European Aero-Medical Repository

User Training for Medical Assessors

Version 0.1
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1 Introduction

The European Aero-Medical Repository (EAMR) aims to facilitate the sharing of information regarding the medical certification of pilots (class 1 applicants) among Member States (medical assessors of the licensing authority, aeromedical examiners and aeromedical centers), while respecting patient confidentiality and ensuring protection of personal data.

The purpose of this document is to serve as a guide for NAA Staff looking to use the EAMR service.

2 Getting Started

2.1 Login to the EAMR Application

To access the EAMR application please follow the link below:

https://euaviation.crm4.dynamics.com/

Please enter the credentials provided by your EAMR administrator at the login prompts:
Upon login you will be presented with the main EAMR dashboard section as shown below:

3 Managing AMEs

3.1 Creating an account for an AME

Please follow the steps below to create a new account for an Aero-Medical Examiner.

Step 1. Navigate to the dashboard section by clicking on the “CREATE NEW AME” button.
Step 2. The AME creation screen is displayed. Please enter the examiner’s personal details, including certificate number, Issue Date and Validity Date.

Step 3. Press the SAVE button. The AME’s account will be created and an automated e-mail will be sent to the address entered in the AME form. The email contains instructions for the AME to follow in order to access the EAMR portal.
3.2 Resetting a password for an AME

To reset an AME’s portal password please follow the steps below:

Step 1. Find the AME account by selecting the Contacts section.

Step 2. Switch to the AME view by clicking on the View selector.
Step 3. Click on the relevant AME contact record.

Step 4. In the AME record screen please select the CHANGE PASSWORD option in the menu area.
Step 5. In the “Change Password” popup, please enter the AME’s new password and press the Next button.

Step 6. The password change confirmation is displayed. Please communicate the password to the AME using a secure method.

Password has been changed successfully. You can close this window.
3.3 Deactivating an AME account

Please follow the steps below to deactivate an AME account.

Step 1. Navigate the contact list by selecting the Contacts section.

Step 2. Switch to the AME view by expanding the drop down list.
Step 3. Click on the relevant AME contact record.

Step 4. In the AME record screen please select the DEACTIVATE option in the menu area, and confirm the deactivation in the popup dialog by pressing the “Deactivate” button.
4 Processing of Applicants

This sections describes the various actions a MA may carry out on Applicant records.

4.1 Search for an applicant – via the EAMR global search

Please follow the steps below in order to find an applicant record by EAMR ID.

Step 1. Click on the Search magnifying glass in the top section of the application, and enter the applicant’s EAMR ID.

Step 2. Click on the relevant applicant record listed in the results section.
4.2 Search for an applicant – via the Contacts view

Please follow the steps below in order to find an applicant record via the contacts view

Step 1. Find the applicant record by selecting the Contacts section.

Step 2. Select one of the Applicant views to list relevant applicant records.
Step 3. Select the relevant applicant record from the resulting list by double clicking.

Step 4. You may also filter the view by EAMR ID.
Step 5. Double click on the AME’s name to open the corresponding contact record.

4.3 Add an applicant to EAMR

Please follow the steps below to create a new applicant record.

Step 1. Navigate to the AME and Applicant Creation Dashboard by clicking on the CREATE NEW APPLICANT button.
Step 2. Enter the applicant’s personal details and press the Save button.

Step 3. Click on the Applicant tab section to add an identification document for the applicant.
Step 4. Please select the corresponding documentation type from the dropdown list shown below.

Step 5. Enter the relevant document information and press the save button.
Step 6. For Driving License and Other identification documents please also enter the applicant’s nationality.

Step 7. Once the record has been saved please go back to the applicant screen.
Step 8. Back in the applicant screen, the identification documents are displayed. Please press the refresh icon in the Means of Identification and Nationalities sections if the new documentation is not displayed.

![Image of applicant screen with identification documents]

Step 9. The applicant will receive an email with instructions to access the EAMR portal.

![Image of email with instructions]

Dear Mr/Mrs Natalia Mikelsen,

You have received this email to notify you that an account was created for you in the EAMR by your licensing authority.

To complete the registration process please complete the following steps:

Step 1: Click on the invitation link below:

[Click here to redeem your invitation]

Or you can copy the following URL and paste it into your web browser:

https://registration.eamr.faaasoftlab.com/register/invitation=cQqghp66yC1YFZ3n5AXLb/l7xT566mmAHKAbEOEe6c6hN-
C0lan9M9bX1BES99KJy1Z2W9iNR-
Gy5tDe888tVH7U7MA97Q2Y0YJKDN9bNwC7ek3a346lLh6y9P9Wvz9zdS9S5FpmOOG2GvemaY189NRn11L46c3g-

Step 3: Complete the registration process

Please follow the instructions on the portal to complete your registration.

Need help?
If you require assistance or you believe you received this email in error, please contact your licensing authority using the contact details below and quote the following reference number: BG-00000961

For further assistance, please contact your licensing authority using the contact details below:

Bulgaria - Civil Aviation Administration
1 Brussels bld
Sofia Airport
1240 - Sofia
Bulgaria
+359 2 948 80 77

The EAMR Team
4.4 Process an initial Medical Certificate

Initial Medical Certificates are created when an applicant does not have a previous medical certificate on record. Please follow the steps below to process an Initial certificate for an applicant.

Step 1. Open the applicant record.

Step 2. If the applicant has been newly added to EAMR, and the “Applicant Status” is set to “Pending”, please press the refresh button on the browser to check if the applicant status changes to Active. A background de-duplication process checks the applicant is not a duplicate of an existing record and sets the status to Active if the checks are passed.
Step 3. Click on the Applicant tab section and then “New Medical Certificates” section to create a new certificate.
Step 4. The new Medical Certificate screen is displayed.

Step 5. Select the Initial Certificate Type from the dropdown shown below.
Step 6. Enter the relevant examination, decision and expiry date for the Medical Certificate and press the SAVE button.

Step 7. Medical certificate record is saved, and the status is set to “New / In Progress”. Next step is to record the decision.
Step 8. To release a medical certificate as valid, please press the “Fit” button to indicate the Pilot is fit to fly.

Step 9. The certificate changes to the released status and the audit history is updated.
Step 10. Alternatively press the “Unfit” button indicate the Pilot is not fit to fly.

Step 11. And if you would like to cancel the certificate creation, press the Cancel button prior to pressing the Fit or Unfit button.
Step 12. The applicant’s certificate will appear in the Medical Certificate section shown below.

4.5 Process a Medical Certificate revalidation

Step 1. Open the Medical Certificate to be re-validated. The certificate must be in the Released state.
Step 2. Press the Revalidate/Renew button

Step 3. Save changes.
Step 4. Press the Fit button to release the renewed Medical Certificate.

Step 5. The certificate changes to the Released status, and the audit history reflects the renewal action.
Step 6. Alternatively press the “Unfit” button indicate the Pilot is not fit to fly.

Step 7. And if you would like to cancel the certificate renewal, press the Cancel button prior to pressing the Fit or Unfit button. The certificate will revert back to its original status.
4.6 Process a Medical Certificate renewal

Step 1. Open an expired Medical Certificate.

Step 2. Click on the Revalidate/Renew button.
Step 3. Save changes.

Step 4. Press the Fit button to release the certificate renewal.
Step 5. Alternatively press the Unfit button if the pilot is not fit to fly.

Step 6. And if you would like to cancel the certificate renewal, press the Cancel button prior to pressing the Fit or Unfit button. The certificate will revert back to its previous state.
5 General Administration

5.1 Correcting Medical Certificate details

Step 1. Open a Released medical certificate and press the Correct button.

Step 2. Correct the relevant fields in the medical certificate and save changes.
Step 3. Press the Fit button to release the certificate corrections.

Step 4. The certificate is released, and the audit history is updated accordingly.
5.2 Correcting applicant personal details

Step 1. Open the applicant record to be corrected and updated the relevant details in the section highlighted below.

Step 2. Press the save button.
5.3 Correcting and updating applicant identification documents

Step 1. Click on the Applicant tab section and choose the identification document of the applicant.

Step 2. Edit the identification document and save the changes.
Step 3. To remove identification documents please click on the relevant record and press the Deactivate button.

5.4 Reviewing Medical by Foreign AMEs

Step 1. Open the AMS Dashboard.
Step 2. View the certificates in the “Medical by foreign AMEs” section.
6 Referrals and Transfers

6.1 Managing Referrals

Step 1. Open the AMS Dashboard.
Step 2. Review the records in the “Referrals” section.

Step 3. Double click on the referral to be processed.
Step 4. The referred medical certificate is displayed. Review the certificate details and perform the relevant actions to ensure the applicant’s fitness.

Step 5. Press the “Fit” button to mark the pilot as fit to fly.
Step 6. The medical certificate status changes to released, and the audit history is updated accordingly.

Step 7. Alternatively the applicant may be deemed unfit to fly by pressing the “Unfit” button.
Step 8. If you would like to cancel the action, please press the Cancel button. If the application was previously in a released or expired state, the record will revert to its original status. If it is a brand-new application, the application will be marked as Cancelled.

6.2 Managing incoming applicant transfer requests

Step 1. Open the AMS Dashboard and review the records listed in the Incoming Transfers section.
Step 2. Select the transfer to be processed.

Step 3. Review the transfer details.
Step 4. You may accept the incoming transfer by pressing the Approve button, or reject the transfer by pressing the Refuse button.

Step 5. Press the Approve button to allow the incoming transfer of the applicant to your NAA.
Step 6. Transfer is marked as approved, and the applicant is now registered with your NAA. Click on the applicant’s name to view the relevant record.

Step 7. The transferred applicant's record is displayed.
6.3 Transferring an applicant to another NAA

Step 1. Open the relevant applicant record and press the Transfer button.

Step 2. The transfer popup is displayed.
Step 3. Scroll down and select the NAA to transfer to. You may also enter the NAA name to filter the search results. Press the Select button to request the transfer.

The transfer is initiated, and the target NAA will see the incoming transfer on their AMS Dashboard.
7 Applicant Administration

7.1 Managing duplicate applicant records

Step 1. Review the detected duplicates in the AMS Dashboard. Open the record to be processed.

Step 2. Review detected duplicate.
Step 3. Review the applicant that may be a duplicate by clicking on the Applicant name.

Step 4. Review the applicant’s details, check that it is indeed a new applicant rather than a duplicate.
Step 5. Press the back button on your browser to return to the duplicate check record.

Step 6. Click on the Manage Request, and select Approved if the applicant is not considered a duplicate, or “Refused” if the applicant is considered a duplicate.
7.2 General Administration

Step 1. Open the Administrative views and switching to the dashboard below. Review statistics, applicants with no released medical certificates, and expiring AME records.