CAA Portal Registration Guide for Manage Personnel Licences

UK
Civil Aviation
Authority

1. Access the CAA portal:
https://portal.caa.co.uk

2. Click on 'Create New User' and choose a unique username and password. Make a note of these.

3. You will receive an activation link to your email address. Click on the link to activate your account.

4. Sign into your portal account. If you cannot sign in, the activation of your account did not work. See our **help page** for more information.

5. Click on 'View or apply for online services' from the right-hand side menu.

6. Scroll down to the 'Apply to use these services' section and select the 'Manage Personnel Licences Individual' service.

7. Read the information page and click 'Continue'.

8. Complete the form with your personal details

9. You now need to complete an ID check with TrustID. You will receive an email to start this process. Click on the link or scan the QR code in the email with your phone or tablet.

10. Follow the on-screen instructions to complete the ID check. You will be asked to take a photo of your ID document and take a selfie.

11. The result of your ID check should be returned to the CAA within 2 hours. You will receive an email with the outcome.

12. The CAA will now set up your access to the Manage Personnel Licences service. This can take up to 5 working days.

13. You will receive an email when your access has been granted and you can start using the Manage Personnel Licences service.

Registration Guide Video