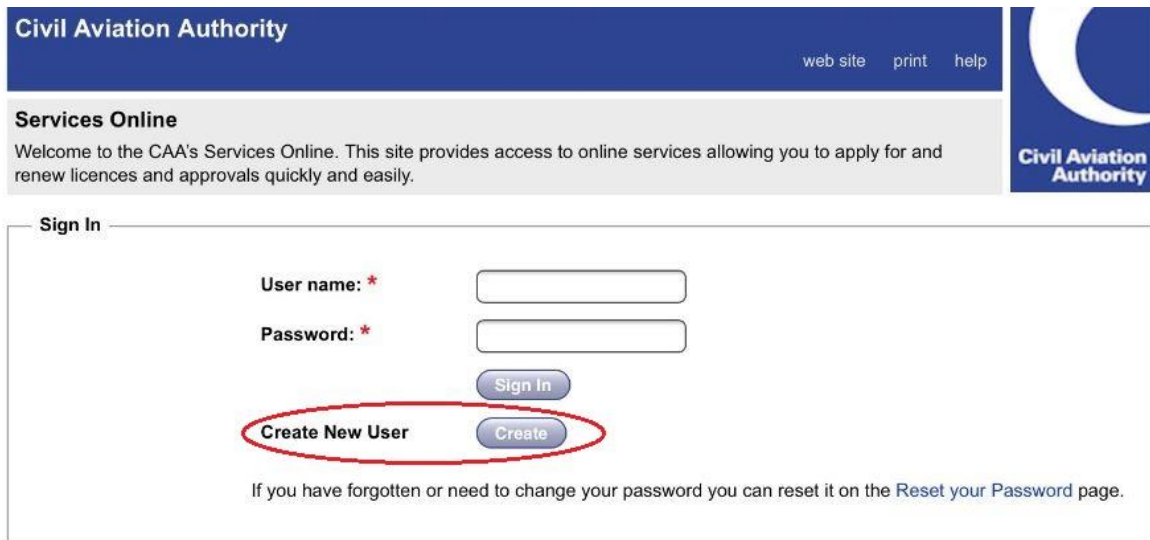


# ATOL Online

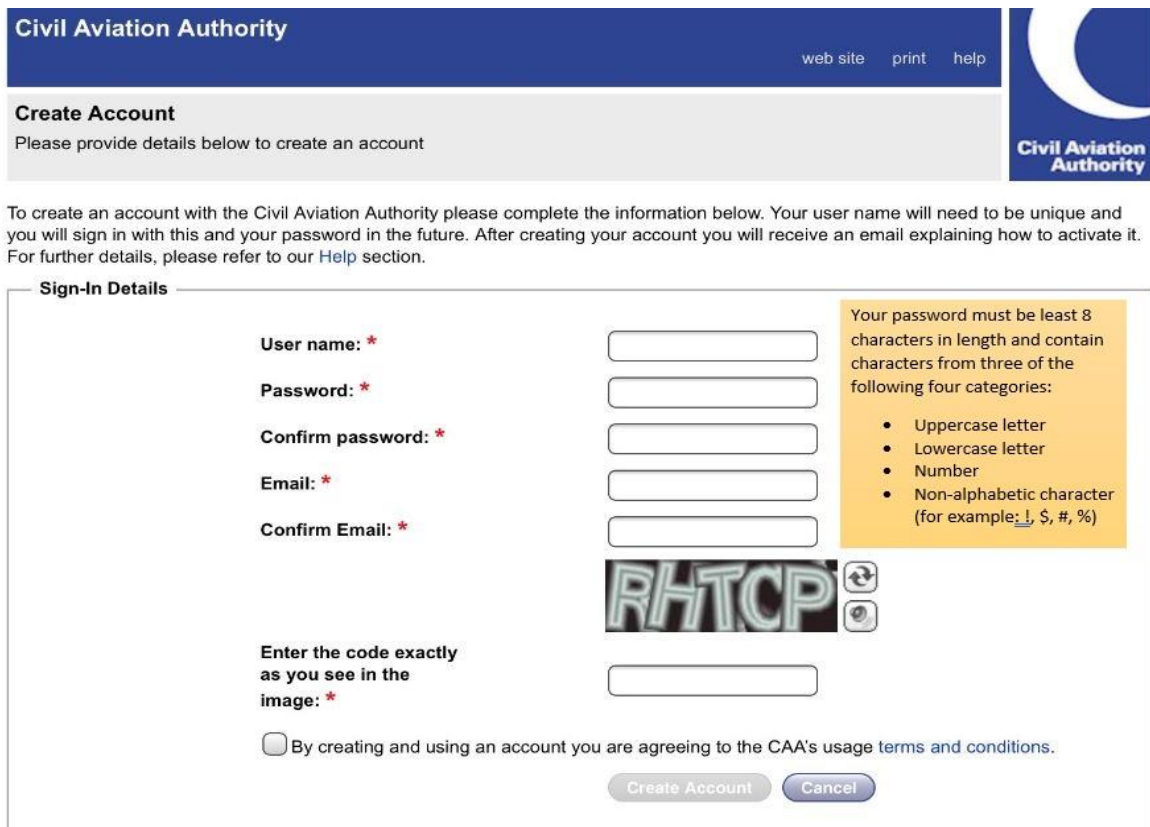
## How to create a CAA Portal account

- 1) Go to the CAA Portal log-in page, <https://portal.caa.co.uk>.
- 2) Select 'Create New User' (circled).



The screenshot shows the 'Sign In' section of the CAA Portal. At the top, there is a blue header with the 'Civil Aviation Authority' logo and navigation links for 'web site', 'print', and 'help'. Below the header, a grey bar contains the text 'Services Online' and a welcome message: '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.' The main content area is titled 'Sign In' and contains two input fields: 'User name: \*' and 'Password: \*'. Below these fields are two buttons: 'Sign In' and 'Create New User'. The 'Create New User' button is circled in red. At the bottom of the form, there is a link: 'If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.'

- 3) Complete the relevant details and select 'Create Account'.

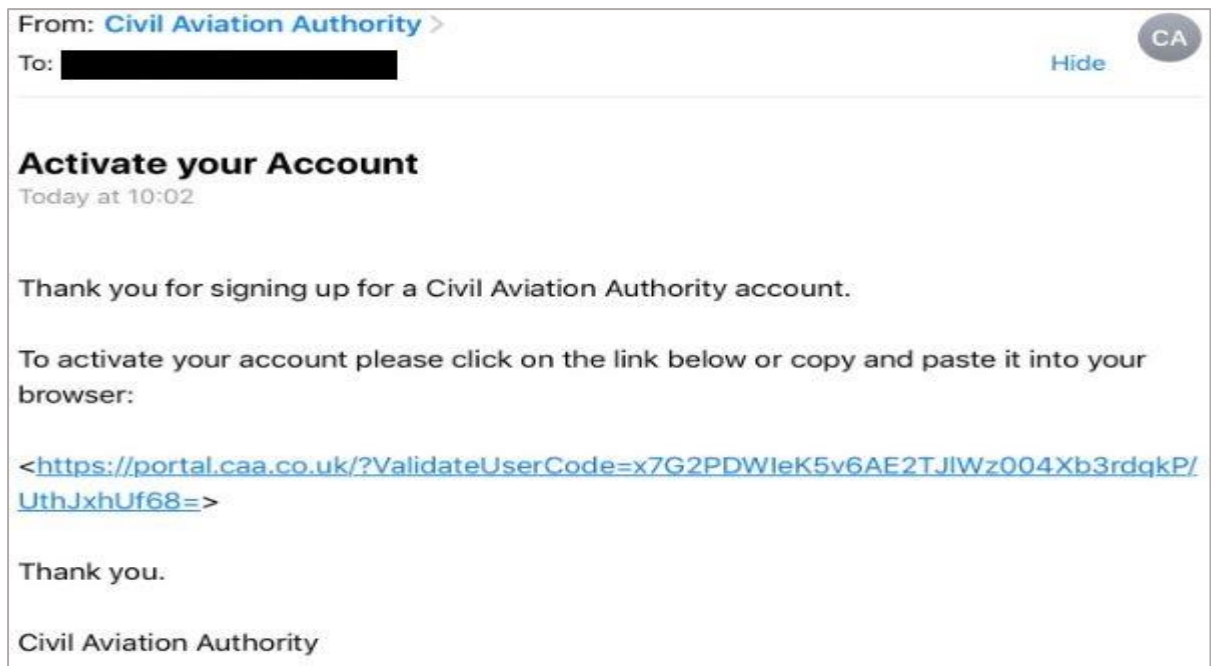


The screenshot shows the 'Create Account' section of the CAA Portal. At the top, there is a blue header with the 'Civil Aviation Authority' logo and navigation links for 'web site', 'print', and 'help'. Below the header, a grey bar contains the text 'Create Account' and the instruction: 'Please provide details below to create an account'. The main content area is titled 'Sign-In Details' and contains five input fields: 'User name: \*', 'Password: \*', 'Confirm password: \*', 'Email: \*', and 'Confirm Email: \*'. To the right of these fields is a yellow box with the following text: 'Your password must be least 8 characters in length and contain characters from three of the following four categories: 

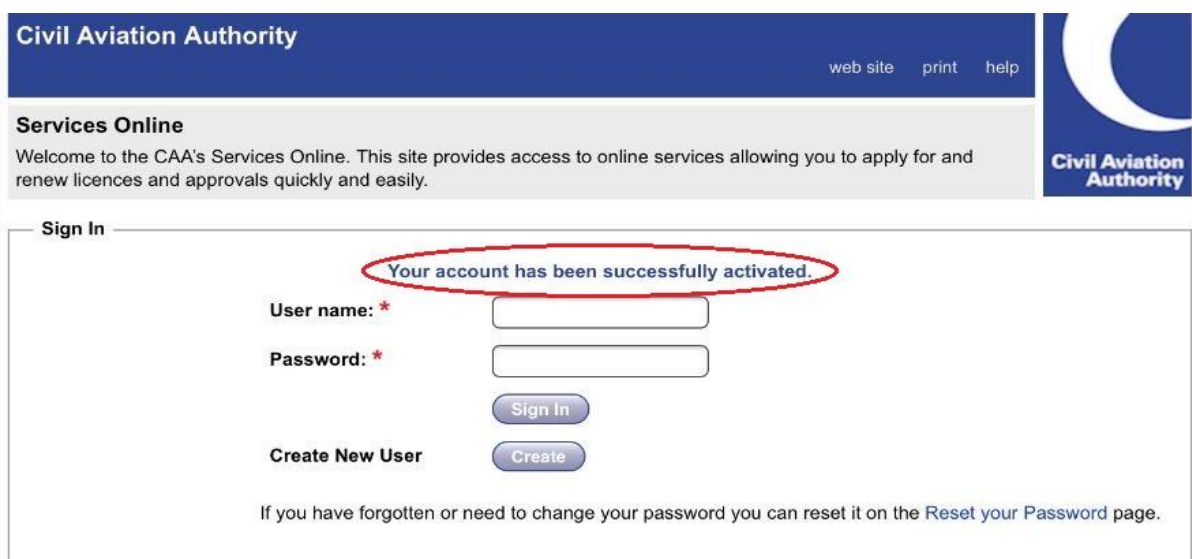
- Uppercase letter
- Lowercase letter
- Number
- Non-alphabetic character (for example: !, \$, #, %)

'. Below the input fields is a CAPTCHA image showing the letters 'RHTCP' and a refresh button. Below the CAPTCHA is an input field for the code. At the bottom of the form, there is a checkbox: ' By creating and using an account you are agreeing to the CAA's usage terms and conditions.' and two buttons: 'Create Account' and 'Cancel'.

- 4) Your account has been created. You will shortly receive an email containing a link to activate your account.



- 5) Selecting the link will redirect you to the CAA Portal log-in page and confirm that your account has been successfully activated (circled).



- 6) In order to gain access to the ATOL portal, which associates your account to the relevant ATOL Licence(s), you will need to email the following details to [ATOLOnline@caa.co.uk](mailto:ATOLOnline@caa.co.uk):

- User name
- Full name
- Date of birth

In some cases, individuals may also be subject to other criteria in order to gain access to the ATOL Portal. The criteria is dependent on their role and so will be communicated on a case-by-case basis.