

Civil Aviation Authority



ACOMS Portal Registration User Guide

V1.3

Table of Contents

1	External Stakeholders – Portal Registration process	3
1.1	Step 1: User applies for CAA Customer Portal Account	3
1.2	Step 2: Activating your account	4
1.3	Step 3: Applying for the ACOMS service	5
1.4	Step 4: Notification that you have the ACOMS service	7
2	External Stakeholders - Accessing the service	8
2.1	Access from the Customer portal.....	8
2.2	Access from the direct ACOMS portal link	10

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.



Services Online

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

[Sign In](#)

[Username](#)

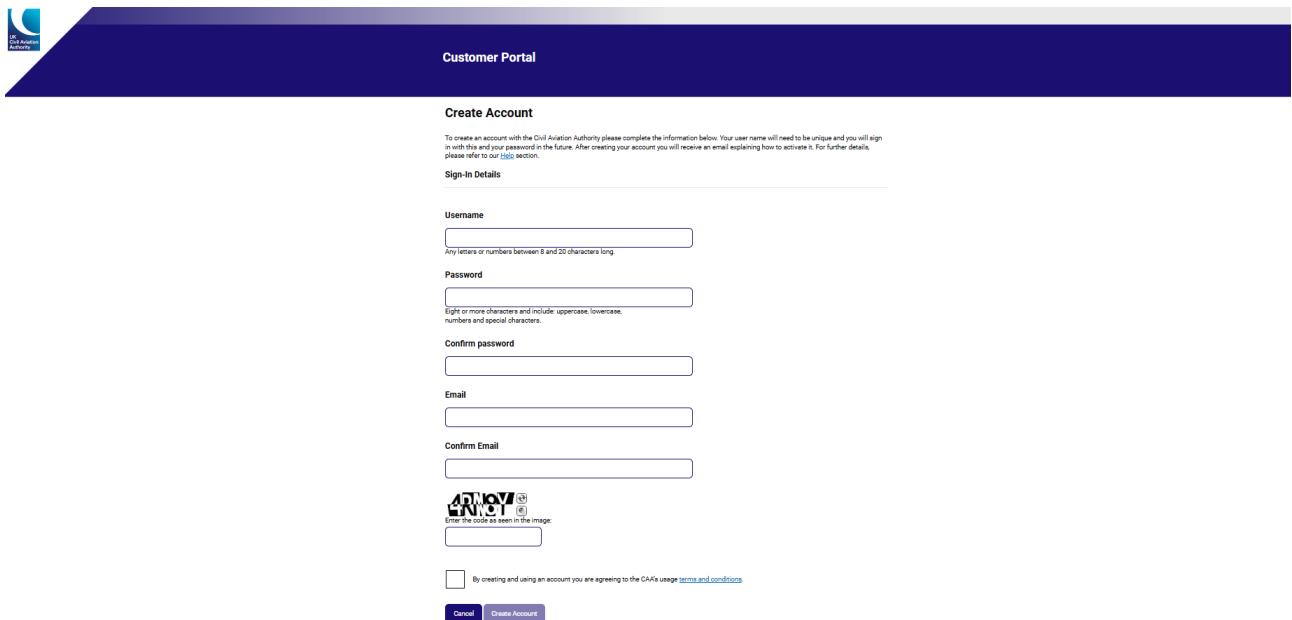
[Password](#)

[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.

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



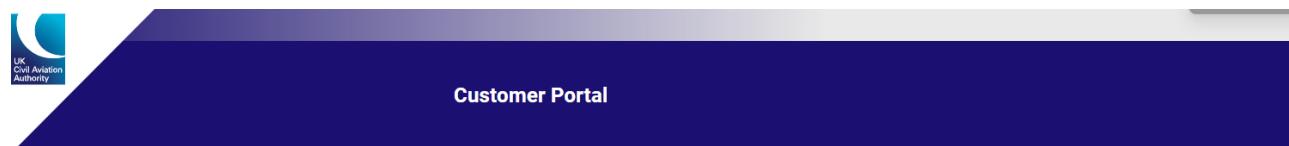
Your username needs to be unique, and your chosen password will need to comply with the following rules:

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.

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:

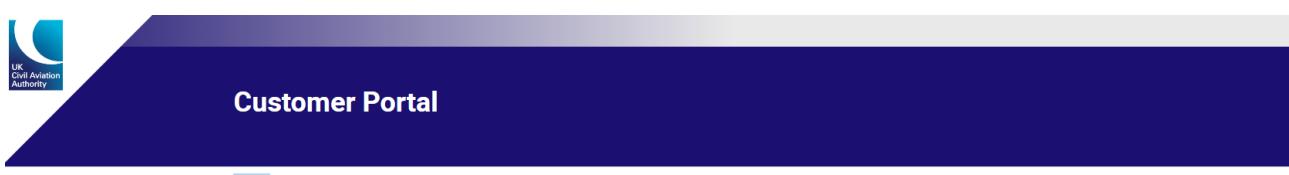
<https://portal.caa.co.uk/ActivateUserAccount?code=3yqskomorB14OB8gy1kfCw==>

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.



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



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
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Related content

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

Subscriber Notices Update your subscription settings

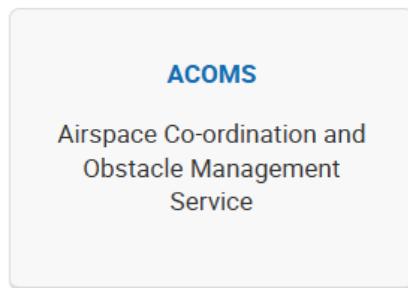
Apply to use these services

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.

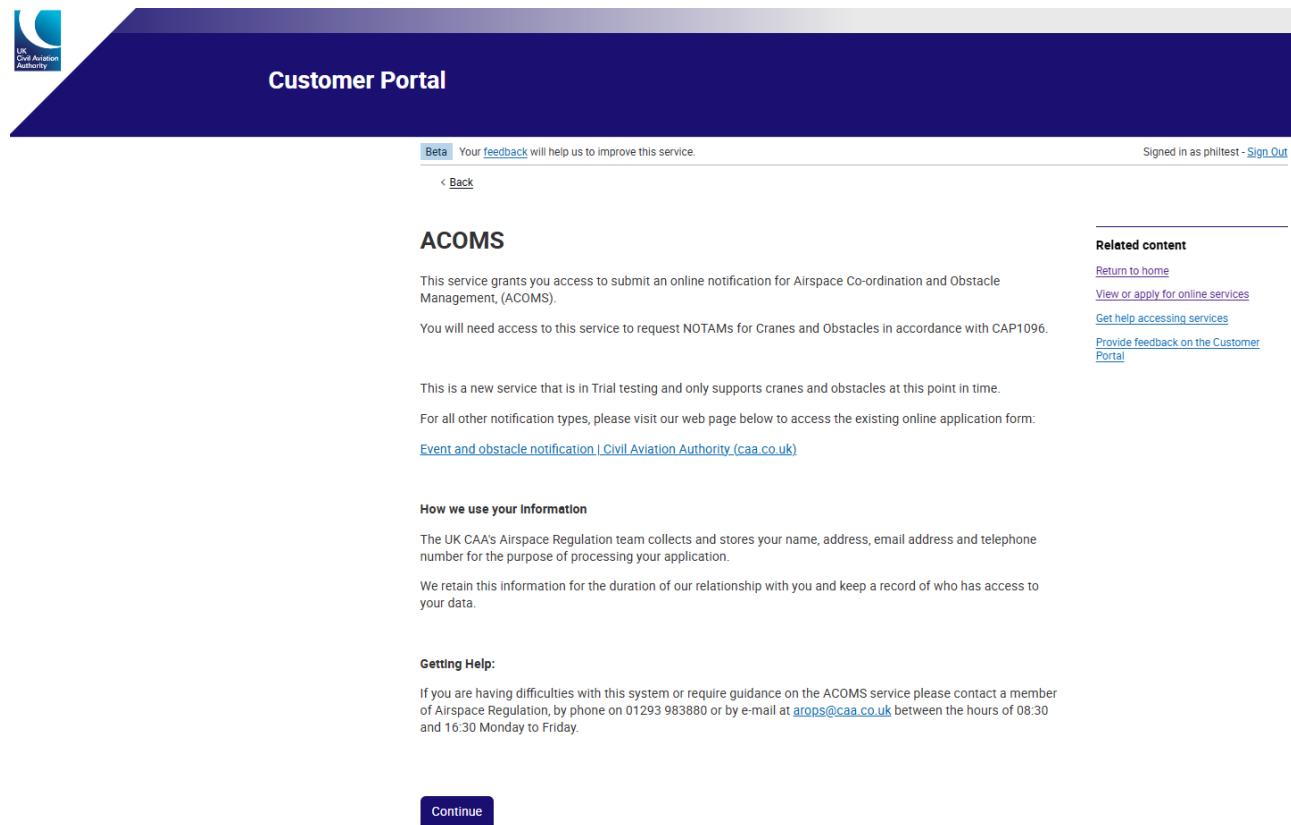
Flight Crew e-Exams and e-Licensing Commercial Pilots only	Aircraft Maintenance e-Exams Aircraft Maintenance e-Exams	Medical certification for pilots and ATCOs (Pilots and ATCOs only)
Medical access for Clinical practitioners (Clinical practitioners only)	Private Pilot e-Exams Private Pilot Theoretical Knowledge e-Exams	Space Regulation Space Licencing 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

ACOMS Portal Registration User Guide

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:



Customer Portal

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

< Back

ACOMS

This service grants you access to submit an online notification for Airspace Co-ordination and Obstacle Management, (ACOMS).

You will need access to this service to request NOTAMs for Cranes and Obstacles in accordance with CAP1096.

This is a new service that is in Trial testing and only supports cranes and obstacles at this point in time.

For all other notification types, please visit our web page below to access the existing online application form:

[Event and obstacle notification | Civil Aviation Authority \(caa.co.uk\)](#)

How we use your information

The UK CAA's Airspace Regulation team collects and stores your name, address, email address and telephone number for the purpose of processing your application.

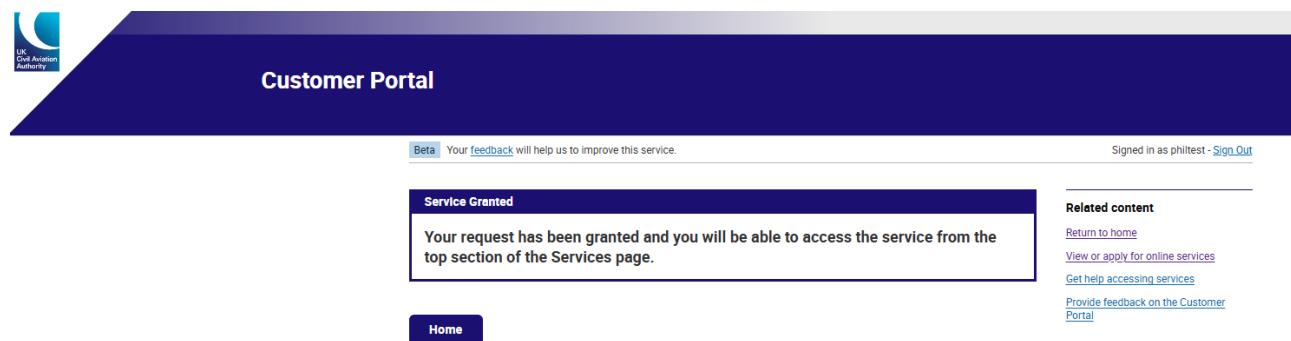
We retain this information for the duration of our relationship with you and keep a record of who has access to your data.

Getting Help:

If you are having difficulties with this system or require guidance on the ACOMS service please contact a member of Airspace Regulation, by phone on 01293 983880 or by e-mail at arops@caa.co.uk between the hours of 08:30 and 16:30 Monday to Friday.

[Continue](#)

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



Customer Portal

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

Service Granted

Your request has been granted and you will be able to access the service from the top section of the Services page.

[Home](#)

Related content

[Return to home](#)

[View or apply for online services](#)

[Get help accessing services](#)

[Provide feedback on the Customer Portal](#)

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.

Reset your Password page. If you have forgotten your username you can request it on [Forgot Username](#) page.'"/>

ACOMS Portal Registration User Guide

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



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.

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.

A screenshot of the 'Your services' page. The top navigation bar is identical to the previous screenshot. The main content area is titled 'Your services' and lists several services in a grid. The services include: 'Apply for ATOL as a new applicant', 'Request for Aviation Instructor Certification', 'Application Form Submission', 'Subscriber Notices', 'ACOMS', 'Flight Crew e-Exams and e-Licensing', 'Aircraft Maintenance e-Exams', 'Medical certification for pilots and ATCOs', 'Medical access for Clinical practitioners', 'Private Pilot e-Exams', 'Space Regulation', 'Aircraft Maintenance Part 66L e-Exams', 'Part-BFCL BPL Theoretical Knowledge e-Exams', 'Third Country Operator application', 'Aircraft Maintenance Licence Applications', and 'Dangerous Goods'. A 'Related content' sidebar on the right links to 'Return to home', 'View or apply for online services', 'Get help accessing services', and '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:



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

Signed in as [philtest](#) – [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.



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

Signed in as [philtest](#) – [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 >](#)

ACOMS Portal Registration User Guide

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



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.

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