

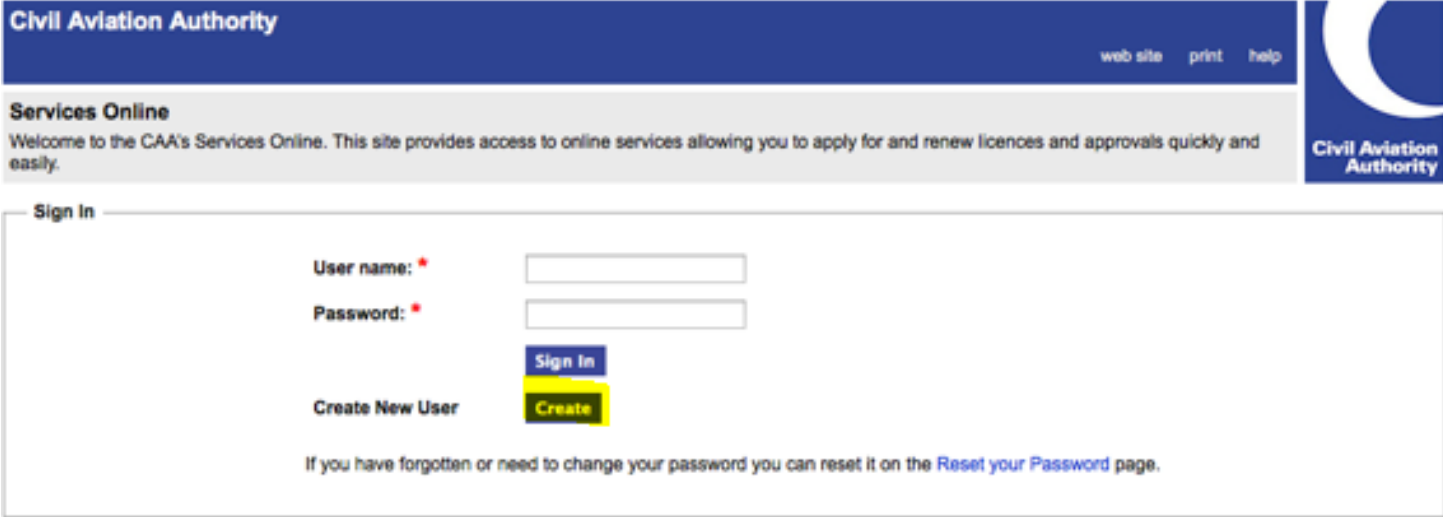


Customer Portal Registration Process

STEP 1:

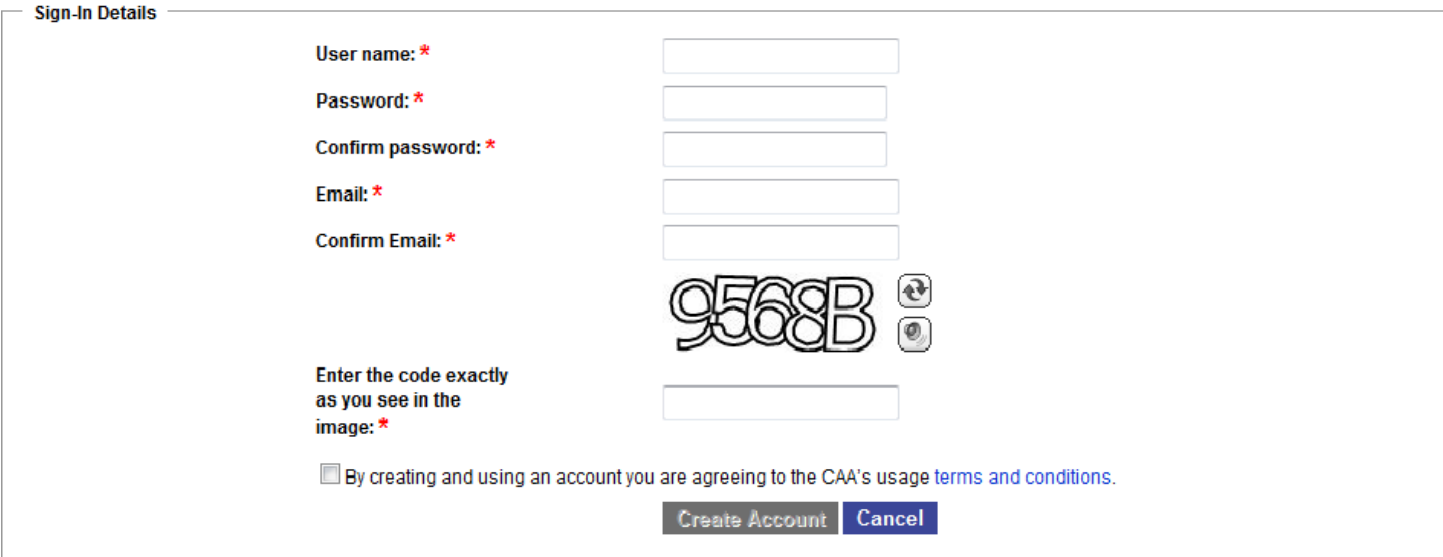
User applies for CAA Customer Portal Account.

Refer to the Help page for guidance on acceptable username and password.



The screenshot shows the top navigation bar with the Civil Aviation Authority logo and links for 'web site', 'print', and 'help'. Below this is a 'Services Online' section with a welcome message. The main content area is titled 'Sign In' and contains two input fields for 'User name' and 'Password', both marked with a red asterisk. There are two buttons: a blue 'Sign In' button and a yellow 'Create' button. Below the buttons is a link for 'Reset your Password page'.

To create an account with the Civil Aviation Authority please complete the information below. Your user name will need to be unique and you will sign in with this and your password in the future. After creating your account you will receive an email explaining how to activate it. For further details, please refer to our [Help](#) section.



The screenshot shows the 'Sign-In Details' registration form. It includes five input fields: 'User name', 'Password', 'Confirm password', 'Email', and 'Confirm Email', all marked with a red asterisk. Below these is a CAPTCHA image showing the code '9568B' with a refresh button. A text prompt asks the user to 'Enter the code exactly as you see in the image'. At the bottom, there is a checkbox for 'By creating and using an account you are agreeing to the CAA's usage terms and conditions.' and two buttons: 'Create Account' and 'Cancel'.

User receives an email to activate account.



Civil Aviation Authority web site print help

Create Account
Please provide details below to create an account

Account Created

Your account has been successfully created. You will shortly receive an email containing instructions on how to activate your account.
[Return to Sign In](#)

Civil Aviation Authority

Activate your Account



Civil Aviation Authority (portal.support@caa.co.uk) [Add to contacts](#) 09:30 ▶

To: fclaviation@browser.co ▼

Thank you for signing up for a Civil Aviation Authority account.

To activate your account please click on the link below or copy and paste it into your browser:

<https://portal-test.caa.co.uk/?ValidateUserCode=iqB0MpoHl037nJsOKZUpSCqd7QTiYj4WqeBTslhax8q=>

Thank you.

Civil Aviation Authority



User now able to log into portal and access their unverified account.

The screenshot displays the Civil Aviation Authority (CAA) online portal interface. At the top, a dark blue header contains the CAA logo on the left, the text "Civil Aviation Authority" in the center, and user information "Welcome portaluser99 | Log Off" on the right. Below the header, a light grey bar contains the text "Services Online". On the right side of the page, there is a vertical sidebar with the CAA logo and the text "Civil Aviation Authority". The main content area features a left-hand navigation menu with three items: "Services Online" (highlighted in dark grey), "Your Services" (in light blue), and "Personal Details" (in light blue). The main content area has a heading "Welcome" followed by a paragraph: "The CAA online portal provides access to our online services e.g. licences and approvals." Below this is another paragraph: "When a service is made available online you will be able to:" followed by a bulleted list: "• make an initial application for the service", "• apply to change to a service", "• amend the details that we hold for you", and "• monitor progress of your applications." At the bottom of the main content area, there is a paragraph: "As more of our services become available online you will be able to make further applications. Once you are registered, we will not require your personal details to be resubmitted but we will only ask you to supply any specific additional information that is required for the service that you have applied for."



STEP 3:

User clicks on “Your Services” and chooses between Flight Crew Licensing or Engineering.

The screenshot shows the Civil Aviation Authority website interface. At the top, a dark blue header contains the text "Civil Aviation Authority" on the left, and "Welcome Jmatthews5 | Log Off" on the right, with links for "web site", "print", and "help" below. A light grey bar below the header is labeled "Your Services". On the right side of the page, there is a vertical sidebar with the Civil Aviation Authority logo and the text "Civil Aviation Authority". Below the header, there are two navigation tabs: "Services Online" and "Your Services", with "Your Services" being the active tab. The main content area is divided into two sections. The first section is titled "Your Services" and contains the text "You can use the following services:". The second section is titled "Apply to Use these Services" and contains a paragraph of text: "The following services are available for you to apply to use. Please note that for services relating to regulatory functions, you may be required to supply some details about who you are and provide documentary evidence of this in order for us to verify your identity. Click on the services you want to use." Below this text are two blue links: "Flight Crew e-Exams and e-Licensing" and "Aircraft Maintenance e-Exams".

Civil Aviation Authority Welcome Jmatthews5 | Log Off
web site print help

Your Services

Your Services

You can use the following services:

Apply to Use these Services

The following services are available for you to apply to use. Please note that for services relating to regulatory functions, you may be required to supply some details about who you are and provide documentary evidence of this in order for us to verify your identity. Click on the services you want to use.

[Flight Crew e-Exams and e-Licensing](#)

[Aircraft Maintenance e-Exams](#)

User must enter personal details.

Section 1: Personal Information



Civil Aviation Authority Welcome portaluser99 | Log Off
[web site](#) [print](#) [help](#)

Personal Details

Services Online
Your Services
Personal Details

To apply for services relating to regulatory functions we need you to supply some details about who you are, and provide documentary evidence of this in order for us to verify your identity. This is required for our regulatory control and to provide security around your data within our systems. Information provided should appear exactly as it appears on the Identity Documentation provided.

Personal Identity Information

Personal Data

Title *	<input type="text" value="Mr"/>
First name *	<input type="text" value="Daniel"/>
Surname *	<input type="text" value="Coleman"/>
Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female
Address1 *	<input type="text" value="14 Great South Road"/>
Address2	<input type="text"/>
City *	<input type="text" value="Gatwick"/>
County / State *	<input type="text" value="West Sussex"/>
Country *	<input type="text" value="United Kingdom"/> ▼
Post Code / ZIP *	<input type="text" value="RH6 1JG"/>
Date of Birth *	<input type="text" value="01/04/1991"/>
Telephone Number *	<input type="text" value="123456789"/>
Email Address *	<input type="text" value="fclavation@browser.com"/>

Identity Documentation

To help prove your identity we would like you to upload a high-quality scan or photo of two pieces of documentation.

The first piece needs to be an officially issued identity document such as a passport, driver's licence or national ID card. The image needs to clearly show the photo of yourself along with your name and the associated reference number (i.e. the passport number or driver's licence number). The image of the document will then be checked.

The second piece of documentation we need is proof of your residential address. If you are new to the CAA please provide a scan or photo of any of the types of document listed in section "Address Document" below. If however you are already a customer of the CAA and have received a document from us – such as a pilot licence or medical appointment – please complete the "CAA Document" section instead by uploading one or more scans or photos of any CAA document. Images of documents needs to clearly show your name, address and the organisation the document was sent from. You need only complete the "Address Document" or "CAA Document" section, not both. Only approved CAA staff or agencies working on behalf of CAA will have access to these documents in order to verify your details.

Section2: Upload Identity Documentation

Please note you must submit a colour copy of your ID.



Identity Documentation

To help prove your identity we would like you to upload a high-quality scan or photo of two pieces of documentation.

The first piece needs to be an officially issued identity document such as a passport, driver's licence or national ID card. The image needs to clearly show the photo of yourself along with your name and the associated reference number (i.e. the passport number or driver's licence number). The image of the document will then be checked.

The second piece of documentation we need is proof of your residential address. If you are new to the CAA please provide a scan or photo of any of the types of document listed in section "Address Document" below. If however you are already a customer of the CAA and have received a document from us – such as a pilot licence or medical appointment – please complete the "CAA Document" section instead by uploading one or more scans or photos of any CAA document. Images of documents needs to clearly show your name, address and the organisation the document was sent from. You need only complete the "Address Document" or "CAA Document" section, not both. Only approved CAA staff or agencies working on behalf of CAA will have access to these documents in order to verify your details.

Identity Document

Type: *	<input type="text" value="Passport"/>
Reference Number *	<input type="text" value="AA123456"/>
Country of Issue *	<input type="text" value="Canada"/>
	<input type="text" value="C:\Users\Public\Pictures\"/> <input type="button" value="Browse..."/>

Address Document

Type: *	<input type="text" value="Utility Bill"/>
	<input type="text" value="C:\Users\Public\Pictures\"/> <input type="button" value="Browse..."/>

CAA Document

Type:	<input type="text"/>
	<input type="button" value="Browse..."/>
	<input type="button" value="Add another CAA Document"/>



STEP 4:

Personal details and ID to be verified by CAA.

Please note that this is a manual process and therefore it may take us a few days to grant you access. You will receive an email notification when this has been done.

A screenshot of the Civil Aviation Authority website. The top navigation bar is dark blue with the CAA logo on the left and 'Welcome [redacted] | Log Off' on the right. Below the navigation bar is a light grey header with 'Apply For Service'. On the left side, there is a vertical menu with 'Services Online' and 'Your Services'. The main content area features a white box with a dark blue border containing the text 'Details Submitted' and a confirmation message.

Civil Aviation Authority

Welcome [redacted] | Log Off

web site print help

Apply For Service

Services Online

Your Services

Details Submitted

Thank you for submitting your details. These will now be verified by the CAA and you will hear from us in due course.

Civil Aviation Authority

STEP 5:

Personal details and ID have now been verified by CAA (user will receive 2 email confirmations).

Your personal details have been verified CRM:0092019

Dear [REDACTED]

This email is to confirm that your details have now been verified. Your service access request will be processed shortly.

Thank you.

Civil Aviation Authority

Please note the email address portal.support@caa.co.uk is an unmonitored email account and should not be used for correspondence.

Access to your requested service has been granted CRM:0001002

Dear [REDACTED]

Your Service Access Request for the service id 'FCL Exams and E-Licensing' has been granted.

Thank you.

Civil Aviation Authority

Please note the email address portal.support@caa.co.uk is an unmonitored email account and should not be used for correspondence.

User now recognised by the Customer Portal (name appears).

The screenshot shows the Civil Aviation Authority (CAA) Customer Portal interface. At the top, a dark blue header contains the text "Civil Aviation Authority" on the left, and "Welcome [redacted] | Log Off" on the right. Below the header, there are links for "web site", "print", and "help". A grey bar below the header contains the text "Services Online". On the right side, there is a logo for the Civil Aviation Authority, which consists of a white stylized 'C' on a blue background with the text "Civil Aviation Authority" below it.

Services Online

Services Online

Your Services

Personal Details

Welcome **NAME**

The CAA online portal provides access to our online services e.g. e-Exams for Flight Crew and Engineers, as well as the online submission of Flight Data.

When a service is made available online you will be able to:

- make an initial application for the service
- amend the details that we hold for you
- monitor progress of your applications
- submit your airline and airport statistical returns

As more of our services become available online you will be able to make further applications. Once you are registered, we will not require your personal details to be resubmitted but we will only ask you to supply any specific additional information that is required for the service that you have applied for.

When you click on “Your Services” the service has moved from “Apply to Use These Services” box to “Your Services” box. Click on appropriate service to access e-licensing page.



Civil Aviation Authority

Welcome [] | Log Off
web site print help

Your Services

Services Online
Your Services
Personal Details

Your Services

You can use the following services:

[Flight Crew e-Exams and e-Licensing](#)

Apply to Use these Services

The following services are available for you to apply to use. Please note that for services relating to regulatory functions, you may be required to supply some details about who you are and provide documentary evidence of this in order for us to verify your identity. Click on the services you want to use.

[Aircraft Maintenance e-Exams](#)

The logo of the Civil Aviation Authority, featuring a stylized white 'C' on a dark blue background with the text 'Civil Aviation Authority' below it.

STEP 8: Fill in ATO and ID information



Home Bookings My Account My Messages Candidate Information

Good Morning, Mr Daniel Coleman

Home

- Exam Venue Locations
Find an examination venue
- Exam Schedule
View the examination schedule
- Terms and Conditions
PCL
- Candidates Guide
Using this site
- Sitting Your Examination
A video demonstration

Your cart is empty.

Account Registration

Please complete the registration now as your registration needs to be validated prior to being able to book examinations
Register by selecting an organisation and enter a identity, then click on the 'Register' button.
If you are Exempt Approved Training or Military - Exempt Approved Training, please select this option in the organisation drop down.

Account Details

Title:

Given Names:

Family Name:

E-Mail Address: *

Organisation

You are required to select a training organisation, please select your organisation from the list below
By selecting your training organisation you acknowledge that you give the training organisation selected permission to view your contact details, to view your examination results (both current and historic), and to book examinations on your behalf.

Organisation:

Identity Information

Drivers Licence
 National Identity Card
 Passport

Number:

Given Names:

Family Name:

Nationality:

Country of Issue:

Date of Issue:

Expiry Date:

This identity is used for identify you at the exam centres.

* Note: To change these details, please do so in the CAA UK portal website and the details will be updated the next time you log in.

First time users will be prompted to register for the e-Exams account.

User must specify which training organisation they belong to (can select No ATO) and also must indicate the ID that they would bring to an examination sitting.

Please note that **ALL** users must fill in this registration page.

If user does not fill in this page, they will be able to view eLicensing but they will not be able to submit any applications.

Upon clicking “Register” you will receive the below email and see the green confirmation message.

Registration confirmation



Dear Miss [redacted]

You are now registered with e-Exams. Prior to booking any examinations, your membership must be approved by your ATO and your Exam History verified by the CAA. You will be notified when these actions are completed.

Thank you

CAA Shared Service Centre - Examination Team

Helpdesk <helpdesk-caauk@caaexams.co.uk>
The FCL Notification Mailer

The screenshot shows the 'My Account' page of the CAA portal. At the top, there is a navigation bar with 'Home', 'Bookings', 'My Account', 'My Messages', and 'Candidate Information'. The 'My Account' section is active. On the left, there is a sidebar menu with options: 'Good Morning, Mr Daniel Coleman', 'My Account', 'My Profile', 'My Orders', 'My Bookings', 'My Results', 'My Memberships', and 'Transaction History'. The main content area is titled 'My Details' and features a green confirmation message: 'Your registration is almost done! We will validate your registration details and then contact you when your details has been validated.' Below this, user details are listed: Customer Number: 337874H, E-mail address: 337874H, Full Name: Daniel Coleman, and DoB: 20 November 1963. There is also an 'Addresses' section with a table of recorded addresses. The table has columns for Type, Street Addresses, Postal Code, City, Country, and Actions. One address is listed: Billing, 11 Hight Street, Crawley, United Kingdom. A 'Show All' button is located below the table. At the bottom left, there is a shopping cart icon and the text 'Your cart is empty.'

STEP 9:

Click on “My Licences” and fill in in the below form to finalise the registration process.



Civil Aviation Authority

Home Bookings **My Account** My Messages Candidate Information Log Off

Good Evening, Miss Jenna Matthews

My Account

- My Profile
Manage your personal details
- My Orders
Order Summaries and Invoicing
- My Bookings
Examinations you have booked
- My Licences
Licences you have acquired
- My Ratings
Ratings you have acquired
- My Licence Products
Licence products you have acquired
- My Documents
Your supporting documentation
- My Experience
Experience you have obtained
- My Results
Transcripts for exams sat
- My Memberships
Your organisation relationships
- Transaction History
Financial and event activity


Your cart is empty.

Licensing System Registration

Before you can apply licences online, you need to register for an online account with us. To do this you need to read the details below carefully, then click on the 'Register' button.
If you have any enquiries related applying for your licence(s) then please [contact us](#).

Please only register here if you are applying for a licence or rating

My Details

 Full Name: Jenna Matthews
DoB: 27 August 1991
Email Address: J-marie@live.co.uk
Phone Number: 01293 573363


Gender:


Nationality:

Place of Birth - Town:

Place of Birth - Country:


Address Details

 29 Wellington Close
Pound Hill
RH10 3JN
Crawley
West Sussex
United Kingdom

 29 Wellington Close
Pound Hill
RH10 3JN
Crawley
United Kingdom

You are now fully registered and can use eLicensing!

My Bookings

Below is a list of your upcoming bookings. Click on the  next to any booking for more details. If you have any enquiries related to your booking(s) then please [contact us](#).

 You have been registered in licensing system!

You have no bookings yet.

Civil Aviation Authority


Home Bookings **My Account** My Messages Candidate Information Log Off

Good Evening, Miss Jenna Matthews

My Account

- My Profile**
Manage your personal details
- My Orders**
Order Summaries and Invoicing
- My Bookings**
Examinations you have booked
- My Licences**
Licences you have acquired

My Licences

Below is a list of your licences. Click on the  next to any licence for more details. If you have any enquiries related to your licence(s) then please [contact us](#).

You have no licences (or licence applications) yet.

[+ Apply For New Licence](#) [✓ Validate Licence](#) [↔ Convert Licence](#)

