



Introducing... CASA Self Service **Portal**

CASA has established its new, easy to use internet based Self Service Portal. This provides a quick and effective way for our clients to do business with us electronically.

The Portal is being introduced in gradual stages.

In the first stage of our Portal release you are able to view the personal, licence and/or registration details we hold for you. The ability to instantly update some of these details is then at your fingertips.

Later in the year the Portal will be expanded further to enable you to complete CASA forms and make online payments.



CASA SELF SERVICE **PORTAL**
connection made easy

www.casa.gov.au/selfservice



Making the Portal work for you

To be able to use and therefore benefit from what the Portal offers, you need to set up your account. There are a few simple steps to do this.

- 1** Go to www.casa.gov.au/selfservice
- 2** To begin the sign up and registration process click 'Sign Up'.
- 3** You will be prompted to enter your aviation reference number (ARN), date of birth, surname, and the postcode of your postal address as listed with CASA.
- 4** For security reasons, a letter from us detailing how to complete your registration will be sent to your postal address. In this letter you will be issued with a temporary password that you then must use to register.



Difficulties or need further information?

If you have difficulties in establishing your Portal account or want more information on any aspect of the CASA Self Service Portal you can contact us by:

Phone hotline: 1300 764 781

Email: portal@casa.gov.au

Visit the website www.casa.gov.au/selfservice for answers to frequently asked questions.



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