



INSTRUCTIONS FOR ACCESS TO THE STATE AIR TRANSPORT ACTION PLAN SYSTEM (SATAPS) PORTAL

A. For new users

Please follow the instructions below to gain access to the online site by subscribing to a group.

1. Access the ICAO Portal at the following link: <http://portal.icao.int/>
 2. Click **REQUEST AN ACCOUNT**.
 3. Click the **OK** button on the pop-up message to indicate this is your first Portal account.
 4. In the pop-up window, enter **SATAPS** (in capital letters) in: please enter a group name you wish to subscribe.
 5. Press **OK**.
 6. Enter the necessary information in the **NEW USER ACCOUNT FORM**.
 7. Click the **SUBMIT REQUEST** button.
 8. You will receive an e-mail confirmation with your user name (**USER ID**) and your password.
 9. The group administrator will receive a notification to accept your request.
 10. You will be notified if your access has been granted.
- Some browsers require to continuously press the “**Ctrl**” key while clicking the OK button (to bypass the pop up blocker function).
 - Please make sure you provide a working email, as your user ID and password will be sent.

B. For users who already have ICAO portal account

Please follow the instructions below to subscribe to a group.

1. Log on to <http://portal.icao.int>
2. Click in login button.
3. Enter with your user name (USER ACCOUNT) and password.
4. Click on the **PROFILE** link on the left hand top corner.
5. Click on **GROUP SUBSCRIBE** in the left side menu.
6. Enter the group name **SATAPS** in the **SUBSCRIBE TO** field.
7. Write the justification for your request.
8. Click the **SUBMIT CHANGES** button.
9. The group administrator will receive a notification to accept your request.
10. You will be notified if your access has been granted.

C. Have you forgotten your password

1. Log on to <http://portal.icao.int>
2. Click on **CANNOT LOGIN?**
3. Enter your user name (USER ACCOUNT) or your e-mail account.
4. Click on **SEND.**
5. A new password will be send to our email.