

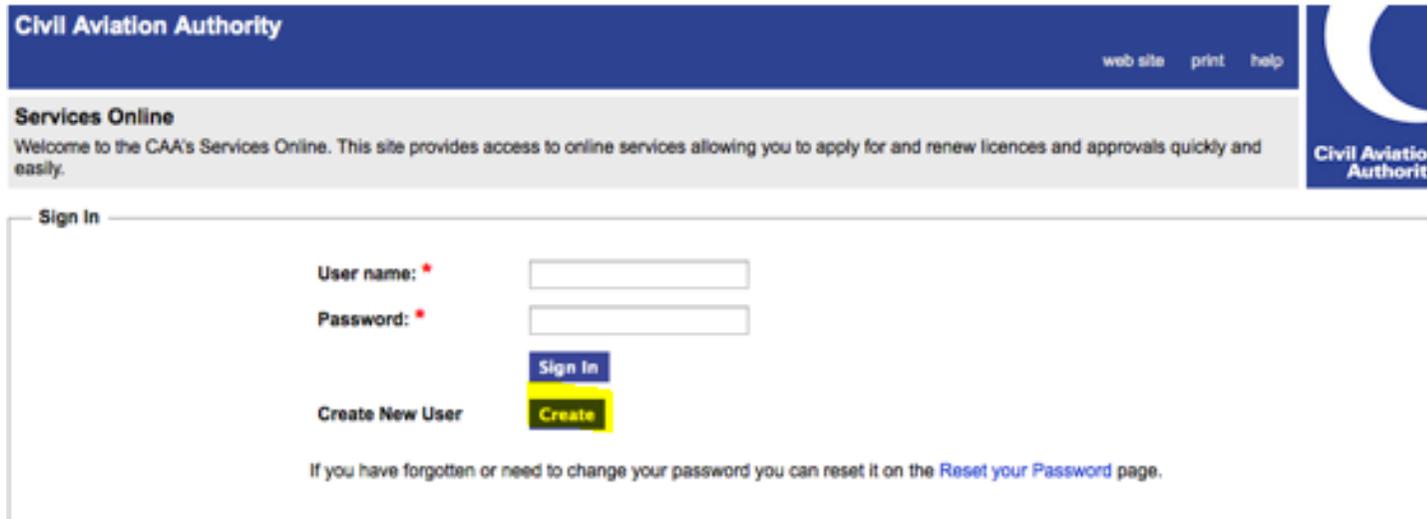


Customer Portal Registration Process

STEP 1:

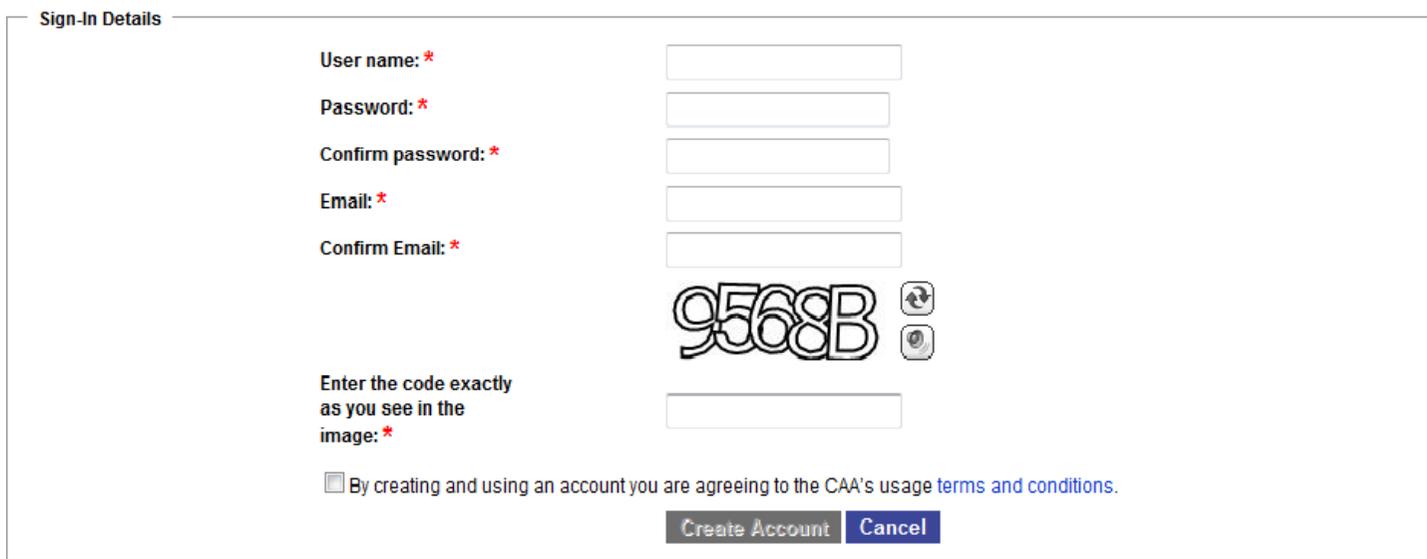
User applies for CAA Customer Portal Account.

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 the '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' section of the account creation form. It includes five input fields for 'User name', 'Password', 'Confirm password', 'Email', and 'Confirm Email', all marked with a red asterisk. Below these fields is a CAPTCHA image showing the code '9568B' with two icons for refreshing and zooming. 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](#)

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:

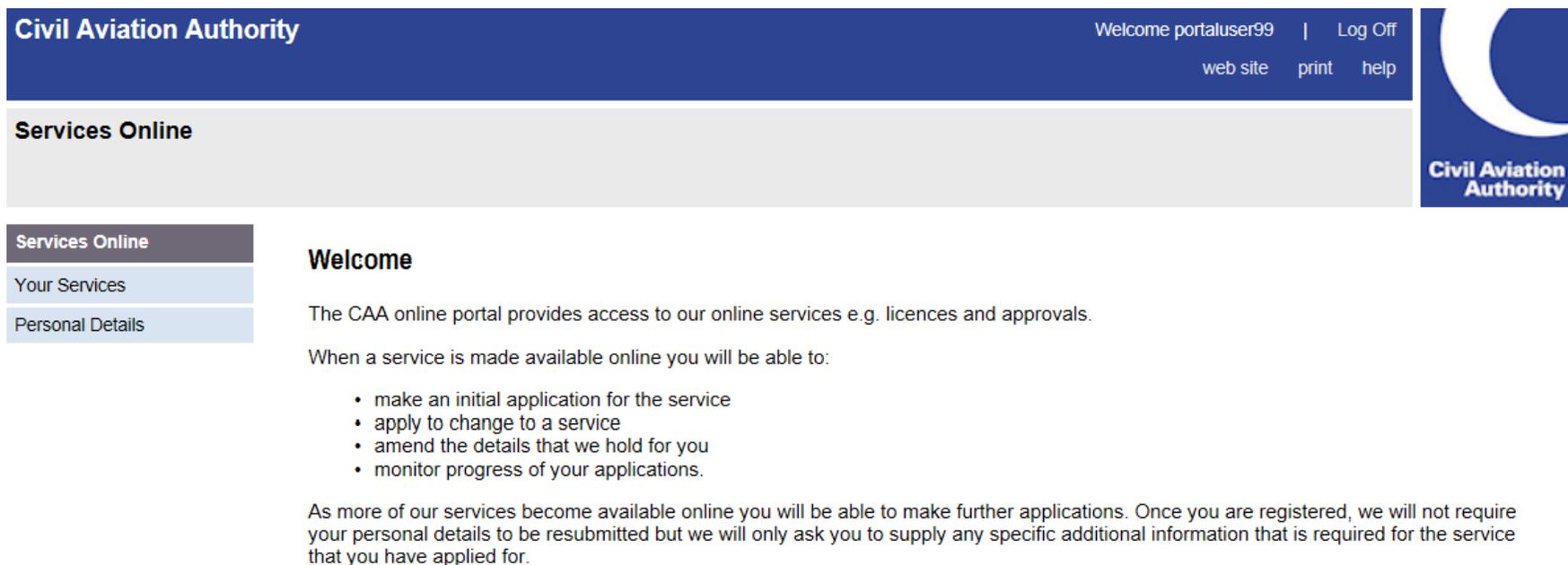
<https://portal-test.caa.co.uk/?ValidateUserCode=iqB0MpoHl037nJsOKZUpSCqd7QTiYj4WqeBTslhax8q=>

Thank you.

Civil Aviation Authority



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



The screenshot shows the Civil Aviation Authority online portal. At the top, a dark blue header contains the text 'Civil Aviation Authority' on the left, and 'Welcome portaluser99 | Log Off' on the right. Below this, a light grey bar contains 'Services Online' on the left and 'web site | print | help' on the right. A vertical sidebar on the left contains a menu with 'Services Online' (highlighted), 'Your Services', and 'Personal Details'. The main content area has a 'Welcome' heading, followed by a paragraph stating that the CAA online portal provides access to services like licences and approvals. It then lists capabilities when a service is available online, such as making initial applications, applying for changes, amending details, and monitoring progress. A final paragraph notes that as more services become available online, users will be able to make further applications without needing to resubmit personal details, only providing additional information when required.

Civil Aviation Authority Welcome portaluser99 | Log Off
web site | print | help

Services Online

Services Online
Your Services
Personal Details

Welcome

The CAA online portal provides access to our online services e.g. licences and approvals.

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

- make an initial application for the service
- apply to change to a service
- amend the details that we hold for you
- monitor progress of your applications.

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.

A screenshot of the Civil Aviation Authority website. The top navigation bar is dark blue with the text 'Civil Aviation Authority' on the left, 'Welcome Jmatthews5 | Log Off' in the center, and 'web site | print | help' on the right. Below this is a grey bar with the text 'Your Services'. On the right side of the page, there is a vertical sidebar with the Civil Aviation Authority logo. The main content area has a left-hand menu with 'Services Online' and 'Your Services' (the latter is highlighted in a dark grey box). The main content area contains two sections: 'Your Services' and 'Apply to Use these Services'. The 'Your Services' section contains the text 'You can use the following services:'. The 'Apply to Use these Services' section contains a paragraph of text and two blue hyperlinks: 'Flight Crew e-Exams and e-Licensing' and '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 style="border: none; border-bottom: 1px solid #ccc;" 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: *

Reference Number *

Country of Issue *

Address Document

Type: *

CAA Document

Type:



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.

Civil Aviation Authority Welcome | 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.





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 displays 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, featuring a stylized white and blue circular design with the text "Civil Aviation Authority" below it.

On the left side, there is a navigation menu with three items: "Services Online" (highlighted in dark blue), "Your Services" (highlighted in light blue), and "Personal Details" (highlighted in light blue).

The main content area features a "Welcome" message followed by the user's name, "NAME". The text reads: "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." Below this, it states: "When a service is made available online you will be able to:" followed by a bulleted list:

- 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

At the bottom of the main content area, it states: "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.





Your Services

Services Online

Your Services

Personal Details

Your Services

You can use the following services:

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

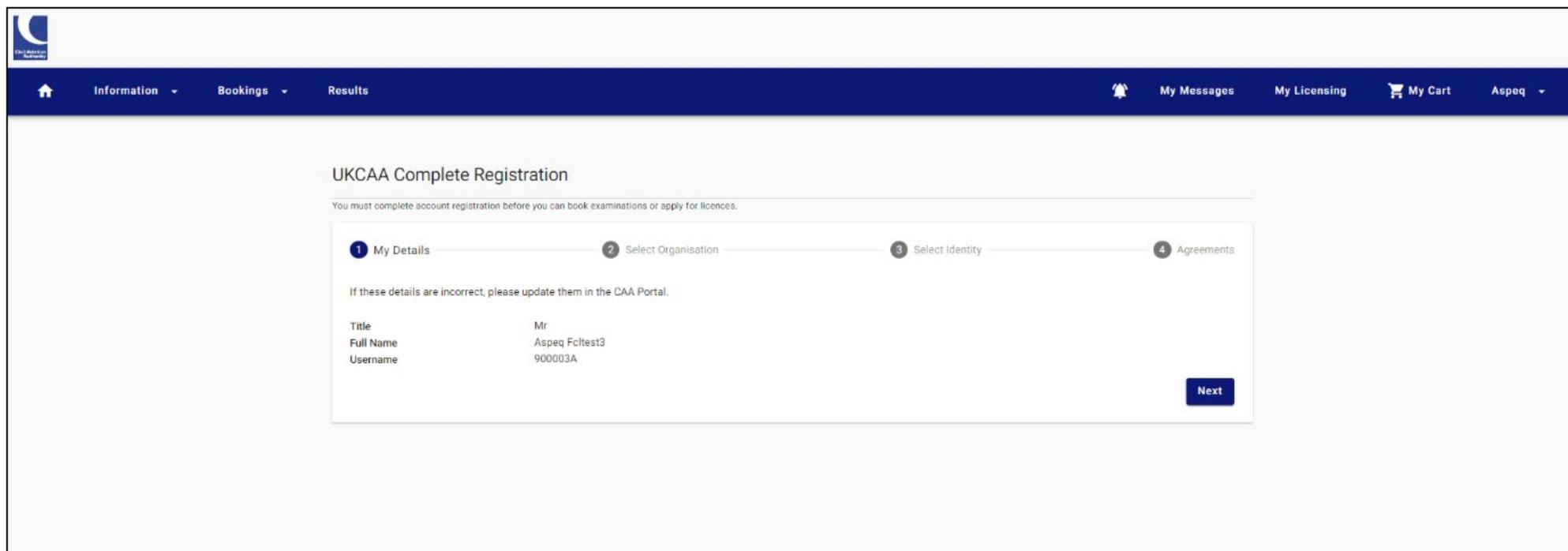
Apply to Use these Services

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](#)

STEP 6:

Registering for e-Exam e-Licensing Service



UKCAA Complete Registration

You must complete account registration before you can book examinations or apply for licences.

1 My Details — 2 Select Organisation — 3 Select Identity — 4 Agreements

If these details are incorrect, please update them in the CAA Portal.

Title	Mr
Full Name	Aspeq Fcftest3
Username	900003A

Next

If this is your first time sitting an electronic examination (e-Exam), you will be asked to provide your personal information. You will not be able to proceed until this registration process is completed.

Part of this registration process requires the submission of an official Identification Document*(ID). It is important to note that the primary ID that is registered on the examination system, is the ID that must be presented during an examination session.

If you wish to amend your personal details, you will need to do this via the CAA Customer Portal. Details of your examination identity document cannot be updated online after you have submitted them. To change your examination identity document, you must contact the CAA Exams Team at

FCL-EEExams@caa.co.uk.

Only the following identifications are acceptable:

- a) UK Drivers' licence;
- b) Passport;

Note: Only ID that is registered can be used to confirm identity during an examination sitting.

You must also specify your affiliated training organisation during registration.

Continue clicking to move on to the next page. Once you have finished entering your details, click to complete the process.

You are now registered for e-Exams and e-Licensing.

Please note: examinations cannot be booked until your membership with your Training Organisation is approved and, where appropriate, your exam history has been verified by the CAA.

Once you receive confirmation that you are registered for your e-Exams account, you can proceed to use the site for your exam booking.

It is essential that you provide an accurate email address as CAA will send you a notification to the stated email address for the validation of the account once the registration is submitted. To change your email address, you must make the change in the CAA Custom

