

# CAA Customer Portal Registration Guide

CAP 1902

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Enquiries regarding the content of this publication should be addressed to: 0330 022 1972

The latest version of this document is available in electronic format at: [www.caa.co.uk](http://www.caa.co.uk)

### The CAA Portal can be used for...

- Applying for a new ATOL Licence
- Flight Crew e-Exams and e-Licensing
- Aircraft Maintenance e-Exams
- Private Pilot Theoretical Knowledge e-Exams
- Medical

### To register for the CAA Portal you will need...

**The link to the CAA Portal**      <https://portal.caa.co.uk/>

To register, candidates need to provide one document from each of the following groups

#### **A Formal Photographic Identification (One of the below)**

- Passport
- Driving Licence
- National Identity Card (Including Citizen Card or other Government recognised ID)
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#### **Proof of address OR existing CAA documentation (One of the below)**

- Driving Licence
- Cheque Guarantee Card / Credit Card
- Identity Card
- Utility Bill
- Council Tax Bill
- Council Rent Book
- Mortgage Statement
- Existing CAA documentation (e.g. Medical Certificate)

**Please note** the same document cannot be used for both i.e. Driving Licence can only be used for photo identification or proof of address. An additional item of documentation would also be required.


## Step 1: User applies for CAA Customer Portal Account

**Civil Aviation Authority**

web site print help


**Create Account**

Please provide details below to create an account



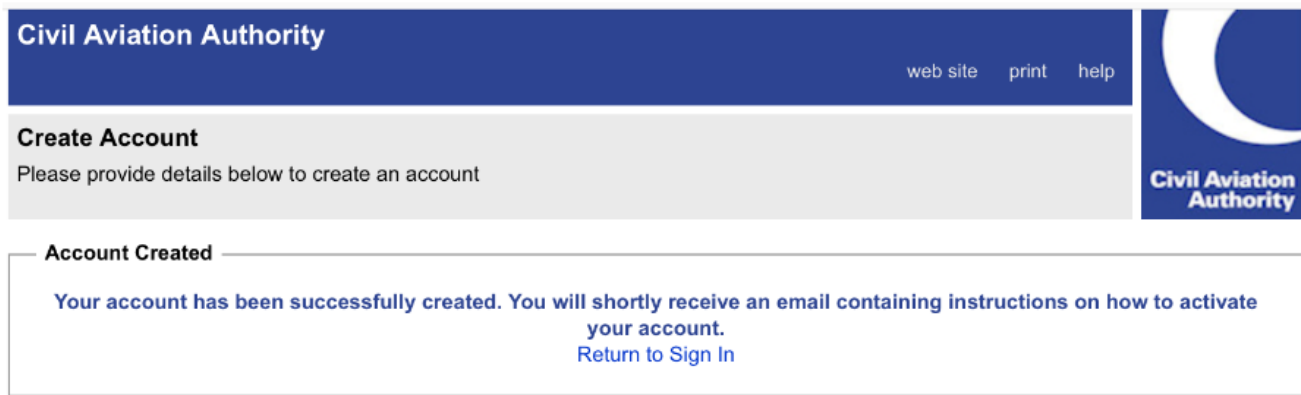
To create an account with the Civil Aviation Authority please complete the information below. Your user name will need to be unique and you will sign in with this and your password in the future. After creating your account you will receive an email explaining how to activate it. For further details, please refer to our [Help](#) section.

**Sign-In Details**

<b>User name: *</b>	<input type="text"/>
<b>Password: *</b>	<input type="password"/>
<b>Confirm password: *</b>	<input type="password"/>
<b>Email: *</b>	<input type="text"/>
<b>Confirm Email: *</b>	<input type="text"/>
	
<b>Enter the code exactly as you see in the image: *</b>	<input type="text"/>

By creating and using an account you are agreeing to the CAA's usage [terms and conditions](#).

## Step 2: User receives an email to activate account



The screenshot shows the Civil Aviation Authority website interface. At the top, there is a dark blue header with the text "Civil Aviation Authority" on the left and "web site print help" on the right. Below the header is a light grey section titled "Create Account" with the instruction "Please provide details below to create an account". To the right of this section is a vertical blue bar containing the Civil Aviation Authority logo, which consists of a white stylized 'C' shape and the text "Civil Aviation Authority". Below the "Create Account" section is a white box with a thin border, titled "Account Created". Inside this box, the text reads: "Your account has been successfully created. You will shortly receive an email containing instructions on how to activate your account." followed by a blue link "Return to Sign In".

### Activate your Account

Today at 16:06

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+n94Bse69AFNTTf1IGfiqWq2VWYfGQd8mu9gwVy14=](https://portal.caa.co.uk/?ValidateUserCode=S+n94Bse69AFNTTf1IGfiqWq2VWYfGQd8mu9gwVy14=)>

Thank you.

Civil Aviation Authority

### Step 3: Log back into portal to access unverified account.

**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**

**Your account has been successfully activated.**

**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.

Services Online

Your Services

## Welcome

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.

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.

## Step 4: Select the Service that you require.

**Civil Aviation Authority** Welcome TestAll2 | Log Off  
web site print help

**Your Services**

Services Online  
**Your Services**

**Your Services**

You can use the following services:

[New ATOL Applicant](#)

**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.

[e-Exams FCL and e-Licensing](#)


[Aircraft Maintenance e-Exams](#)

[Private Pilot Theoretical Knowledge e-Exams](#)

## Step 5a: Enter requested personal details.

Civil Aviation Authority Welcome Portal040220 | Log Off  
web site print help

**Apply For Service**



Services Online

Your Services

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.

**These details must be provided exactly as they appear on the ID documentation you have provided. It is your responsibility to maintain these details.**

### Apply For Service

You are applying for **e-Exams FCL and e-Licensing**

Please enter your personal details and attach your identity documents below.

#### Personal Data

CAA Reference

Title \*

Last Name (Family name, e.g. Earhart) \*

First and middle names (e.g. Amelia Mary) \*

**These should be the full exact names as those that appear on your ID documentation**

Gender \*

 Male  Female

**As indicated on your ID verification documentation**

Date of Birth \*

Place of Birth \*

**Place of Birth (E.g. Town or City as per your ID documentation)**

Country of Birth \*

Nationality \*

Telephone Number \*



## Step 5b: Upload Identity Documentation

### Identity Documentation

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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 you are already a customer and have received a document from us (e.g. 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 need to clearly show your name, address and the organisation the document was sent from. You need to only complete either 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: *	<input type="text" value="Passport"/>
Reference Number *	<input type="text" value="5454545"/>
Country of Issue *	<input type="text" value="United Kingdom"/>
	<input type="button" value="Choose file"/> No file chosen

### Address Document

Type:	<input type="text" value="Driving Licence"/>
	<input type="button" value="Choose file"/> No file chosen

### CAA Document

Type:	<input type="text"/>
	<input type="button" value="Choose file"/> No file chosen
	<input type="button" value="Add another CAA Document"/>

## Step 6a: System message Received

**Civil Aviation Authority** Welcome TestAccount | Log Off  
web site print help

**Apply For Service**

**Civil Aviation Authority**

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 6b: Receive e-mails to confirm that the service is granted.

**Your personal details have been verified CRM:**[0092647](#)

Today at 16:21

Dear Test Account,

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

**Access to your requested service has been granted CRM:**

[0001260](#)

Today at 16:21

Dear Test Account ,

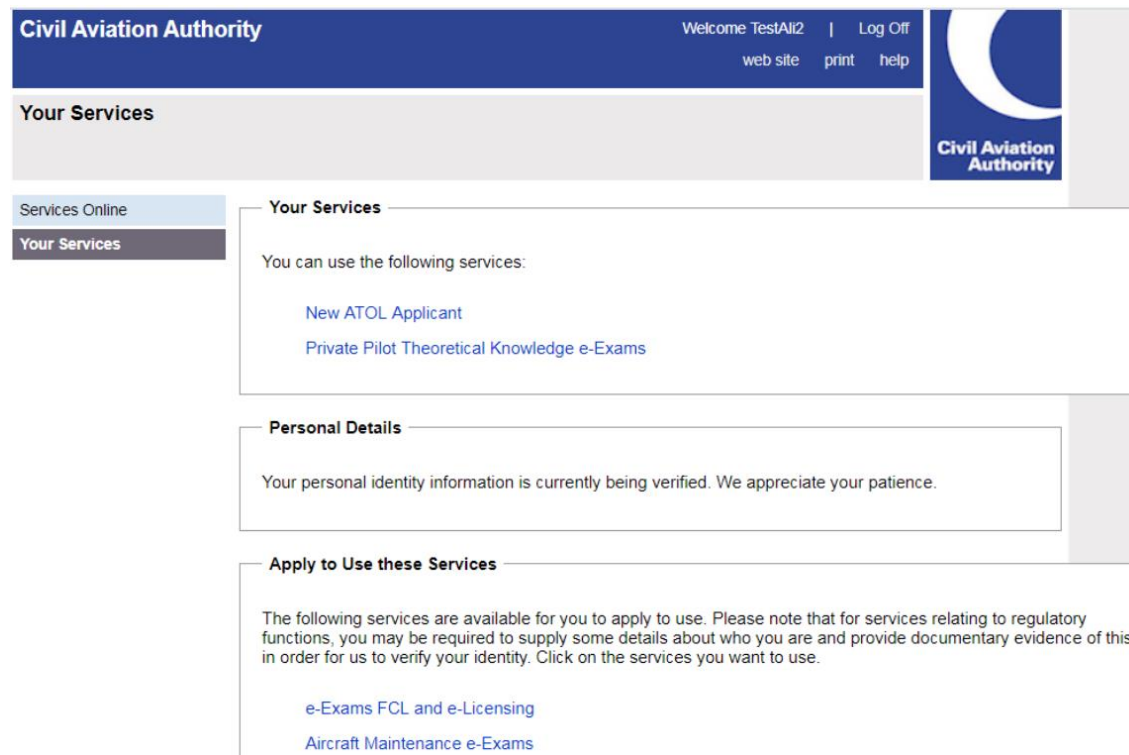
Your Service Access Request for the service id 'FCL Exams and E-Licensing' has been granted.

Thank you.

Civil Aviation Authority

**Please note** that it can take up to 10 days to receive these verification e-mails, particularly during periods of high volumes

## Step 6c: Log into account – Requested service now available in “Your Services”



The screenshot displays the Civil Aviation Authority website interface. At the top, a dark blue header contains the text 'Civil Aviation Authority' on the left, 'Welcome TestAlt2 | Log Off' in the center, and 'web site print help' on the right. A logo featuring a white crescent moon on a blue background is positioned on the right side of the header. Below the header, a grey bar contains the text 'Your Services'. On the left side of the page, there is a vertical navigation menu with two items: 'Services Online' and 'Your Services', the latter being highlighted with a dark grey background. The main content area is divided into three sections: 1. 'Your Services' section: A heading followed by the text 'You can use the following services:' and two blue links: 'New ATOL Applicant' and 'Private Pilot Theoretical Knowledge e-Exams'. 2. 'Personal Details' section: A heading followed by a message: 'Your personal identity information is currently being verified. We appreciate your patience.' 3. 'Apply to Use these Services' section: A heading followed by a paragraph: '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.' and two blue links: 'e-Exams FCL and e-Licensing' and 'Aircraft Maintenance e-Exams'.

**Civil Aviation Authority** Welcome TestAlt2 | Log Off  
web site print help

**Your Services**

Services Online  
**Your Services**

**Your Services**

You can use the following services:

- [New ATOL Applicant](#)
- [Private Pilot Theoretical Knowledge e-Exams](#)

**Personal Details**

Your personal identity information is currently being verified. We appreciate your patience.

**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.

- [e-Exams FCL and e-Licensing](#)
- [Aircraft Maintenance e-Exams](#)

**You have now registered for your chosen service on the CAA Portal!**

If you encounter issues in completing any of these steps, please contact us by calling Portal Registration support on **0330 022 1972**.