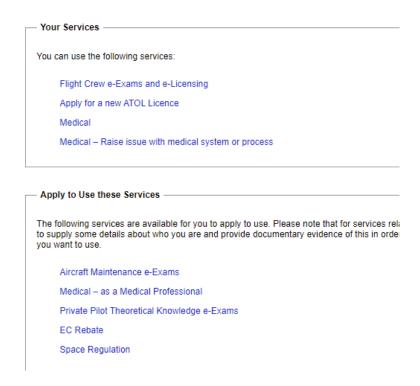
## **Existing Users**

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

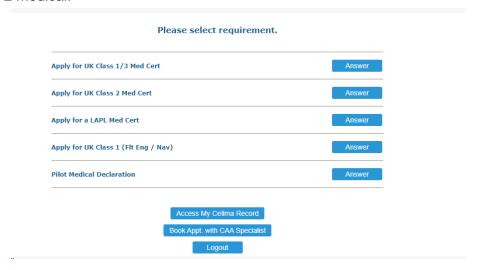
## **New Users**

- 1. Access the online portal <a href="https://portal.caa.co.uk/">https://portal.caa.co.uk/</a>
- 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 <a href="https://portal.caa.co.uk/">https://portal.caa.co.uk/</a>. Click on 'Your Services' on the left, then 'Medical'.



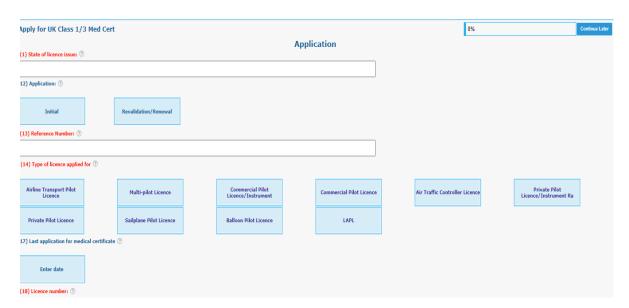
- 9. You will then be prompted to enter your registered mobile phone number and will receive a ONE TIME PASSCODE on your phone and verify it.
- 10. Once verified you will then be able to Apply for your relevant Class 1 /3 or Class 2 medical.



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

| Payment                   |
|---------------------------|
| nent for your assessment* |
| : 24/08/2021              |
| : 124829                  |
| :£14.00                   |
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12. Once the fee is paid, you will need to complete the Assessments section.



## **Additional Support and Guidance**

Here you will find the <u>Portal Account Creation Guide</u>. This guide will help you through the process of creating your account.

If you have any questions please refer to the <u>CAA Website</u> in the first instance or please call the CAA on 0330 022 1909 (option 1).