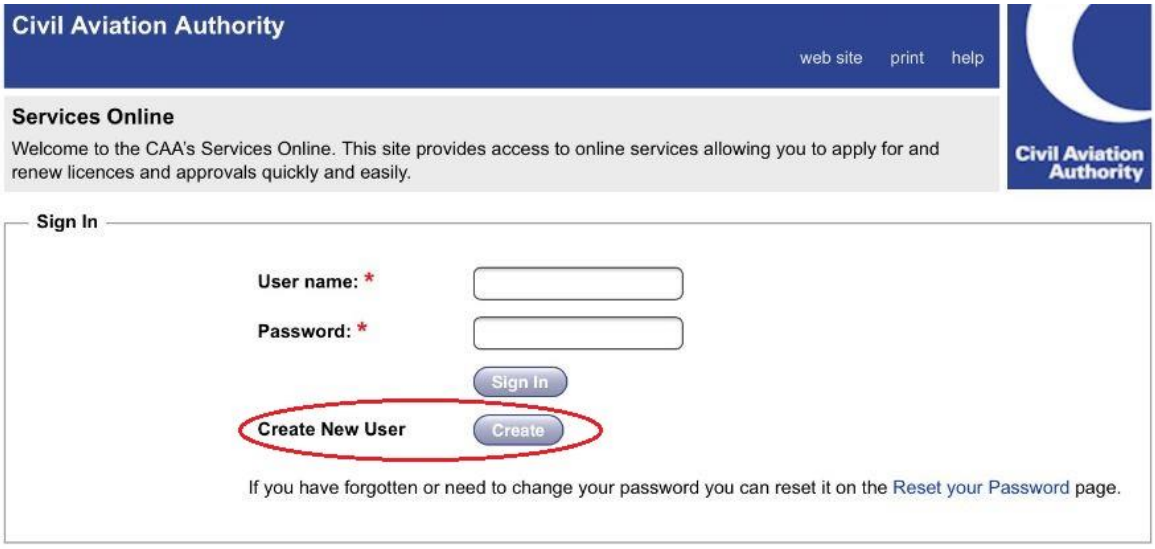
ATOL Online

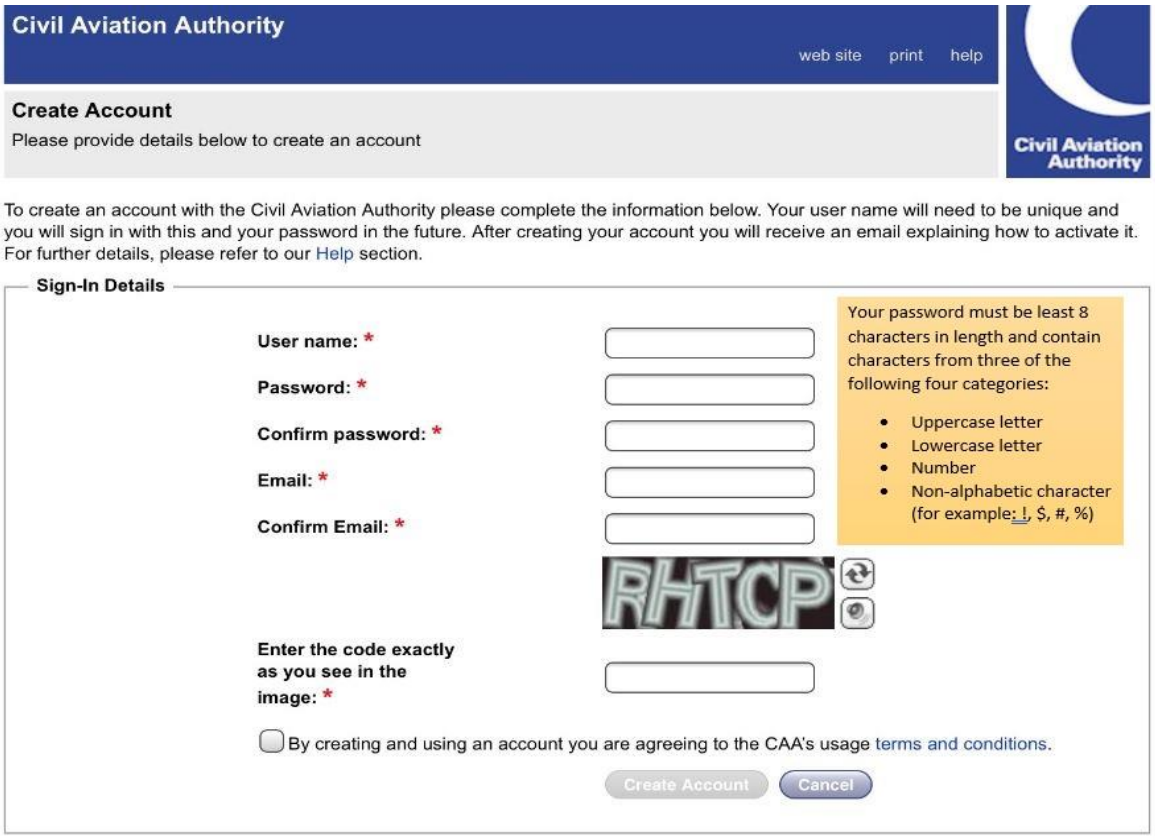
How to create a CAA Portal account

1) Go to the CAA Portal log-in page, https://portal.caa.co.uk.

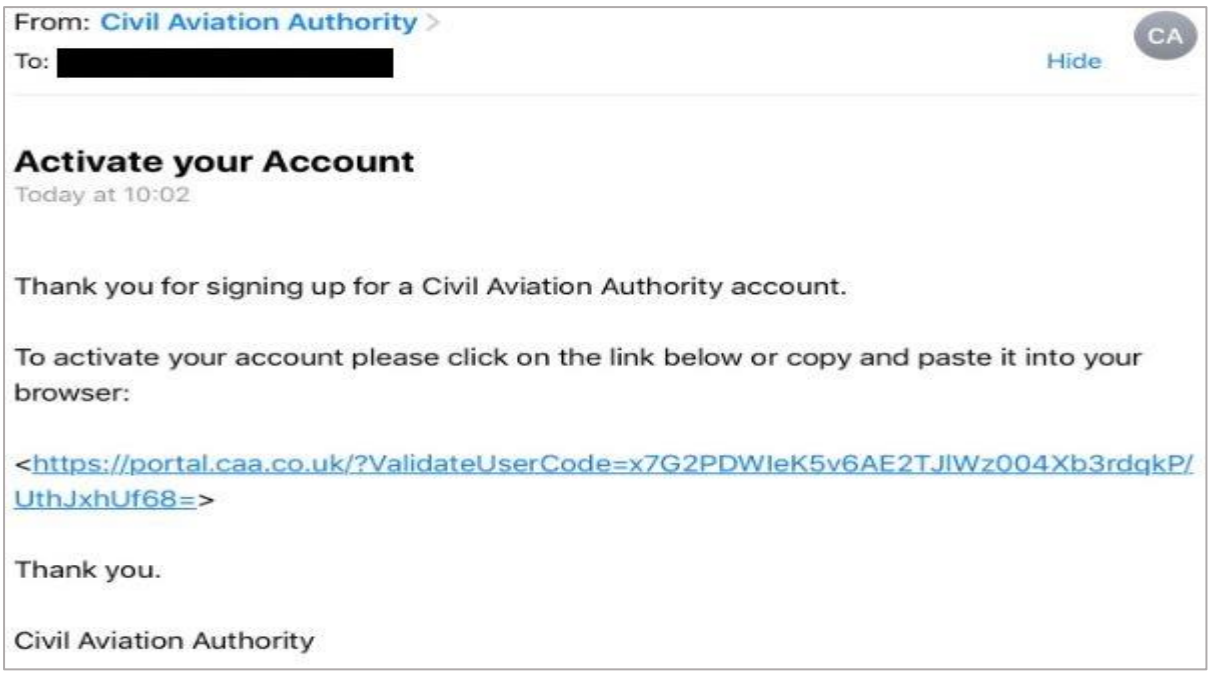
2) Select ‘Create New User’ (circled).



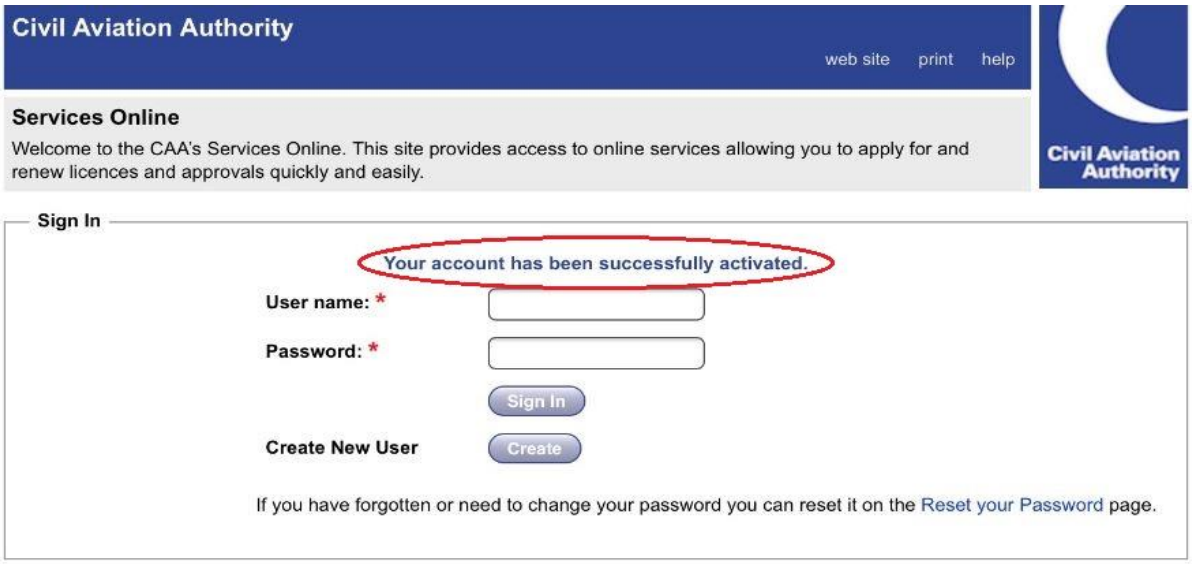
3) Complete the relevant details and select ‘Create Account’.



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:

- 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.