

The CAA is continuing to improve its services by increasing the online options that are available. The latest addition is the continued development of their customer portal, which offers secure online access to a range of CAA services.

One of these services is the new CAA medical records system called Cellma. This online service will replace all existing paper-based medical application forms and will be accessed online via a secure CAA Customer Portal, using any desktop or laptop, tablet or smartphone.

From 29th March 2021 onwards, applicants for any medical will need to have a verified CAA Customer Portal Account with access to the 'medical' service before their appointment. AMEs will not be able to conduct medicals where the applicant does not have their account set up with the CAA.

What do you need to do?

Unless you complete your medical examination prior to the launch of the new system March 29th 2021, you will need to apply and pay for a medical certificate through the new online portal instead of completing a paper application form when you see your Aeromedical Examiner (AME).

Information regarding the medical system and charges can be found on the CAA [website](#).

Please read through the instructions below to create and verify an online CAA Portal Account (if you do not already have one).

Please note: If the following actions are not taken this may result in a delay in obtaining your next medical certificate. Please ensure all actions are completed at least 10 days before your medical appointment.

> I have a CAA Customer Portal Account

- Log onto your portal account [here](#)
- Follow step 4 & 5 below

> I do not have a CAA Customer Portal Account

1. Access the online portal [here](#)
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. 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 you have verified your account, there is no further action to take.

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).