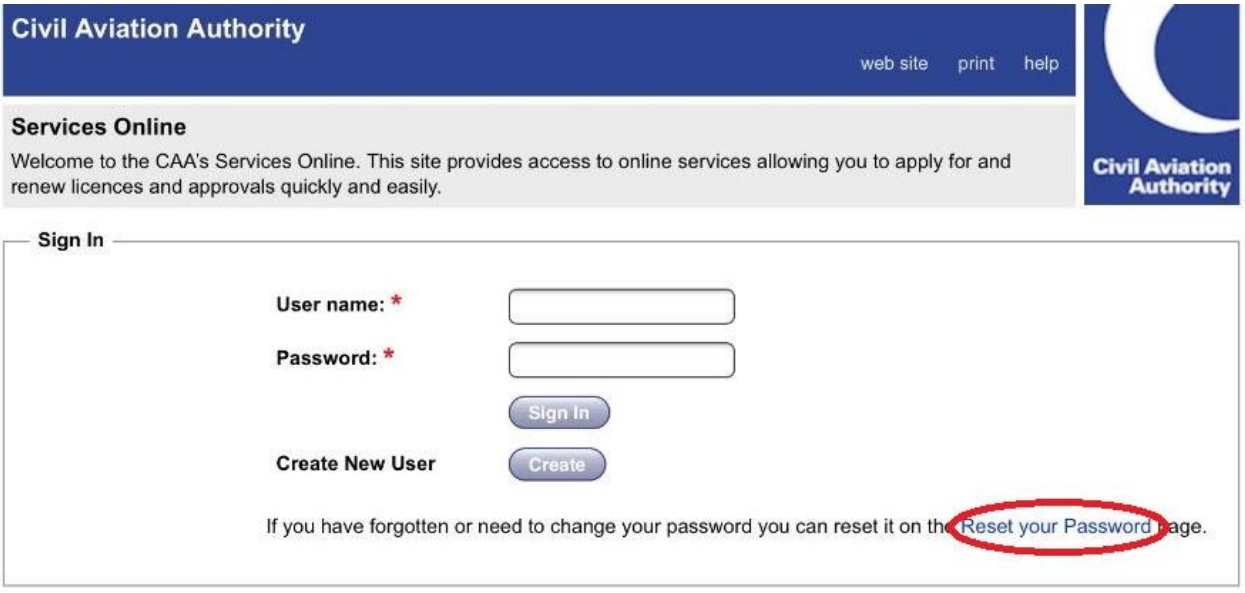
ATOL Online

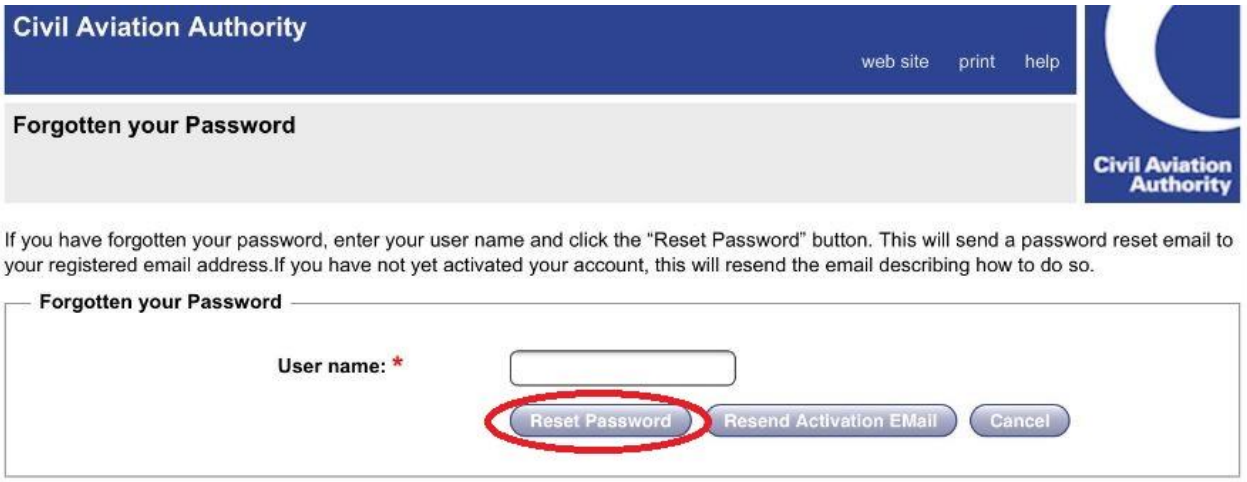
How to reset your CAA Portal account password

1) Go to the CAA Portal log-in page, https://portal.caa.co.uk.

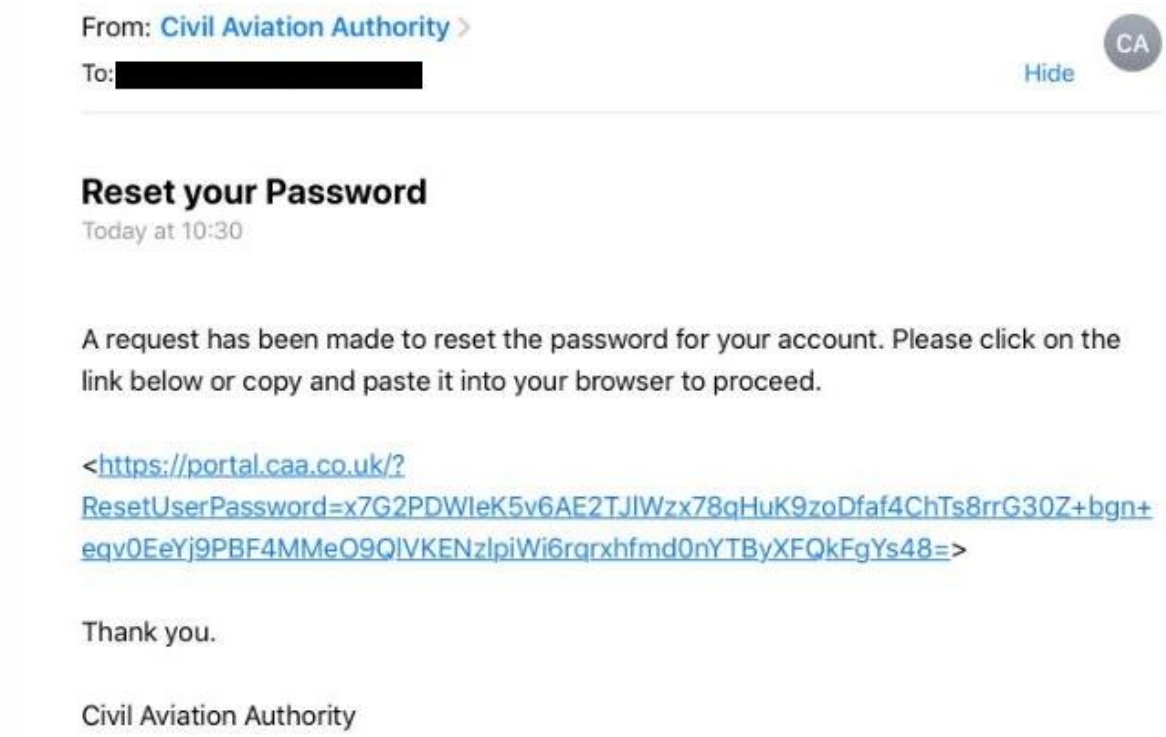
2) Select ‘Reset Your Password’ (circled).



3) Enter your User Name and select ‘Reset Password’ (circled).



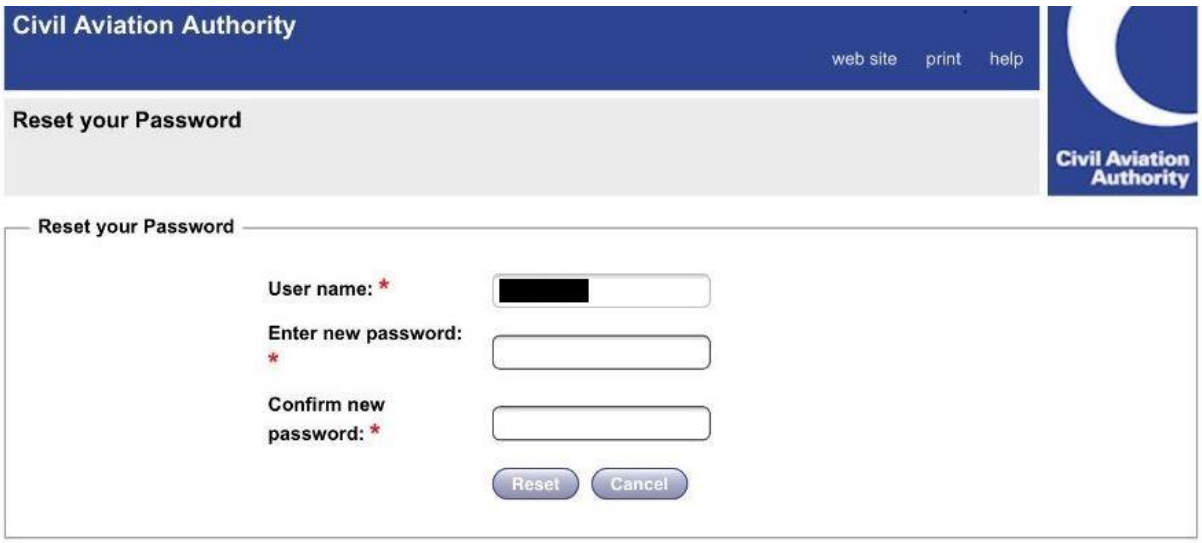
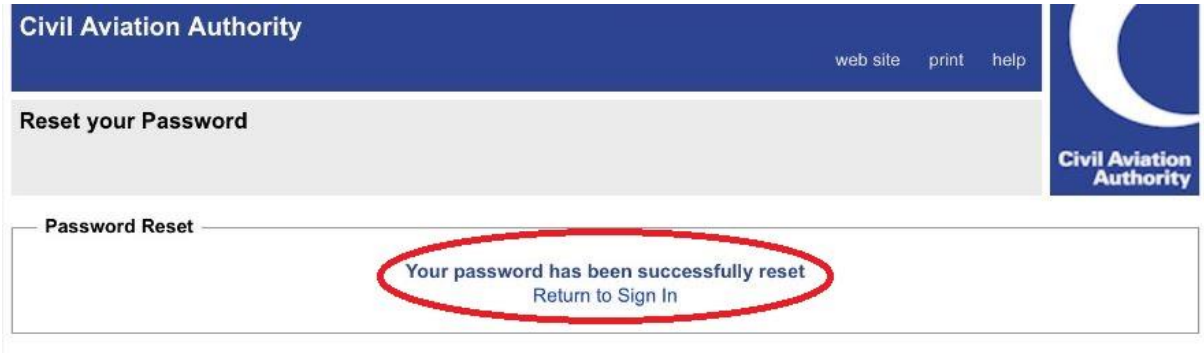
4) Once you have requested to reset your password you will receive an email containing a secure link.



5) The secure link contained within the email will redirect you to the CAA Portal and you will be asked to create a new password.

   Your password must be at least 8 characters in length and contain characters from three of the following four categories:

   - Uppercase letter
   - Lowercase letter
   - Number
   - Non-alphabetic character (for example: !, $, #, %)



6) Once you have created your new password the process is complete. You should now be able to log-in using your new password.