ICAO Secure Portal Access Instructions

In order to gain access to the Secure Portal contents each member must have ICAO Net Account and subscribe to group name as listed below.

- APANPIRG Deficiencies - Group name: **DEF**
- APAC State Letters, APANPIRG, Aviation security and RASG-APAC – Group name: **RO_APAC**
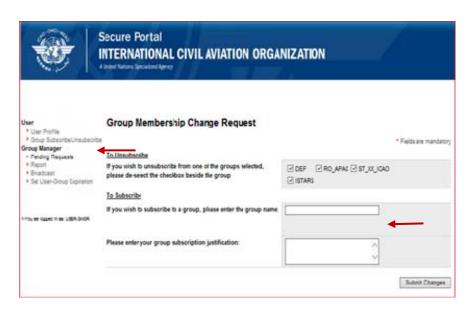
Note: *Authorized access to the RO_APAC portal requires an e-mail address of your administration.*

I.   **Procedure 1: If you already have an account with the ICAO Secure Portal:**

1. Log on to http://portal.icao.int with your secure site login credentials.

2.   Click on the PROFILE link on the right-hand top corner.
3.   A new window pops up; click on GROUP SUBSCRIBE/UNSUBSCRIBE on the left-hand menu.
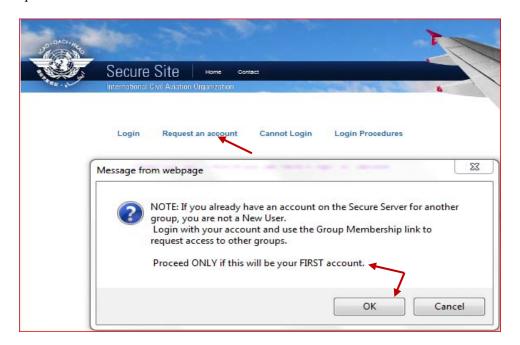

4.   Enter the group name that has been provided to you in the SUBSCRIBE TO field and the JUSTIFICATION for your request.

5. Click the SUBMIT CHANGES button. After these steps are completed and the request reviewed, you will receive an email confirmation that you have been granted or denied access to the group in question.

II. Procedure 2: If you do NOT have an account with the ICAO Secure Portal:

1. Access the ICAO Portal at the following link: http://portal.icao.int.
2 Since you do NOT have a Portal username/password, click the REQUEST AN ACCOUNT option.

3. Click the OK button on the pop-up message to indicate this is your first Portal account. In the pop-up window, enter the group name (all caps and no spaces) that has been provided to you in the SUBSCRIBE TO field.

3.1 Click the OK button.

3.2 Enter the necessary information in the New User Account form.

Note: Require an official e-mail address of your Administration

New User Account Application Form

* Fields are mandatory

Please fill in the information below and submit the form.
You will receive an e-mail with the response to your application in one or more working days.

Registration Details

First Name *

Last Name *

Title

An official e-mail address of your Administration is required

Telephone *

Address

Fax

Email *

Confirm Email *

Organization (Company) *

Country   N/A

Preferred UN Language   --Please select--

Group   ☑ MEVA

Justification *

You must enter a question in the Hint field, for which only you can provide the correct answer, and the proper answer in the Answer field. This answer should be easy to remember and type since it is case-sensitive.

If you forgot the password later on, you can always select the *Forgot Password* option in the login page, where you will see the Hint. Upon entering the proper answer, an e-mail will be automatically sent to your address, with a new password.

Hint (max 80 characters) *

Answer (max 20 characters) *

Confirm Answer

1. TERMS OF USE OF ICAO SECURE PORTAL

1.1 The ICAO Single Sign-on Secure Portal requires a unique user id and password pair for each user to log in. No group or shared accounts are allowed.
1.2 Each registered user must not share this password with other persons, and take reasonable precautions to keep the password secret.
1.3 All passwords automatically expire every six (6) months.
1.4 If a user fails to login five (5) consecutive times (that is, entering the correct user id and the wrong password), the account is locked for a period of time.
1.5 Users must keep their profile information up to date, particularly the e-mail address. ICAO uses that address for all communications originated from the Portal, including the Council website.

[Submit Request]   [Clear]

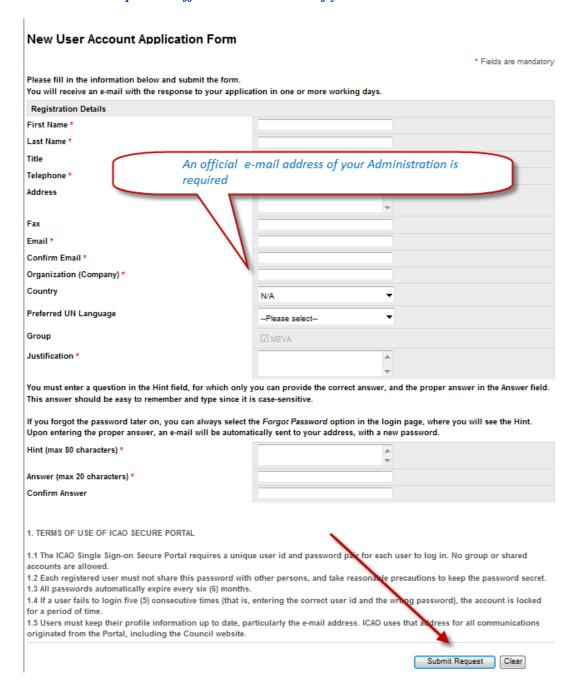5.   Click the SUBMIT REQUEST button.
      After these steps are completed and the request reviewed, you will receive ICAO Portal Access
      Instructions.

III.   Reset password

All ICAO Net account passwords will expire within six months. All users are informed automatically by e-mail seven days before their passwords expire.

1.   Upon receiving email notification of pending password expiry, users are expected to log on to the site and click on the Profile link to change their password.   These instructions are provided in the e-mail notification.

2.   If the password has already expired, or if a user has forgotten his or her password please follow the instructions below.

  a)   Navigate to http://portal.icao.int
  b)   At the login page, click on the 'Cannot Login' link
  c)   Enter your email address or your username and click on submit.
  d)   Enter the answer to your hint to receive a new password.
  e)   The new password will be sent to your email address