

CAA Customer Portal Registration Guide

CAP 1902

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Creating a new portal account

The CAA customer portal is used to access a range of services at the CAA. For some services we will invite you to register a portal account so that we can identify you when you are utilising our services and present to you information relevant to your application.

Certain services will also require you to submit identification documentation so that we can verify who you are.

To access the services on the customer portal you will first need to register an account.

Create user account

Navigate to the CAA customer portal using the link <http://portal.caa.co.uk>

Or from the button on the top right of the CAA website:

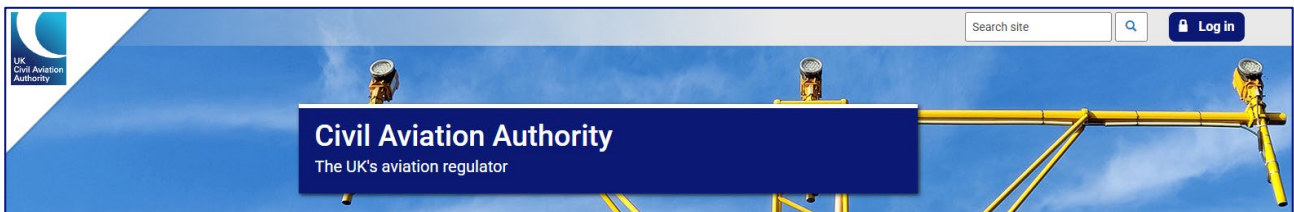


Figure 1 : Customer portal access from <http://caa.co.uk>

This will present the screen below. Click on Create new user.

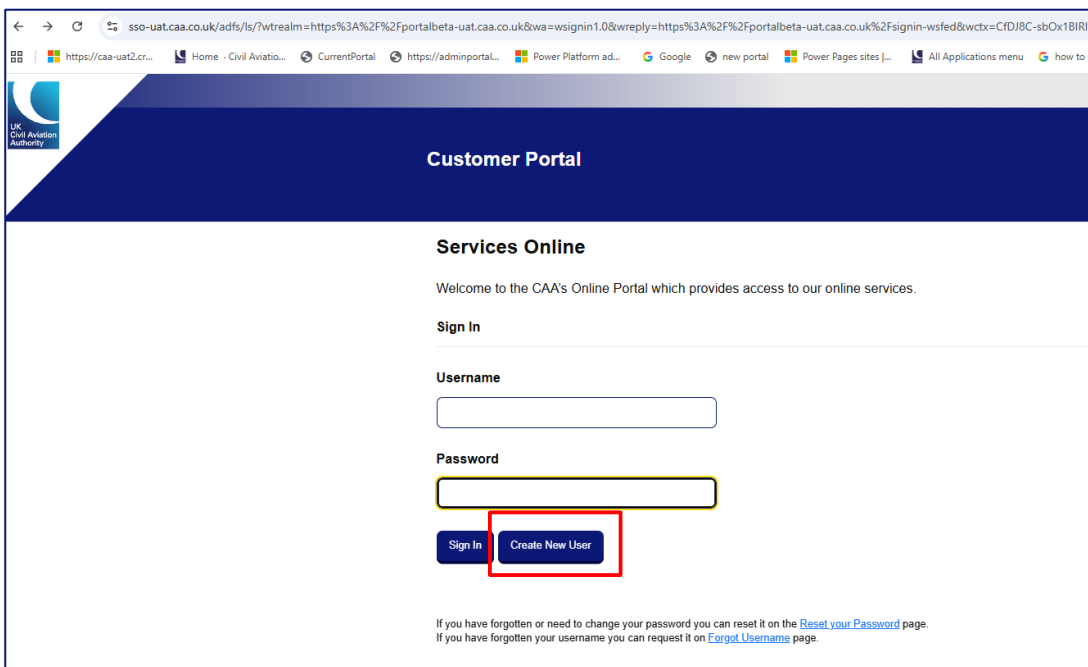


Figure 2 : Customer portal sign-in screen

This will present a screen requesting you to set up a username and password together with your email address.

Create 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

Username

Any letters or numbers between 8 and 20 characters long.

Password


Eight or more characters and include: uppercase, lowercase, numbers and special characters.

Confirm password

Email

Confirm Email

Test Mode Enabled. ALWAYS disable this setting in production environments.



Enter the code as seen in the image:

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

Figure 3 : Account creation screen

You will need to enter a unique username that can contain letters or numbers, and a password that consists of eight or more characters and includes

- English uppercase characters (A through Z)
- English lowercase characters (A through Z)
- Numbers (0 through 9)
- Non-alphabetic characters (for example, !, \$, #, %)

You will need to re-enter the same password in the Confirm password field.

You will be asked to provide an active email address that you have access to, and again you will need to re-enter this in the Confirm Email field to ensure it is correct.

There is also a CAPTCHA code displayed that has a refresh button and a play aloud button, and a field into which the code should be entered.

On completing the form click on “Create account”.

If there are any errors the system will prompt you to correct those errors.

Account activation request

If there are no errors with the information entered, the system will create the user account and present the following screen:

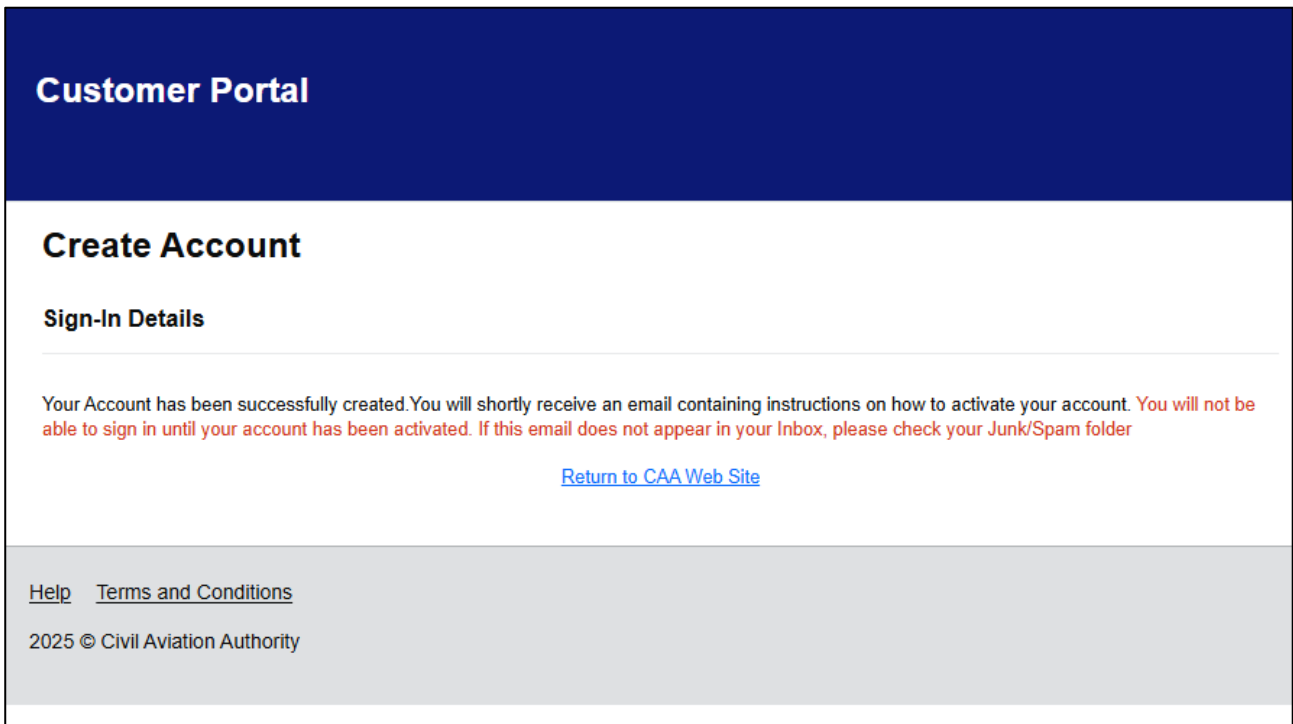


Figure 4 : Completion of the account creation screen

The email will be sent to your nominated email account that you specified during the account creation to request you 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.

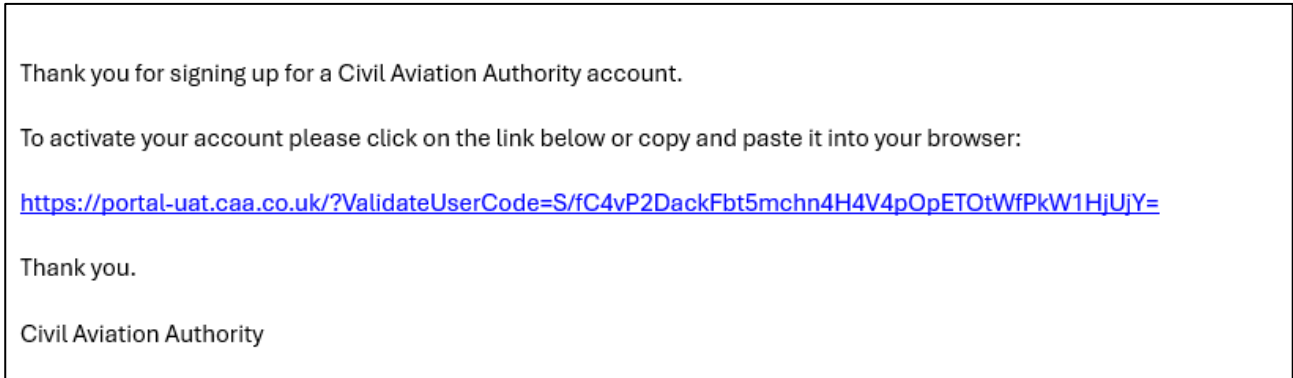


Figure 5 : Activation email

Activation of account

Click on the activation link or copy and paste the link into your web browser.

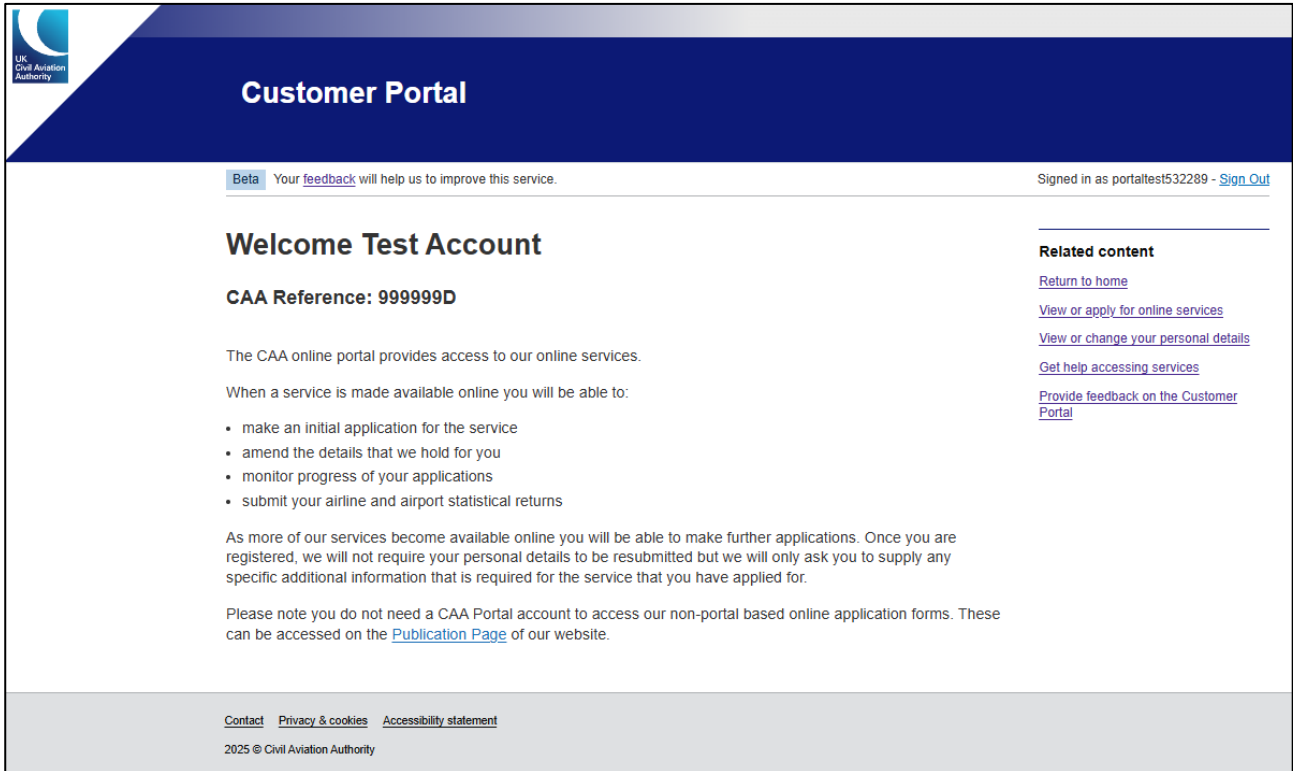
You will now be asked to log into your new portal account.

You will need to enter the newly created username and password.

The screenshot shows the 'Customer Portal' sign-in page. At the top left is the UK Civil Aviation Authority logo. The page title is 'Customer Portal'. Below this is the 'Services Online' section, which includes a welcome message: 'Welcome to the CAA's Online Portal which provides access to our online services.' The 'Sign In' section contains two input fields: 'Username' with the value 'portaltest532289' and 'Password' with masked characters. Below the input fields are two buttons: 'Sign In' and 'Create New User'. The 'Sign In' button is highlighted with a red box. At the bottom of the page, there is a 'Help' link and the copyright notice '2025 © Civil Aviation Authority'.

Figure 6 : Sign in to the portal

Click on the "Sign in" button and this will present a similar screen to that shown below:



The screenshot shows the CAA Customer Portal home page. At the top left is the UK Civil Aviation Authority logo. The main header is a dark blue bar with the text "Customer Portal" in white. Below the header, there is a "Beta" badge and a message: "Your feedback will help us to improve this service." On the right side of the header, it says "Signed in as portaltest532289 - [Sign Out](#)".

The main content area has a "Welcome Test Account" heading. Below it is the "CAA Reference: 999999D". A paragraph explains that the CAA online portal provides access to online services and lists the capabilities when a service is made available online:

- 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

Further text states that as more services become available online, users will be able to make further applications, and that once registered, personal details will not need to be resubmitted. A note at the bottom of the main content area says: "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."

On the right side, there is a "Related content" section with four links: [Return to home](#), [View or apply for online services](#), [View or change your personal details](#), and [Get help accessing services](#). Below these is a link to [Provide feedback on the Customer Portal](#).

The footer contains links for [Contact](#), [Privacy & cookies](#), and [Accessibility statement](#), followed by the copyright notice "2025 © Civil Aviation Authority".

Figure 7 : Portal home page

You can now access the services and features of the CAA Customer portal from the menu options on the right-hand side.

Applying and accessing portal services

In order to access or apply for services, you will have needed to have created a portal account as shown in chapter 1 of this guide.

Once you have a CAA portal account, you can log into the customer portal using your username and password and apply for services.

Sign in to the portal

Navigate to <http://portal.caa.co.uk> and sign into your account.

Customer Portal

Services Online

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

Sign In

Username

portaltest532289

Password

.....

Sign In **Create New User**

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.

[Help](#)

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Figure 8 : Sign in page

You will be presented with the customer portal home screen:

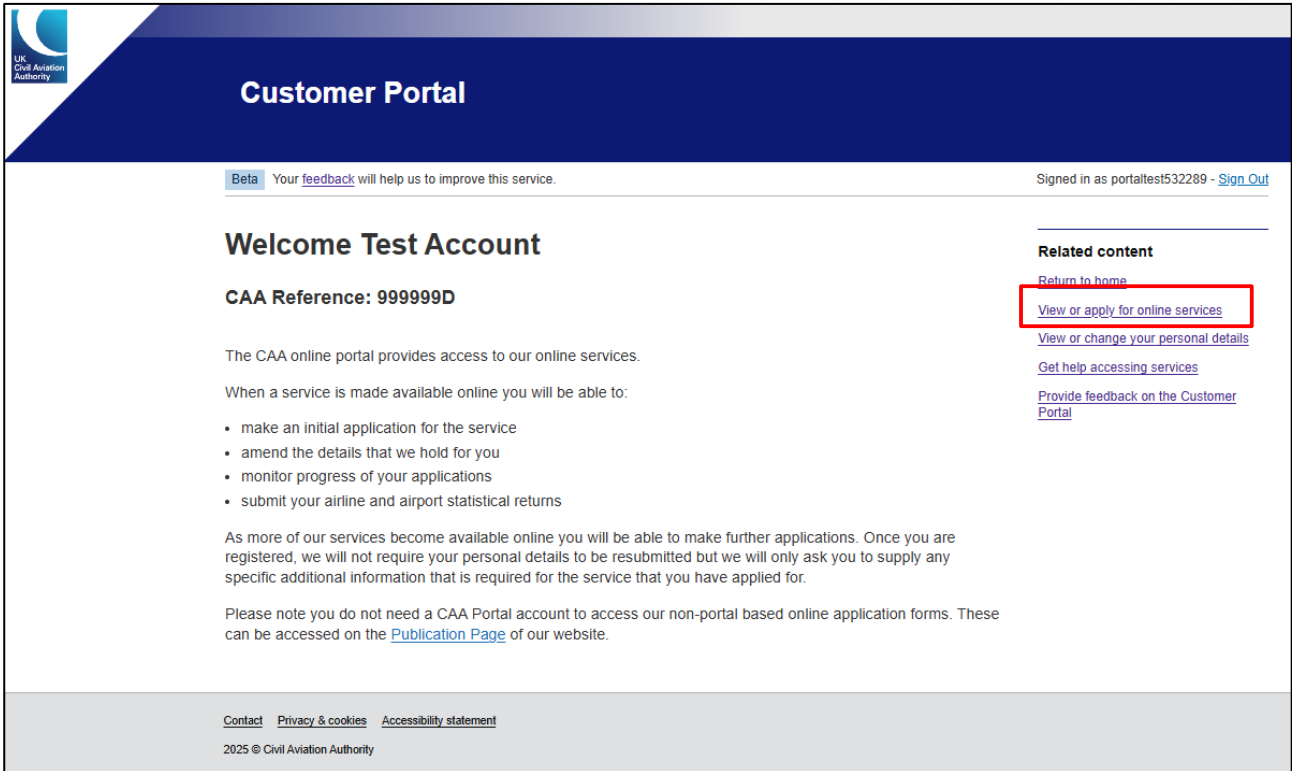
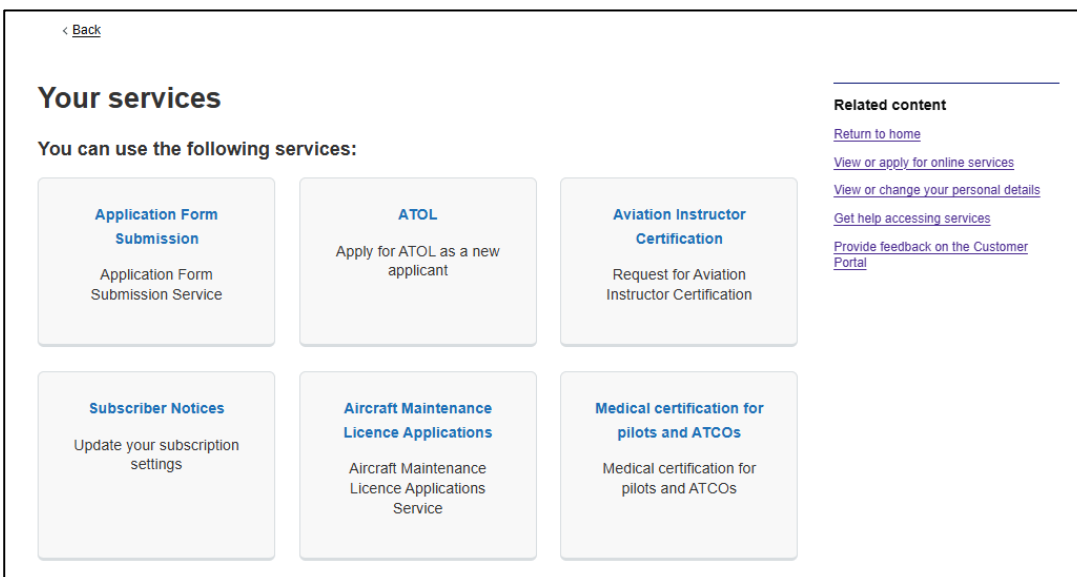


Figure 9 : Portal home page

View services

Select the menu option “View or apply for online services” found on the right-hand side menu.

This menu will show you services that you already have access to and can use in the top of the screen and those that you can apply for in the lower part of the screen.



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.

<p>Dangerous Goods Occurrence Reporting (DGOR)</p> <p>Report a Dangerous Goods Occurrence</p>	<p>Aircraft Maintenance e-Exams</p> <p>Aircraft Maintenance e-Exams</p>	<p>Aircraft Maintenance Part 66L e-Exams</p> <p>Aircraft Maintenance Part 66L e-Exams</p>
<p>Airspace Co-ordination and Obstacle Management</p> <p>Airspace Co-ordination and Obstacle Management Service</p>	<p>Flight Crew e-Exams and e-Licensing</p> <p>Commercial Pilots only</p>	<p>Medical access for Clinical practitioners only</p> <p>Medical access for Clinical practitioners only</p>

Figure 10 : Your services

Access a service in the “Your Services” list

To access one of the services you already have access for, you simply need to click on the relevant button tile, e.g. to make an ATOL application, click anywhere on the “ATOL” tile and this will re-direct you to the relevant service.

Applying for a new service

To apply for a new service, again select it in the bottom area of the screen and click on the name of the service.

Depending on the service you apply for, you will be provided with more information on that service to ensure it’s the right service for what you need, and you will be invited to provide or update the personal details we will need for that specific service type.

For many of our licensing services, we perform a verification check on your details and the information you provide is utilised for that purpose.

Updating personal details

You will be asked to enter details into the personal details screen below.

Note that if you are applying for a license or medical for the first time you won’t have a CAA reference number as yet and can leave that field blank.

Update personal details

Important

Please note that any changes you make will currently **ONLY** be reflected for your CAA Customer Portal account and associated online services. This will not result in the issue of any revised licences or approvals. We will be in touch if we need more information before we can process your changes

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.

CAA Reference

Personal Information

Title
 This should be exactly as appears on your ID documentation.

Last Name (Family name, e.g. Earhart)
 Your last name is your family name. It's also called your "surname." This should be exactly as it appears on your ID documentation.

First and middle names (e.g. Amelia Mary)
 These should be the full exact names as they appear on your ID documentation.

Gender
 As indicated on your ID documentation.

Date of Birth
 For example, 31 3 1980
 Day Month Year

Place of Birth
 Place of Birth (e.g., Town or City as it appears on your ID documentation).

Country of Birth

Nationality

Phone Number

Mobile Number

Email Address

Figure 11 : Entry of personal details

You will also be prompted for your permanent address and can also submit a secondary “correspondence address” that can be kept on file with the CAA and used to send documents to if you have limited access to your permanent residence.

Permanent address

This address will be used on any licence/certificate the CAA issue to you.

Country

Post Code / ZIP

Select Address Line

Address Line 1
Your first line of address

Address Line 2
Your second line of address (optional)

Address Line 3
Your third line of address (optional)

City

County / State
Your County / State is (optional)

Correspondence address different to your permanent address

Figure 12 : Permanent address details

Correspondence address

Where do you want us to send correspondence to?

Country

Post Code / ZIP

Address Line 1
 Your correspondence first line of address

Address Line 2
 Your correspondence second line of address (optional)

Address Line 3
 Your correspondence third line of address (optional)

City

County / State
 Your County / State is (optional)

Figure 13 : Correspondence address details

Uploading identity documents

For some services we will require a scan of a suitable identification document in order to perform verification against the personal details entered for your service application.

This can be a valid passport, UK driving licence or national ID card.

You will be invited to click on the “choose file” button to select a suitable image file on your device to upload to the application.

Identity Document

Type

Reference Number

Country of Issue

Identity Document Upload
 No file chosen

Figure 14 : Upload ID documents

Once you have completed the elements required to apply for the service, your application will be submitted to the CAA for processing.

You will see the message below on the screen and are invited to return to the Home page.

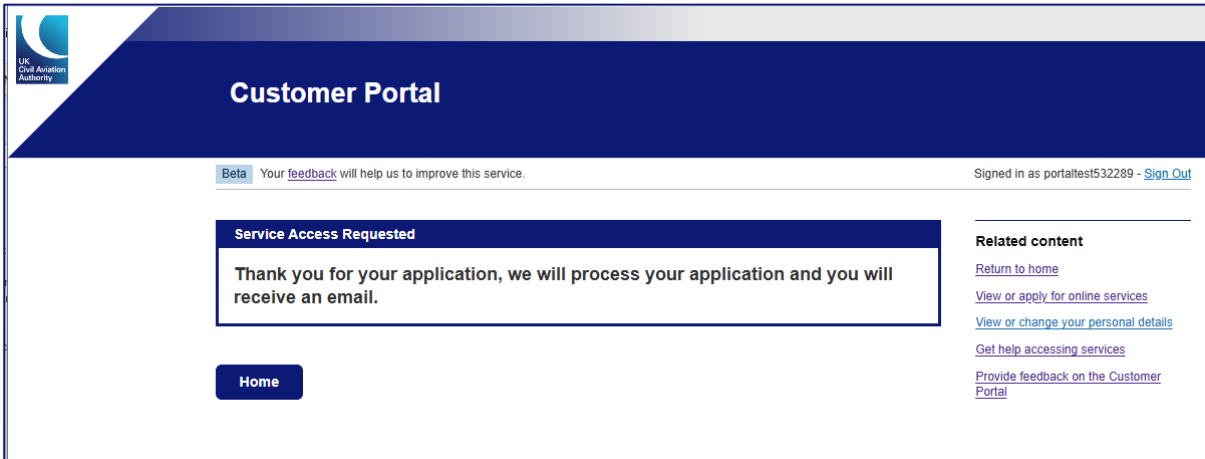


Figure 15 : Service application message

Timeframe for granting access

When viewing the “View or apply” services page, you will now see the service that you applied for listed in the middle of the screen under Pending services. The process to verify your submitted details can take a few working days, typically two to three but please allow up to **ten** days.

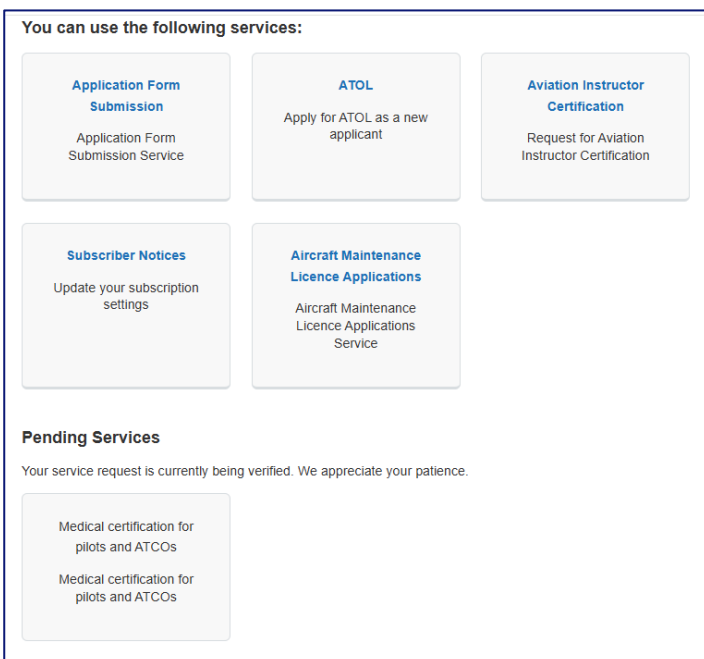


Figure 16 : Service pending verification

Service available

When your details have been verified, you will receive an email indicating that you have been verified, and a further email will arrive indicating that access to the service you requested has been granted.

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

Dear Test Account ,

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

Thank you.

Civil Aviation Authority

Figure 17 : Emails granting a service

You will then be able to navigate to the Home page on the customer portal and will find the service available under the “Your Services” heading on the “View or apply for services” page:

The screenshot displays the UK Civil Aviation Authority's Customer Portal. At the top left is the CAA logo. The main header is a dark blue bar with the text "Customer Portal". Below the header, a "Beta" badge is followed by the text "Your feedback will help us to improve this service." and a "Signed in as portaltest1532289 - Sign Out" link. A "< Back" link is positioned below the beta notice. The central section is titled "Your services" and contains the heading "You can use the following services:". Six service cards are arranged in a 2x3 grid: "Application Form Submission" (Application Form Submission Service), "ATOL" (Apply for ATOL as a new applicant), "Aviation Instructor Certification" (Request for Aviation Instructor Certification), "Subscriber Notices" (Update your subscription settings), "Aircraft Maintenance Licence Applications" (Aircraft Maintenance Licence Applications Service), and "Medical certification for pilots and ATCOs" (Medical certification for pilots and ATCOs). On the right side, a "Related content" section lists four links: "Return to home", "View or apply for online services", "View or change your personal details", and "Get help accessing services". A final link, "Provide feedback on the Customer Portal", is located at the bottom of the related content section.

Figure 18 : Your services available to use

Applying for additional services

When applying for additional services, please use the same portal username and request the additional service from the list of available services.

Applying for an additional service

To apply for a new service, again select it in the bottom area of the screen and click on the name of the service.

You will be provided information on the service and will be asked for the relevant information to be checked or uploaded as necessary.

If we have already processed your ID documents for another service available on the portal, then you will not need to update your information unless it has changed and will not be required to upload a new ID document.

In such cases, additional services can be granted quite swiftly, and you would receive an email within a few minutes after application indicating that you have been granted access to the additional service.

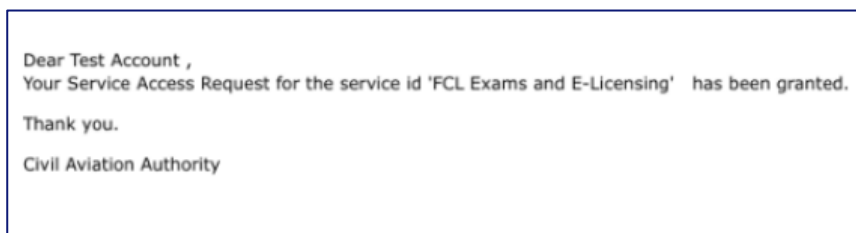


Figure 19 : Grant service email

Service available

You will then be able to navigate to the Home page on the customer portal and will find the service available under the “Your Services” heading on the “View or apply for services” page:

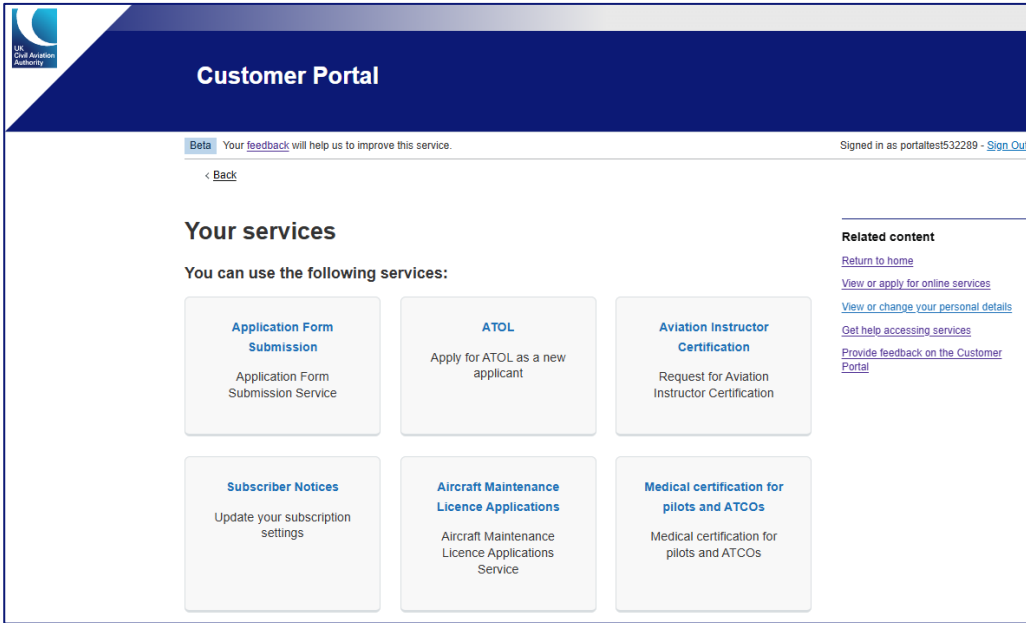


Figure 20 : Your services page

Updating your personal details

Once you have been granted a service that requires your personal details to be submitted, you are able to inform CAA of changes to that information.

Please note that this information will be processed and updated on your portal account, but this will not automatically update licenses or authorisations that you hold with the CAA that may need to be re-issued.

You will need to follow the relevant process on our web site to request a new licence document to accompany a change of name, for example.

The screenshot shows the 'Customer Portal' header with the UK Civil Aviation Authority logo. Below the header, there is a 'Beta' notice and a 'Signed in as' status. The main content area is titled 'Your services' and lists six services in a grid: Application Form Submission, ATOL, Aviation Instructor Certification, Subscriber Notices, Aircraft Maintenance Licence Applications, and Medical certification for pilots and ATCOs. A 'Related content' sidebar on the right includes links for 'Return to home', 'View or apply for online services', 'View or change your personal details', 'Get help accessing services', and 'Provide feedback on the Customer Portal'.

Figure 21 : Your services page

From the right-hand menu select the “View or change your personal details” option and this will take you to a screen showing you the current information we have on your details and address.

Update personal details screens

Update personal details

Important

Please note that any changes you make will currently **ONLY** be reflected for your **CAA Customer Portal** account and associated online services. This will not result in the issue of any revised licences or approvals. We will be in touch if we need more information before we can process your changes

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.

CAA Reference

999999D

Personal Information

Title

This should be exactly as appears on your ID documentation.

Select a title

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

Your last name is your family name. It's also called your "surname." This should be exactly as it appears on your ID documentation.

Account

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

These should be the full exact names as they appear on your ID documentation.

Test

Gender

As indicated on your ID documentation.

Male

Date of Birth

For example, 31 3 1980

Day Month Year

01

01

2000

Place of Birth

Place of Birth (e.g., Town or City as it appears on your ID documentation).

London

Country of Birth

United Kingdom

Nationality

British Citizen

Phone Number

055544433311

Mobile Number

055544433311S

Email Address

imftgqzwo@m.mablmail.com

Figure 22 : Update personal details

Update address information

You are able to update address information on the system and on submission this would be reflected in your portal account.

Permanent address

This address will be used on any licence/certificate the CAA issue to you.

Country

Post Code / ZIP

Select Address Line

Address Line 1
 Your first line of address

Address Line 2
 Your second line of address (optional)

Address Line 3
 Your third line of address (optional)

City

County / State
 Your County / State is (optional)

Figure 23 : Update address details

If we need more information

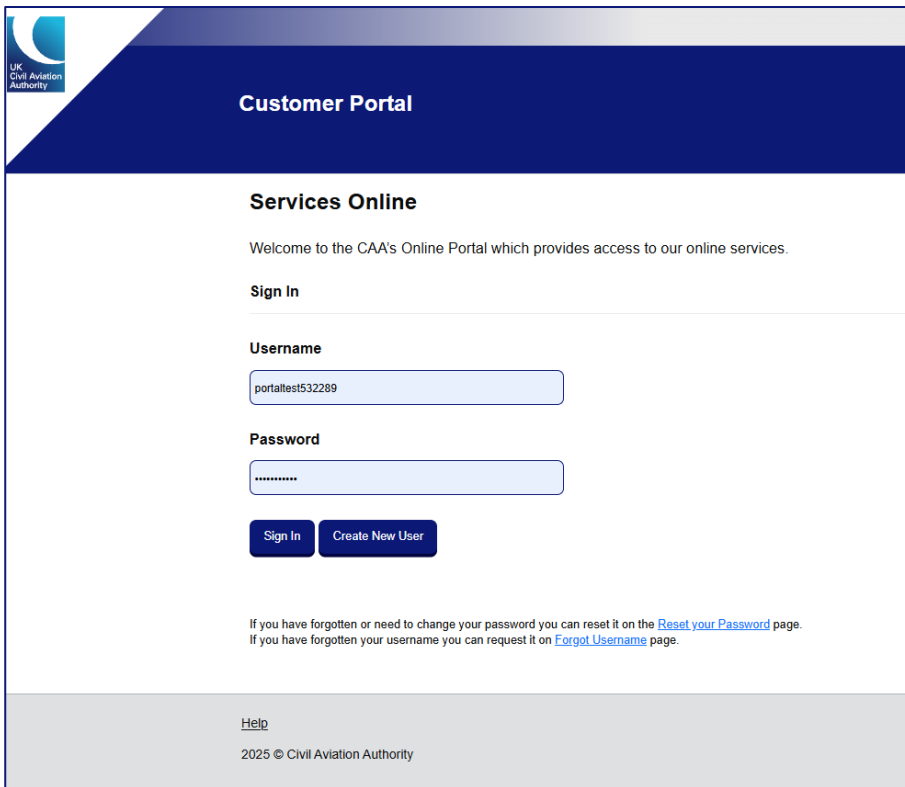
Simply changes to your telephone number and address will take immediate effect. For some changes we will process the request, and we will contact you if we require more details or evidence to verify the changes.

Forgotten password or username

Forgotten username

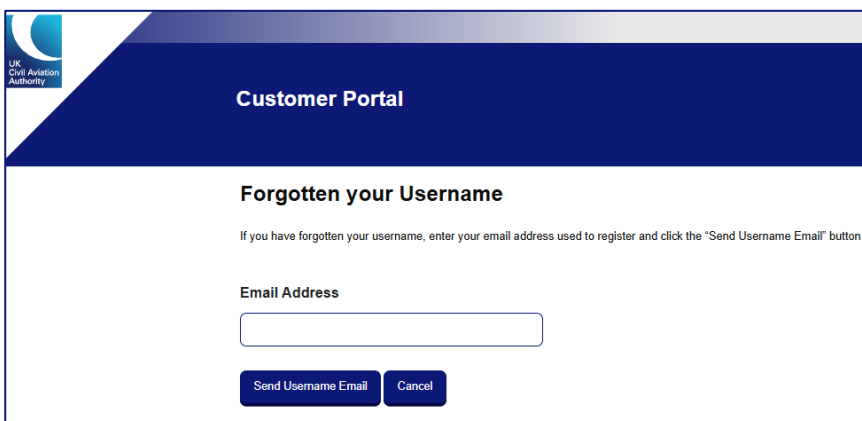
If you have forgotten your username, please use the facility on the portal sign in page to request it to be sent to you on the registered email address that we hold for you.

Use the the link at the bottom of the Sign in screen.



The screenshot shows the 'Customer Portal' sign-in interface. At the top left is the UK Civil Aviation Authority logo. The main heading is 'Customer Portal'. Below this is a 'Services Online' section with a welcome message. The 'Sign In' section contains a 'Username' field with the text 'portaltest532289', a 'Password' field with masked characters, and two buttons: 'Sign In' and 'Create New User'. At the bottom, there is a 'Help' link and a copyright notice '2025 © Civil Aviation Authority'.

Figure 24 : Sign in screen



The screenshot shows the 'Customer Portal' 'Forgotten your Username' screen. It features the UK Civil Aviation Authority logo and the heading 'Customer Portal'. The main heading is 'Forgotten your Username'. Below this is a message: 'If you have forgotten your username, enter your email address used to register and click the "Send Username Email" button.' There is an 'Email Address' input field and two buttons: 'Send Username Email' and 'Cancel'.

Figure 25 : Forgotten username screen

Reset password

If you cannot remember your password, you are able to reset the password from the link at the bottom of the Sign in screen.

Customer Portal

Services Online

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

Sign In

Username

portaltest532289

Password

.....

Sign In **Create New User**

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.

[Help](#)

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Figure 26 : Sign in screen

Customer Portal

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.

Username

Reset Password **Resend Activation Email** **Cancel**

Figure 27 : Reset password