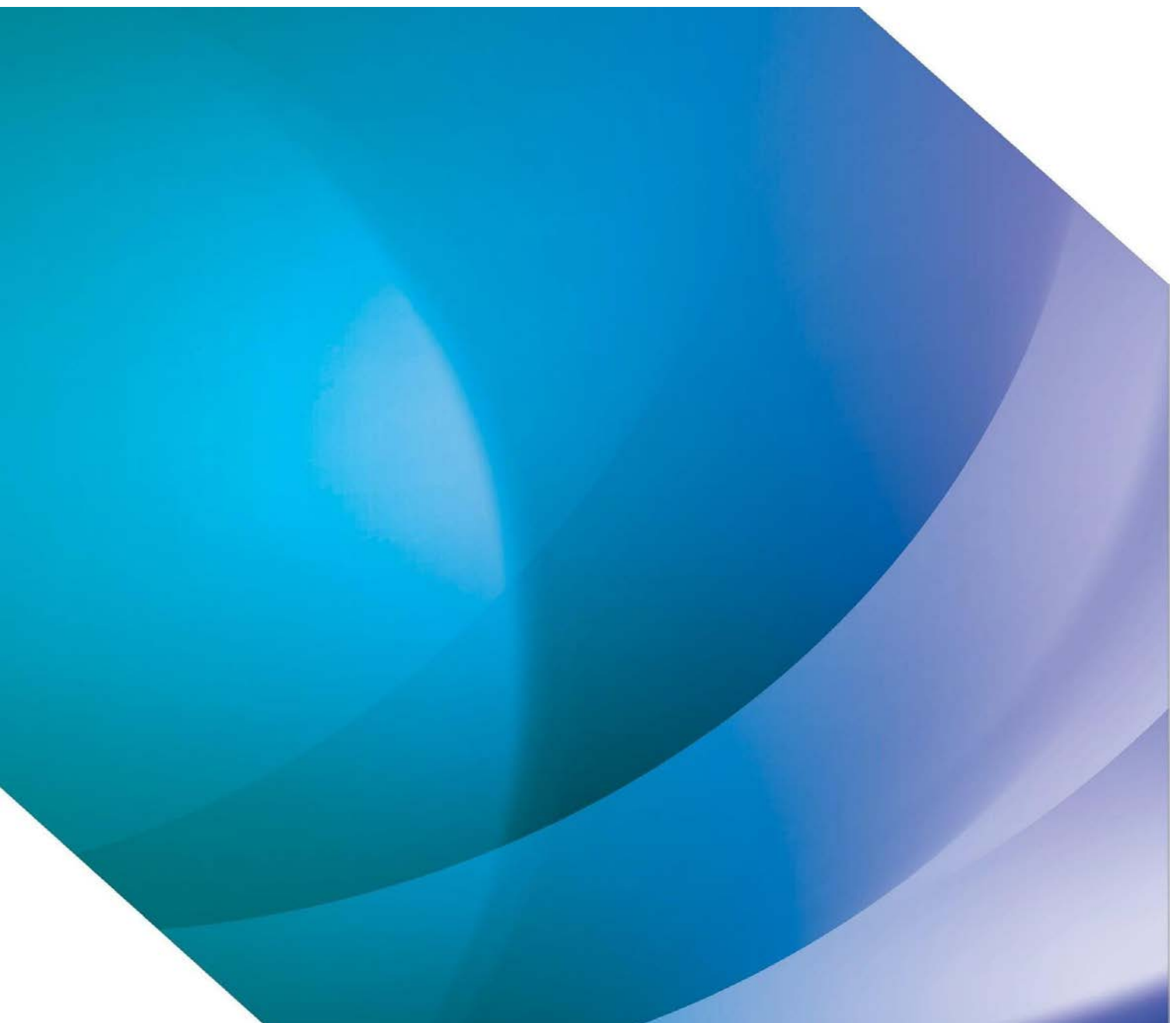


# Cellma Applicant User Guide

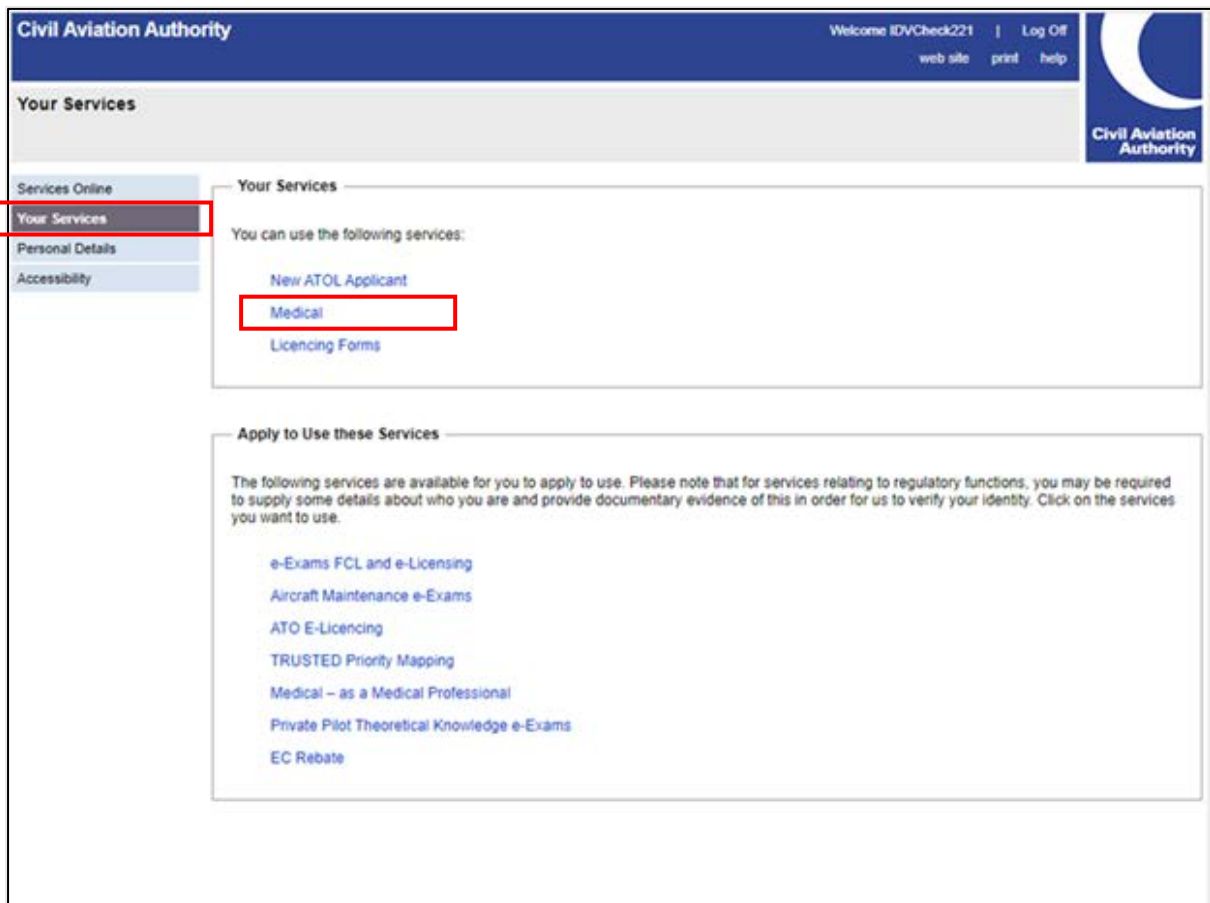


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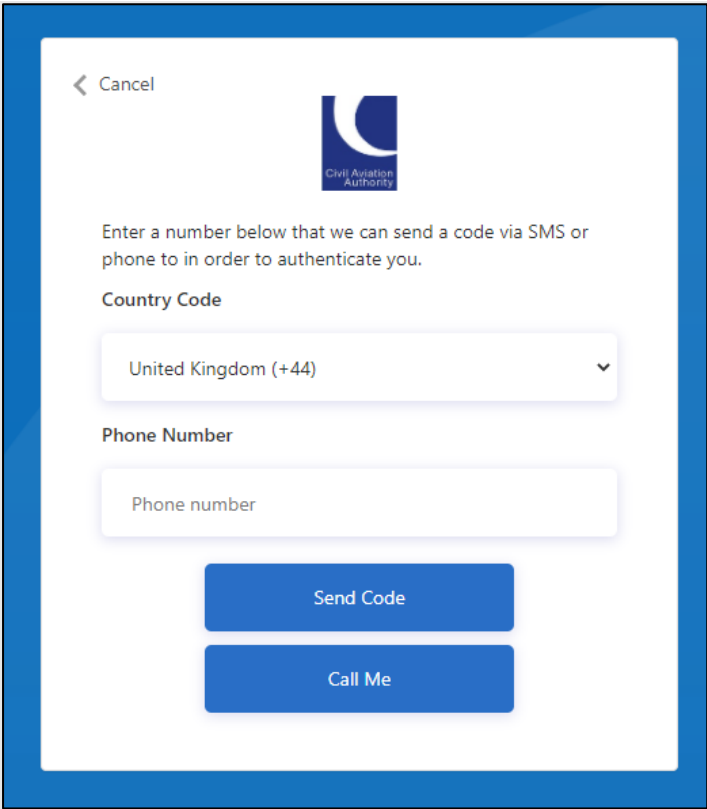
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# 1. Logging into Cellma

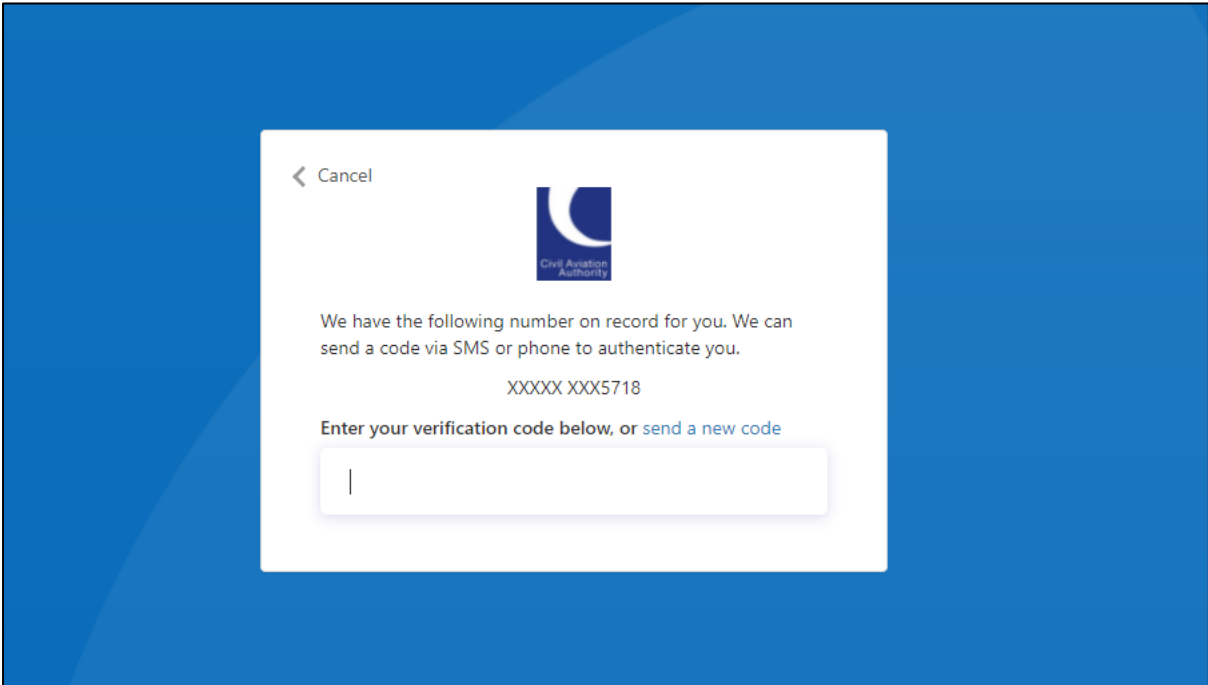
- 1.1. To access Cellma, you will need a CAA Customer Portal Account with access to the 'Medical' service. If you have not yet registered for a Portal Account, please refer to our website: <https://www.caa.co.uk/Our-work/About-us/Doing-business-with-the-CAA/Customer-portal/>
- 1.2. You can log into the 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) 

You have successfully logged in to Cellma Portal. Welcome David

Cellma Patient Menu

Please select requirement.

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

[Access My Cellma Record](#)  
[Book Appt. with CAA Specialist](#)  
[How we process your information](#)  
[Logout](#)

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## 2. Log in issues

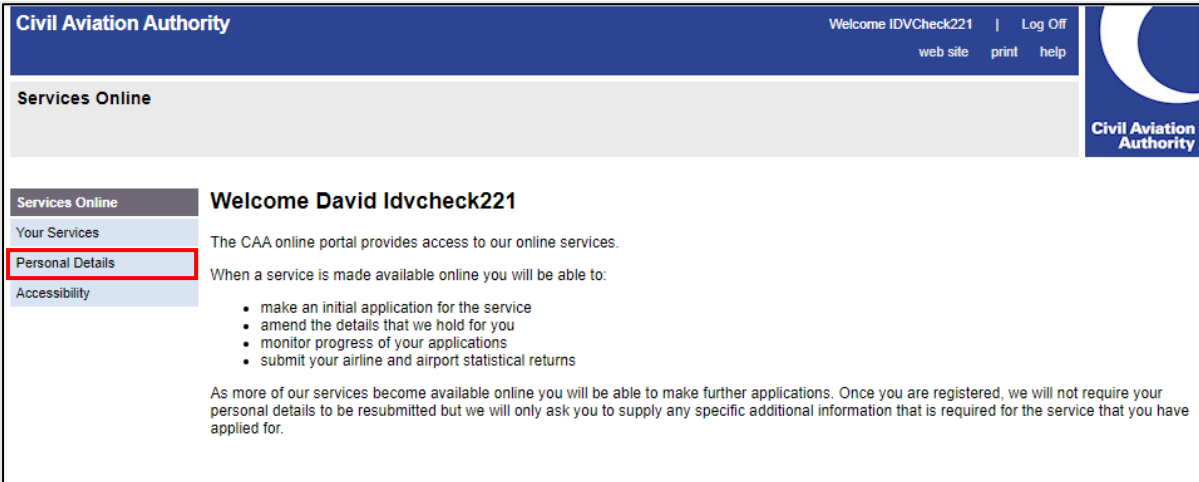
- 2.1. If you have any issues logging into your CAA Portal account and accessing Cellma, you can contact our portal support team on 0330 022 1909 between the hours of 08:30 to 16:30 Monday to Friday.  
Alternatively, you can email: [customerportalsupport@caa.co.uk](mailto:customerportalsupport@caa.co.uk)

## 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](mailto: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

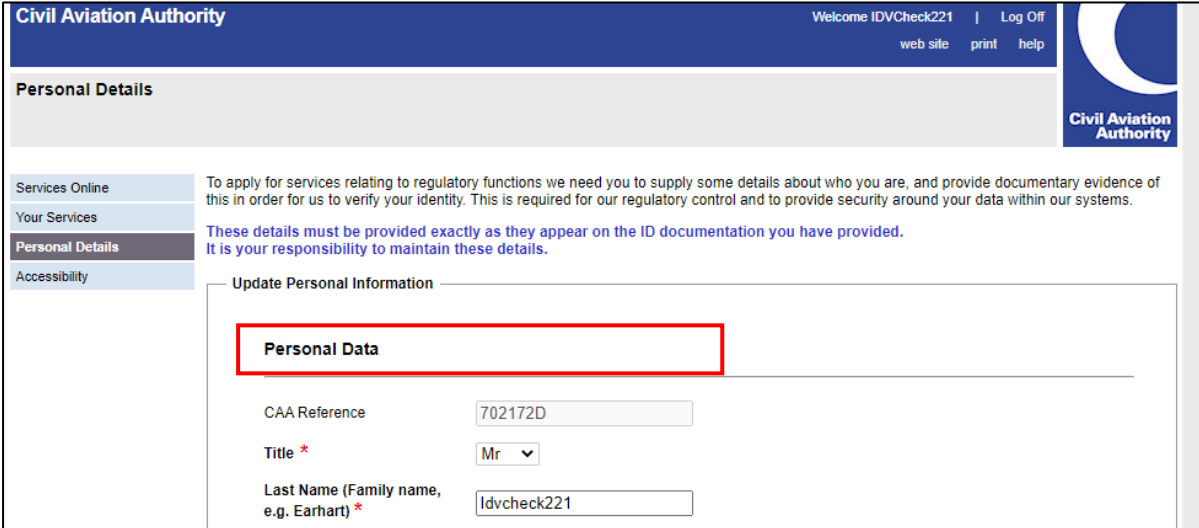
- 4.1. Once your portal account has been approved by the CAA, log into your portal account and click on 'Personal Details' on the left-hand side.



The screenshot shows the Civil Aviation Authority portal interface. At the top, there is a blue header with the text 'Civil Aviation Authority' on the left, 'Welcome IDVCheck221 | Log Off' in the center, and 'web site print help' on the right. Below the header is a 'Services Online' section. On the left side, there is a vertical menu with items: 'Services Online', 'Your Services', 'Personal Details' (highlighted with a red box), and 'Accessibility'. The main content area displays 'Welcome David Idvcheck221' and provides information about the online portal services, including a list of actions users can perform and a note about future service availability.

- 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.

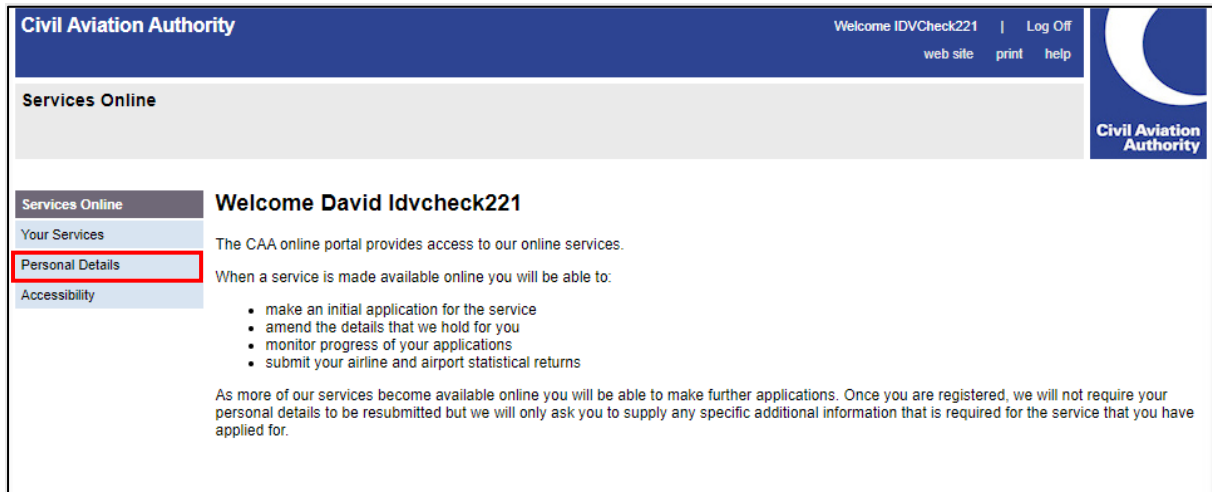


The screenshot shows the 'Personal Details' page in the Civil Aviation Authority portal. The header is the same as in the previous screenshot. The main content area is titled 'Personal Details' and contains instructions for providing personal information. Below the instructions is a form titled 'Update Personal Information'. The 'Personal Data' section of the form is highlighted with a red box. It contains three fields: 'CAA Reference' with the value '702172D', 'Title \*' with a dropdown menu showing 'Mr', and 'Last Name (Family name, e.g. Earhart) \*' with the value 'Idvcheck221'.

## 5. Updating your personal details and contact information

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

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



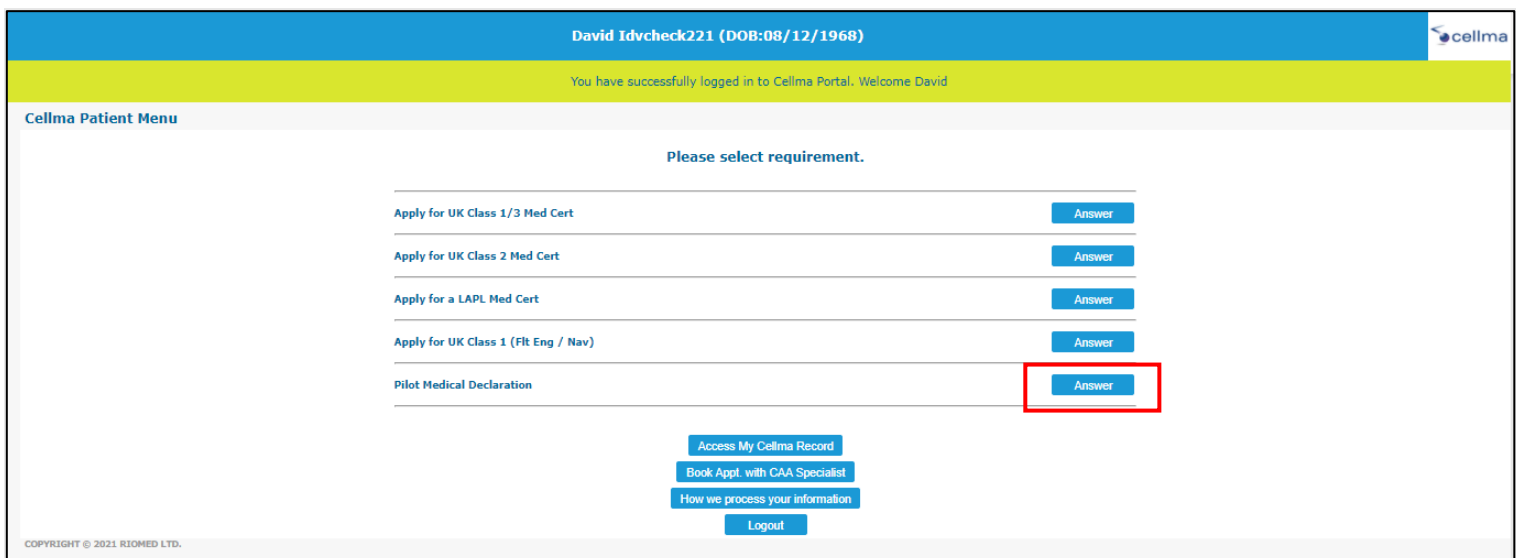
5.3. This will bring up your personal details and contact information. Here, you can edit your name, address, and contact information.

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

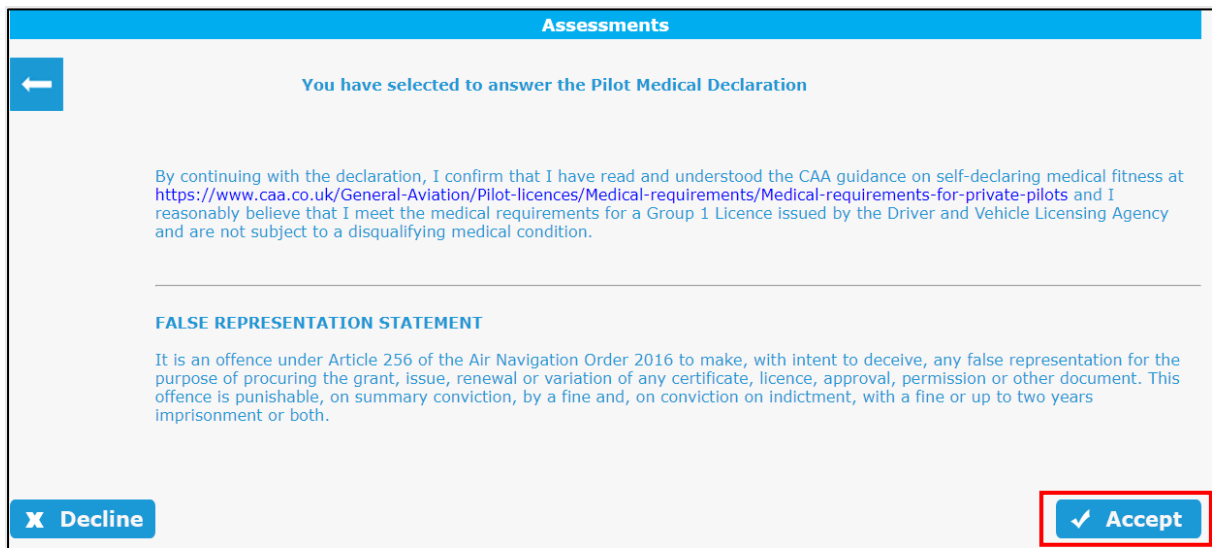
5.5. **Please note: your changes may not appear automatically in the portal. Your changes need to be approved by the CAA before they are reflected in your account.**

## 6. Applying for a medical Self-Declaration

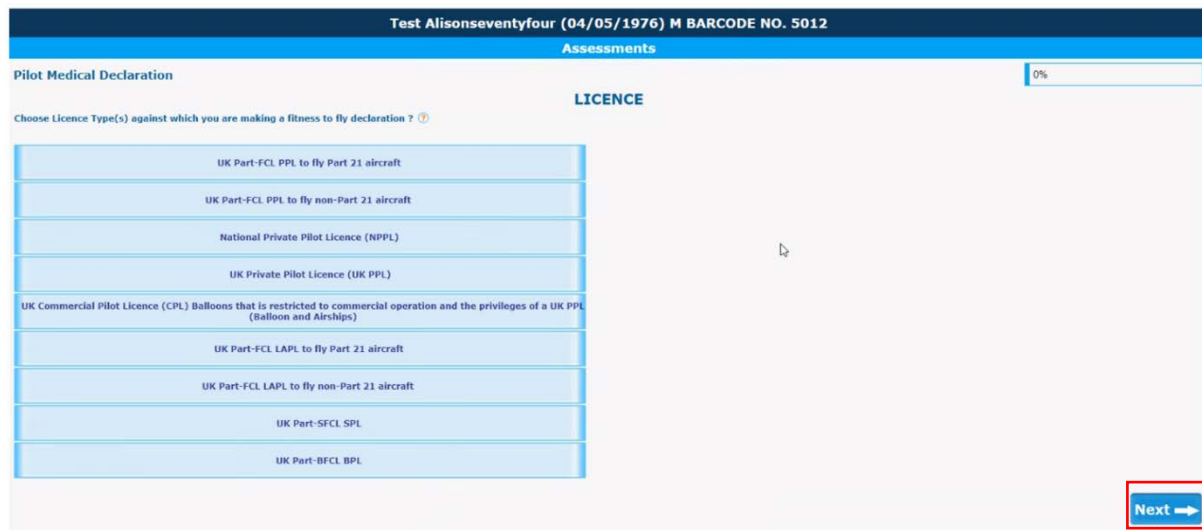
6.1. From your portal home page, click 'Answer' next to Pilot Medical Declaration.



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

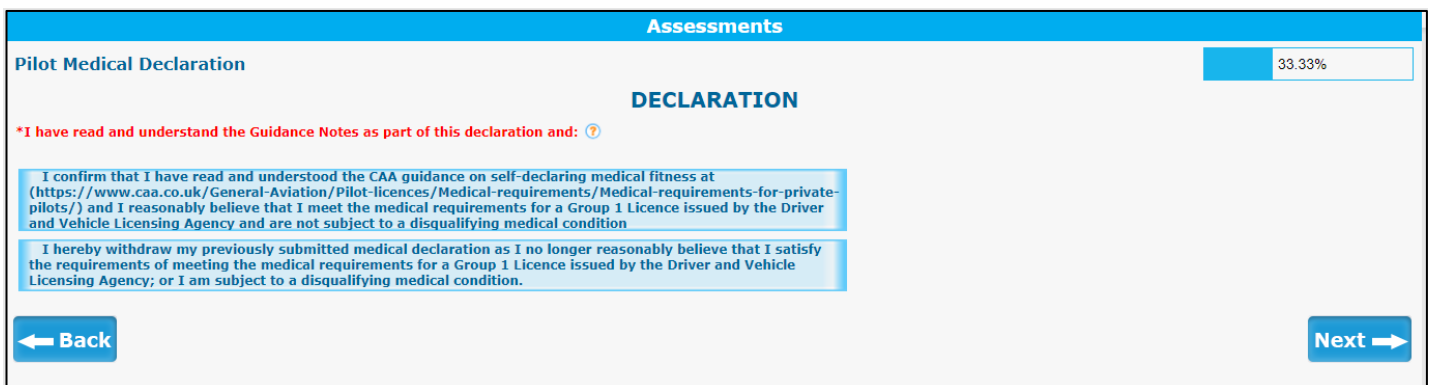


6.3. Select which licence you hold; you can select more than one and click 'Next'.



6.4. 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





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

The screenshot shows the 'Assessments' section of the 'Pilot Medical Declaration' form. A modal dialog titled 'I will only fly aircraft\*' is open, displaying two options: 'No Greater than 2000kg MTOM' and 'Less than 5700kg MTOM'. A red box highlights the 'Save' button at the bottom of the dialog. The background form shows a 'DECLARATION' section with a progress indicator of 33.33% and a 'Next' button on the right.

- 6.6. This will turn the top option green. Click 'Next'.

The screenshot shows the 'Assessments' section of the 'Pilot Medical Declaration' form. The top option in the modal dialog is now highlighted in green. A red box highlights the 'Next' button on the right side of the form. The background form shows a 'DECLARATION' section with a progress indicator of 33.33% and a 'Back' button on the left.

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

- 6.8. 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.

- 6.9. Click 'Next'.

The screenshot shows the 'Cellma Patient Menu' section of the 'Assessments and Feedback' form. It displays a summary of the medical self-declaration. The 'LICENCE' section shows the question 'Choose Licence Type(s) against which you are making a fitness to fly declaration?' and the answer 'UK Part-FCL PPL to fly non-EASA aircraft'. The 'DECLARATION' section shows the question 'I have read and understand the Guidance Notes as part of this declaration and: I will only fly aircraft' and the answer '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. No Greater than 2000kg MTOM'. A red box highlights the 'Next' button at the bottom right.

- 6.10. Click 'Next' again. This will take you to the applications page. Your self-declaration is now submitted.
- 6.11. You can see it if you click on 'Previously Answered Assessments'. There is no further action you need to take.

## 7. Withdrawing a medical Self-Declaration

- 7.1. 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.
- 7.2. 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.
- 7.3. To withdraw a declaration, log into Cellma via the CAA Portal.
- 7.4. From your Cellma home page, click 'Answer' next to Pilot Medical Declaration.

The screenshot shows the Cellma Patient Menu interface. At the top, a blue header displays the user's name 'David Idvcheck221 (DOB:08/12/1968)' and the Cellma logo. Below this, a yellow banner states 'You have successfully logged in to Cellma Portal. Welcome David'. The main content area is titled 'Cellma Patient Menu' and contains a section 'Please select requirement.' with five options, each with an 'Answer' button. The 'Pilot Medical Declaration' option and its corresponding 'Answer' button are highlighted with a red rectangular box. Below the options, there are four additional buttons: 'Access My Cellma Record', 'Book Appt. with CAA Specialist', 'How we process your information', and 'Logout'. The footer contains the text 'COPYRIGHT © 2021 RIOMED LTD.'.

7.5. 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 a web interface titled 'Assessments'. At the top, it says 'You have selected to answer the Pilot Medical Declaration'. Below this is a paragraph of text: '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 of text: '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.' At the bottom left is a blue button with a white 'X' and the text 'Decline'. At the bottom right is a blue button with a white checkmark and the text 'Accept', which is highlighted with a red border.

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

7.7. 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

The screenshot shows a web interface titled 'Assessments'. At the top, it says 'Pilot Medical Declaration' and '33.33%'. Below this is a section titled 'DECLARATION'. There is a red asterisk followed by the text '\*I have read and understand the Guidance Notes as part of this declaration and:'. Below this are two blue boxes containing text: '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' and '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.' At the bottom left is a blue button with a white left arrow and the text 'Back'. At the bottom right is a blue button with a white right arrow and the text 'Next'.

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

The screenshot shows a web interface titled 'Assessments'. At the top, it says 'Pilot Medical Declaration' and '33.33%'. Below this is a section titled 'DECLARATION'. There is a red asterisk followed by the text '\*I have read and understand the Guidance Notes as part of this declaration and:'. Below this are two boxes containing text: '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' and '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.' The second box is highlighted with a yellow background. At the bottom left is a blue button with a white left arrow and the text 'Back'. At the bottom right is a blue button with a white right arrow and the text 'Next', which is highlighted with a red border.

7.9. 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 Type Patient Pre Assessment  
Download | Print

**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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7.10. If you would like to save or print a copy of your self-declaration, select 'Download/Print'.

7.11. Alternatively, you can right click on the page and click 'Print' or select Ctrl +P.

7.12. Click 'Next'.

7.13. The withdrawal of your medical self-declaration has now been completed.

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

## 8. Applying for a medical certificate

8.1. 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](#).

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

The screenshot shows the 'Cellma Patient Menu' for user David Idrcheck221 (DOB: 08/12/1968). The page title is 'Please select requirement.' Below this, there are five rows of application options, each with an 'Answer' button to its right. The 'Answer' buttons for 'Apply for UK Class 1/3 Med Cert', 'Apply for UK Class 2 Med Cert', and 'Apply for a LAPL Med Cert' are highlighted with a red rectangular box. Below the application options, there are four buttons: 'Access My Cellma Record', 'Book Appt. with CAA Specialist', 'How we process your information', and 'Logout'. The footer contains the text 'COPYRIGHT © 2021 RIOMED LTD.'

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

The screenshot shows the 'Assessments' page for user Amel Riomedtest (21/05/1996) with M BARCODE NO. 3678. The page title is 'Assessments' and the sub-header is 'You have selected to answer the Apply for EU Class 1/3 Med Cert'. The main content area contains a warning paragraph, a 'CONSENT TO RELEASE OF MEDICAL INFORMATION:' section, and several paragraphs of text explaining the consent process. At the bottom of the page, there are two buttons: a red 'X Decline' button on the left and a green 'Accept' button on the right with a hand cursor icon over it.

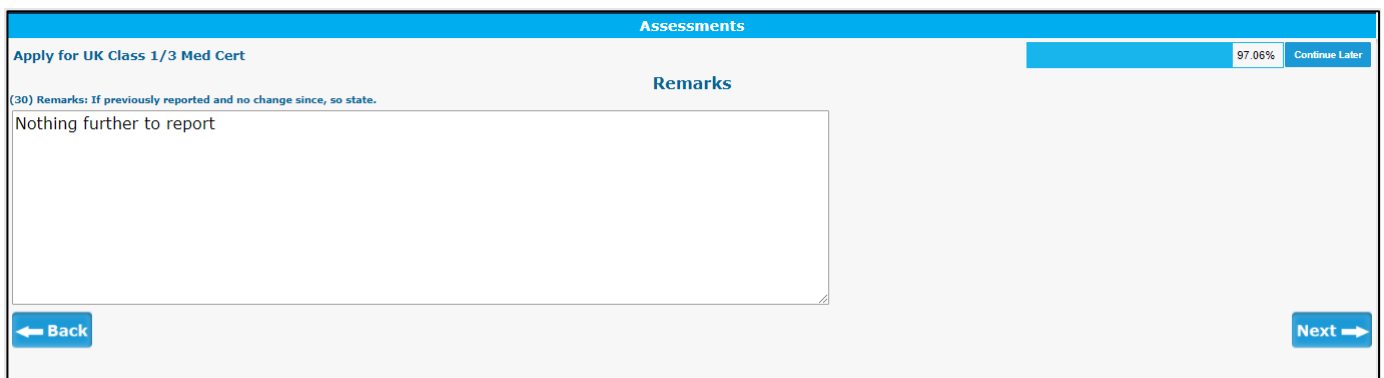
8.4. You will be taken to the assessment page where you can start answering the application questions.

The screenshot shows the 'Assessments' page for user Jo Bloggs (03/04/1975) with M BARCODE NO. 1623. The page title is 'Assessments' and the sub-header is 'Apply for EU Class 1/3 Med Cert'. The page shows a progress bar at 0% and a 'Continue Later' button. The main content area is titled 'Application' and contains several sections: '(13) State of licence issue:' with a dropdown menu; '(12) Application:' with 'Initial' and 'Re-validation/ Renewal' buttons; '(13) Reference Number:' with a text input field; '(14) Type of licence applied for:' with a grid of buttons for various licence types including 'Airplane Transport Pilot Licence', 'Multi-pilot Licence', 'Commercial Pilot Licence/Endorsement', 'Commercial Pilot Licence', 'Air Traffic Controller Licence', 'Private Pilot Licence/Instrument Ra', 'Private Pilot Licence', 'Single-pilot Licence', 'Balloon Pilot Licence', and 'LAPL'; and '(17) Last application for medical certificate:' with an 'Enter date:' text input field.

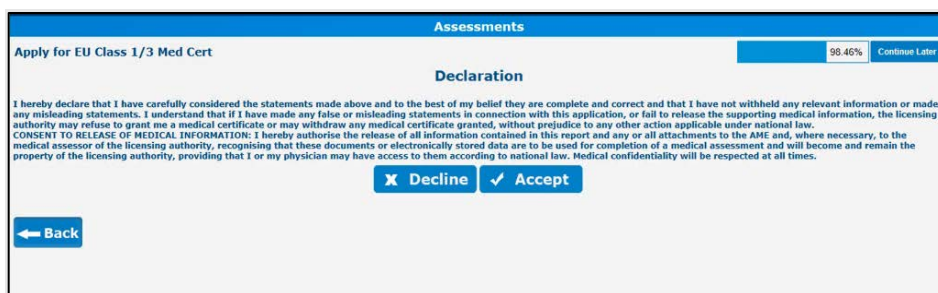
- 8.5. Work through the application answering the questions. Questions in red are mandatory, but you should complete all the questions where possible.
- 8.6. Please refer to section 4 for assistance on how to find your CAA ref number.
- 8.7. If you are unsure on a question, you can click on the question mark and it will bring up help text.
- 8.8. You can only move to the next page once you have answered all the mandatory questions.
- 8.9. Some questions when answered will open a pop up with a free text box where you can provide more information.



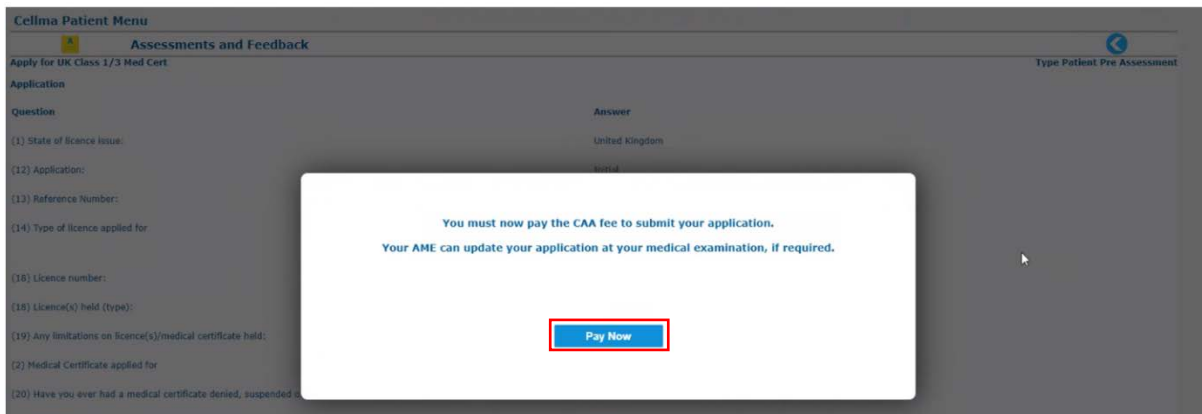
- 8.10. When you have answered all the questions click 'Next'.
- 8.11. Once you have answered all the questions, you will be presented with a Remarks box, where you can enter any further details if needed.



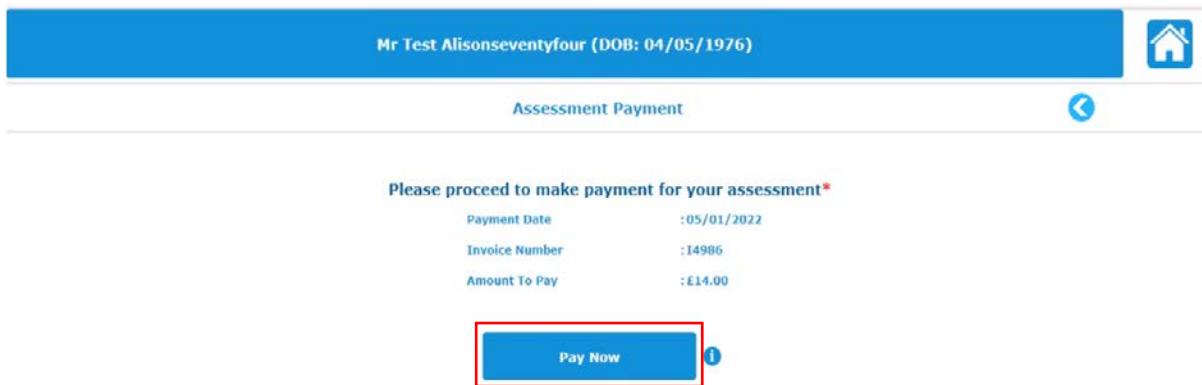
- 8.12. Click 'Next'.
- 8.13. You will then be presented with the declaration to confirm that the information you have provided is true and accurate.



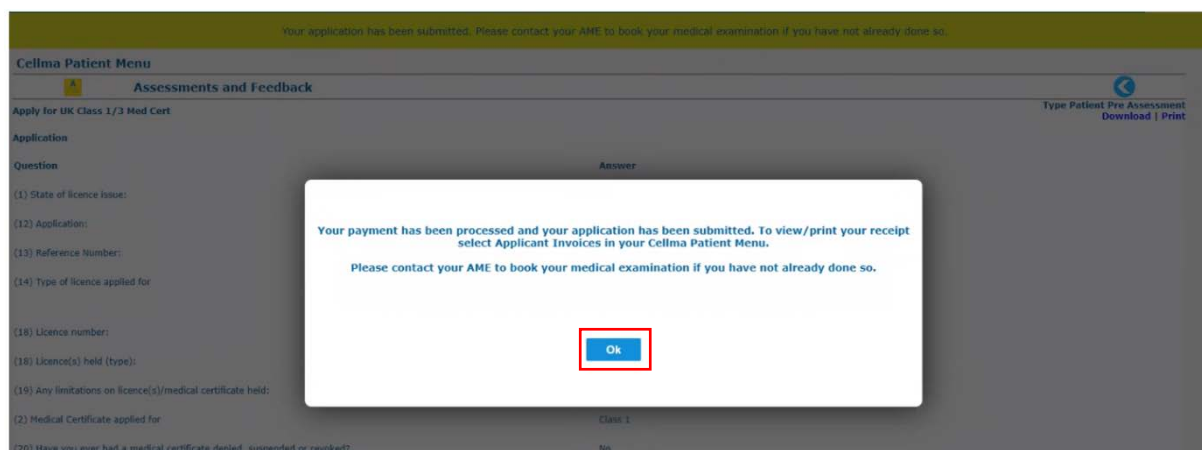
8.14. Once you have accepted the declaration, a message will appear stating that a fee needs to be paid to submit your application and your AME can update any changes at your medical examination. Click 'Pay Now'



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



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



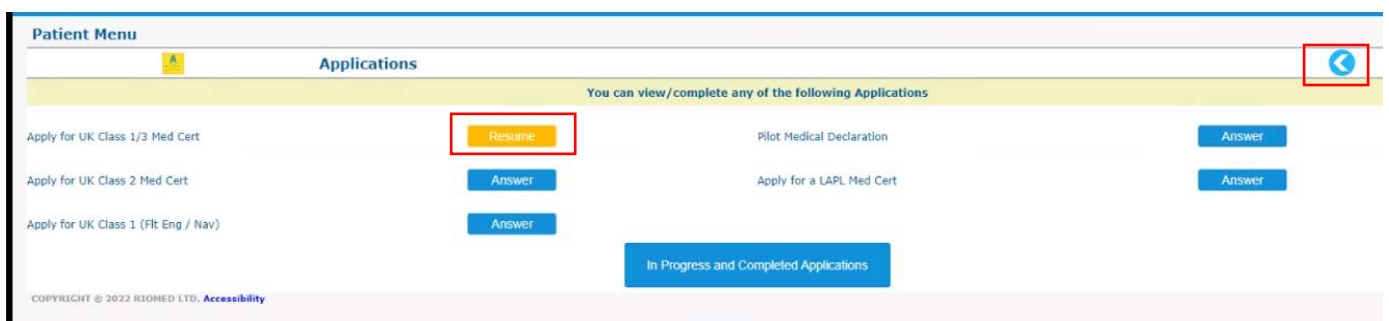




8.21. Your application will show a status of 'To be approved'. Your application will be approved by your AME at your medical appointment. Only applications which are completed and paid will have an approve link for the AME.

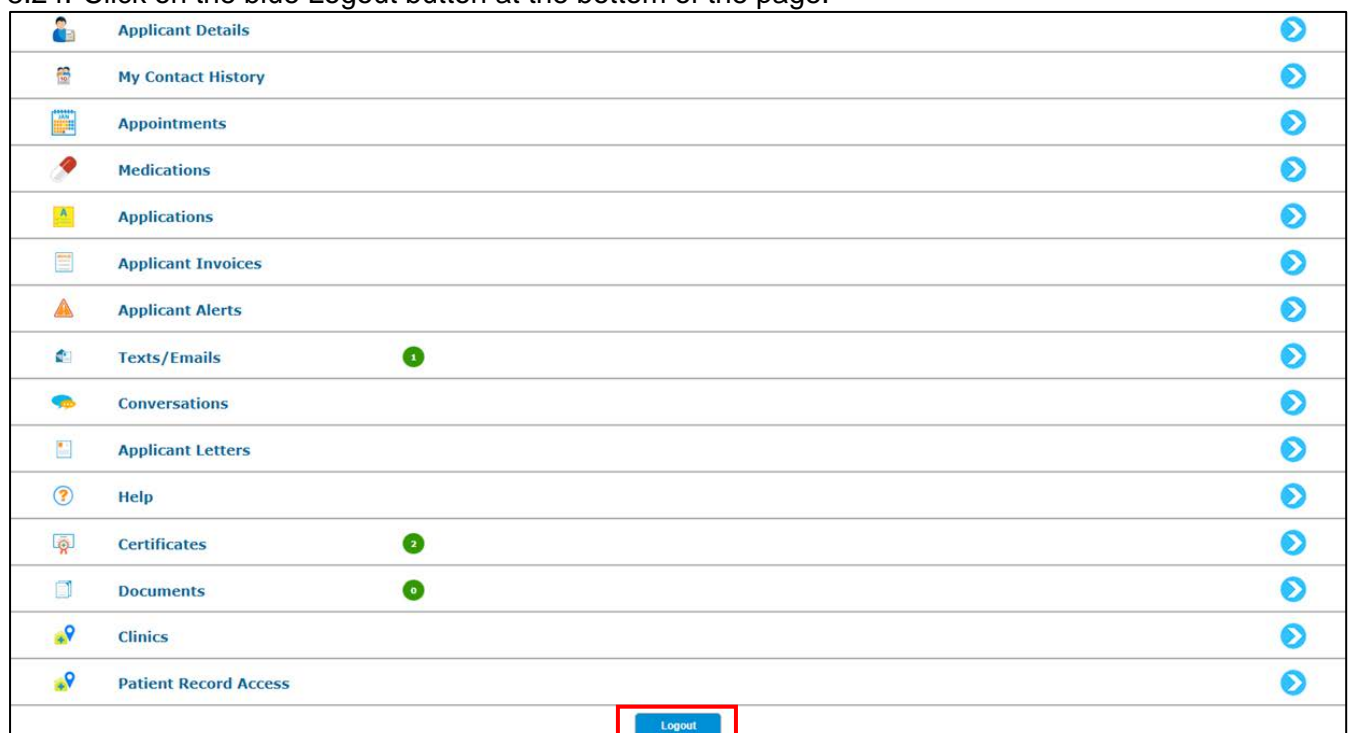


8.22. Click on the blue back arrow to return to the main menu page. If the application is incomplete and you have saved it, you can resume it at any time.



8.23. 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.

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



## 9. Issues submitting your medical application

- 9.1. 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)
- 9.2. 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.

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

- 10.1. 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.
- 10.2. If you have submitted a medical self-declaration, you can print a copy to carry with your licence.
- 10.3. 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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10.4. Click on the blue arrow next to 'Applications'.

	Applicant Details	
	My Contact History	
	Appointments	
	Medications	
	Applications	
	Applicant Invoices	

10.5. Click on 'In Progress and Completed Applications'.

**Patient Menu**

**Applications**

You can view/complete any of the following Applications

Apply for UK Class 1/3 Med Cert	<a href="#">Resume</a>	Pilot Medical Declaration	<a href="#">Answer</a>
Apply for UK Class 2 Med Cert	<a href="#">Answer</a>	Apply for a LAPL Med Cert	<a href="#">Answer</a>
Apply for UK Class 1 (Fit Eng / Nav)	<a href="#">Answer</a>		

[In Progress and Completed Applications](#)

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

**Cellma Patient Menu**

**Applications**

Assessment Name	Assessment Type	Answered By	Submitted Date	Submitted Time	Status	View	Resume
 Pilot Medical Declaration	Patient Pre-Assessment	The Patient	05/01/2022	11:42 am	Approved	<a href="#">View</a>	
 Apply for UK Class 1/3 Med Cert	Patient Pre-Assessment	The Patient			To be approved	<a href="#">View</a>	<a href="#">Resume</a>

Approved By:

Approved On:

Payment Status: Awaiting Payment (14986)

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

**Jo Bloggs (DOB:03/04/1975)**

**Cellma Patient Menu**

**Applications**

MED 160 Type Patient Pre Assessment [Download](#)

Answered By	Approved By	Approved On
The Patient		

**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

10.8. 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.

## 11. Booking a medical appointment

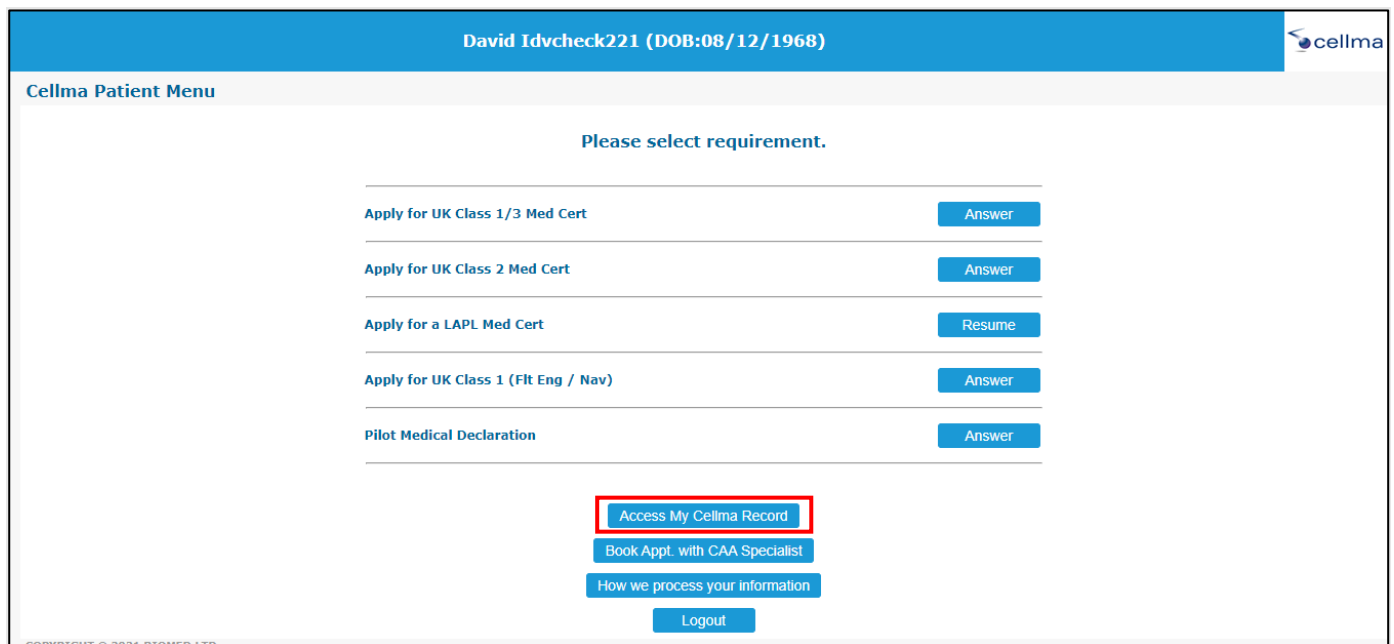
10.1 You should book your medical appointment directly with your AME as normal. This is **not** done through Cellma.


11.1. 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.

11.2. 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.

## 12. Paying an invoice/charge

12.1. 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](#)












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

 Applicant Details	
 My Contact History	
 Appointments	
 Medications	
 Applications	
 Applicant Invoices	

12.3. 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 ?
✓ 11689 E1	17/07/2019	Editing	£0.00	Jo Bloggs	Paid	17/07/2019				
✓ 11610	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ 11611	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ 11612	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ 11613	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ 11616	03/07/2019	Sent	£0.22	Jo Bloggs	Paid	03/07/2019	£0.22			
✓ 11603	02/07/2019	Sent	£0.22	Jo Bloggs	Paid	02/07/2019	£0.22			
✓ 11420	03/06/2019	Sent	£77.00	Jo Bloggs	Paid	03/06/2019	£77.00			
✓ 11394	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ 11395	24/05/2019	Sent	£77.00	Jo Bloggs	Paid	24/05/2019	£77.00			
✓ 11315	29/04/2019	Sent	£0.22	Jo Bloggs	Paid	29/04/2019	£0.22			
⚠ 11994	13/08/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
	Qty	Item Name		Unit Cost						
	1	Assessment (MED 160)		£ 0.22						
✓ 11705	18/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ 11640	09/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		
✓ 11601	02/07/2019	Sent	£0.22	Jo Bloggs	Awaiting Payment			Pay		

12.4. 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 :

Invoice Number :

Amount To Pay :

Pay Now

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Powered by Cellma

12.5. 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 \*

 /

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.

12.6. A receipt will be emailed to you.

12.7. If you return to the list of invoices, that item will now be listed as 'Paid'.

Jo Bloggs (DOB:03/04/1975) 

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		

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

## 13. Requesting a refund

13.1. 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](#)













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

 Applicant Details	
 My Contact History	
 Appointments	
 Medications	
 Applications	
 Applicant Invoices	

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

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



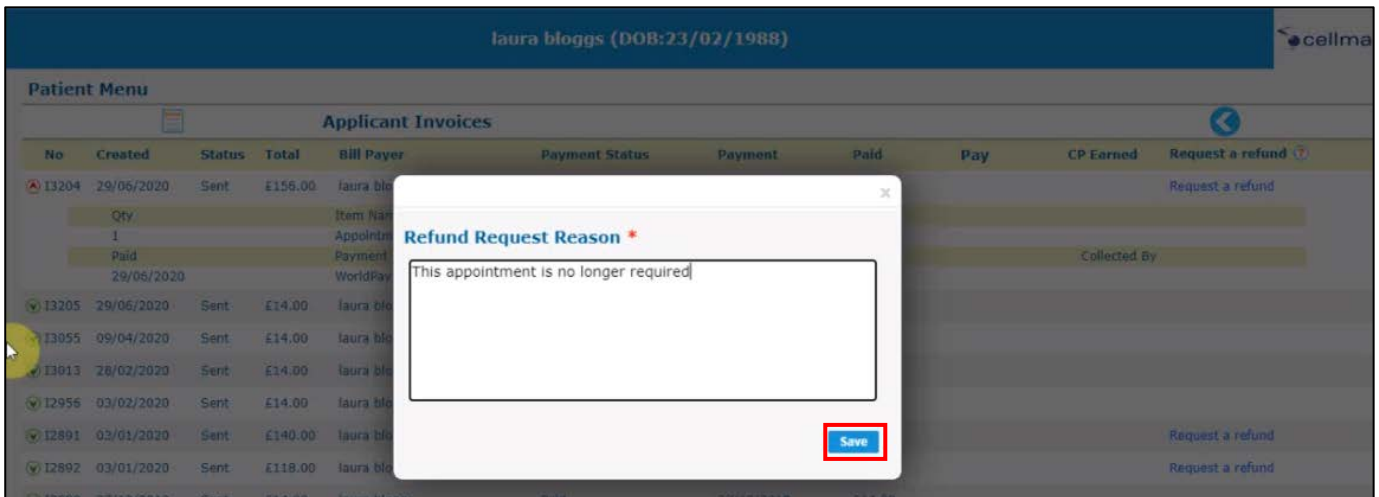
laura bloggs (DOB:23/02/1988)

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

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



laura bloggs (DOB:23/02/1988)

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
I2892	03/01/2020	Sent	£118.00	laura bloggs	Paid	03/01/2020	£118.00			Request a refund

Refund Request Reason \*

This appointment is no longer required

Save

13.6. 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.

## 14. Booking an appointment at a CAA Clinic

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

14.2. 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](#)


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14.3. 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 

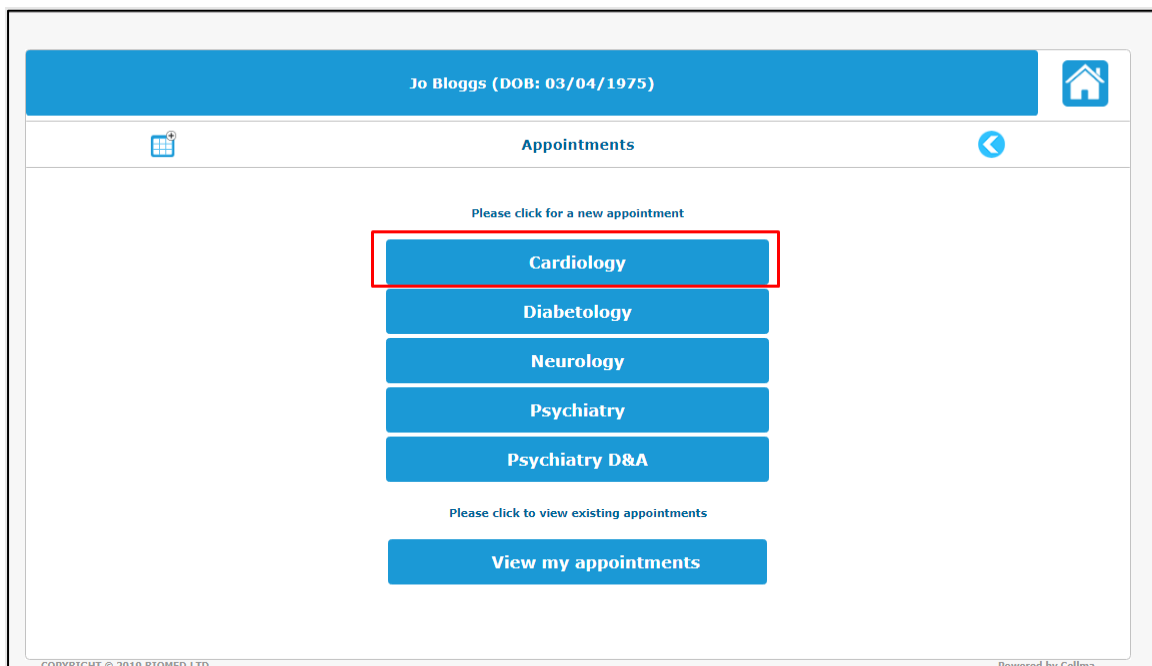
14.4. Click on the calendar icon along the top of the page. 

David Idvcheck221 (DOB:08/12/1968) 

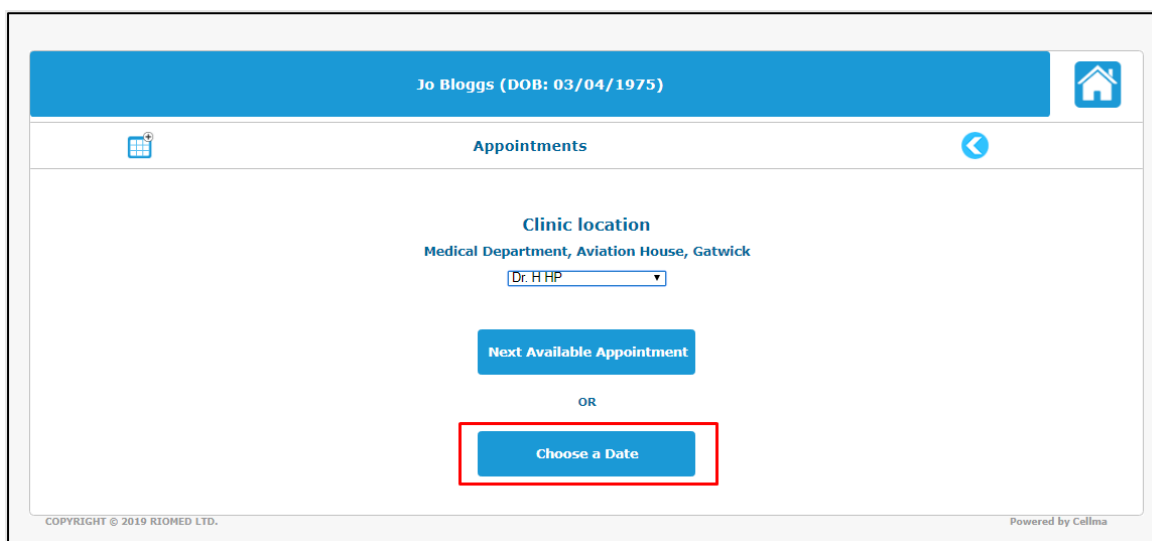
Patient Menu

 Appointments 

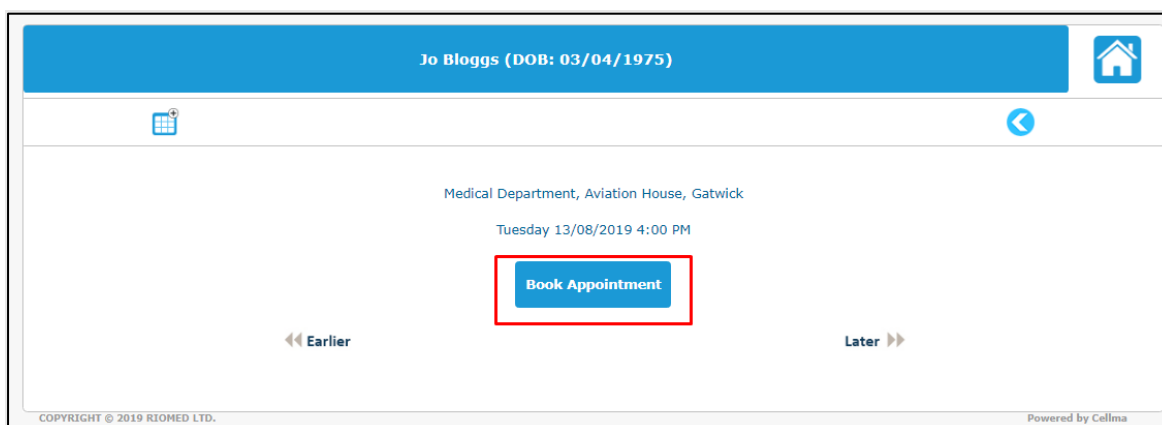
14.5. Select the specialist clinic that matches the notification you received.



14.6. Select your preferred date and time.



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



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

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

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

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

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				



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

Jo Bloggs (DOB:03/04/1975)

Patient Menu

Appointments

Service	Type	Status	Location	HP	Date	Time	Notes	Self Check-In	Cancel	Reschedule
CAA Medical Service	New	waiting	Medical Department, Aviation House, Gatwick	Dr. H HP	13/08/2019	16:00:00				
CAA Medical Service	New	scheduled	Medical Department, Aviation House, Gatwick	Dr. H HP	16/08/2019	13:20:00			Cancel	Reschedule
CAA Medical Service	New	scheduled	Medical Department, Aviation House, Gatwick	Dr. H HP	14/08/2019	14:20:00		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				

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**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.

## 16. Accessing your medical records

16.1. 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](#)































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

 Applicant Details		
 My Contact History		
 Appointments		
 Medications		
 Applications		
 Applicant Invoices		
 Applicant Alerts		
 Texts/Emails	<span style="background-color: green; color: white; border-radius: 50%; padding: 2px;">1</span>	
 Conversations		
 Applicant Letters		
 Help		
 Certificates	<span style="background-color: green; color: white; border-radius: 50%; padding: 2px;">2</span>	
 Documents	<span style="background-color: green; color: white; border-radius: 50%; padding: 2px;">0</span>	
 Clinics		
 Patient Record Access		

[Logout](#)

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

16.4. 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	<span style="border: 1px solid red; padding: 2px;">View</span>	
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	

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

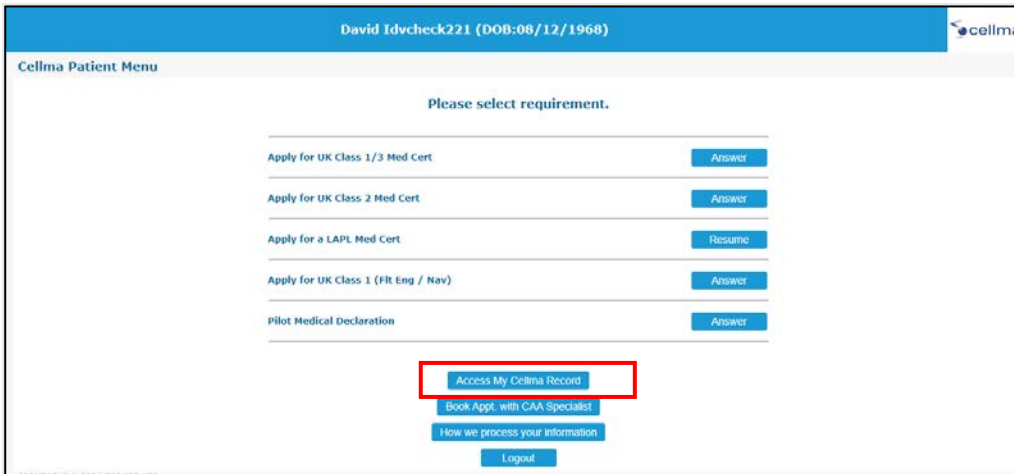
16.6. **Please note:** You will not be able to access your own personal medical records in Cellma until you have had an identification check. This identification check will be carried out face to face either with an Aeromedical Examiner (AME) at your next appointment or at the CAA Medical Department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

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

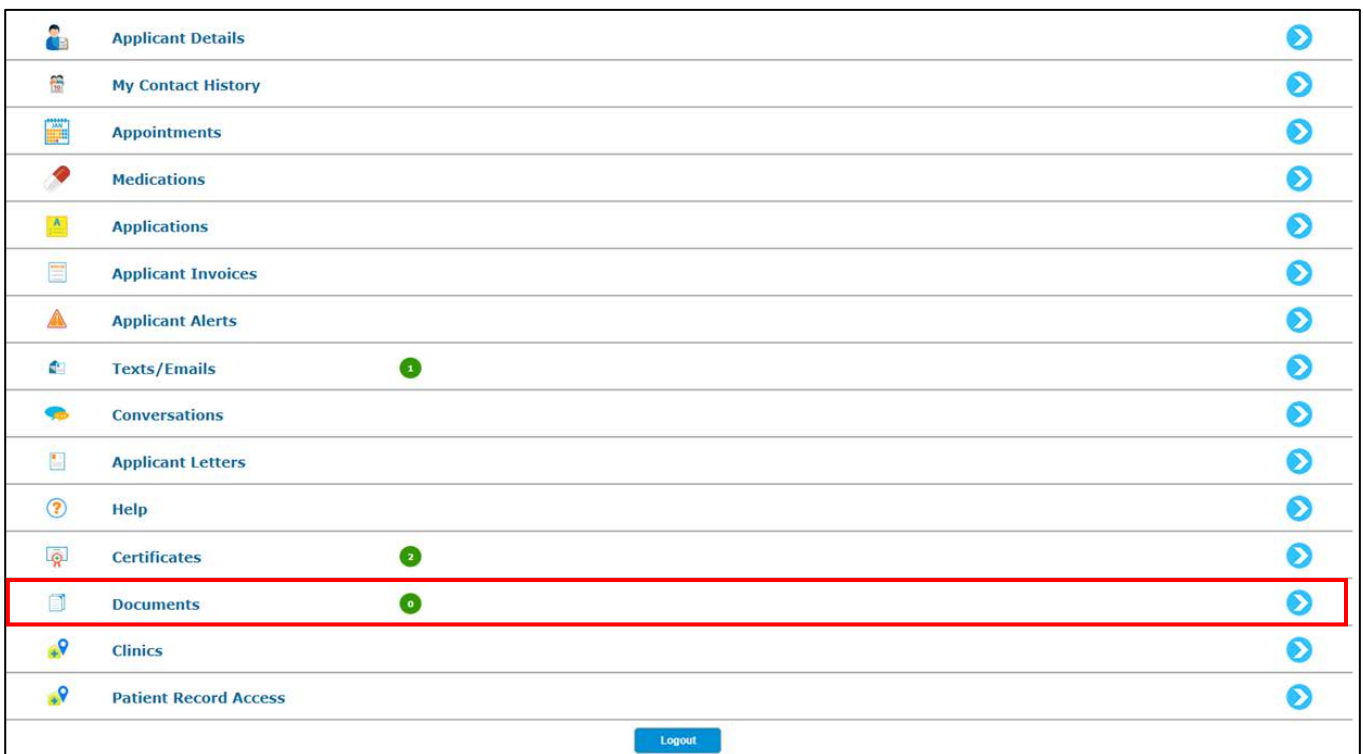
16.8. Once your ID has been confirmed, you will be able to view your own data. Please note that you will still only be able to see records entered after 29<sup>th</sup> March 2021, when Cellma launched.

## 17. Accessing your documents

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



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



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

17.4. 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	<a href="#">view</a>	

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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.

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

17.6. 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 29<sup>th</sup> March 2021, when Cellma launched.

## 18. Accessing your applicant letters

18.1. 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 (FR Eng / Nav) [Answer](#)
- Pilot Medical Declaration [Answer](#)

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18.2. Click on the blue arrow next to Applicant Letters













	Applicant Details	<a href="#">➤</a>
	My Contact History	<a href="#">➤</a>
	Appointments	<a href="#">➤</a>
	Medications	<a href="#">➤</a>
	Applications	<a href="#">➤</a>
	Applicant Invoices	<a href="#">➤</a>
	Applicant Alerts	<a href="#">➤</a>
	Texts/Emails <span>1</span>	<a href="#">➤</a>
	Conversations	<a href="#">➤</a>
	<b>Applicant Letters</b>	<a href="#">➤</a>
	Help	<a href="#">➤</a>
	Certificates <span>2</span>	<a href="#">➤</a>
	Documents <span>0</span>	<a href="#">➤</a>
	Clinics	<a href="#">➤</a>
	Patient Record Access	<a href="#">➤</a>

[Logout](#)



18.3. This will bring up a list of viewable letters

18.4. Click on one of the icons next to the relevant letters

Letter Type	Letter Date	Created By	Created	View In Word	View In Html	View In pdf
CAA Ltr FR	19/01/2022	Medical Assessor	19/01/2022 14:54:20			
GP Assessment Letter	19/01/2022	Medical Assessor	19/01/2022 14:53:29			
CAA Ltr FR	14/01/2022	Medical Assessor	14/01/2022 10:19:24			
GP Assessment Letter	10/01/2022		10/01/2022 12:02:44			

## 19. Accessing your text/emails































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

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 (Ft Eng / Nav) [Answer](#)
- Pilot Medical Declaration [Answer](#)

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19.2. Click on the blue arrow next to Texts/Emails

 Applicant Details	
 My Contact History	
 Appointments	
 Medications	
 Applications	
 Applicant Invoices	
 Applicant Alerts	
 Texts/Emails <span style="color: green; font-weight: bold;">1</span>	
 Conversations	
 Applicant Letters	
 Help	
 Certificates <span style="color: green; font-weight: bold;">2</span>	
 Documents <span style="color: green; font-weight: bold;">6</span>	
 Clinics	
 Patient Record Access	

[Logout](#)

19.3. This will bring up a list of viewable emails

19.4. Click on 'Not Viewed' next to the relevant letters

David Ddmedcertr11 (DOB:10/01/1992)

Patient Menu

cellma

Texts/Emails

Establishment / Clinic	Sent Date	Medium	Sent To	Type	Sent By	Message	Seen
CAA Medical Service	24/01/2022	Email		ViewAssessment	The Patient		Not Viewed

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