

Civil Aviation Authority



ACOMS Portal Registration User Guide

V1.3

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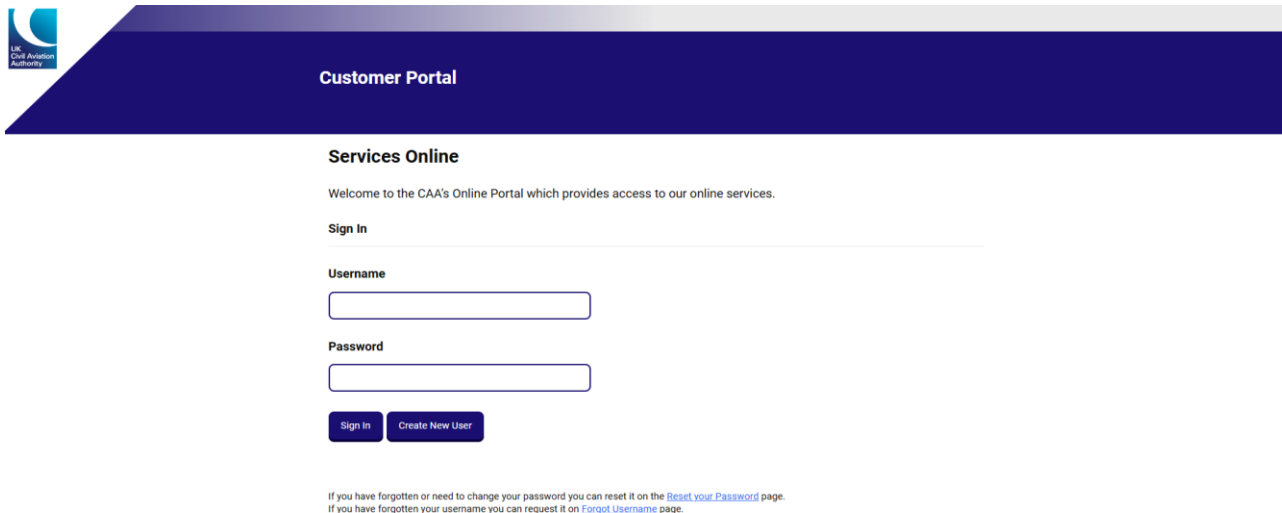
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1 External Stakeholders – Portal Registration process

Navigate to the link: <https://portal.caa.co.uk/>

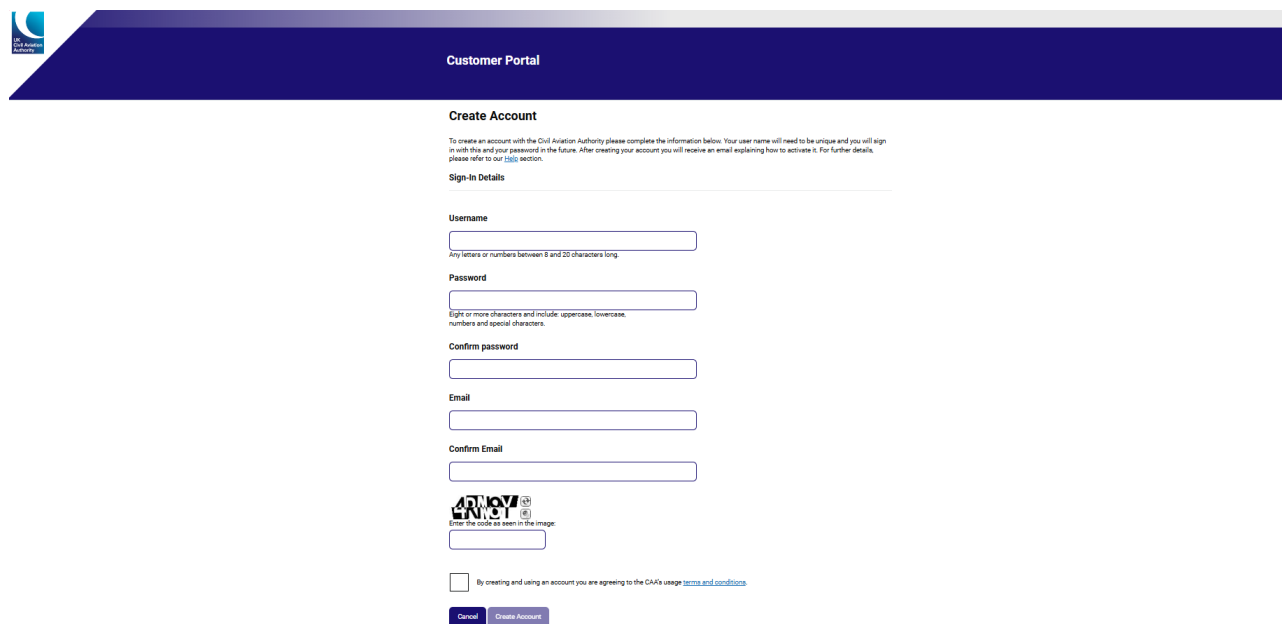
1.1 Step 1: User applies for CAA Customer Portal Account

From the main sign in page select the “Create new user” option by clicking on the Create New User button.



The screenshot shows the CAA Customer Portal sign-in interface. At the top left is the CAA logo. The header is dark blue with the text 'Customer Portal'. Below the header, the section is titled 'Services Online' with a welcome message: 'Welcome to the CAA's Online Portal which provides access to our online services.' Under the 'Sign In' heading, there are two input fields: 'Username' and 'Password'. Below these fields are two buttons: 'Sign In' and 'Create New User'. At the bottom, there is a link to 'Reset your Password' and a link to 'Forgot Username'.

This will then prompt you to enter a new username and password and your active email account:



The screenshot shows the CAA Customer Portal 'Create Account' page. The header is dark blue with the text 'Customer Portal'. Below the header, the section is titled 'Create Account' with a brief instruction: '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 [FAQ](#) section.' Under the 'Sign-In Details' heading, there are five input fields: 'Username' (with a note: 'Any letters or numbers between 8 and 20 characters long'), 'Password' (with a note: 'Eight or more characters and include: uppercase, lowercase, numbers and special characters.'), 'Confirm password', 'Email', and 'Confirm Email'. Below these fields is a CAPTCHA image with the text 'Enter the code as seen 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: 'Cancel' and 'Create Account'.

Your username needs to be unique, and your chosen password will need to comply with the following rules:

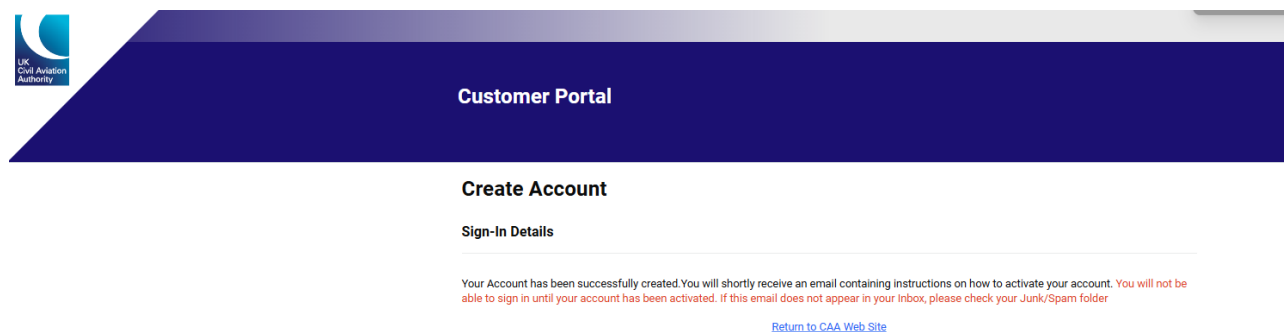
Password format:

- Your password must be least 8 characters in length. It must contain characters from three of the following four categories:
- English uppercase characters (A through Z)
- English lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)
- Note: When passwords are created or changed the new password must meet the same rules.

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Note that you will also be asked to accept the CAA's terms and conditions for usage before being able to create your account by clicking the "Create Account" button.

You will then be presented with this screen:



You will then receive an email sent to your nominated email account that you specified to request you to activate your new account. This will pretty much be straight away but could take up to 2 or 3 minutes.

If you can't see the email, it might have been stored in your Junk or Spam folder, so do check those if you don't see it in your main email mailbox

Subject: Activate your Account

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:

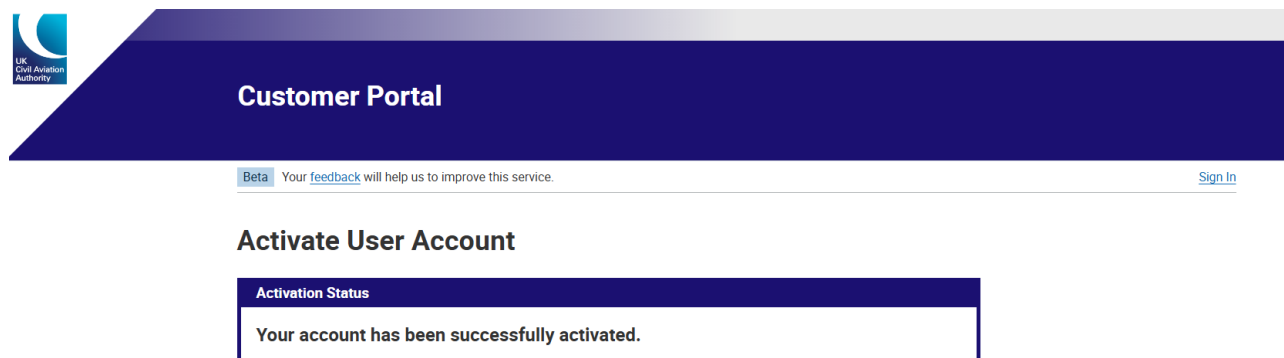
<https://portal.caa.co.uk/ActivateUserAccount?code=3yqskomorB14OB8gy1kfCw==>

Thank you.

Civil Aviation Authority

1.2 Step 2: Activating your account

By clicking the link on the email received, or by copying and pasting the link to your browser, you can access the portal again and activate your account. You will see the message below that your account has been activated, and you can now log into the Portal using your new username and password.



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This will then open the main portal menu as per the image below:

Customer Portal

Beta Your [feedback](#) will help us to improve this service. Signed in as philttest - [Sign Out](#)

Welcome

The CAA online portal provides access to our online services.

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.

Please note you do not need a CAA Portal account to access our non-portal based online application forms. These can be accessed on the [Publication Page](#) of our website.

Related content

- [Return to home](#)
- [View or apply for online services](#)
- [Get help accessing services](#)
- [Provide feedback on the Customer Portal](#)

1.3 Step 3: Applying for the ACOMS service

Click on the “View or apply for online services” option on the right-hand side and you will see that the main page is showing services that are already available to you in the top part of the screen (Your services) and in the bottom part those that you can apply for.

Your services

You can use the following services:

- Apply for ATOL as a new applicant**
Submit first time ATOL application
- Request for Aviation Instructor Certification**
Apply or renew AIC certification
- Application Form Submission**
Application Form Submission Service
- Subscriber Notices**
Update your subscription settings

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.

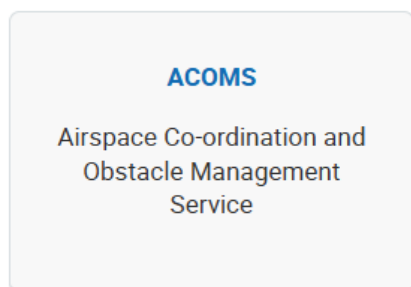
- Flight Crew e-Exams and e-Licensing**
Commercial Pilots only
- Aircraft Maintenance e-Exams**
Aircraft Maintenance e-Exams
- Medical certification for pilots and ATCOs**
(Pilots and ATCOs only)
- Medical access for Clinical practitioners**
(Clinical practitioners only)
- Private Pilot e-Exams**
Private Pilot Theoretical Knowledge e-Exams
- Space Regulation**
Space Licensing portal
- Aircraft Maintenance Part 66L e-Exams**
Aircraft Maintenance Part 66L e-Exams
- Part-BFCL BPL Theoretical Knowledge e-Exams**
Part-BFCL BPL Theoretical Knowledge e-Exams
- Third Country Operator application**
Third Country Operator application Service
- ACOMS**
Airspace Co-ordination and Obstacle Management Service
- Aircraft Maintenance Licence Applications**
Aircraft Maintenance Licence Applications Service
- Dangerous Goods**
Report a Dangerous Goods Occurrence

Related content

- [Return to home](#)
- [View or apply for online services](#)
- [Get help accessing services](#)
- [Provide feedback on the Customer Portal](#)

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In the lower part of the screen, find and select on the “Airspace Co-ordination and Obstacle Management Service (ACOMS)” link. (click the blue writing).



This will take you to the following page:

The screenshot shows the ACOMS Customer Portal registration page. At the top left is the UK Civil Aviation Authority logo. The header is a dark blue bar with "Customer Portal" in white. Below the header, a blue bar contains the text "Beta Your feedback will help us to improve this service." and "Signed in as philtest - Sign Out". A "< Back" link is visible. The main content area has the heading "ACOMS" and explains that the service grants access to submit online notifications for Airspace Co-ordination and Obstacle Management (ACOMS). It states that users need access to request NOTAMS for Cranes and Obstacles in accordance with CAP1096. A note mentions that this is a new service in trial testing, only supporting cranes and obstacles at the time. For other notification types, users are directed to the existing online application form: "Event and obstacle notification | Civil Aviation Authority (caa.co.uk)". A section titled "How we use your information" explains that the UK CAA's Airspace Regulation team collects and stores user details for processing applications and retains this information for the duration of the relationship. A "Getting Help:" section provides contact information for difficulties: phone 01293 983880 or email arops@caa.co.uk between 08:30 and 16:30 Monday to Friday. A "Continue" button is at the bottom.

Once you click on “Continue” then you will see the message below:

The screenshot shows the ACOMS Customer Portal after registration. The layout is similar to the previous page, but a blue box in the main content area displays the message: "Service Granted" followed by "Your request has been granted and you will be able to access the service from the top section of the Services page." Below this message is a "Home" button. The "Related content" sidebar on the right remains the same.

At this point you can sign out from the customer portal using the sign out button in the top right menu.

1.4 Step 4: Notification that you have the ACOMS service

You will receive an email to your nominated email account in a few minutes to inform you that the service has been granted.

The email is as shown in the figure below:

Your Service Access Request for the service 'ACOMS' has been granted.

To access the service, please log in to your portal account and click on the service name under "Your Services".

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.

At this point you will be able to log back into the customer portal and select the ACOMS service.

2 External Stakeholders - Accessing the service

Once registered for the ACOMS service, there are two ways that you can access the service on a day-to-day basis.

1. Access the Customer portal at <https://portal.caa.co.uk>, login and then select “View or apply for online services”. You can then click on the ACOMS service, and this will take you to the front page of the ACOMS service.
2. Go directly to <https://acoms.caa.co.uk>. This will prompt you for username password when you attempt to start an application, but you will not need to navigate through the menus on the customer portal. You may wish to bookmark this page so that you can revisit it easily.

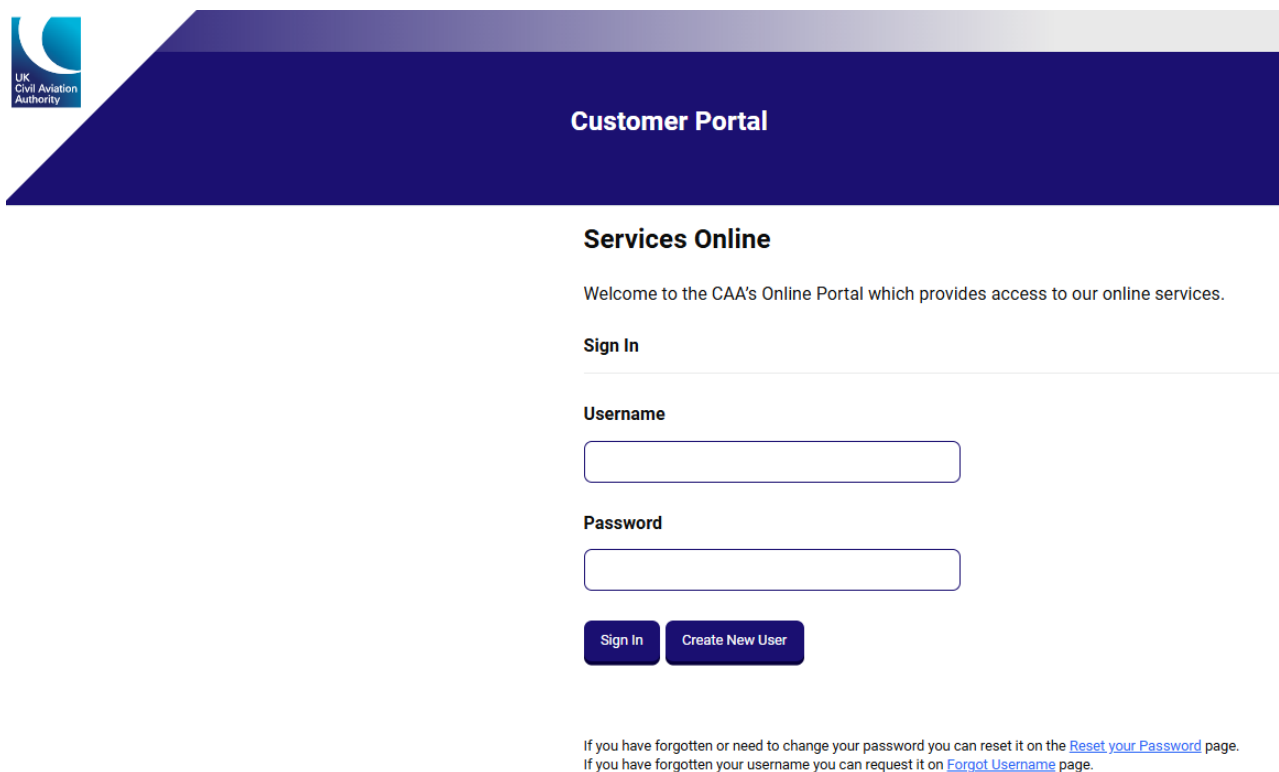
Let's follow the steps involved for each in turn

2.1 Access from the Customer portal

Navigate in your browser to the <https://portal.caa.co.uk>, or from the CAA web site, <https://www.caa.co.uk> click on the Log in button in the top right corner.



You are presented with the Customer portal for CAA and invited to sign in with your registered username and password that you created when you registered.



Customer Portal

Services Online

Welcome to the CAA's Online Portal which provides access to our online services.

Sign In

Username

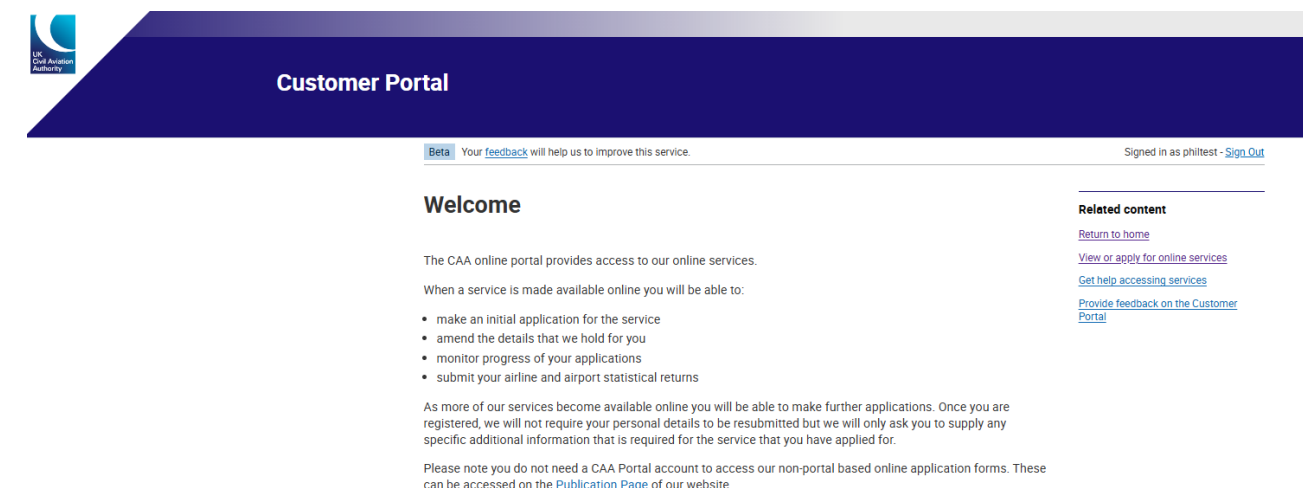
Password

Sign In **Create New User**

If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.
If you have forgotten your username you can request it on [Forgot Username](#) page.

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On entry of your username and password the screen will look like this:



Customer Portal

Beta Your feedback will help us to improve this service. Signed in as philtest - [Sign Out](#)

Welcome

The CAA online portal provides access to our online services.

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.

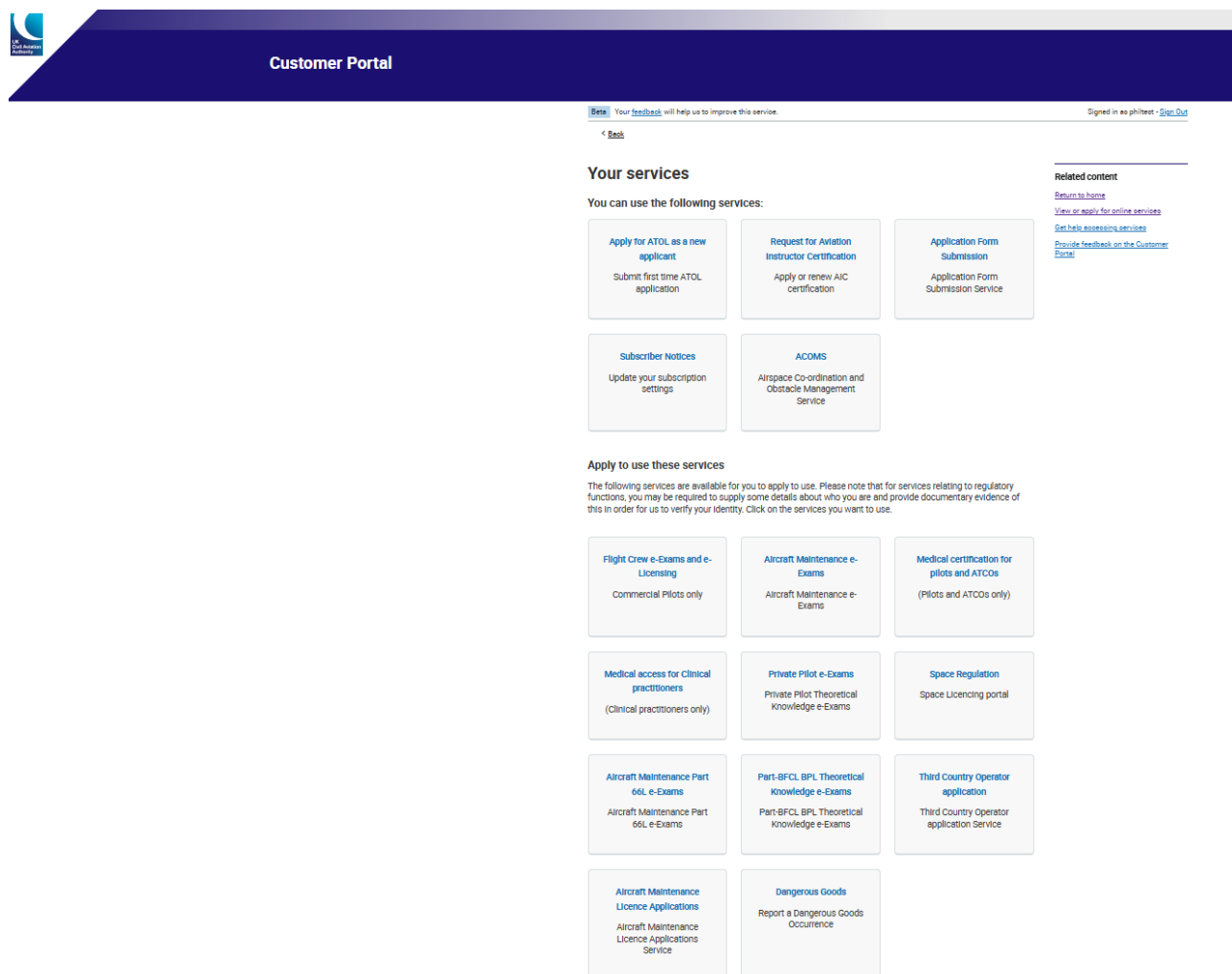
Please note you do not need a CAA Portal account to access our non-portal based online application forms. These can be accessed on the [Publication Page](#) of our website.

Related content

- [Return to home](#)
- [View or apply for online services](#)
- [Get help accessing services](#)
- [Provide feedback on the Customer Portal](#)

You then need to select the “View or apply for online services” button on the right-hand menu. This will present a screen like the one below but note the list of services available to you may be different.

The key element is the entry for ACOMS service in the top part of the screen, as these are the services you have registered for.



Customer Portal

Beta Your feedback will help us to improve this service. Signed in as philtest - [Sign Out](#)

Your services

You can use the following services:

- [Apply for ATOL as a new applicant](#)
Submit first time ATOL application
- [Request for Aviation Instructor Certification](#)
Apply or renew AIC certification
- [Application Form Submission](#)
Application Form Submission Service
- [Subscriber Notices](#)
Update your subscription settings
- [ACOMS](#)
Airspace Co-ordination and Obstacle Management Service

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](#)
Commercial Pilots only
- [Aircraft Maintenance e-Exams](#)
Aircraft Maintenance e-Exams
- [Medical certification for pilots and ATCOs](#)
(Pilots and ATCOs only)
- [Medical access for Clinical practitioners](#)
(Clinical practitioners only)
- [Private Pilot e-Exams](#)
Private Pilot Theoretical knowledge e-Exams
- [Space Regulation](#)
Space Licensing portal
- [Aircraft Maintenance Part 66L e-Exams](#)
Aircraft Maintenance Part 66L e-Exams
- [Part-BFCL BPL Theoretical Knowledge e-Exams](#)
Part-BFCL BPL Theoretical Knowledge e-Exams
- [Third Country Operator application](#)
Third Country Operator application Service
- [Aircraft Maintenance Licence Applications](#)
Aircraft Maintenance Licence Applications Service
- [Dangerous Goods](#)
Report a Dangerous Goods Occurrence

Related content

- [Return to home](#)
- [View or apply for online services](#)
- [Get help accessing services](#)
- [Provide feedback on the Customer Portal](#)

Click on the blue text for “Airspace Co-ordination and Obstacle Management Service (ACOMS)” and it will redirect you to the first page of the ACOMS system and you will see the page below:

Airspace Co-ordination and Obstacle Management Service (ACOMS)

[Your feedback](#) will help us to improve this service.

Signed in as *philttest* – [Sign out](#)

Submit an ACOMS notification

Use this service to notify Airspace Regulation of your activity.

This online form will take around 20 minutes.

Before you start

This is what you'll need:

- your personal details
- details of the activity (height, date/time of activity)
- the location of the activity (which can be provided using postcode, what3words or latitude and longitude)
- any relevant documentation for your notification (such as exemption, permission, charts)

Start now >

After reading the information, click on the “Start Now” button to start the application.

2.2 Access from the direct ACOMS portal link

For those users that are regularly and solely using the CAA ACOMS portal, then to make access as easy as possible, we have configured the system so that once registered you can access the ACOMS portal directly without having to navigate through the overall customer portal screens.

To do this, visit the <https://acoms.caa.co.uk> website, and bookmark it for future use into your favorite's.

When presented with the ACOMS initial screen shown below, you will be asked to sign into your portal account when you begin an application.

Airspace Co-ordination and Obstacle Management Service (ACOMS)

[Your feedback](#) will help us to improve this service.

Signed in as *philttest* – [Sign out](#)

Submit an ACOMS notification

Use this service to notify Airspace Regulation of your activity.

This online form will take around 20 minutes.

Before you start

This is what you'll need:

- your personal details
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- the location of the activity (which can be provided using postcode, what3words or latitude and longitude)
- any relevant documentation for your notification (such as exemption, permission, charts)

Start now >

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You will be presented with the screen below and you should enter your portal username and password.

Customer Portal

Services Online

Welcome to the CAA's Online Portal which provides access to our online services.

Sign In

Username

Password

If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.
If you have forgotten your username you can request it on [Forgot Username](#) page.

Once verified you will be returned to the ACOMS portal to continue with your application.