

## Existing Users

- Log onto your portal account <https://portal.caa.co.uk>
- Follow step 4 & 5 below

## New Users

1. Access the online portal <https://portal.caa.co.uk/>
2. Create your portal account by creating a unique username and password and make a note of your username
3. Follow the instructions to 'Activate your Account'
4. Once activated, you will need to log back into your portal account and apply for access to the medical system. To do this click on 'Your Services' on the left. Under "Apply to Use these Services", click on the 'Medical' link. Please do not apply for the 'Medical as a medical professional' service as this is for AMEs only.
5. This will prompt you to verify your identity, by entering your personal details including your CAA reference number and uploading copies of two pieces of documentation; an identity document, such as a passport, and a proof of residential address, such as a utility bill. This extra verification is required due to the information held being critical medical details.
6. See the [CAA website](#) for accepted documentation.
7. Once submitted you will get a confirmation saying 'Thank you for submitting your details. These will now be verified by the CAA and can take up to 5 working days. Once processed you will receive an email confirmation'.

8. Once you receive your email confirmation, log back in to the CAA Portal <https://portal.caa.co.uk/>. Click on 'Your Services' on the left, then 'Medical'.

**Your Services**

You can use the following services:

- [Flight Crew e-Exams and e-Licensing](#)
- [Apply for a new ATOL Licence](#)
- [Medical](#)
- [Medical – Raise issue with medical system or process](#)

**Apply to Use these Services**

The following services are available for you to apply to use. Please note that for services related to supply some details about who you are and provide documentary evidence of this in order you want to use.

- [Aircraft Maintenance e-Exams](#)
- [Medical – as a Medical Professional](#)
- [Private Pilot Theoretical Knowledge e-Exams](#)
- [EC Rebate](#)
- [Space Regulation](#)

9. You will then be prompted to enter your registered mobile phone number and will receive a ONE TIME PASSCODE on your phone and verify it.
10. Once verified you will then be able to Apply for your relevant Class 1 /3 or Class 2 medical.

**Please select requirement.**

<a href="#">Apply for UK Class 1/3 Med Cert</a>	<a href="#">Answer</a>
<a href="#">Apply for UK Class 2 Med Cert</a>	<a href="#">Answer</a>
<a href="#">Apply for a LAPL Med Cert</a>	<a href="#">Answer</a>
<a href="#">Apply for UK Class 1 (Flt Eng / Nav)</a>	<a href="#">Answer</a>
<a href="#">Pilot Medical Declaration</a>	<a href="#">Answer</a>

[Access My Cellma Record](#)  
[Book Appt. with CAA Specialist](#)  
[Logout](#)

11. Once selected which medical you are applying for, you will need to Pay the CAA fee.

### Assessment Payment

Please proceed to make payment for your assessment\*

Payment Date : 24/08/2021  
Invoice Number : I24829  
Amount To Pay : £14.00

Pay Now



Continue and Pay Later



12. Once the fee is paid, you will need to complete the Assessments section.

Apply for UK Class 1/3 Med Cert 0% [Continue Later](#)

**Application**

(1) State of licence issue: ?

12) Application: ?

Initial      Revalidation/Renewal

(13) Reference Number: ?

(14) Type of licence applied for ?

Airline Transport Pilot Licence      Multi-pilot Licence      Commercial Pilot Licence/Instrument      Commercial Pilot Licence      Air Traffic Controller Licence      Private Pilot Licence/Instrument Ra

Private Pilot Licence      Sailplane Pilot Licence      Balloon Pilot Licence      LAPL

17) Last application for medical certificate ?

Enter date

(18) Licence number: ?

## **Additional Support and Guidance**

Here you will find the [Portal Account Creation Guide](#). This guide will help you through the process of creating your account.

If you have any questions please refer to the [CAA Website](#) in the first instance or please call the CAA on 0330 022 1909 (option 1).