CAA Customer Portal Registration Guide

CAP 1902

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Enquiries regarding the content of this publication should be addressed to: 0330 022 1972

The latest version of this document is available in electronic format at: www.caa.co.uk/CAP1902

The CAA Portal can be used for…

- Applying for a new ATOL Licence
- Flight Crew e-Exams and e-Licensing
- Aircraft Maintenance e-Exams
- Private Pilot Theoretical Knowledge e-Exams

To register for the CAA Portal you will need…

The link to the CAA Portal https://portal.caa.co.uk/

To register, candidates need to provide one document from each of the following groups

A Formal Photographic Identification (One of the below)

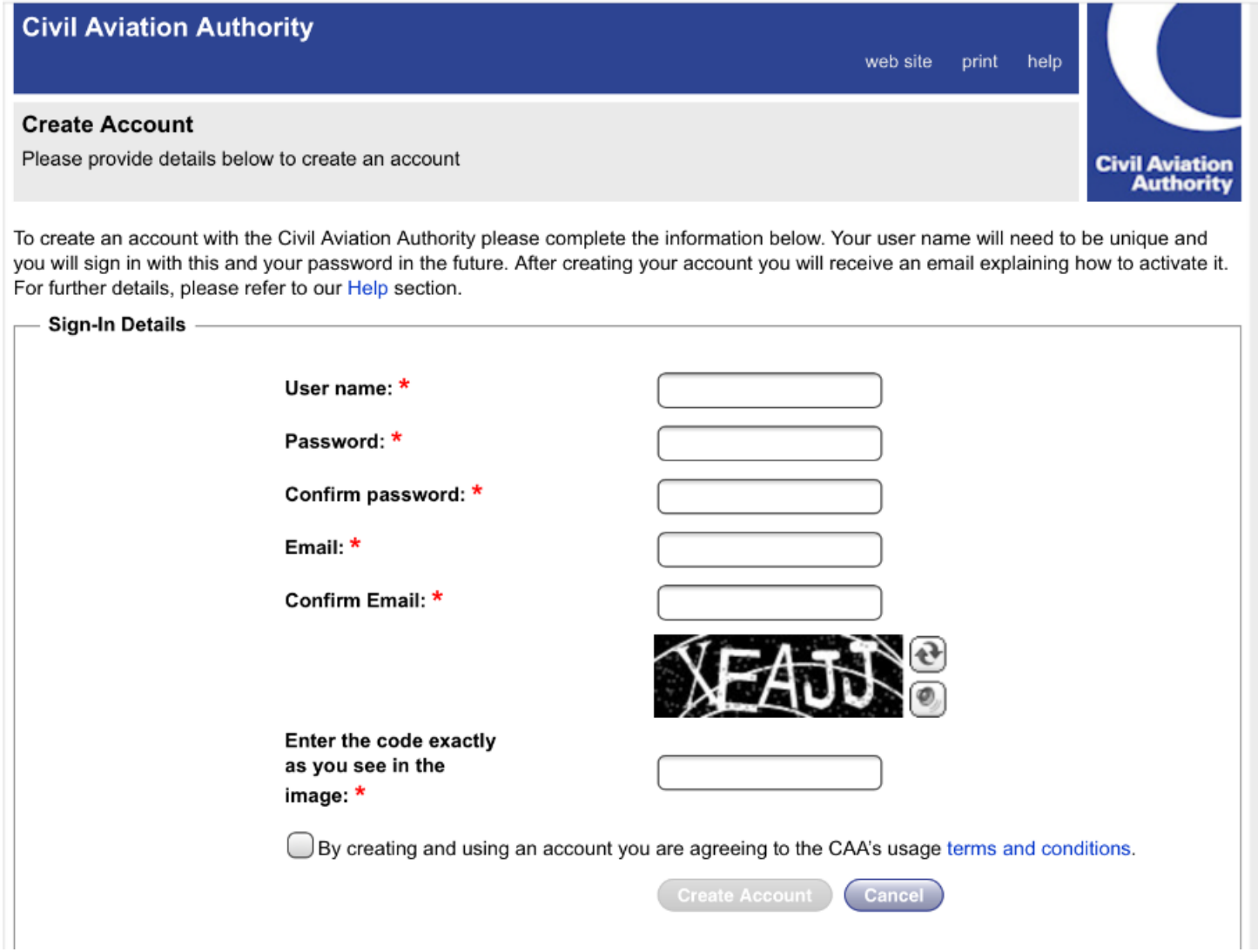
- Passport
- Driving Licence
- National Identity Card (Including Citizen Card or other Government recognised ID)
-

Proof of address OR existing CAA documentation (One of the below)

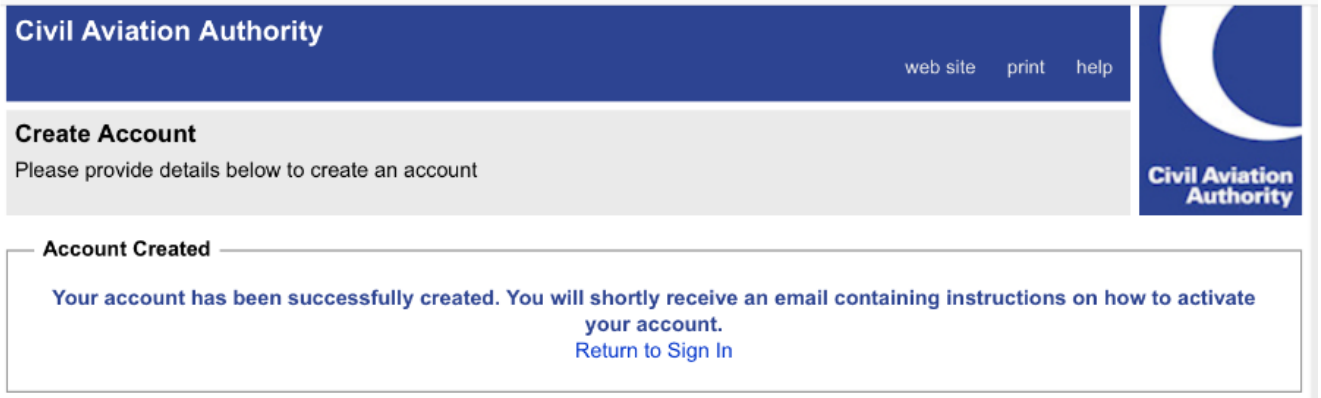
- Driving Licence
- Cheque Guarantee Card / Credit Card
- Identity Card
- Utility Bill
- Council Tax Bill
- Council Rent Book
- Mortgage Statement
- Existing CAA documentation (e.g. Medical Certificate)

Please note the same document cannot be used for both i.e. Driving Licence can only be used for photo identification or proof of address. An additional item of documentation would also be required.

Step 1: User applies for CAA Customer Portal Account



Step 2: User receives an email to activate account



Activate your Account

Today at 16:06

Thank you for signing up for a Civil Aviation Authority account.

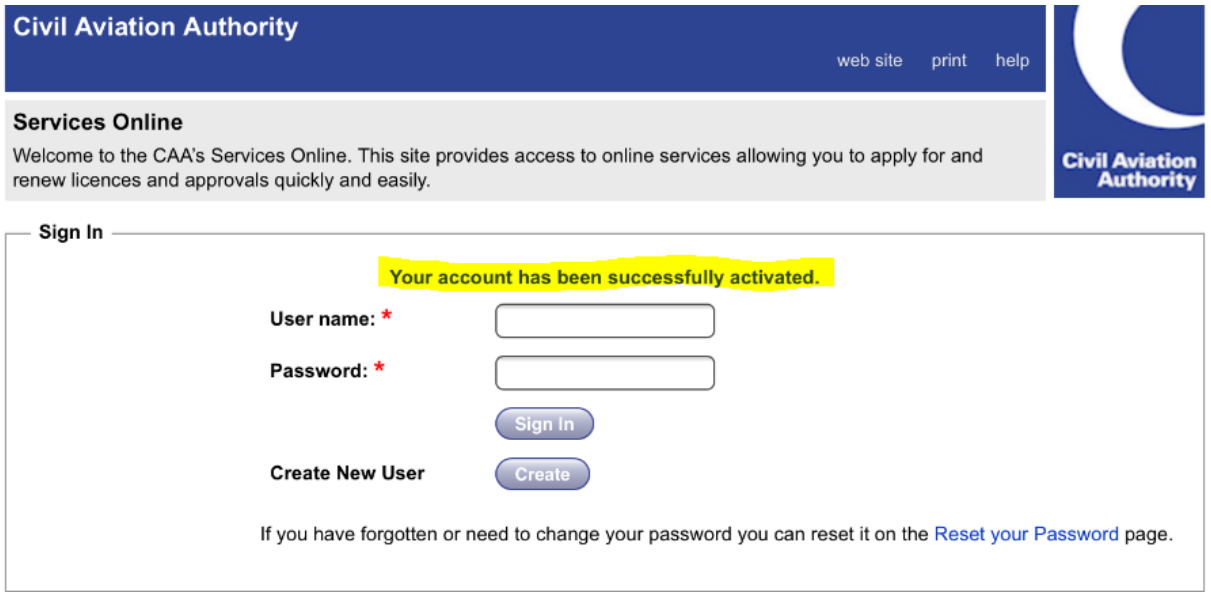
To activate your account please click on the link below or copy and paste it into your browser:

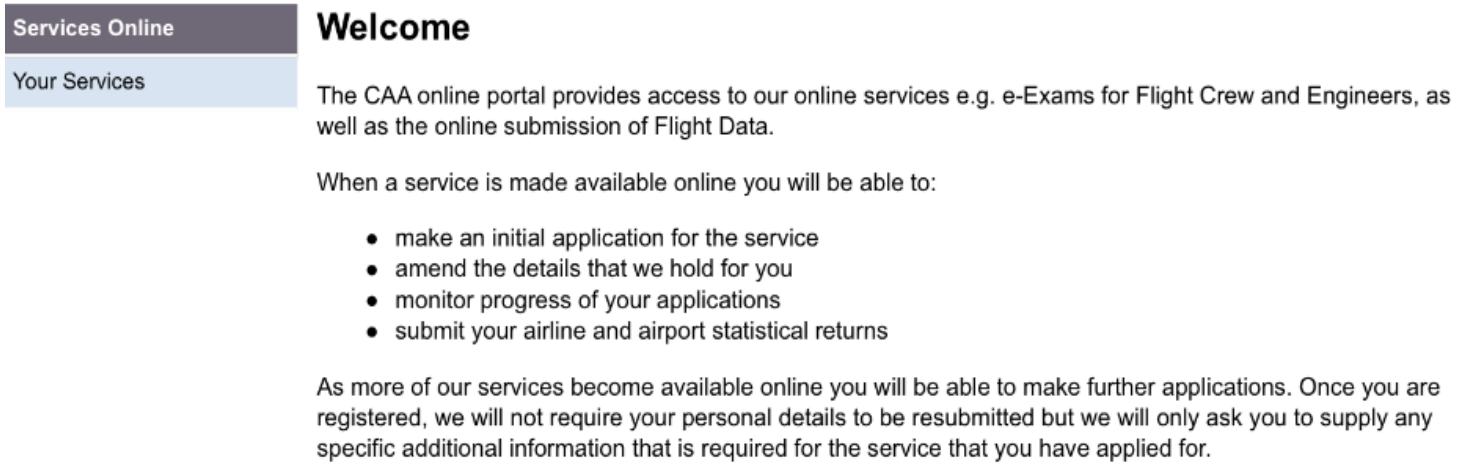
<https://portal.caa.co.uk/?ValidateUserCode=S+n94Bse69AFNTTTf1lGfiqWq2VWYfGQd8mu9gwVy14=>

Thank you.

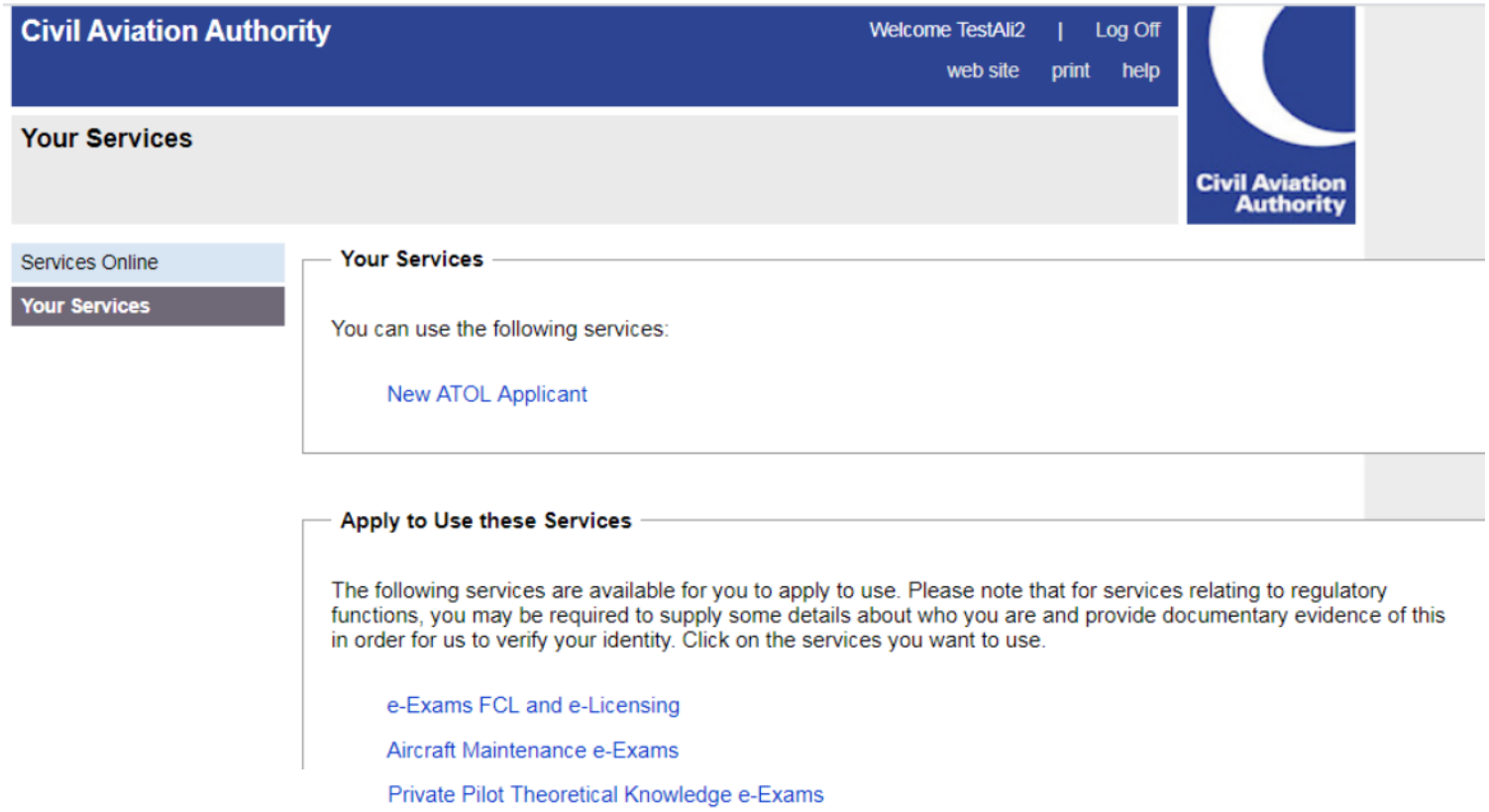
Civil Aviation Authority

Step 3: Log back into portal to access unverified account.

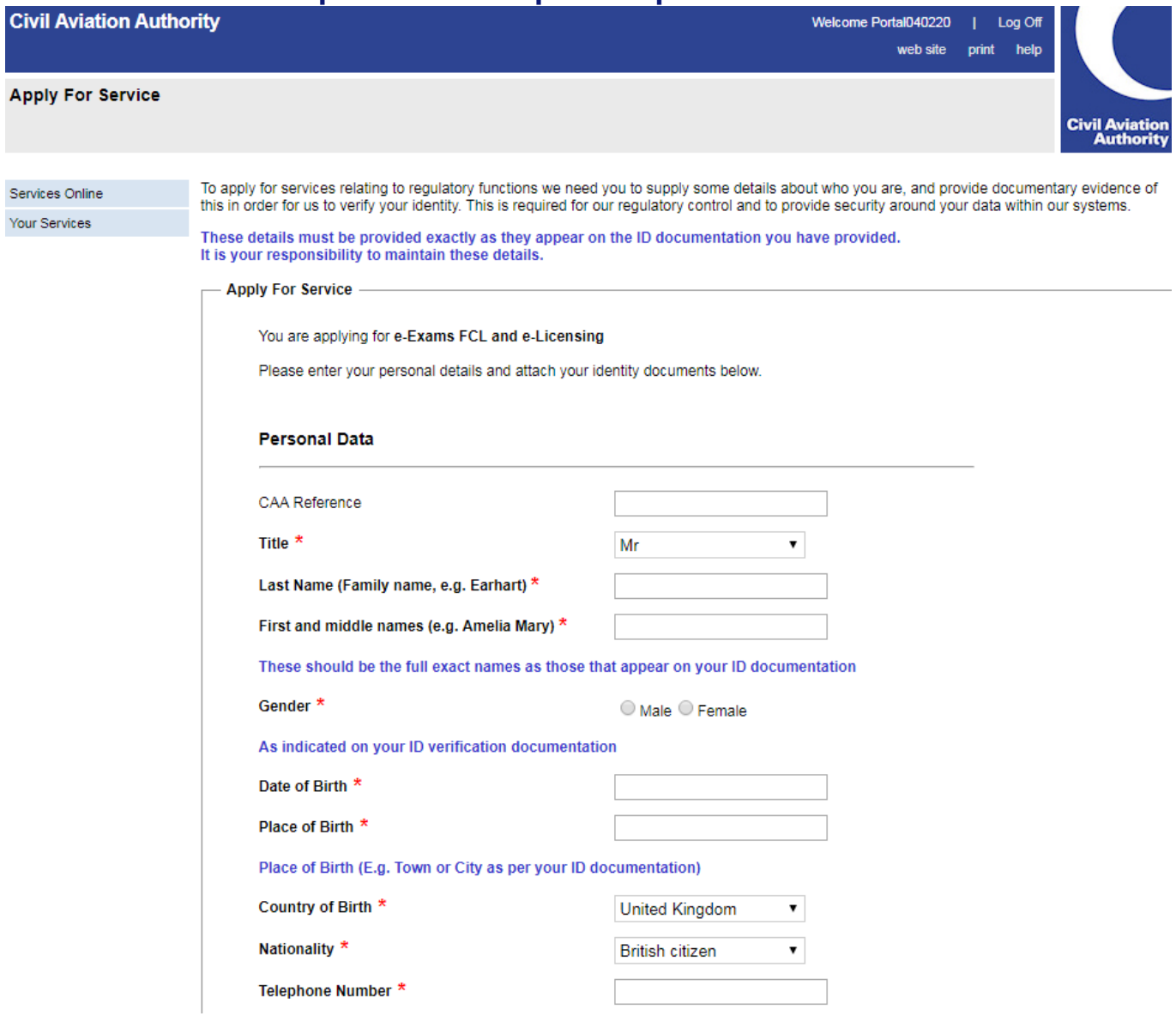




Step 4: Select the Service that you require.



Step 5a: Enter requested personal details.



Step 5b: Upload Identity Documentation

Identity Documentation

To help prove your identity we would like you to upload a high-quality scan or photo of two pieces of documentation.

The first piece needs to be an officially issued identity document such as a passport, driver's licence or national ID card. The image needs to clearly show the photo of yourself along with your name and the associated reference number (i.e. the passport number or driver's licence number). The image of the document will then be checked.

The second piece of documentation we need is proof of your residential address.

- If you are new to the CAA please provide a scan or photo of any of the types of document listed in section "Address Document" below.
- If you are already a customer and have received a document from us (e.g. pilot licence or medical appointment) please complete the "CAA Document" section instead by uploading one or more scans or photos of any CAA document.

Images of documents need to clearly show your name, address and the organisation the document was sent from. You need to only complete either the "Address Document" or "CAA Document" section, not both. Only approved CAA staff or agencies working on behalf of CAA will have access to these documents in order to verify your details.

Identity Document

Type: * Passport

Reference Number * 5454545

Country of Issue * United Kingdom

Choose file No file chosen

Address Document

Type: Driving Licence

Choose file No file chosen

CAA Document

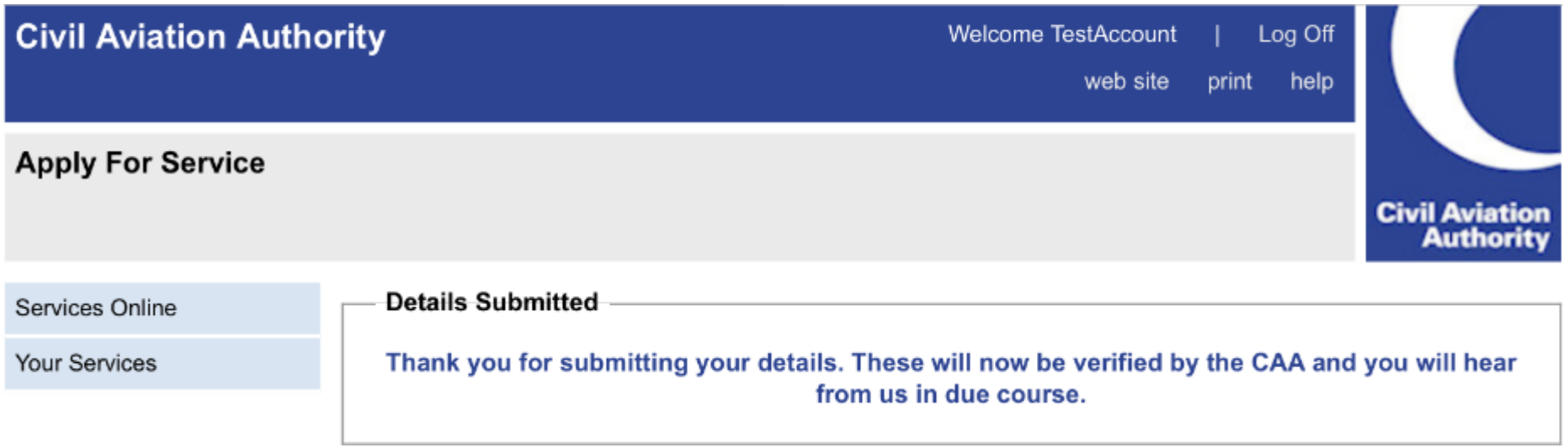
Type:

Choose file No file chosen

Add another CAA Document

Submit Details for Verification Cancel

Step 6a: System message Received



Step 6b: Receive e-mails to confirm that the service is granted.

Your personal details have been verified CRM:0092647
Today at 16:21

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

Access to your requested service has been granted CRM: 0001260
Today at 16:21

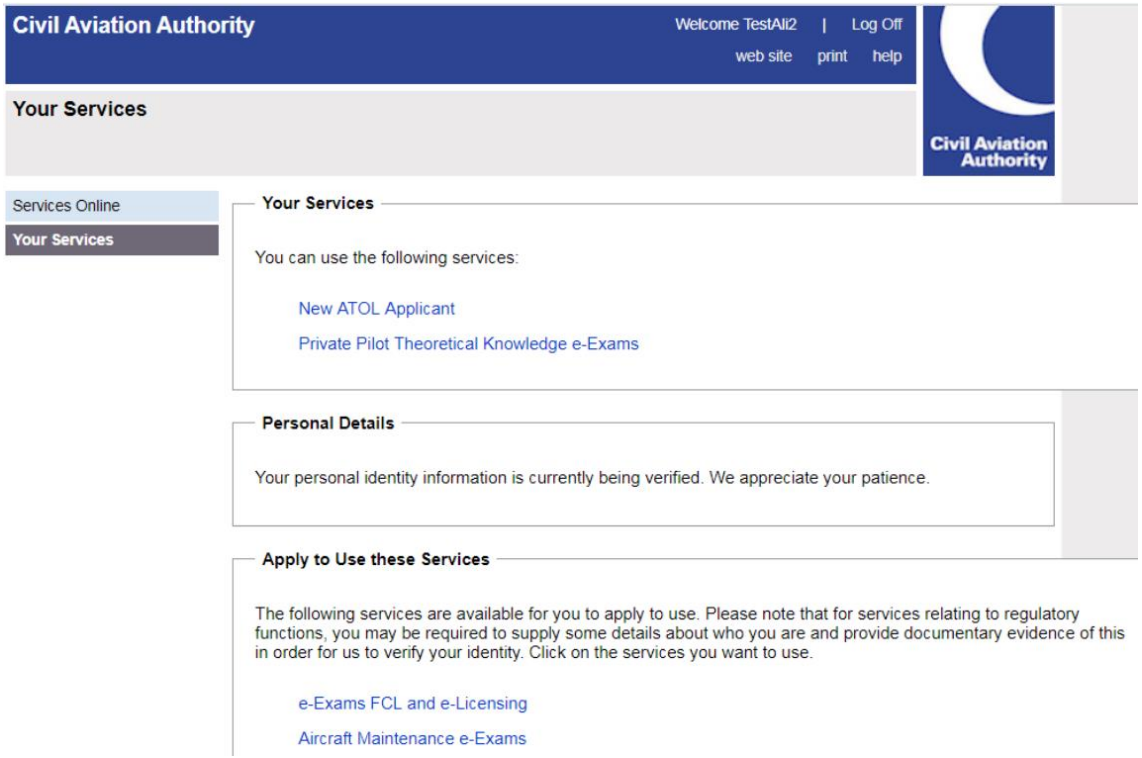
Dear Test Account ,
Your Service Access Request for the service id 'FCL Exams and E-Licensing' has been granted.

Thank you.

Civil Aviation Authority

Please note that it can take up to 2 days to receive these verification e-mails, particularly during periods of high volumes

Step 6c: Log into account – Requested service now available in “Your Services”



You have now registered for your chosen service on the CAA Portal!

If you encounter issues in completing any of these steps, please contact us by calling Portal Registration support on **0330 022 1972.**