

DUO MULTIFACTOR AUTHENTICATION INITIAL SETUP (MOBILE)

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

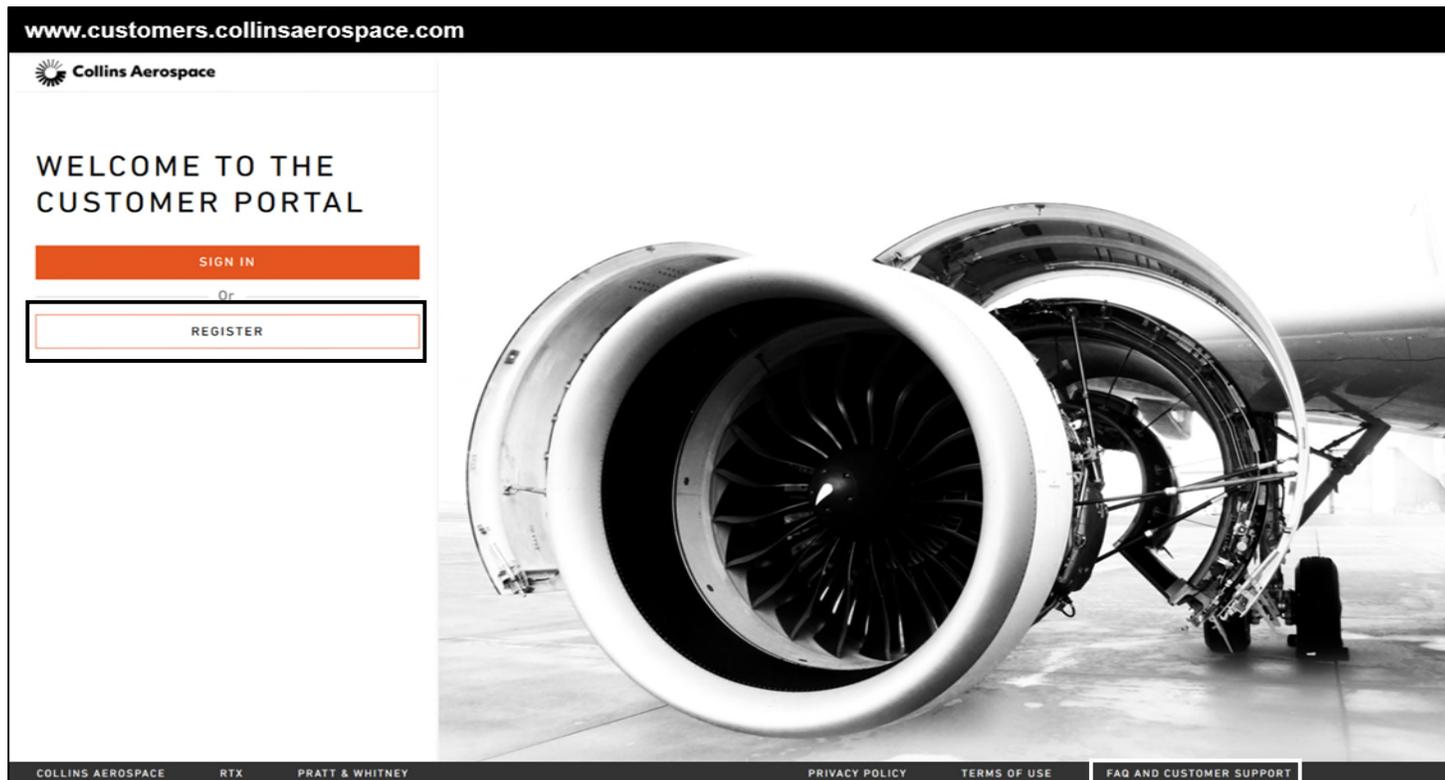
An **RTX** Business

STEP 1: SIGN-IN

Duo Multifactor Authentication Initial Setup (Mobile)

Step 1: From the Customer Portal Login screen, click the “Sign-In” button.

<https://customers.collinsaerospace.com/>



Recommended before login:

Download Duo MFA for Android or iOS.

- [Duo Mobile for Android](#)
- [Duo Mobile for iOS](#)

Important:

- You can still proceed with the MFA/DUO setup process if your mobile phone is not a smart device or if you are unable to download/install the Duo MFA App (please reference step 7).

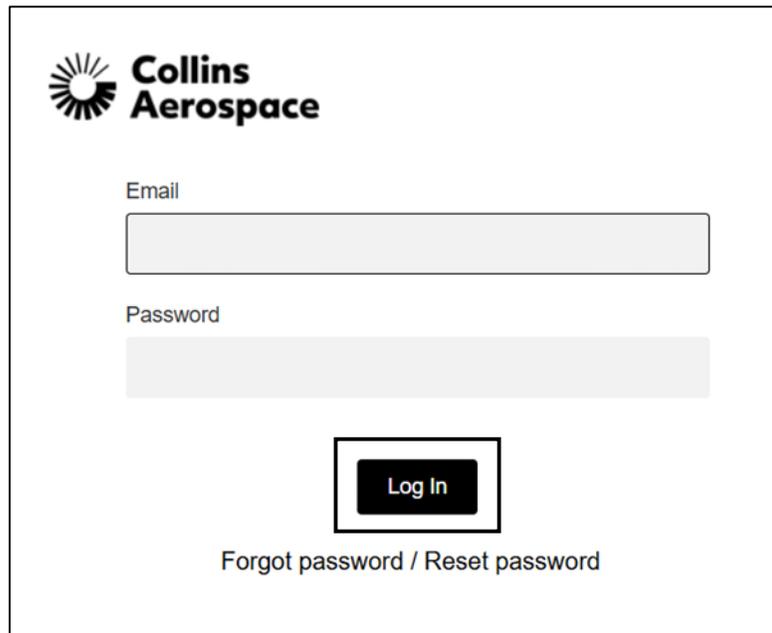
STEP 2: ENTER CREDENTIALS

Duo Multifactor Authentication Initial Setup (Mobile)

Step 2: Enter your Customer Portal login credentials, then click the “Log In” button.

Important:

- Please use your company email address as your User ID and your existing Customer Portal Password.
- If you encounter issues logging in, please click the “Forgot password?” link to reset your account

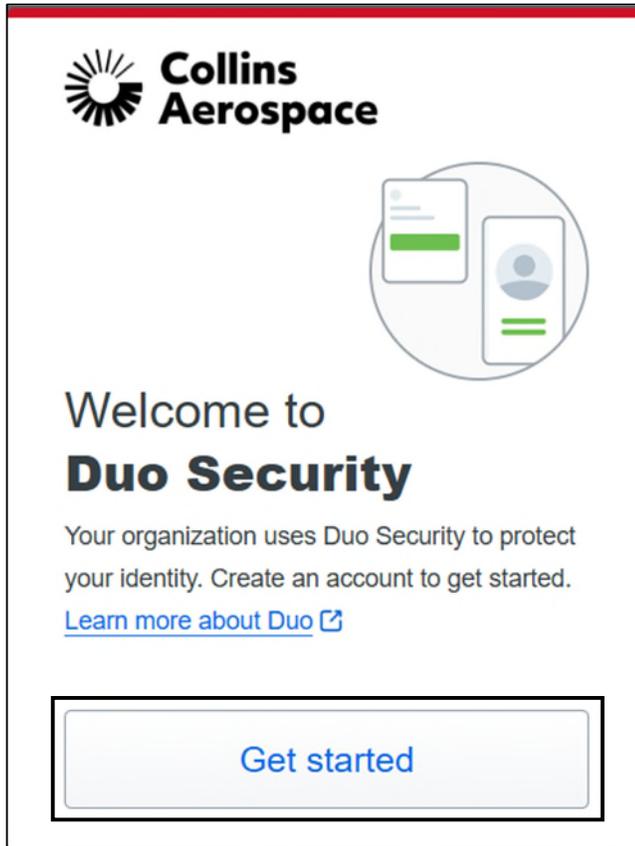


The screenshot shows the Collins Aerospace login interface. At the top left is the Collins Aerospace logo. Below it are two input fields: one for 'Email' and one for 'Password'. A 'Log In' button is centered below the password field. At the bottom of the form area is a link that reads 'Forgot password / Reset password'.

STEP 3: DUO ACCOUNT SETUP

Duo Multifactor Authentication Initial Setup (Mobile)

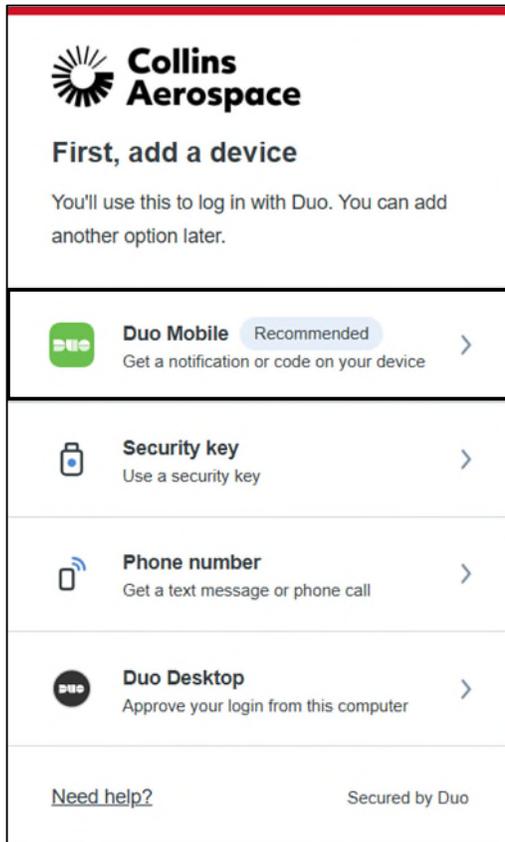
Step 3: Click “Get Started” setup to initiate the DUO Account setup.



STEP 4: ADD DEVICE

Duo Multifactor Authentication Initial Setup (Mobile)

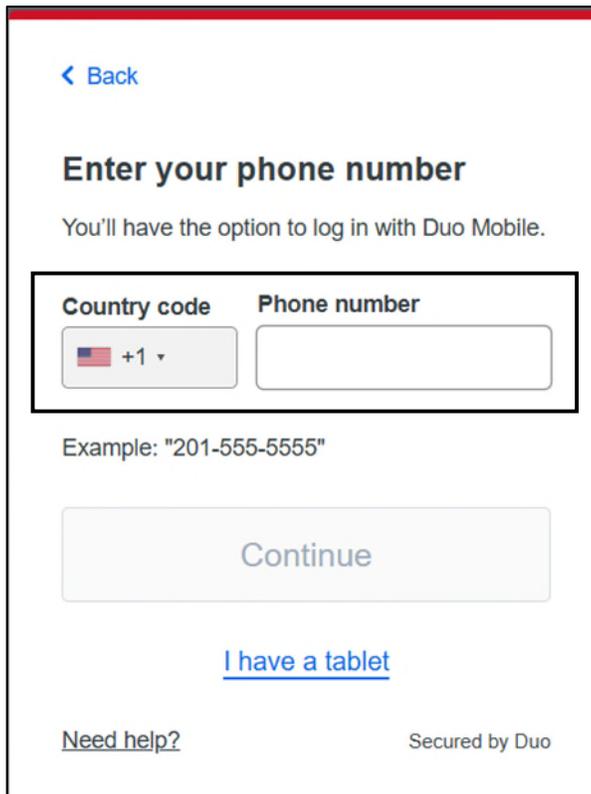
Step 4: Click which type of device being used (Duo Mobile).



STEP 5: ENTER PHONE NUMBER

Duo Multifactor Authentication Initial Setup (Mobile)

Step 5: Enter the phone number as indicated in the Example format to be used to receive the verification type.



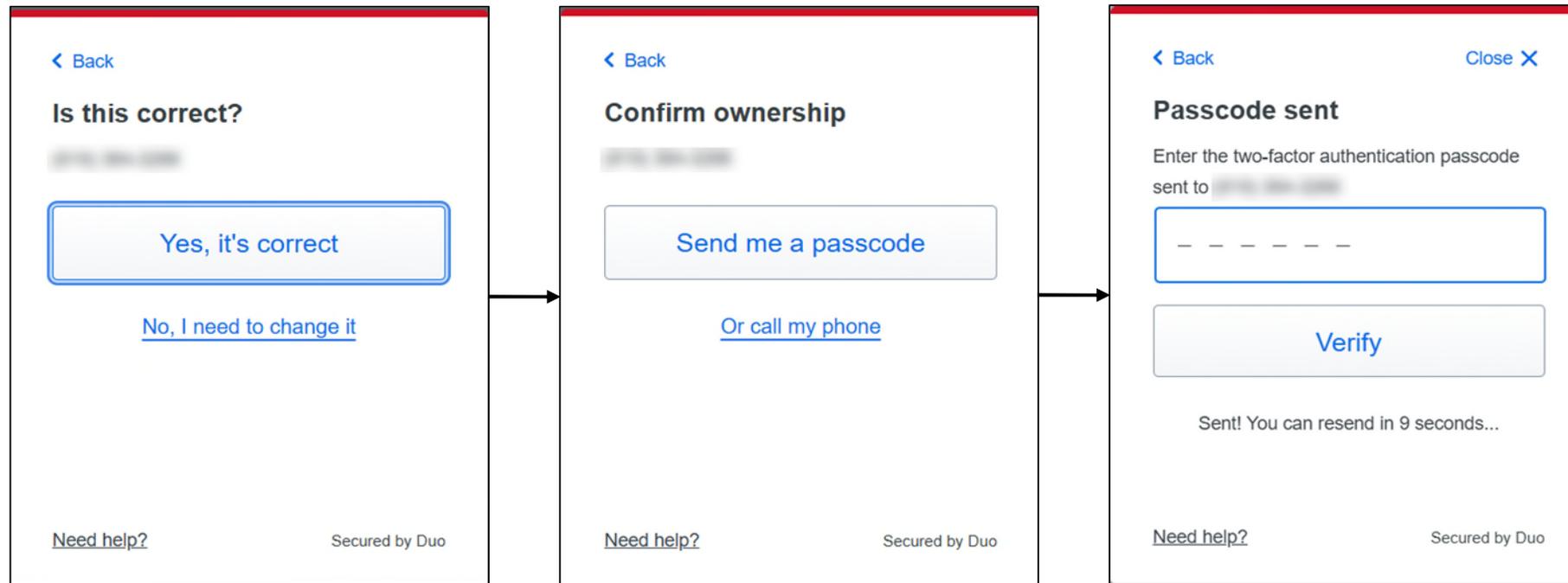
The screenshot shows a mobile application interface for entering a phone number. At the top left is a blue back arrow and the text '< Back'. Below this is the heading 'Enter your phone number' and a sub-heading 'You'll have the option to log in with Duo Mobile.'. A form is displayed with two fields: 'Country code' and 'Phone number'. The 'Country code' field contains a dropdown menu with a US flag icon and '+1'. The 'Phone number' field is an empty text input box. Below the form, an example is provided: 'Example: "201-555-5555"'. A large, light gray 'Continue' button is centered below the example. At the bottom, there is a blue link for '[I have a tablet](#)', a link for '[Need help?](#)', and the text 'Secured by Duo'.

STEP 6: PHONE NUMBER VERIFICATION

Duo Multifactor Authentication Initial Setup (Mobile)

Step 6:

- Confirm phone number is correct.
- Request, enter and verify passcode.

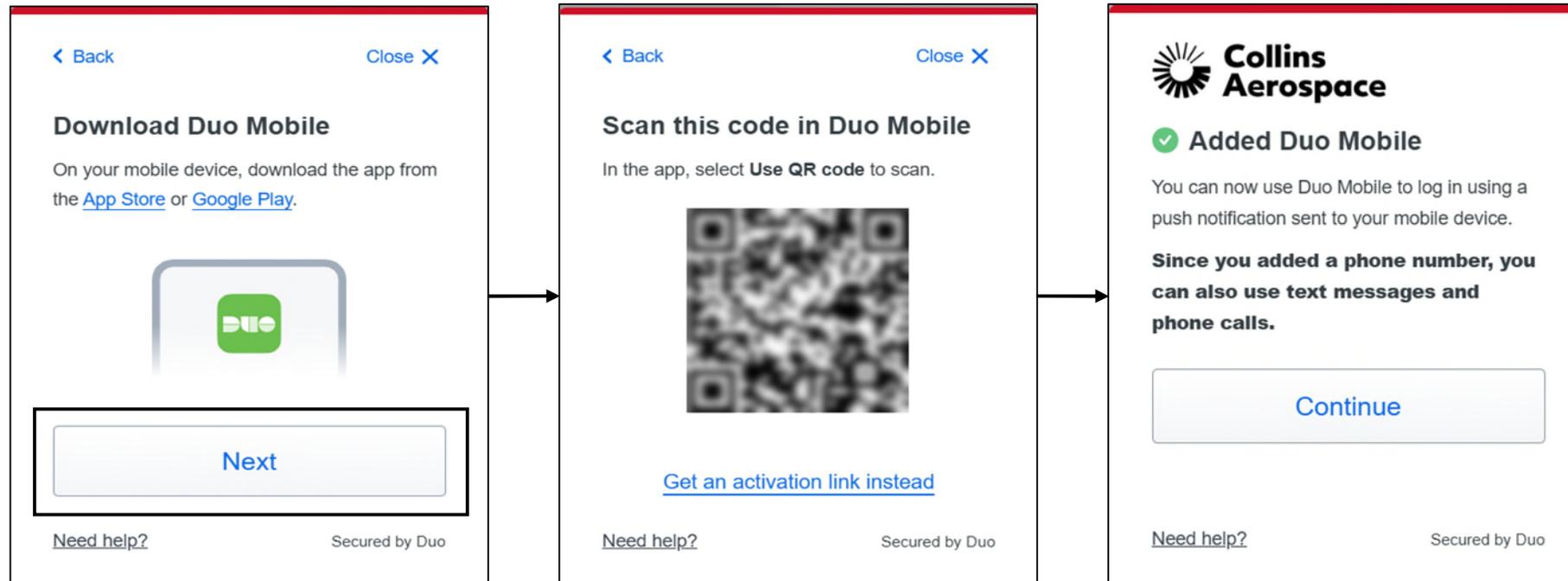


STEP 7: DOWNLOAD DUO MOBILE

Duo Multifactor Authentication Initial Setup (Mobile)

Step 7:

- Download Duo Mobile
- Open Duo App, click “Add”, and scan the QR code or click “Get an activation link instead”.



THANK YOU

CONTACTS

DUO Contact:
1-888-721-3094

Customer Portal Support Team Email:
customer.portal@collins.com

For 24/7 global AOG please contact:
1-877-808-7575 (within U.S.)
1-860-654-2500 (outside U.S.)

Collins Business Contacts:
<https://www.collinsaerospace.com/support>

Collins Customer Portal FAQ and Support:
<https://www.collinsaerospace.com/support/help/Customer-portal-help>

