

Aircraft Maintenance Engineering Licence

Portal User Guide V0.5

Table of Contents

1	Do	cument Information	6
	1.1	Document purpose and scope	6
2	Cu	stomer Portal Registration	7
	2.1	User applies for CAA Customer Portal Account	7
	2.2	Activating your account	9
	2.3	Applying for the AMEL service	10
	2.4	Notification that you have the AML service	11
	2.5	Common questions	11
3	Lo	g into the portal and select the service	13
	3.1	Log into the portal	13
	3.2	Access the AMEL service	14
	3.3	Common questions	15
4	Co	mpleting the AMEL form	16
	4.1	Initial page	16
	4.2	Selecting an application	17
	4.3	Notes page	19
	4.4	Applicant details page	20
	4.5	Employment page	23
	4.6	Categories and Rating	24
	4.6	.1 Examination and training credits	26
	4.7	Experience page	28
	4.8	Attachment page	29
	4.9	Declaration page	31
	4.10	Summary page	33
	4.11	Billing page	34
	4.12	Payment pages	35

4.13	Payment submission confirmation page	37
4.14	Payment confirmation page	38

Table of Figures

Figure 1 : Portal Login	7
Figure 2 : Create user	8
Figure 3: Account created	8
Figure 4 : Registration email	9
Figure 5 : Portal login after activation	9
Figure 6 : User Welcome screen	10
Figure 7 : Portal Menu for Your Services.	10
Figure 8 : Confirm to apply	10
Figure 9 : AML service confirmation	11
Figure 10 : Confirmation that service has been granted.	11
Figure 11 : Service grant email	11
Figure 12 : CAA website banner	13
Figure 13 : Login to the Portal	13
Figure 14 : Portal Welcome page	14
Figure 15 : Portal Menu for Your Services.	14
Figure 16 : Initial entry to application form.	15
Figure 17 : Initial entry to application form.	16
Figure 18 : Start page of the form.	17
Figure 19 : Select form type	17
Figure 20 : Select form sub type.	18
Figure 21 : Notes page.	19
Figure 22 : Applicant details part 1	20
Figure 23 : Applicant details part 2	21
Figure 24 : Applicant details part 3	22
Figure 25 : Employment details	23

Figure 26 : Entering categories.	24
Figure 27 : Entering Type rating	25
Figure 28 : Selecting examinations and training credits – Part 1.	26
Figure 29 : Selecting examinations and training credits – Part 2	27
Figure 30 : Experience page	28
Figure 31 : Mandatory attachments completed	29
Figure 32 : File upload facility	30
Figure 33 : Adding other documents	30
Figure 34 : Declaration page – part 1	31
Figure 35 : Declaration page part 2	32
Figure 36 : Summary page	33
Figure 37 : Billing page	34
Figure 38 : Gov.pay payment page 1	35
Figure 39 : Gov-pay payment page 2	36
Figure 40 : Gov-pay confirm payment page	37
Figure 41 : Payment confirmation page	38
Figure 42 : Gov-pay email	38

1 Document Information

1.1 Document purpose and scope

This document presents guidance on how to use the Portal Forms for submitting new AMEL (Aircraft maintenance engineering licence) applications into the CAA AMEL system through the CAA Customer portal.

The Portal-based forms can be used to apply for, or update, Part-66 Aircraft Maintenance Licences.

For other Engineering applications, the applicant will need to use the existing PDF forms below:

- To reactivate a previously held UK Part 66 licence, please use form SRG1014RET
- To apply for the issue or a change to a BCAR licence please use form SRG1005
- To renew a BCAR licence please use form SRG1011
- To apply for the issue, variation or renewal of a Welders certificate please use form SRG1742

2 Customer Portal Registration

You first need to register for a portal account. Some users will already have an account if they have a pilot licence or medical certificate for example. If you already have an account, then you can login to the portal with your existing login credentials.

Navigate to the CAA Customer portal: https://portal.caa.co.uk

2.1 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.

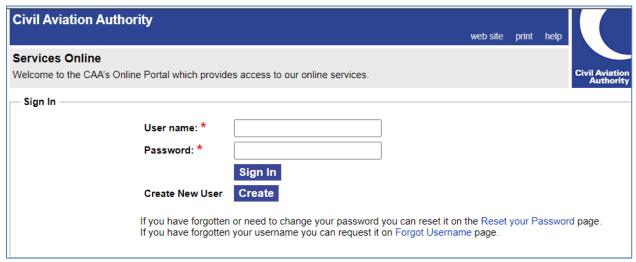


Figure 1: Portal Login.

You will then be prompted to enter a new username; this needs to be unique. You will also be asked to create a new password; this 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 upper application characters (A through Z)
- English lower application 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.

You will need to re-enter the same password in the Confirm password field.

You will be asked to provide an active email address, and again you will need to reenter this in the Confirm Email field to ensure it is correct.

There is also a CAPTCHA code displayed that has a refresh button and a play aloud button, and a field into which the code should be entered.

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.

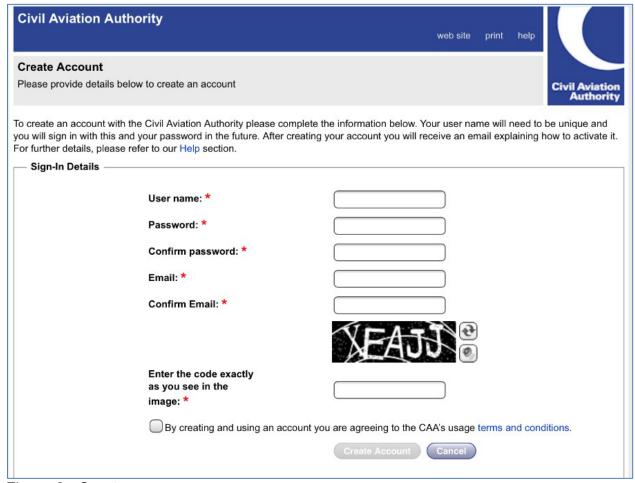


Figure 2: Create user.

You will then be presented with a message to say your account has been successfully created and that you should receive an email with further instructions on how to activate your account.

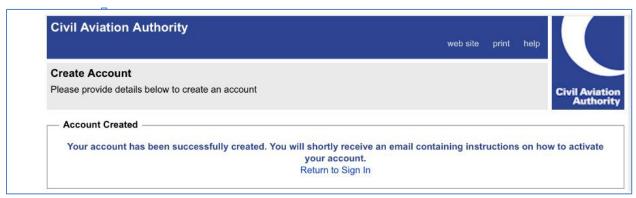


Figure 3: Account created.

The email will be sent to your nominated email account that you specified during the account creation to request you 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.

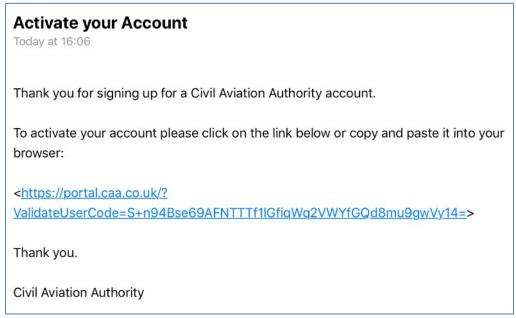


Figure 4: Registration email.

2.2 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 a message that your account has been activated and you can now log into the Portal using your new username and password.

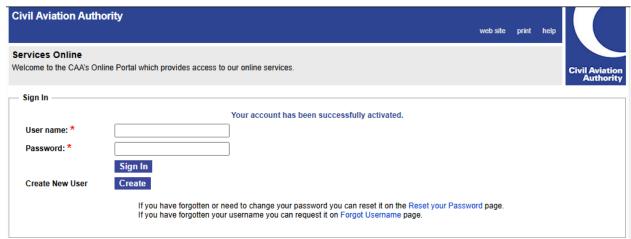


Figure 5: Portal login after activation.

This will then open up the portal Welcome page.



Figure 6: User Welcome screen.

2.3 Applying for the AMEL service

Click on the "Your Services" option from the left-hand navigation menu, and you will see the list of services that are already available to you in the top part of the screen (Your services) and in the bottom part those for which you can apply.

In the lower part of the screen, find and click on the "Aircraft Maintenance Licence Applications" link.

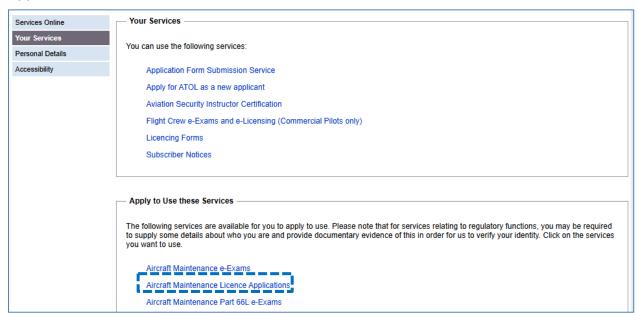


Figure 7: Portal Menu for Your Services.

This will then prompt you to confirm that you wish to apply for the service.

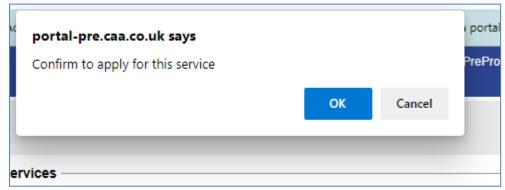


Figure 8: Confirm to apply.

Once you click on "OK" then you will receive information on what you can apply for using this service.

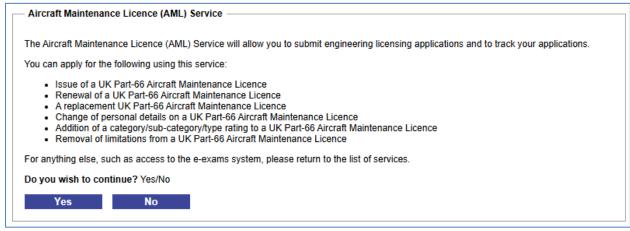


Figure 9: AML service confirmation.

At this point pressing the Yes button will submit the request for that service and will present a portal message that the service has been granted and the service should be available to select from the Your Services page.



Figure 10 : Confirmation that service has been granted.

2.4 Notification that you have the AML service

You will also receive an email to your nominated email account in a few minutes to inform you that the service has been granted. At this point you will be able to log back into the customer portal and select the AMEL service from the top list of services on the Your Services page.

Your Service Access Request for the service 'Aircraft Maintenance Licence Applications" 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.

Figure 11: Service grant email.

2.5 Common questions

Question: I have forgotten my username or password.

Answer: There are links on the login screen to reset password and to send an email to the registered email address if the username or password has been forgotten.

Question: I have not received the authentication email.

Answer: The email may have gone to your Junk or spam folder.

3 Log into the portal and select the service

3.1 Log into the portal

Once registered for the service, navigate in your browser to 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.



Figure 12 : CAA website banner.

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

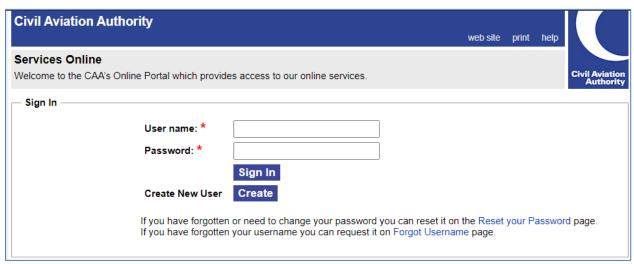


Figure 13: Login to the Portal.

On entry of your username and password you will be presented with the portal Welcome page.

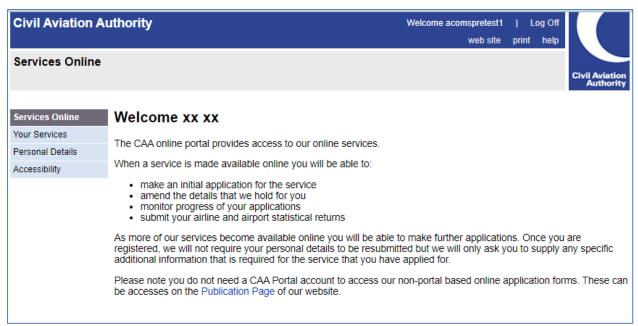


Figure 14: Portal Welcome page.

3.2 Access the AMEL service

From here select the "Your Services" button on the left-hand navigation menu. This will present a screen showing services that are already available to you in the top part of the screen (Your services) and in the bottom part those for which you can apply.

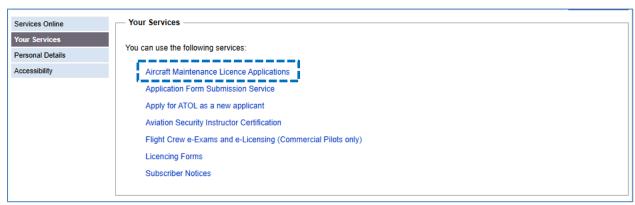


Figure 15: Portal Menu for Your Services.

Click on the text "Aircraft Maintenance Licence Applications" and it will redirect you to the first page of the Engineer Licence form.



Figure 16: Initial entry to application form.

The top-right shows the account you are logged in with and you are presented with the ENL form.

Guidance notes can be opened in a separate tab with help information on the ENL form.

You will see the types of ENL application that can be applied for, and also a list of where you can access some other application forms.

3.3 Common questions

Question: I am not seeing the service in your services view.

Answer: You may not have applied for the service, and it is therefore in the bottom part of the page. Click on that link and apply.

Question: I cannot find the engineer application type that I am looking for.

Answer: The form does not support BCAR or welders or re-activation of a previous part 66. Users should consult the website for the correct for to use.

4 Completing the AMEL form

4.1 Initial page



Figure 17: Initial entry to application form.

Click the "Apply for Engineer Licence" button to start the ENL Application form.

4.2 Selecting an application

The first page allows you to select whether you are applying for an initial application, renewal or other amendment options.

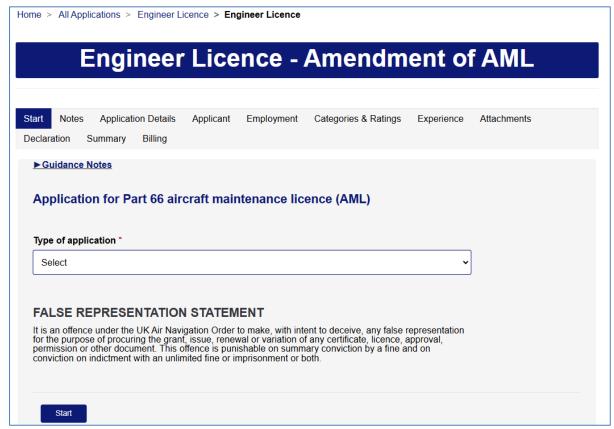


Figure 18: Start page of the form.

Using the dropdown box select the Type of application that is required.

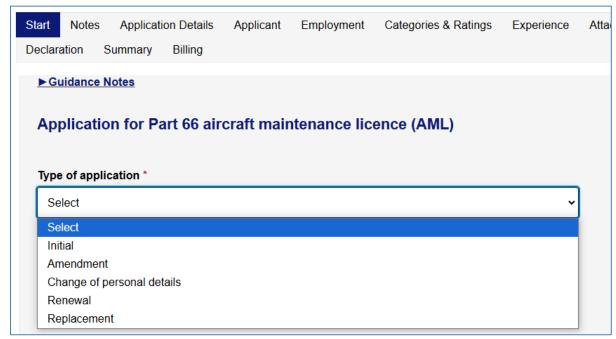


Figure 19: Select form type.

Amendment and Change of Personal Details applications also require a further selection in the Sub type dropdown box.



Figure 20: Select form sub type.

For an Amendment application type, the sub types are additional category, removal of limitations from basic licence, removal of limitations from type ratings, and type rating.

For Change of Personal Details application type, the sub types are address, and name or nationality.

For Initial, Renewal and Replacement application types, sub types are not applicable.

Once you complete the first page, subsequent logins will bring you straight to the draft form on which you are working.

4.3 Notes page

The next page presents guidance information for the specific form type selected, including What is this form for?, What documents do I need?, How much will it cost me? and How can I get help?.

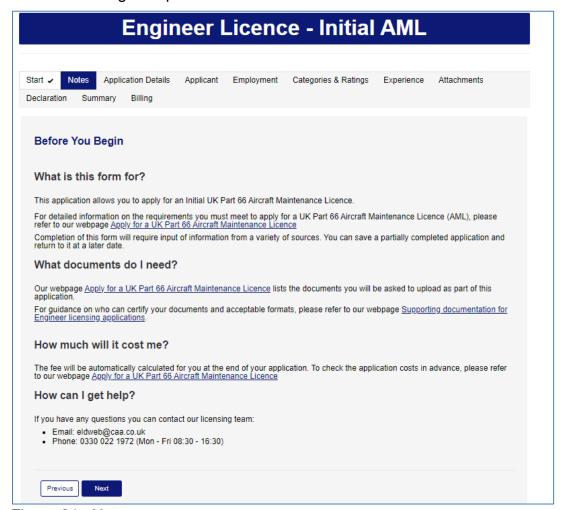


Figure 21: Notes page.

4.4 Applicant details page

On pressing "Next", you will be presented with the Applicant page.

If you have registered for other services on the portal, then the details you have associated with your CAA portal account will be retrieved and populated on the page. If this is the first service that you have registered for, then you will need to enter your details.

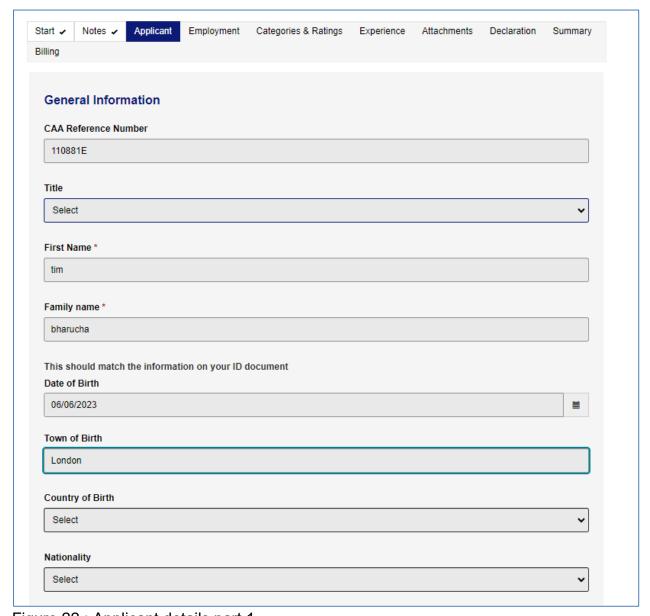


Figure 22 : Applicant details part 1.

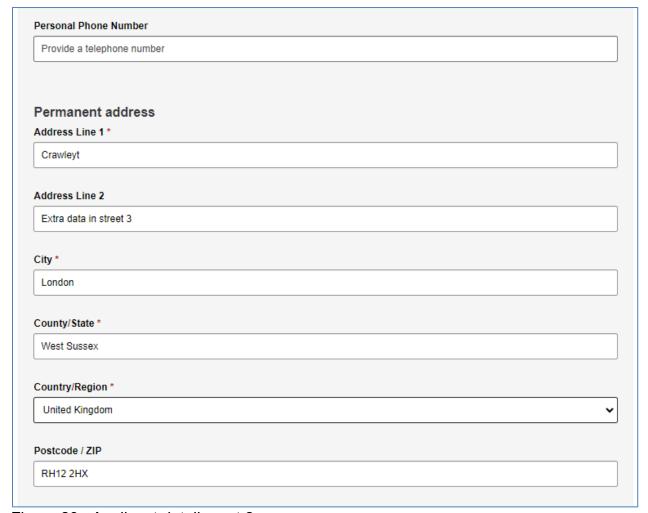


Figure 23 : Applicant details part 2.

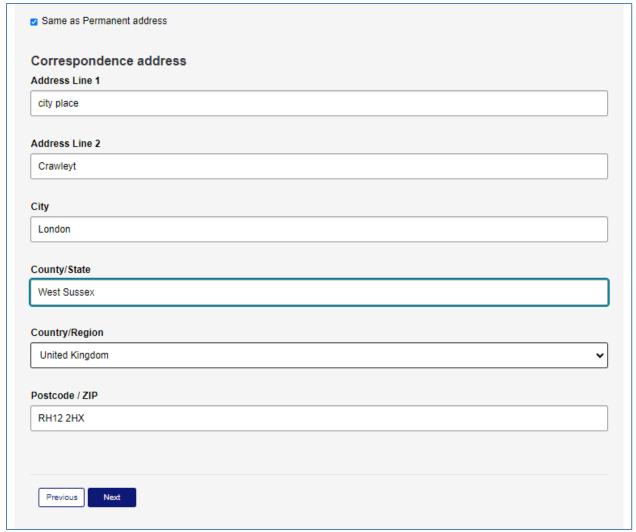


Figure 24 : Applicant details part 3.

4.5 Employment page

Once the applicant details are completed, if you click on the "Next" button you will move to the next page and will be asked for your Employment details. You will also be asked for your current licence issue and expiry dates for Amendment, Change of Personal Details, Renewal and Replacement applications.

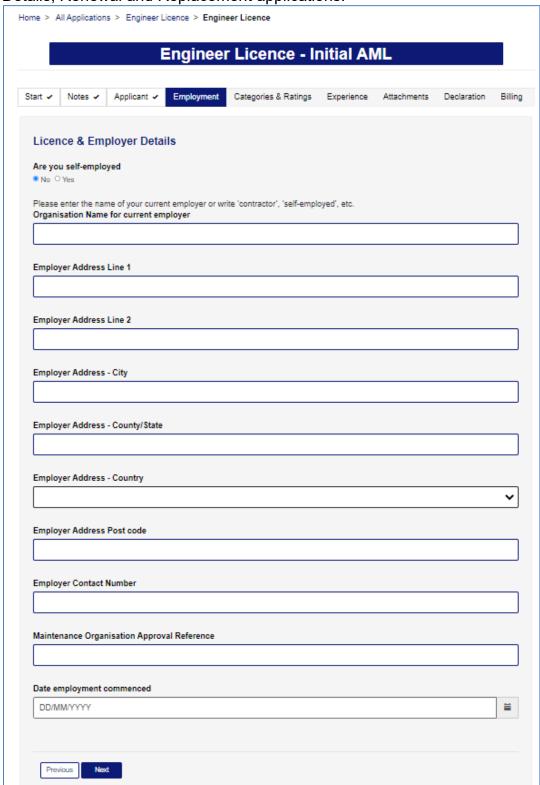


Figure 25: Employment details.

4.6 Categories and Rating

For initial and amendment applications, you will be presented with the categories and ratings page. Here you can select any of the categories for which you are applying.

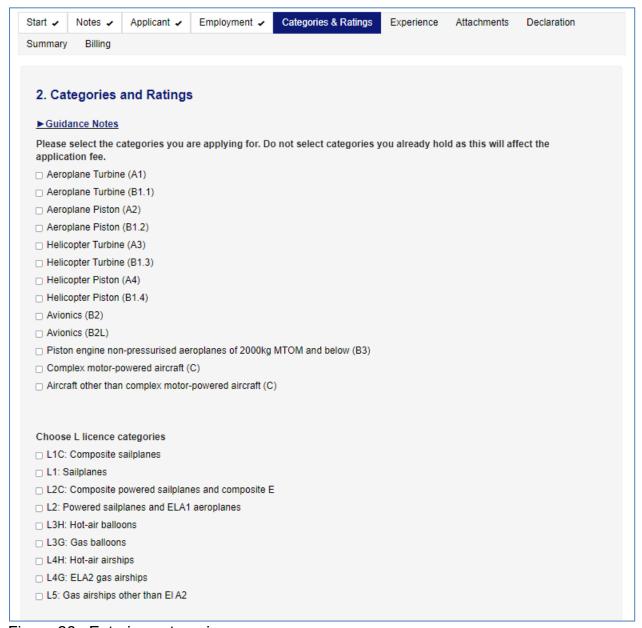


Figure 26: Entering categories.

In addition, you can choose to apply for type ratings by selecting 'Yes' for the question 'Are you also applying for a type rating?'. When entering type ratings, use the "Add" button to create an entry in the list of type ratings for which you are applying. Each type rating will be shown as a separate line on the table.

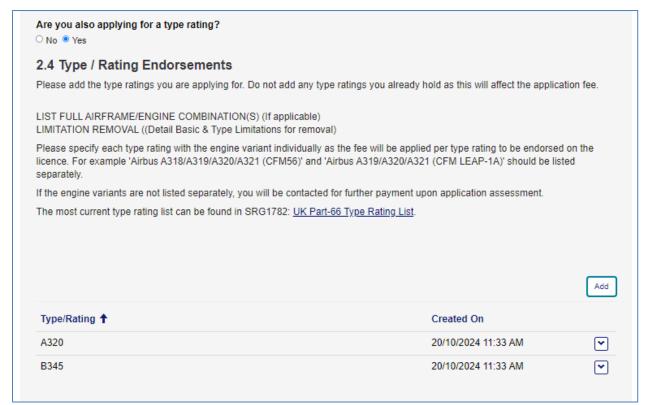


Figure 27: Entering Type rating.

4.6.1 Examination and training credits

On the categories and ratings page there is also the option to select the examinations and training credits that you have completed.

2.5 Examination and training credits	
□ Other	
□ 1 Mathematics	
□ 2 Physics	
☐ 3 Electrical Fundamentals	
☐ 4 Electronic Fundamentals	
□ 5 Digital Techniques/Electronic Instrument Systems	
☐ 6 Materials and Hardware	
☐ 7A Maintenance Practices - Multi-choice	
☐ 7A Maintenance Practices - Essay	
☐ 7B Maintenance Practices - Multi-choice	
☐ 7B Maintenance Practices - Essay	
□ 8 Basic Aerodynamics	
□ 9A Human Factors - Multi-choice	
□ 9A Human Factors - Essay	
□ 9B Human Factors - Multi-choice	
□ 9B Human Factors - Essay	
□ 10 Aviation Legislation - Multi-choice	
□ 10 Aviation Legislation - Essay	
□ 11A Turbine Aeroplane Aerodynamics, Structures and Systems	
□ 11B Piston Aeroplane Aerodynamics, Structures and Systems	
□ 11C Piston, Aeroplane Aerodynamics, Structures and Systems	
□ 12 Helicopter Aerodynamics, Structures and Systems	
□ 13 Aircraft Aerodynamics, Structures and Systems	
□ 14 Propulsion	
□ 15 Gas Turbine Engine	
□ 16 Piston Engine	
□ 17A Propeller	
□ 17B Propeller	
□ 1L	
□ 2L	
□ 3L	
□ 4L	
□ 5L	
□ 6L	
□ 7L	
□ 8L	

Figure 28 : Selecting examinations and training credits – Part 1.

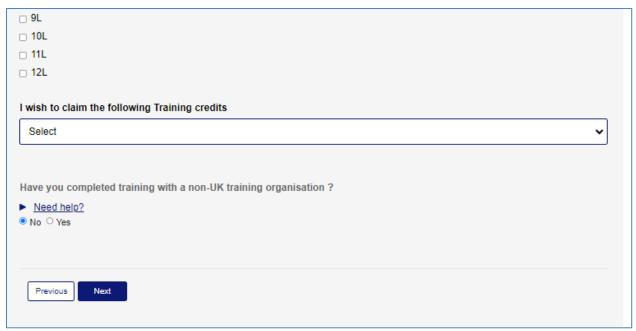


Figure 29: Selecting examinations and training credits – Part 2.

You can select multiple examination credits and you can claim basic and military training credits by selecting the appropriate option.

You will also be asked to confirm if you have completed any training with a non-UK training organisation.

4.7 Experience page

The experience page collects information from you on the experience you have gained for your application. You can use the "add experience" button to add additional experience records for the application.

Note that a warning box is displayed if you do not select experiences relevant to the type of licence for which you have applied.

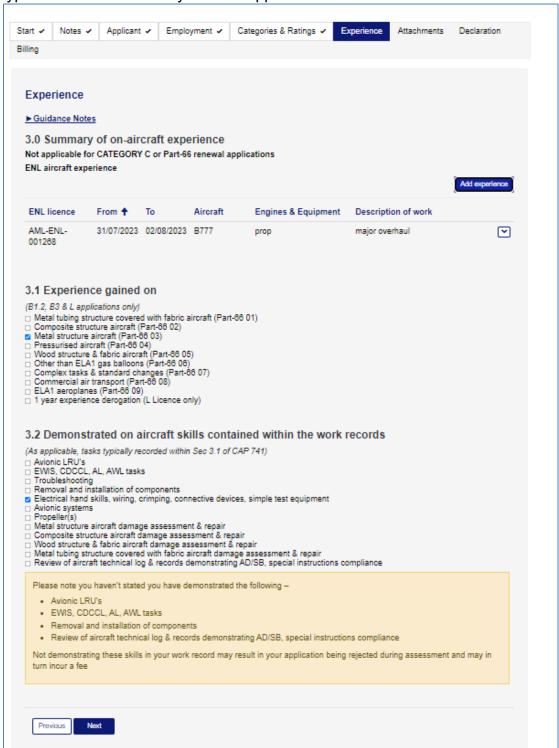


Figure 30 : Experience page.

4.8 Attachment page

The attachment page will ask for mandatory and non-mandatory attachments based on the type of licence for which you have applied.

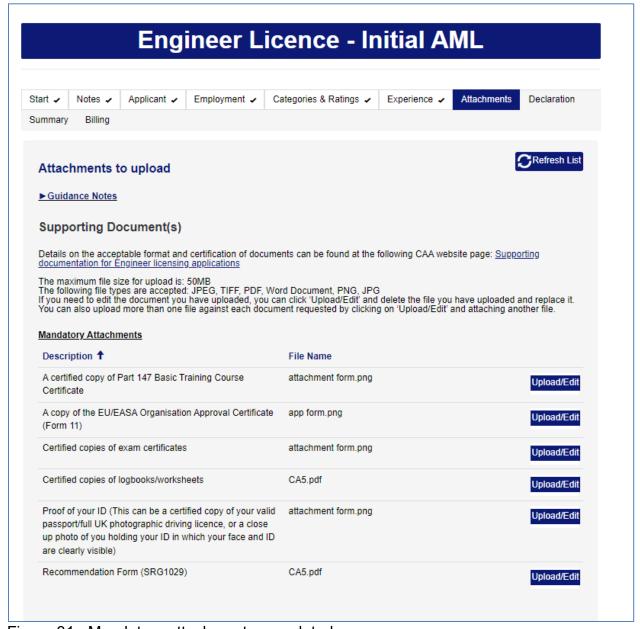


Figure 31: Mandatory attachments completed.

You are required to upload a document using the Upload/Edit button against each of the required documents, this allows you to choose a file from your local device to upload.

It is possible to edit or delete a file using the Upload/Edit button if one has been uploaded in error. It is also possible to upload multiple attachments for each document requested.

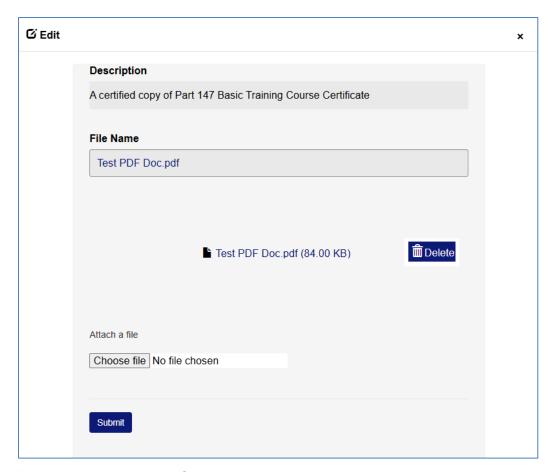


Figure 32: File upload facility.

There is also an option to submit other documents if required under the Optional Attachments section.



Figure 33: Adding other documents.

4.9 Declaration page

The declaration page shows the fee for the application and also requests you to accept the terms of the application.

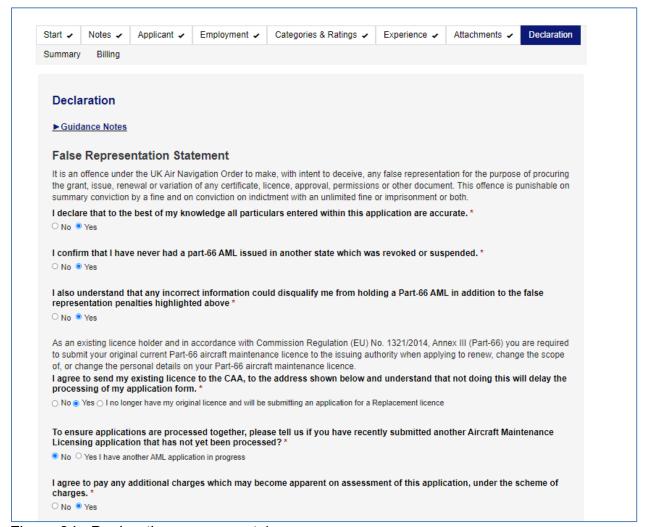


Figure 34 : Declaration page – part 1.

You must complete mandatory declarative statements and agree to terms to move to the next page.

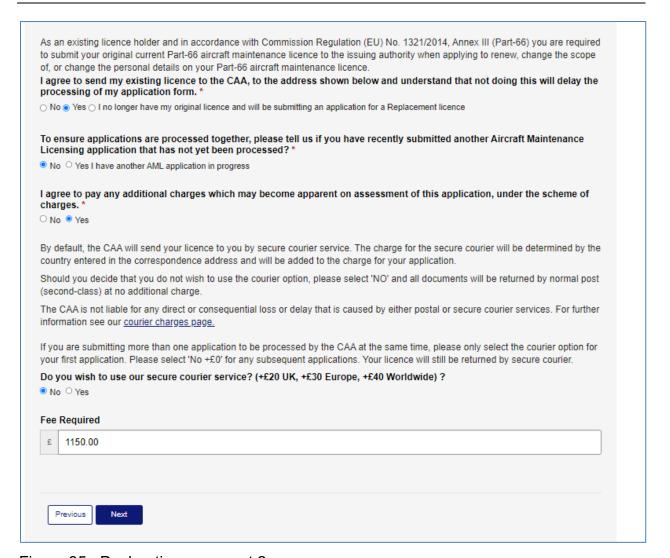


Figure 35 : Declaration page part 2.

4.10 Summary page

The summary page presents key aspects of your application for you to review before proceeding.

It serves as a reminder of what options you have selected and the attachments you have provided.

It is read-only and you can use the previous buttons to go back and change information in the application.

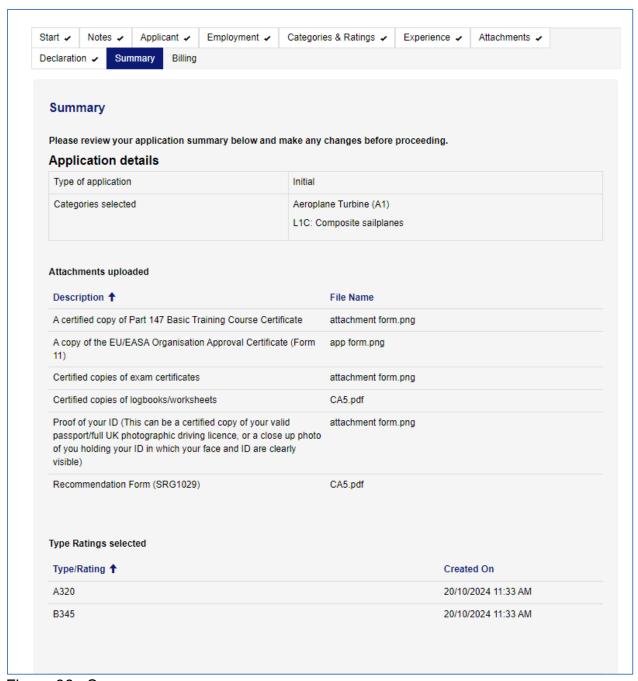


Figure 36: Summary page.

4.11 Billing page

This page presents the fee payable and confirmation of your billing details, before redirecting you to the payment screen.

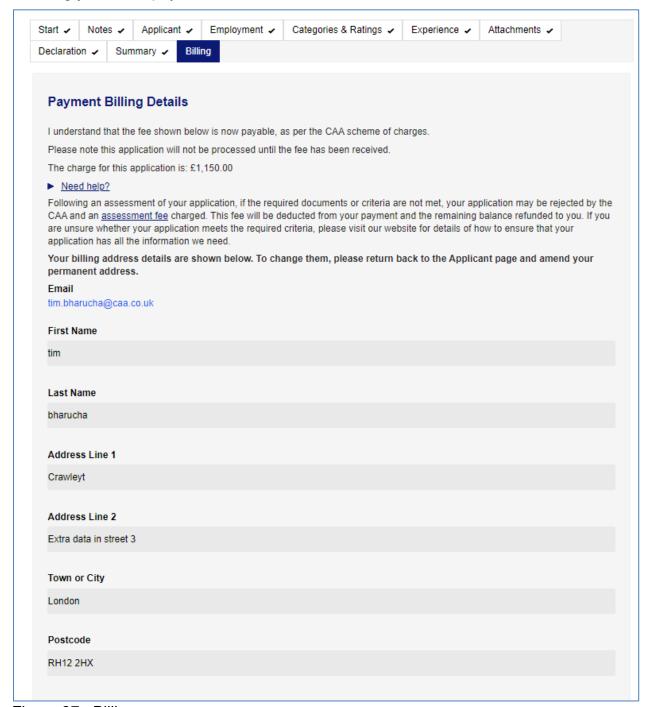


Figure 37 : Billing page.

To proceed, press the "Pay and Submit" button. If you want to change information, navigate back within the application to change the details.

4.12 Payment pages

On the payment page the Payment Summary shows the total amount payable.

You can pay for your application using either of the accepted credit or debit card types. These are currently Visa and Mastercard.

Enter your long card number, expiry date and CVC number.

Your payment details are not stored by the CAA.

Paymo	ent summ	ary		
AML EN	L Licensing			
Total am				
Card num	nber credit and de	bit card type:	S	
VISA		,,		
Expiry da	i te ple, 10/25			
Month	Year /			
Name on	card			

Figure 38: Gov.pay payment page 1.

The name on card and billing address details will be pre-populated with the details you entered in the Applicant page of the application form. These can be updated if required.

Billing address
This is the address associated with the card
Country or territory
United Kingdom
Building number or name and street
city place
Crawleyt
Town or city London Postcode
RH12 2HX
Contact details
We'll send your payment confirmation here
Email
tim.bharucha@caa.co.uk
Continue
<u>Cancel payment</u>

Figure 39 : Gov-pay payment page 2.

4.13 Payment submission confirmation page

On entering your payment details and clicking "Continue", you will be presented with the Confirm your payment page, which summarises the details entered in the previous page for you to review before confirming the payment.

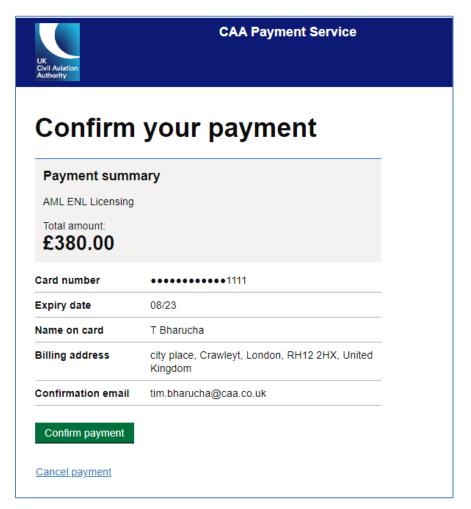


Figure 40: Gov-pay confirm payment page.

At this point, you can cancel the transaction and exit or proceed by confirming the payment.

4.14 Payment confirmation page

On successful payment the Payment Completed page is presented. This confirms the application submission and payment has been successful.

Your application reference is also shown on this page.

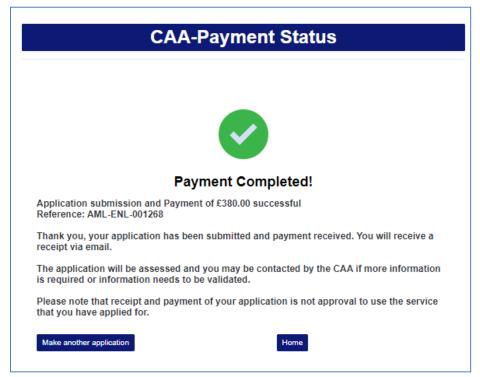


Figure 41: Payment confirmation page.

You will also receive a payment confirmation email from the Gov.UK payment service.



Figure 42: Gov-pay email.

At this point, the application has now been submitted to our operational team. An email will be sent to you with details of the application reference and the expected timescales for processing.