

Aviation reporting portal

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Introduction

Occurrence reports relating to UK aircraft or occurring in the UK should be submitted using the aviation reporting portal. **The reporting portal address for UK reports has changed from e2.aviationreporting.eu to eccairs.icao.int.** The supporting information for ECCAIRS2 can still be found at aviationreporting.eu.

The reporting portal allows you to submit occurrence reports to the UK Civil Aviation Authority (UK CAA) using an online/offline form or an E5X file. You can also submit a follow-up to an existing report.

For simplicity, both mandatory occurrences (defined under the current mandatory reporting regulation) and voluntary occurrences (that you feel require the attention of the UK CAA) can be submitted using the aviation reporting portal. The same information is required regardless of whether you are submitting a mandatory or voluntary occurrence report.

The portal also provides links to relevant reporting regulation and guidance as to how and what to report, as well as additional guidance for organisations who wish to use an integrated reporting solution to submit occurrence reports using an E5X format.

Guide to submissions

Submitting an Occurrence Report using the Aviation Reporting Portal

To submit a report using the aviation reporting portal, complete the following steps:

1. Navigate to the aviation reporting portal, eccairs.icao.int/reporting

The aviation reporting portal allows you submit occurrence reports to the UK, EU member states and EASA.

You can also create an ECCAIRS account which will allow you to view and manage your previous submissions using the portal.

You can view the taxonomy browser online via aviationreporting.eu which enables you to view the options available for the different elements of an occurrence report. The latest aviation news and updates are also available from the portal.

2. If you have registered for an individual or organisational account, enter your username and password and press the “Sign in to ECCAIRS” button. Reports can also be submitted without registration.

Submitting a report as an individual

Before you can submit a report, you must first select which state you are reporting to/for. For reporters flying a UK registered aircraft (G- registered) or for occurrences that you want to make the UK CAA aware, you would select 'United Kingdom' from the dropdown list.

In some cases, you may want to send a report to EASA (e.g. if you are operating an aircraft that has been certified by EASA). In these cases, please select 'EASA' from the dropdown list.

If you have an ECCAIRS account, you can sign into it with your username and password and view the occurrence reports you have submitted previously. You can also amend your previous submissions by signing in.

If you do not have an ECCAIRS account, you can elect to create one (free of charge) using the online registration form. Alternatively, you can continue your report by selecting "Report an Occurrence Without Registration".

As a reporter you have the option to submit your occurrence report using an offline form that can be populated and uploaded using the offline reporting option. You can also submit using the online reporting forms by clicking the "Online" option.

Reporting on behalf of an organisation

If you are reporting on behalf of your organisation, you will need to select the type of organisation you are reporting for by clicking one of the options above.

You can choose whether you want to send the report using the online webforms or the offline pdf forms that can be downloaded for completion and then uploaded to the portal.

You can also choose to submit your reporting in an e5x format. This is an ECCAIRS-readable file format that is based on an xml file. For more details on e5x reporting, please see our [occurrence reporting](#) webpage or contact safety.intelligence@caa.co.uk.

Reporting using the online webforms

If you are submitting using the online form, simply complete the mandatory sections of the form marked with an asterisk (*).

Once all fields are completed, you can progress through the form by clicking “Continue”.

Reporting using the offline PDF forms

If you are submitting a report using the offline webforms, you will need to download the form by clicking on the “Download PDF” option. This will download a copy of the form in pdf format for you to complete offline.

Once you have completed the form, you can re-upload it to the portal by clicking the “upload” option and selecting the files you want to upload either by clicking ‘select files’ or dragging and dropping the files into the file upload box.

Reporting on behalf of an organisation

ECCAIRS 2 supports a reporting journey for organisational users.

Firstly, select your competent Authority/State on the “Report an Occurrence” page.

If you are reporting on behalf of your organisation, please select the “I report on behalf of my Organisation” option.

As with personal reporting, you can choose to report with or without an account. If you choose to report without an account, you can only access the submitted report via the report confirmation link and you cannot amend the report that’s been submitted.

Reporting without an account

Select the type of organisation you are reporting for by clicking one of the options.

You can also choose to submit your reports in an e5x format. This is an ECCAIRS compatible file format that is based on an xml file. For more details on e5x reporting, please see our [occurrence reporting](#) webpage or contact safety.intelligence@caa.co.uk.

Reporting with an Organisational Account

Using an Organisational Account to submit reports, you not only can see the reports submitted by yourself but also reports submitted by other users within your organisation. It is also easier for submitting additional information to your competent authority.

To set up an Organisational Account, please fill in the Contact form to notify the authority admin with your access request. Please select “Request Access” and include the following information in the message before you submit your Contact form.

- Name and Surname
- Email
- Phone number
- Company
- Competent Authority
- Kind of support
- What you need help with (Please include the following information in this box (fields marked as * are mandatory):
 - Organisation name*:
 - Phone:
 - Organisation sector:

- Name of your Organisation Administrator* (This is the initial person to be set up by authority admin, the person will be given special role to set up more user accounts within your organisation):
- Job title:
- Email address*:
- CAA-Issued Organisation Approval number* (This field is only required if the email address supplied appears to be personal rather than a business email address.):

Organisational Account log on and user dashboard

Once your account is set up by the UK Authority Admin, you will receive a notification from E2 notifying an account has been created using the email address supplied. Your username/Log on name will be the same as your email address. Now please click on the link to activate your account and set up password.

You can then log on to your Organisation Account.

You can access three different areas when you click on the top ribbon on your dashboard.

- Click “Report an Occurrence” to create new MOR report.
- Click on “taxonomy” to see the latest version of UK CAA custom Taxonomy.
- “Administration” is where the user management function sits. It is where the Organisation Administrator sets up new users within your organisation.

Administration – User account management and User Roles

When setting up a new Organisation, the Authority Admin will always set up the initial user with an Organisation administrator role. This allows reporting organisations to manage their own users internally. There are 2 roles that can be assigned to a user: “Reporter” and “Organisation administrator”. The Reporter role allows the user to raise new reports and amend reports. The Organisation administrator role allows the user access to the “Administration” area and manage internal user accounts.

Go to the “administration” tab on the top of your dashboard. You can read your Organisation detail which was set up by the Authority admin.

You can view a list of the accounts set up within your organisation under “User accounts”.

- Account marked as “Disabled” means the account is inactivated. Username is still valid.
- Account marked as “Blocked” means the username no longer valid and the user is blocked completely.

When a new user account is created by completing the mandatory fields marked with an asterisk (*), the new account will always default to a status of “disabled”. This status will change when the new user enables their account via their activation email.

Select the roles you would like to assign to the new user’s account.