

Civil Aviation Authority



ACOMS Portal Registration User Guide

V1.1

If you prefer an alternative option, please click the link below for the:

[ACOMS Portal Registration Help Video](#)

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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 button.

The screenshot shows the 'Sign In' section of the Civil Aviation Authority portal. At the top, there is a blue header with the CAA logo and navigation links for 'web site', 'print', and 'help'. Below the header, a grey bar contains the text 'Services Online' and 'Welcome to the CAA's Online Portal which provides access to our online services.' The main content area is titled 'Sign In' and contains two input fields: 'User name: *' and 'Password: *'. Below these fields are two buttons: 'Sign In' and 'Create New User' with a 'Create' sub-button. A note at the bottom states: '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:

The screenshot shows the 'Create Account' section of the Civil Aviation Authority portal. It features a blue header with the CAA logo and navigation links. A grey bar below the header reads 'Create Account' and 'Please provide details below to create an account'. The main content area is titled 'Sign-In Details' and contains five input fields: 'User name: *', 'Password: *', 'Confirm password: *', 'Email: *', and 'Confirm Email: *'. Below these fields is a CAPTCHA image showing the code 'YFAJJ' with two refresh icons. A text prompt asks the user to 'Enter the code exactly as you see in the image: *'. At the bottom, there is a checkbox with the text 'By creating and using an account you are agreeing to the CAA's usage [terms and conditions](#).' and two buttons: 'Create Account' and 'Cancel'.

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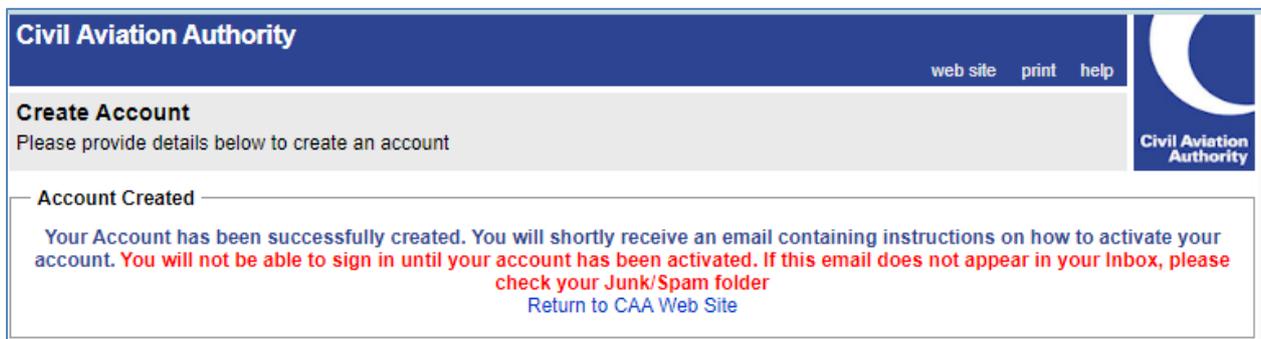
Your username needs to be unique, and your chosen password will need to comply with the following rules:

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.

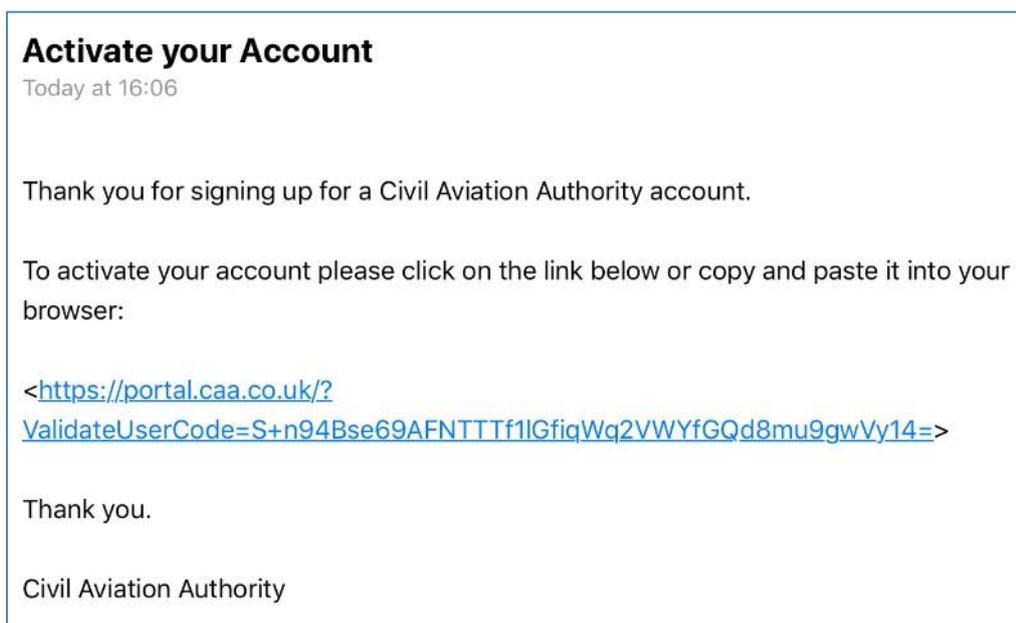
You will then be presented with this screen:



The screenshot shows the Civil Aviation Authority website interface. At the top, there is a blue header with the text "Civil Aviation Authority" and navigation links for "web site", "print", and "help". Below the header, the main content area is titled "Create Account" and contains the instruction "Please provide details below to create an account". A success message is displayed in a light blue box, stating: "Account Created. Your Account has been successfully created. You will shortly receive an email containing instructions on how to activate your account. You will not be able to sign in until your account has been activated. If this email does not appear in your Inbox, please check your Junk/Spam folder. Return to CAA Web Site". The CAA logo is visible in the bottom right corner of the page.

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.

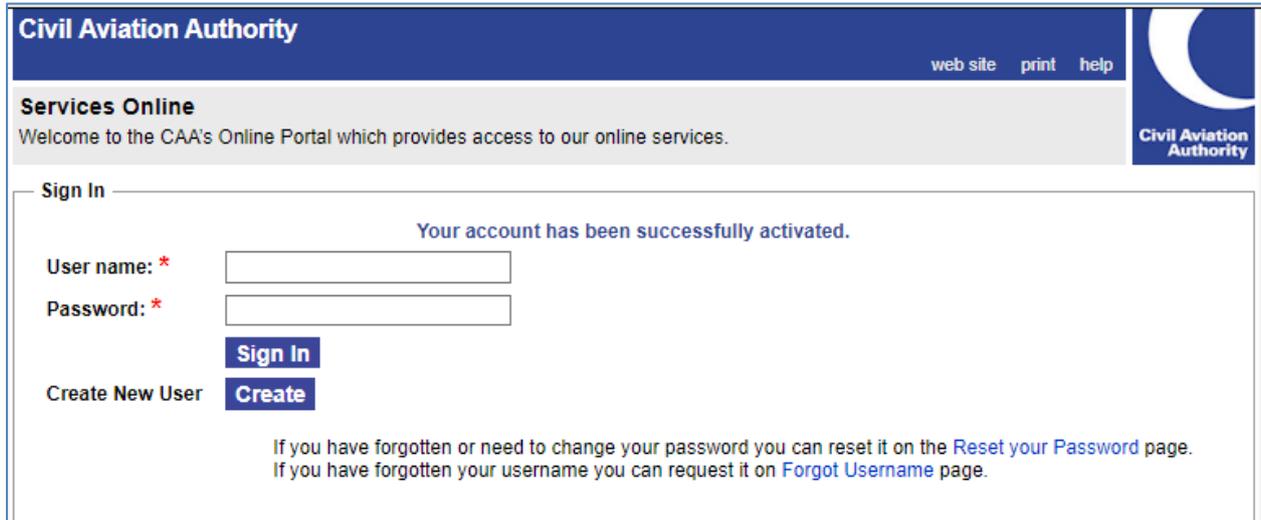
If you can't see the email, it might have been stored in your Junk or Spam folder, so do check those if you don't see it in your main email mailbox



The screenshot shows an email titled "Activate your Account" received "Today at 16:06". The email content reads: "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/?ValidateUserCode=S+n94Bse69AFNTTTTf1GfiqWq2VWYfGQd8mu9gwVy14=>>> 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.



Civil Aviation Authority web site print help

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

Sign In

Your account has been successfully activated.

User name: *

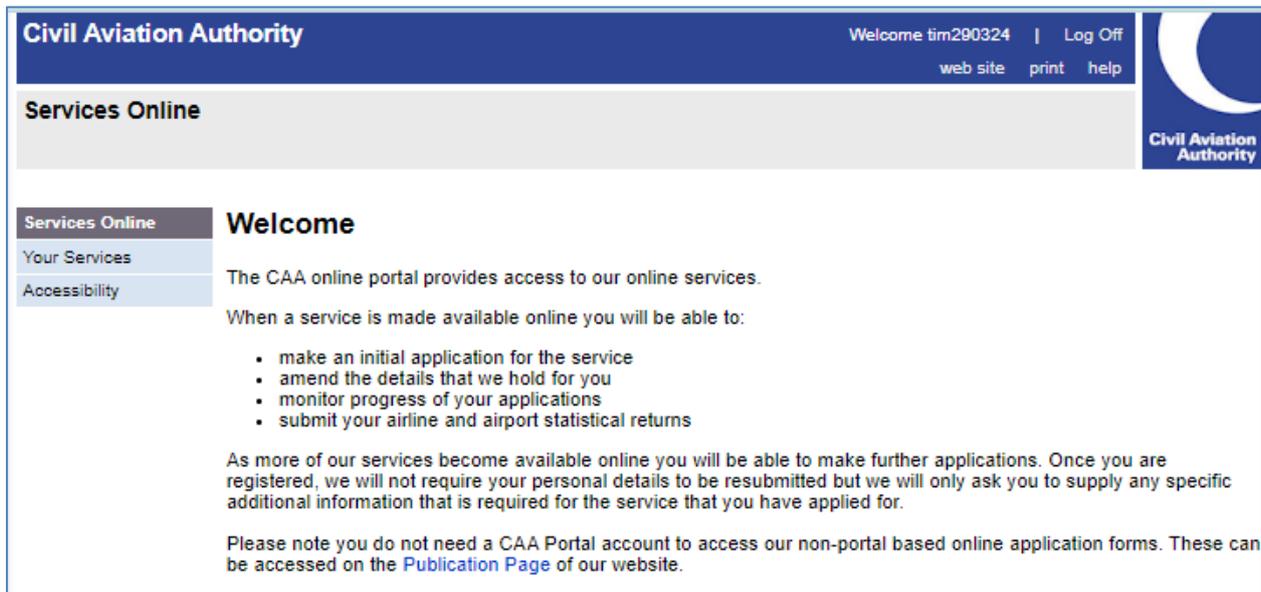
Password: *

Sign In

Create New User **Create**

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 open up the main portal menu as per the image below:



Civil Aviation Authority Welcome tim290324 | Log Off
web site print help

Services Online

Services Online **Welcome**

Your Services
Accessibility

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.

1.3 Step 3: Applying for the ACOMS service

Click on the "Your services" option on the left-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.

The screenshot shows the Civil Aviation Authority portal interface. At the top, there is a blue header with the text 'Civil Aviation Authority' on the left, 'Welcome tim290324 | Log Off' in the center, and 'web site print help' on the right. Below the header is a navigation menu with 'Your Services' selected. The main content area is titled 'Your Services' and contains two sections. The first section, 'Your Services', lists four services: 'Application Form Submission Service', 'Apply for ATOL as a new applicant', 'Request for Aviation Instructor Certification', and 'Subscriber Notices'. The second section, 'Apply to Use these Services', contains a paragraph of text and a list of services. The 'Airspace Co-ordination and Obstacle Management Service (ACOMS)' link is highlighted in yellow. Other services listed include 'Aircraft Maintenance e-Exams', 'Aircraft Maintenance Part 66L e-Exams', 'EC Rebate', 'Flight Crew e-Exams and e-Licensing (Commercial Pilots only)', 'Medical', 'Medical – as a Medical Professional', 'Part-BFCL BPL Theoretical Knowledge e-Exams', 'Private Pilot Theoretical Knowledge e-Exams', 'Space Regulation', and 'Third Country Operator application'.

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 then prompt you to agree to the service:

The screenshot shows a confirmation dialog box from the portal-pre.caa.co.uk. The dialog has a white background and a blue border. It contains the text 'portal-pre.caa.co.uk says' in bold, followed by 'Confirm to apply for this service'. At the bottom of the dialog are two buttons: a blue 'OK' button and a grey 'Cancel' button. The dialog is overlaid on a blurred background of the portal interface.

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The screenshot shows the Civil Aviation Authority (CAA) website interface. At the top, there is a blue header with the CAA logo on the left, the user name 'Welcome tim290324' and 'Log Off' on the right, and links for 'web site', 'print', and 'help'. Below the header is a navigation menu with 'Services Online', 'Your Services', and 'Accessibility'. The main content area is titled 'ACOMS Service' and contains the following text:

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.

Do you wish to continue?

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

The screenshot shows the same CAA website interface as above, but the main content area now displays a confirmation message:

Details Submitted

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

At this point you can logoff from the customer portal using the log off 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:

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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 "Your 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.

Civil Aviation Authority web site print help

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

Sign In

User name: *

Password: *

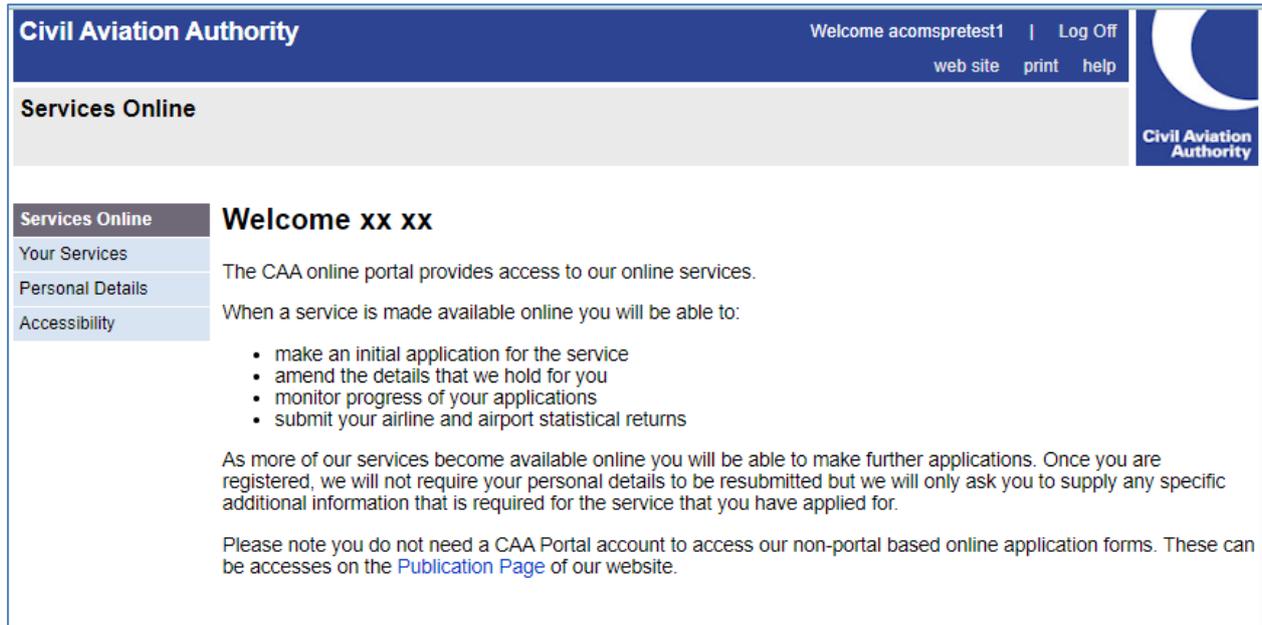
Sign In

Create New User **Create**

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.

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

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The screenshot shows the Civil Aviation Authority (CAA) Services Online portal. The header includes the CAA logo and the text "Civil Aviation Authority". The user is logged in as "acomspretest1" and has options to "Log Off", "web site", "print", and "help". The main content area is titled "Services Online" and features a "Welcome xx xx" message. The message states: "The CAA online portal provides access to our online services. When a service is made available online you will be able to:" followed by a bulleted list of services: "make an initial application for the service", "amend the details that we hold for you", "monitor progress of your applications", and "submit your airline and airport statistical returns". Below the list, it says: "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." At the bottom, it notes: "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."

We then need to select the “your services” button on the left-hand menu. This will present a screen similar to 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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Civil Aviation Authority Welcome tim290324 | Log Off
web site print help

Your Services

Services Online
Your Services
Personal Details
Accessibility

Your Services

You can use the following services:

- [Airspace Co-ordination and Obstacle Management Service \(ACOMS\)](#)
- [Application Form Submission Service](#)
- [Apply for ATOL as a new applicant](#)
- [Request for Aviation Instructor Certification](#)
- [Subscriber Notices](#)

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](#)
- [Aircraft Maintenance Part 66L e-Exams](#)
- [EC Rebate](#)
- [Flight Crew e-Exams and e-Licensing \(Commercial Pilots only\)](#)
- [Medical](#)
- [Medical – as a Medical Professional](#)
- [Part-BFCL BPL Theoretical Knowledge e-Exams](#)
- [Private Pilot Theoretical Knowledge e-Exams](#)
- [Space Regulation](#)
- [Third Country Operator application](#)

Click on the text “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 (ACOMS)

BETA This is a new service – your feedback will help us to improve it.

Signed in as *acomspretest1* – [Sign out](#)

Submit an ACOMS notification

Airspace Co-ordination and Obstacle Management (ACOMS)

Use this service to see if you need to apply for a NOTAM.

This online form will take around 20 minutes.

Before you start

This is what you'll need:

- your personal details
- the details of your organisation, if notifying on behalf
- 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.

[Start now >](#)

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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 favourites.

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 (ACOMS)

BETA This is a new service – your feedback will help us to improve it.

Signed in as *acomspretest1* – [Sign out](#)

Submit an ACOMS notification

Airspace Co-ordination and Obstacle Management (ACOMS)

Use this service to see if you need to apply for a NOTAM.

This online form will take around 20 minutes.

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- the location of the activity - which can be provided using postcode, what3words or latitude and longitude.

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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.