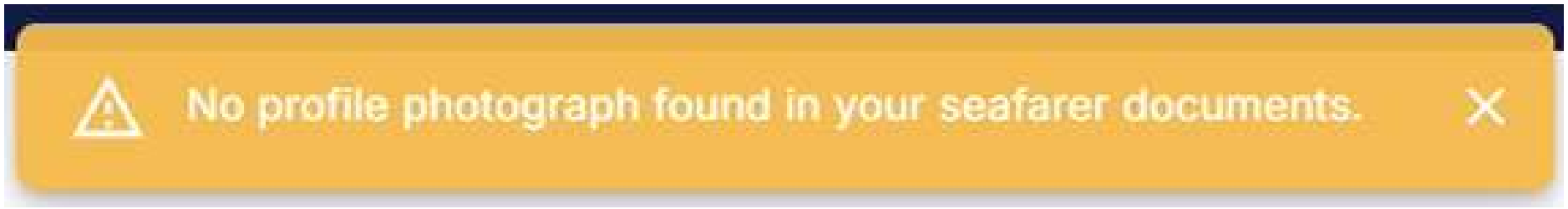
Booking your medical appointment on e-Samudra?

Photo not showing from your profile?



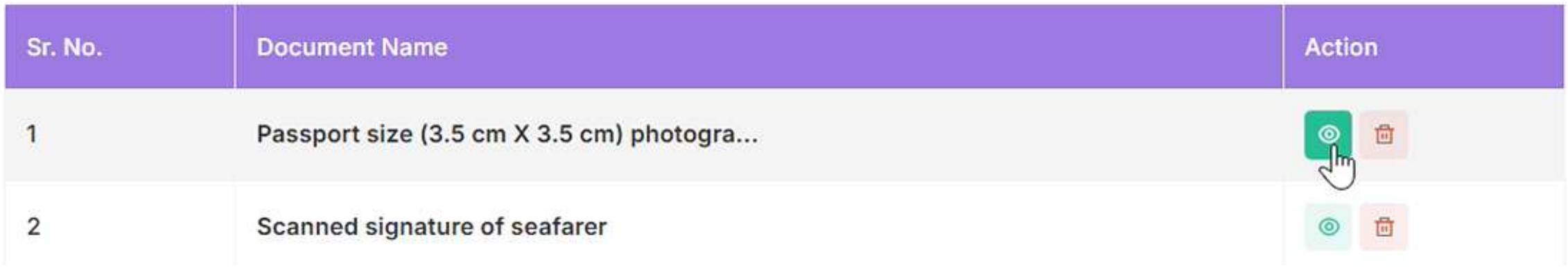
Download the existing JPG photograph.
Convert it to PDF and upload it again.

For seafarers and RPSL teams

1 Download the existing photo

Open Seafarer Profile and click Sync Profile.
Go to Other Document, then click View beside the photo.





The existing photograph downloads as a JPG in this case.

2 Convert the JPG to PDF

Use a JPG-to-PDF tool and save the converted file.

JPG

Existing photograph

CONVERT

PDF

Same photograph

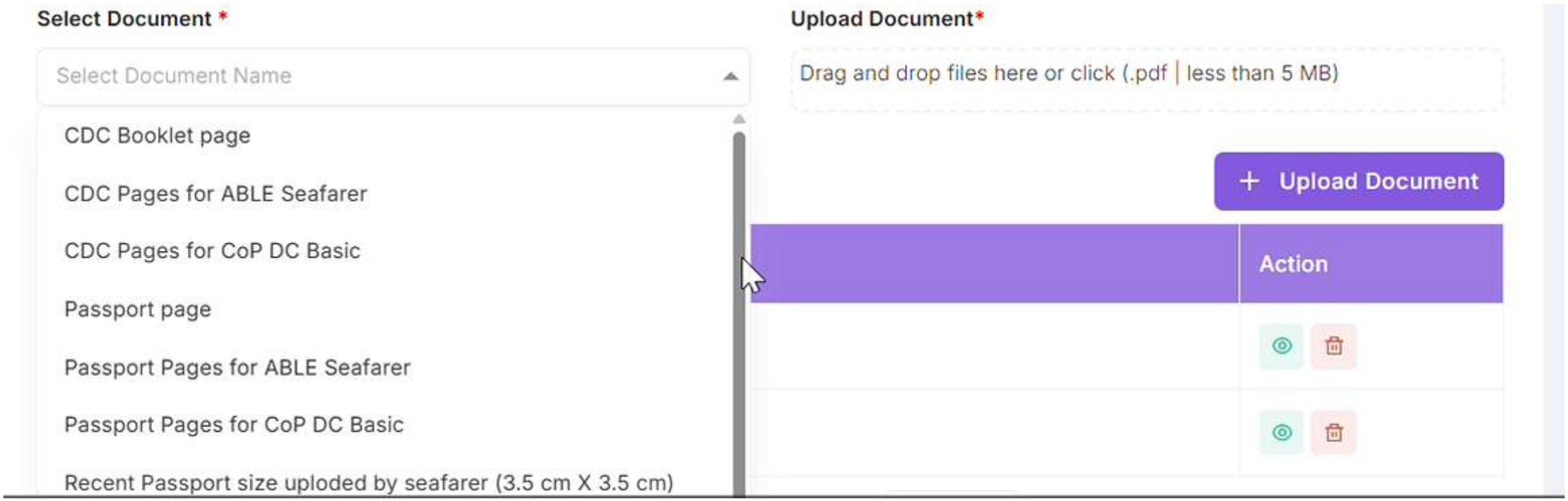
Keep the PDF below 5 MB.

Check that the correct photo is clear inside the PDF.

3 Upload under the right category

In Select Document choose:

Recent Passport size uploaded by seafarer (3.5 cm X 3.5 cm)



Choose your converted PDF and click Upload Document.

4 Sync and return to your request

After the upload, click Sync Profile again.
Refresh the tab if needed.



Open Services, then follow this menu:



Open your pending Medical Certificate Request.

5 Fetch crop and save

Fetch the photograph from your profile.
Once it appears, crop and save it for this request.



Fetch and save the signature separately.

The signature does not need conversion to PDF.

6 Complete your booking

Complete the self-declaration.

Select your medical visit date.

Still unable to fetch the photo?

Check the document category, PDF size and upload.

Sync and refresh again. If it still fails, ask for help.

Global Wellness Centre

DG Shipping-approved Medical Examination Centre

Dabri-Palam, New Delhi

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