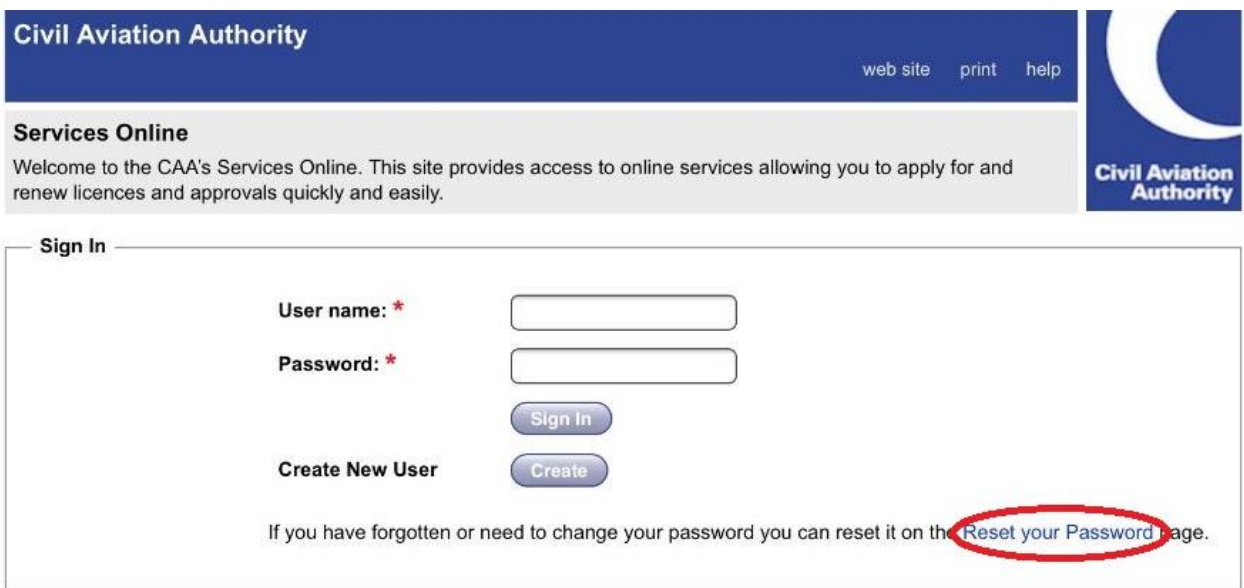


ATOL Online

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).



Civil Aviation Authority web site print help

Services Online
Welcome to the CAA's Services Online. This site provides access to online services allowing you to apply for and renew licences and approvals quickly and easily.

Sign In

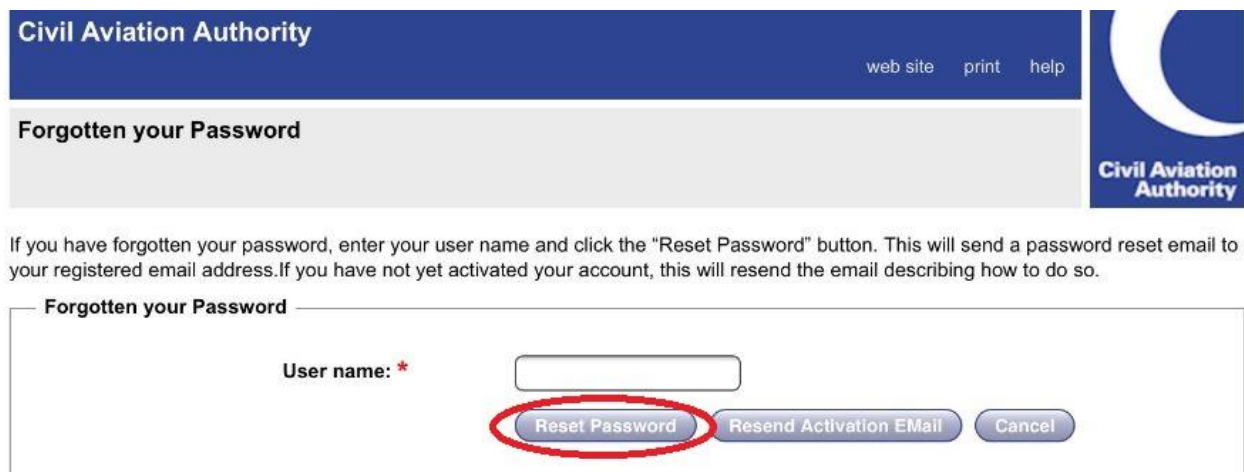
User name: *

Password: *

Create New User

If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.

- 3) Enter your User Name and select 'Reset Password' (circled).



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Forgotten your Password

If you have forgotten your password, enter your user name and click the "Reset Password" button. This will send a password reset email to your registered email address. If you have not yet activated your account, this will resend the email describing how to do so.

Forgotten your Password

User name: *

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

From: [Civil Aviation Authority](#) >
To: [REDACTED] Hide 

Reset your Password

Today at 10:30

A request has been made to reset the password for your account. Please click on the link below or copy and paste it into your browser to proceed.

[<https://portal.caa.co.uk/?ResetUserPassword=x7G2PDWleK5v6AE2TJIWzx78qHuK9zoDfaf4ChTs8rrG30Z+bgn+eqv0EeYj9PBF4MMeO9QIVKENzIpiWi6rqrxfmd0nYTBByXFQkEgYs48=>](https://portal.caa.co.uk/?ResetUserPassword=x7G2PDWleK5v6AE2TJIWzx78qHuK9zoDfaf4ChTs8rrG30Z+bgn+eqv0EeYj9PBF4MMeO9QIVKENzIpiWi6rqrxfmd0nYTBByXFQkEgYs48=>)

Thank you.

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- 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: !, \$, #, %)

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Reset your Password



Reset your Password

User name: *

Enter new password: *

Confirm new password: *

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

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Reset your Password

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Password Reset

Your password has been successfully reset
Return to Sign In