

Civil Aviation Authority



ACOMS Portal Registration User Guide

V1.0

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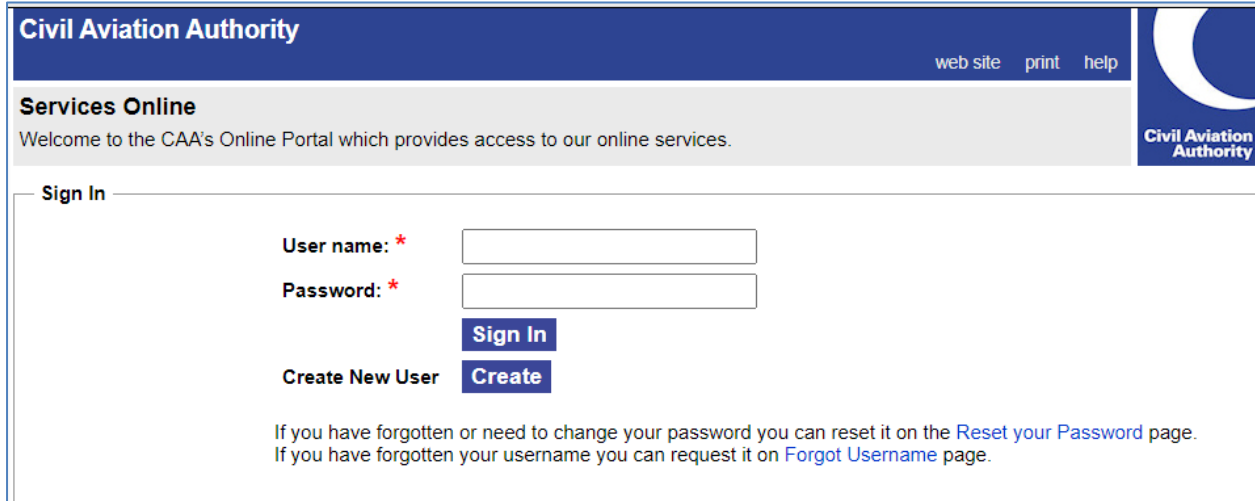
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1 External Stakeholders – Portal Registration process

Navigate to the link: <https://portal.caa.co.uk/>

1.1 Step 1: User applies for CAA Customer Portal Account

From the main sign in page select the “Create new user” option by clicking on the Create button.



Civil Aviation Authority web site print help

Services Online
Welcome to the CAA's Online Portal which provides access to our online services.

Sign In

User name: *

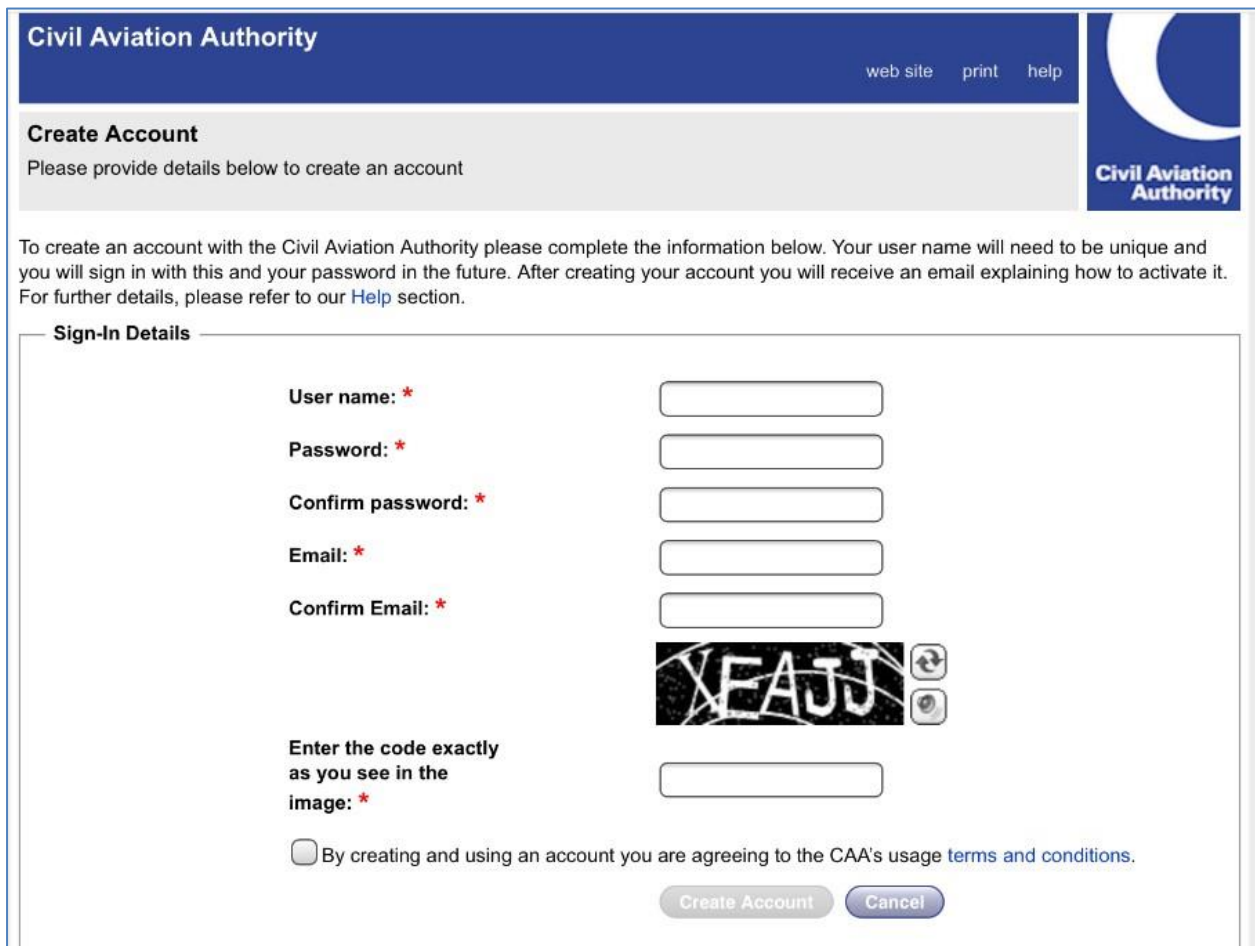
Password: *

Sign In

Create New User **Create**

If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.
If you have forgotten your username you can request it on [Forgot Username](#) page.

This will then prompt you to enter a new username and password and your active email account:



Civil Aviation Authority web site print help

Create Account
Please provide details below to create an account

To create an account with the Civil Aviation Authority please complete the information below. Your user name will need to be unique and you will sign in with this and your password in the future. After creating your account you will receive an email explaining how to activate it. For further details, please refer to our [Help](#) section.

Sign-In Details


User name: *

Password: *

Confirm password: *

Email: *

Confirm Email: *



Enter the code exactly as you see in the image: *

By creating and using an account you are agreeing to the CAA's usage [terms and conditions](#).

Create Account **Cancel**

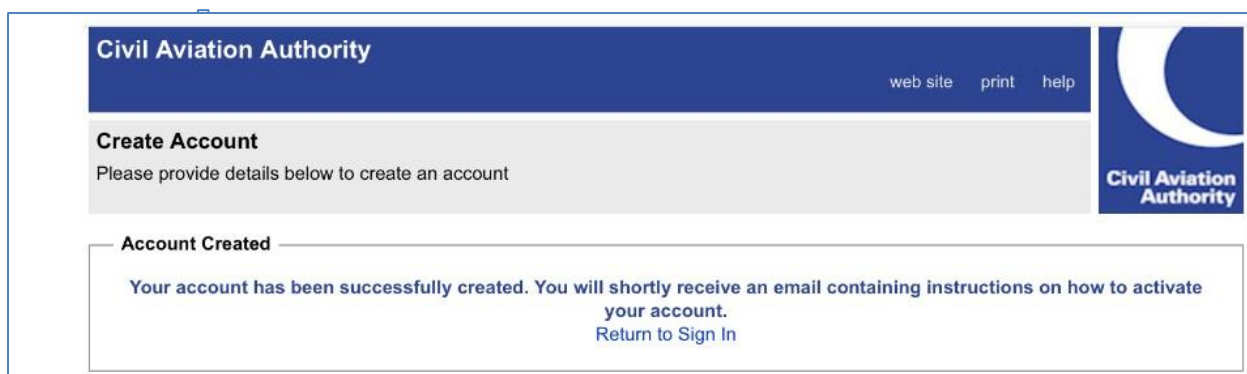
Your username needs to be unique, and your chosen password will need to comply with the following rules:

Password format:

- **Your password must be least 8 characters in length. It must contain characters from three of the following four categories:**
- **English uppercase characters (A through Z)**
- **English lowercase characters (a through z)**
- **Base 10 digits (0 through 9)**
- **Non-alphabetic characters (for example, !, \$, #, %)**
- **Note: When passwords are created or changed the new password must meet the same rules.**

Note that you will also be asked to accept the CAA's terms and conditions for usage before being able to create your account by clicking the "Create Account" button.

You will then be presented with this screen:



You will then receive an email sent to your nominated email account that you specified to request you to activate your new account. This will pretty much be straight away but could take up to 2 or 3 minutes.

If you can't see the email, it might have been stored in your Junk or Spam folder, so do check those if you don't see it in your main email mailbox

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+n94Bse69AFNTTf1IGfiqWq2VWYfGQd8mu9gwVy14=>](https://portal.caa.co.uk/?ValidateUserCode=S+n94Bse69AFNTTf1IGfiqWq2VWYfGQd8mu9gwVy14=>)

Thank you.

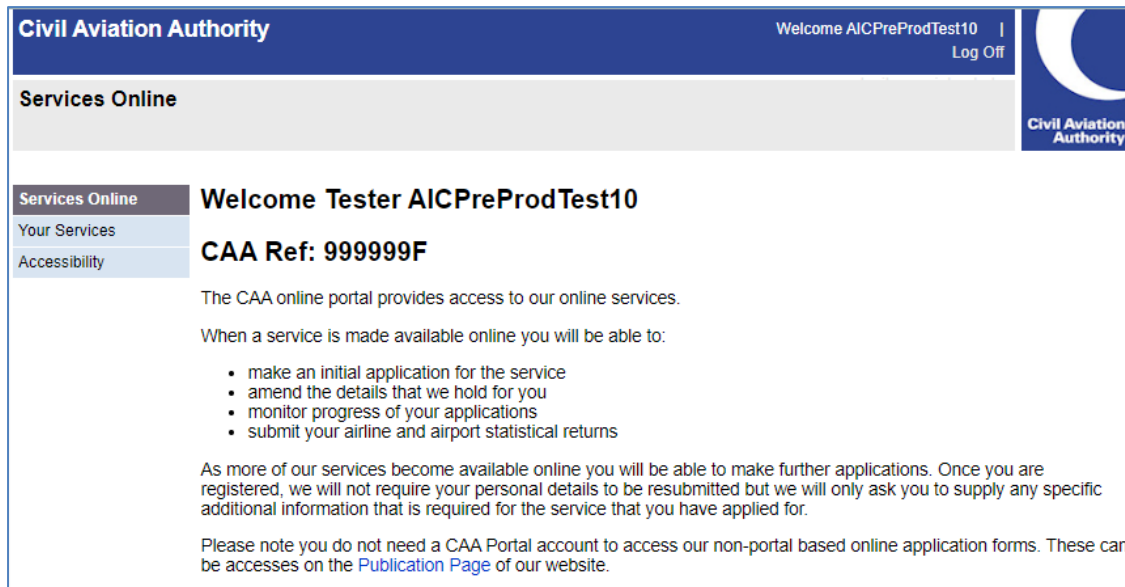
Civil Aviation Authority

1.2 Step 2: Activating your account

By clicking the link on the email received, or by copying and pasting the link to your browser, you can access the portal again and activate your account. You will see the message below that your account has been activated and you can now log into the Portal using your new username and password.

The screenshot shows the Civil Aviation Authority Services Online portal. At the top, there is a blue header with the text "Civil Aviation Authority" and links for "web site", "print", and "help". Below the header, there is a section titled "Services Online" with 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." On the right side, there is a logo for the Civil Aviation Authority. The main content area is titled "Sign In" and features a yellow highlighted message: "Your account has been successfully activated." Below this message, there are two input fields: "User name: *" and "Password: *". There are two buttons: "Sign In" and "Create New User" with a "Create" button next to it. At the bottom, there is a link: "If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page."

This will then open up the main portal menu as per the image below:



Civil Aviation Authority Welcome AICPreProdTest10 | Log Off

Services Online

Services Online | **Welcome Tester AICPreProdTest10**

Your Services | **CAA Ref: 999999F**

Accessibility

The CAA online portal provides access to our online services.

When a service is made available online you will be able to:

- make an initial application for the service
- amend the details that we hold for you
- monitor progress of your applications
- submit your airline and airport statistical returns

As more of our services become available online you will be able to make further applications. Once you are registered, we will not require your personal details to be resubmitted but we will only ask you to supply any specific additional information that is required for the service that you have applied for.

Please note you do not need a CAA Portal account to access our non-portal based online application forms. These can be accessed on the [Publication Page](#) of our website.

1.3 Step 3: Applying for the ACOMS service

Click on the “Your services” option on the left-hand side and you will see that the main page is showing services that are already available to you in the top part of the screen (Your services) and in the bottom part those that you can apply for.

Civil Aviation Authority Welcome AICPreProdTest10 | Log Off

Your Services

Services Online
Your Services
Accessibility

Your Services

You can use the following services:

- [Apply for ATOL as a new applicant](#)
- [Licencing Forms](#)
- [Request for Aviation Instructor Certification](#)

Apply to Use these Services

The following services are available for you to apply to use. Please note that for services relating to regulatory functions, you may be required to supply some details about who you are and provide documentary evidence of this in order for us to verify your identity. Click on the services you want to use.

- [Flight Crew e-Exams and e-Licensing \(Commercial Pilots only\)](#)
- [Aircraft Maintenance e-Exams](#)
- [Medical](#)
- [Medical – as a Medical Professional](#)
- [Private Pilot Theoretical Knowledge e-Exams](#)
- [EC Rebate](#)
- [Space Regulation](#)
- [Aircraft Maintenance Part 66L e-Exams](#)
- [Part-BFCL BPL Theoretical Knowledge e-Exams](#)
- [Third Country Operator application](#)
- [ACOMS Service](#)

In the lower part of the screen, find and select on the “ACOMS service” link. (click the blue writing).

This will then prompt you to agree to the service

portal-pre.caa.co.uk says

Confirm to apply for this service

OK Cancel

ervices

The screenshot shows the Civil Aviation Authority portal interface. At the top, there is a blue header with the text "Civil Aviation Authority" on the left, "Welcome AICPreProdTest10 | Log Off" on the right, and the Civil Aviation Authority logo on the far right. Below the header is a navigation menu with three items: "Services Online", "Your Services", and "Accessibility". The main content area is titled "ACOMS Service" and contains the following text: "This form allows you to apply for an ACOMS service. by continuing you agree to the term of this service." Below this text are two buttons: "Agree" and "Cancel".

Once you click on "Agree" then you will receive the message below on screen.

The screenshot shows the Civil Aviation Authority portal interface after the user has agreed to the terms. The header and navigation menu are the same as in the previous screenshot. The main content area is titled "Details Submitted" and contains the following text: "Thank you for requesting access to this service. You will hear from us in due course."

At this point you can logoff from the customer portal using the log off button in the top right menu.

1.4 Step 4: Notification that you have the ACOMS service

You will receive an email to your nominated email account in a few minutes to inform you that the service has been granted.

The email is as shown in the figure below:

The screenshot shows an email notification from the Civil Aviation Authority. The text of the email is as follows: "Your Service Access Request for the service 'ACOMS' has been granted. To access the service, please log in to your portal account and click on the service name under 'Your Services'. Thank you. Civil Aviation Authority Please note the email address portal.support@caa.co.uk is an unmonitored email account and should not be used for correspondence."

At this point you will be able to log back into the customer portal and select the ACOMS service.

2 External Stakeholders - Accessing the service

Once registered for the ACOMS service, there are two ways that you can access the service on a day-to-day basis.

1. Access the Customer portal at <https://portal.caa.co.uk>, login and then select “Your services”. You can then click on the ACOMS service, and this will take you to the front page of the ACOMS service.
2. Go directly to <https://acoms.caa.co.uk>. This will prompt you for username password when you attempt to start an application, but you will not need to navigate through the menus on the customer portal. You may wish to bookmark this page so that you can revisit it easily.

Let’s follow the steps involved for each in turn

2.1 Access from the Customer portal

Navigate in your browser to the <https://portal.caa.co.uk>, or from the CAA web site, <https://www.caa.co.uk> click on the Log in button in the top right corner.



You are presented with the Customer portal for CAA and invited to sign in with your registered username and password that you created when you registered.

Civil Aviation Authority web site print help

Services Online
Welcome to the CAA's Online Portal which provides access to our online services.

Sign In

User name: *

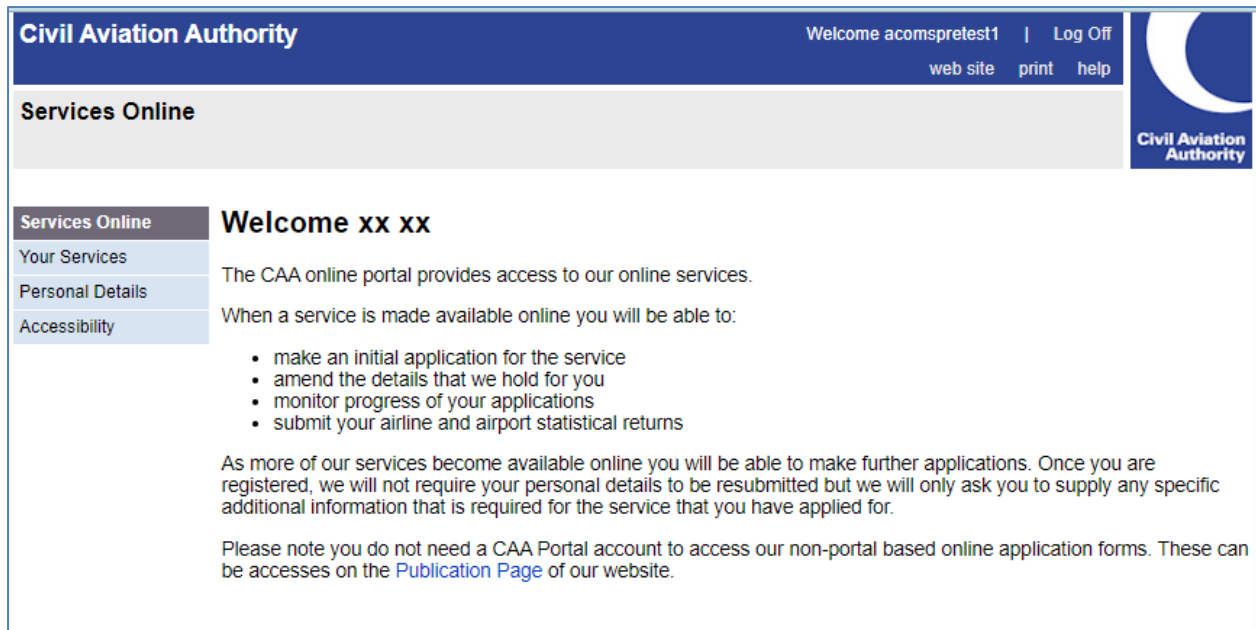
Password: *

Sign In

Create New User **Create**

If you have forgotten or need to change your password you can reset it on the [Reset your Password](#) page.
If you have forgotten your username you can request it on [Forgot Username](#) page.

On entry of your username and password the screen will look like this:



Civil Aviation Authority Welcome acomspretest1 | Log Off
web site print help

Services Online

Services Online

Welcome xx xx

The CAA online portal provides access to our online services.

When a service is made available online you will be able to:

- make an initial application for the service
- amend the details that we hold for you
- monitor progress of your applications
- submit your airline and airport statistical returns

As more of our services become available online you will be able to make further applications. Once you are registered, we will not require your personal details to be resubmitted but we will only ask you to supply any specific additional information that is required for the service that you have applied for.

Please note you do not need a CAA Portal account to access our non-portal based online application forms. These can be accessed on the [Publication Page](#) of our website.

We then need to select the “your services” button on the left-hand menu. This will present a screen similar to the one below but note the list of services available to you may be different.

The key element is the entry for ACOMS service in the top part of the screen, as these are the services you have registered for.

The screenshot shows the Civil Aviation Authority website interface. At the top, there is a blue header with the text "Civil Aviation Authority" on the left, "Welcome acomspretest1 | Log Off" in the center, and "web site print help" on the right. A logo for the Civil Aviation Authority is in the top right corner. Below the header is a grey bar with the text "Your Services". On the left side, there is a vertical menu with four items: "Services Online", "Your Services" (highlighted in dark blue), "Personal Details", and "Accessibility". The main content area is divided into two sections. The first section is titled "Your Services" and contains the text "You can use the following services:" followed by four blue links: "Apply for ATOL as a new applicant", "Licencing Forms", "Request for Aviation Instructor Certification", and "ACOMS Service". The second section is titled "Apply to Use these Services" and contains the text "The following services are available for you to apply to use. Please note that for services relating to regulatory functions, you may be required to supply some details about who you are and provide documentary evidence of this in order for us to verify your identity. Click on the services you want to use." followed by ten blue links: "Flight Crew e-Exams and e-Licensing (Commercial Pilots only)", "Aircraft Maintenance e-Exams", "Medical", "Medical – as a Medical Professional", "Private Pilot Theoretical Knowledge e-Exams", "EC Rebate", "Space Regulation", "Aircraft Maintenance Part 66L e-Exams", "Part-BFCL BPL Theoretical Knowledge e-Exams", and "Third Country Operator application".

Click on the text “ACOMS service” and it will redirect you to the first page of the ACOMS system and you will see the page below:

Airspace Co-ordination and Obstacle Management (ACOMS)

BETA This is a new service – your feedback will help us to improve it.

Signed in as *acomspretest1* – [Sign out](#)

Submit an ACOMS notification

Airspace Co-ordination and Obstacle Management (ACOMS)

Use this service to see if you need to apply for a NOTAM.

This online form will take around 20 minutes.

Before you start

This is what you'll need:

- your personal details
- the details of your organisation, if notifying on behalf
- details of the activity (height, date/time of activity)
- the location of the activity - which can be provided using postcode, what3words or latitude and longitude.

Start now >

[Contact](#) [Privacy & cookies](#) [Accessibility statement](#)

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After reading the information, click on the “Start Now” button to start the application.

2.2 Access from the direct ACOMS portal link

For those users that are regularly and solely using the CAA ACOMS portal, then to make access as easy as possible, we have configured the system so that once registered you can access the ACOMS portal directly without having to navigate through the overall customer portal screens.

To do this, visit the <https://acom.s.caa.co.uk> website, and bookmark it for future use into your favourites.

When presented with the ACOMS initial screen shown below, you will be asked to sign into your portal account when you begin an application.

Airspace Co-ordination and Obstacle Management (ACOMS)

BETA This is a new service – your feedback will help us to improve it.

Signed in as *acomspretest1* – [Sign out](#)

Submit an ACOMS notification

Airspace Co-ordination and Obstacle Management (ACOMS)

Use this service to see if you need to apply for a NOTAM.

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- the location of the activity - which can be provided using postcode, what3words or latitude and longitude.

[Start now >](#)

[Contact](#) [Privacy & cookies](#) [Accessibility statement](#)

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You will be presented with the screen below and you should enter your portal username and password. Once verified you will be returned to the ACOMS portal to continue with your application.