**Civil Aviation Authority**



# ACOMS Portal Registration User Guide

V1.3

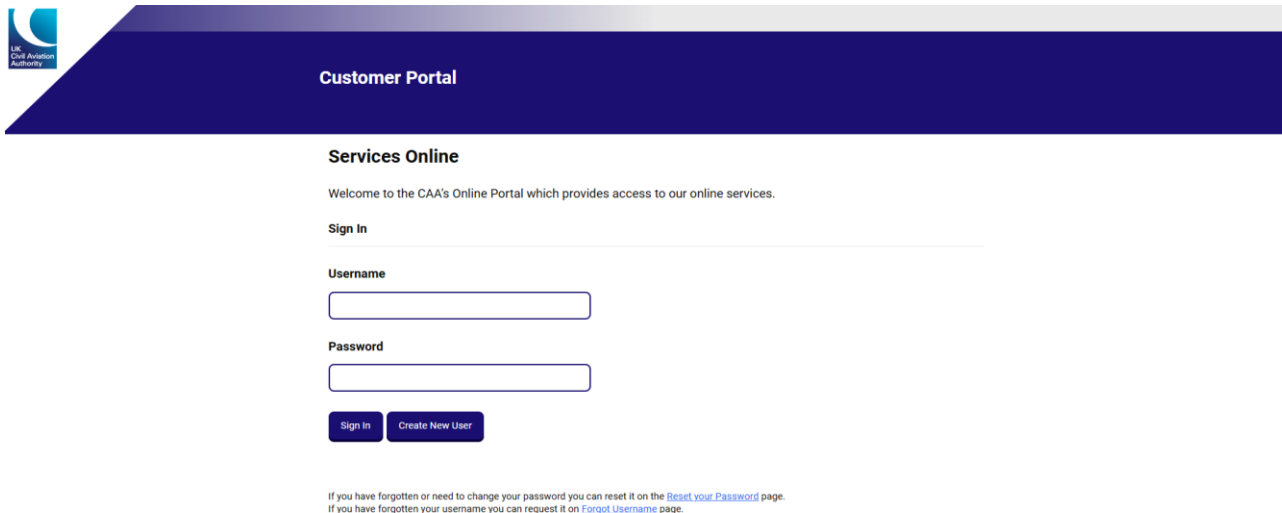OFFICIAL - Public. This information has been cleared for unrestricted distribution.

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# 1        External Stakeholders – Portal Registration process

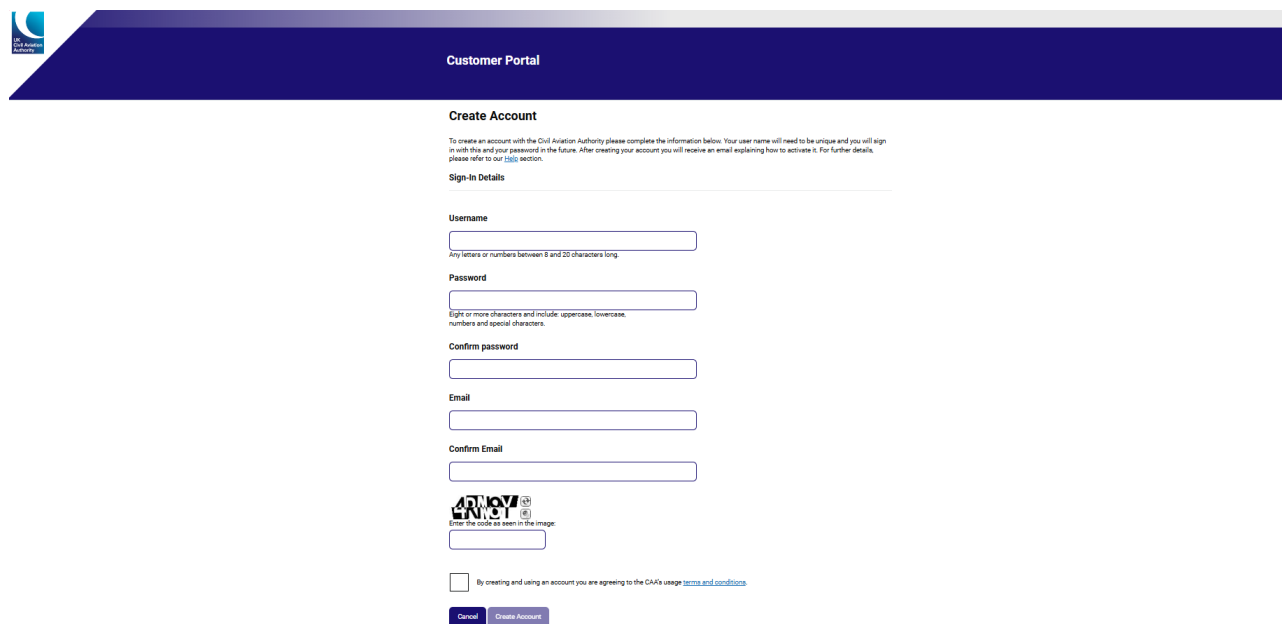Navigate to the link: https://portal.caa.co.uk/

## 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.



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.*

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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:
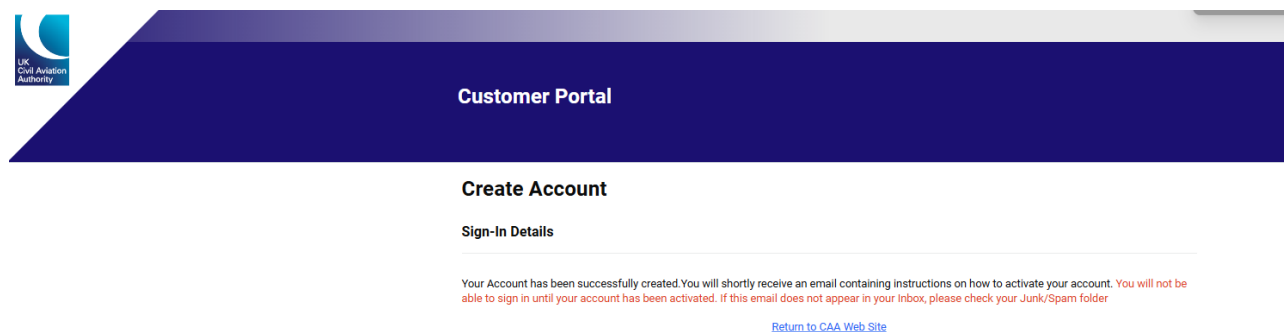


You will then receive an email sent to your nominated email account that you specified to request you to activate your new account. This will pretty much be straight away but could take up to 2 or 3 minutes.

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



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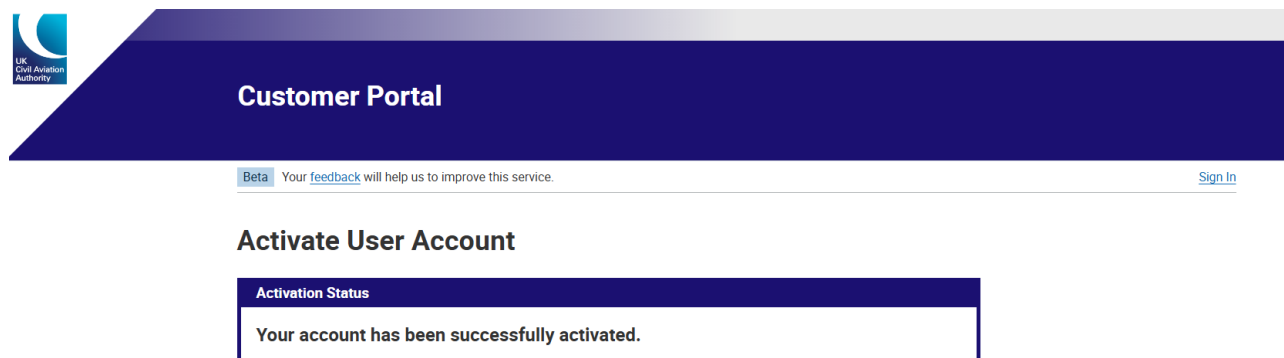
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This will then open the main portal menu as per the image below:



## 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.

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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).
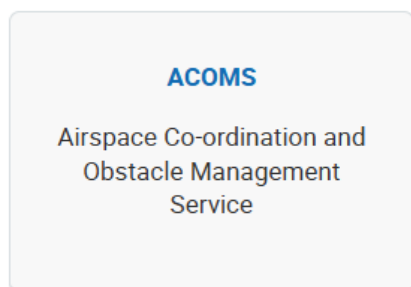


This will take you to the following page:



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



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

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## 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.

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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.

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## 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.
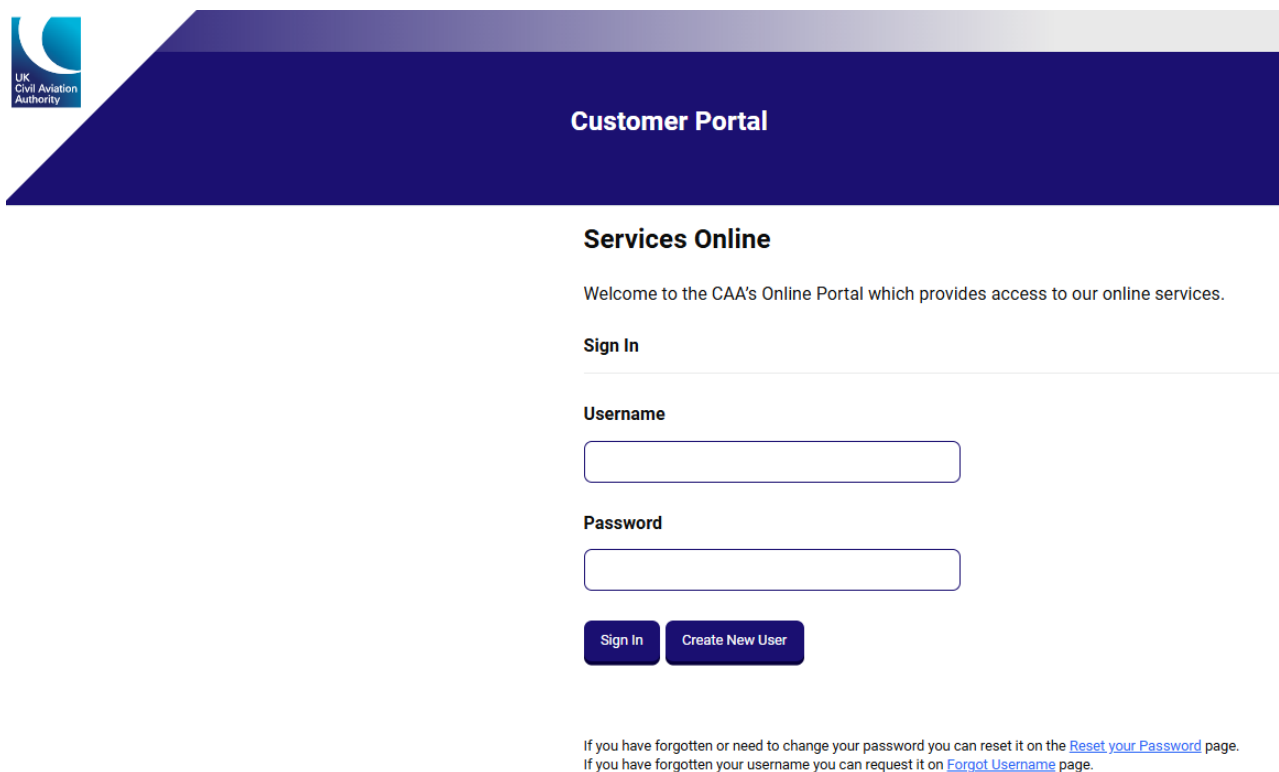
Let's follow the steps involved for each in turn

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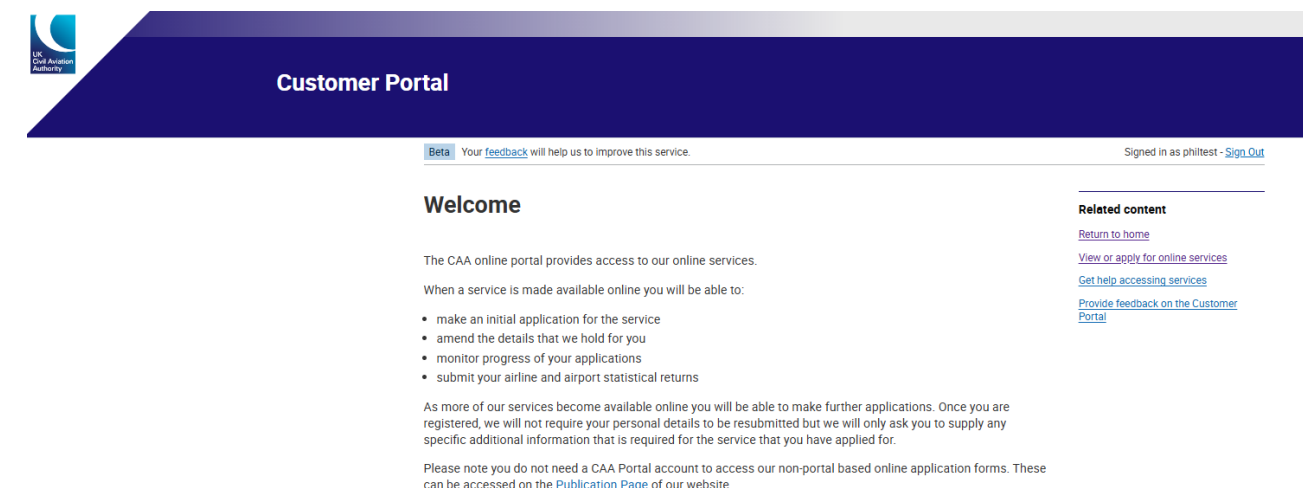
On entry of your username and password the screen will look like this:



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.

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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:



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 he 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.

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



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