

e-Medical Certificate Guidance: Delivery, e-Signing, and Troubleshooting Common Issues

What's New

- New medical certificates that **do not** include a medical waiver will now be delivered electronically via e-mail.
- Certificates are issued as a standard **8.5-inch x 11-inch (letter size) PDF documents**.
- Certificates must be signed to be valid. It is also recommended that mariners print and maintain a signed certificate for their use. When printed, it will be a standard **8.5-inch x 11-inch document**.
- Certificates with medical waivers will continue to be mailed.
- New medical certificates include a QR code as a built-in security feature. Once the code is scanned, users will be directed to our [credential verification tool](#) to confirm validity of the certificate.
- **Reminder!** If you want your medical certificate delivered by e-mail, make sure you provide a valid e-mail address with your 719 K or K/E, otherwise your certificate will be mailed in accordance with standard procedures.

How to e-Sign Your Medical Certificate (Mobile Phone)

With the right electronic signature app, you can digitally sign your certificate on a mobile device (iPhone or Android) easily, legally, and securely. Several free electronic signature services exist that offer legally binding e-signatures for documents. Examples include OpenSign (unlimited free), SignWell (limited free docs), DigiSigner, and Adobe Acrobat Fill & Sign.

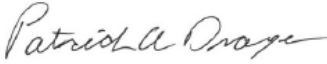

Troubleshooting & Important Notes

IMPORTANT: Allow time for e-mail delivery and check your spam/junk folder before contacting the NMC's Customer Service Center.

- **Did not receive the e-mail?** Check your spam/junk folder.
- **Missing attachments?** Firewalls may block PDFs – try a personal device/e-mail.
- **Cannot open file?** Try using a PDF app like [Adobe Acrobat Reader](#).

NOTE: Some organizational e-mail systems may block attachments. Accessing from a personal device may resolve the issue.

e-Medical Certificate Example

United States Coast Guard		
Medical Certificate		
Seafarer Name: MERCHANTMARINER, BILL A		
Sex: Female	Nationality: ALA	DOB: 01- JAN -2000
STCW Exp Date: 18- MAR -2028	National Exp Date: 18- MAR -2031	Pilot Exp Date: 18- MAR -2031
		
Patrick A Drayer, CAPT, USCG OFFICER IN CHARGE, MARINE INSPECTION		
SEAFARER SIGNATURE		
CN: 00496699		Ref Num: 7223318
* Do Not Detach *		
* Mariner is free from any medical condition likely to be aggravated by service at sea or to render the seafarer unfit for such service or to endanger the health of other persons on board.		
* Date of Examination:		18- MAR -2026
* Last Color Vision Test Date:		--
* Hearing IAW STCW A-I/9:		Y
* Visual Acuity IAW STCW A-I/9:		Y
* Color Vision IAW STCW A-I/9:		Y
* Fit for Look-out duties:		Y
* Unaided Hearing Satisfactory:		Y
* Identification Checked at Examination:		Y
* Limitations/Restrictions:		Y
1) I acknowledge & will comply with waiver conditions		
CN: 00496699	CG-4610A (Rev. 05/12)	Ref Num: 7223318