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Customer Portal – Duo Multifactor Authentication Initial Setup
(Effective September 8th, 2023)

Effective Friday, September 8th all Customer Portal users will be required at login to use the Duo Multifactor Authentication (MFA) application. As part of this security enhancement, each account will require an MFA device, i.e., mobile phone, tablet, or landline, to access the Customer Portal.

Below are instructions to guide you through the MFA/DUO setup process.

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 6).

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

https://customers.collinsaerospace.com/

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.
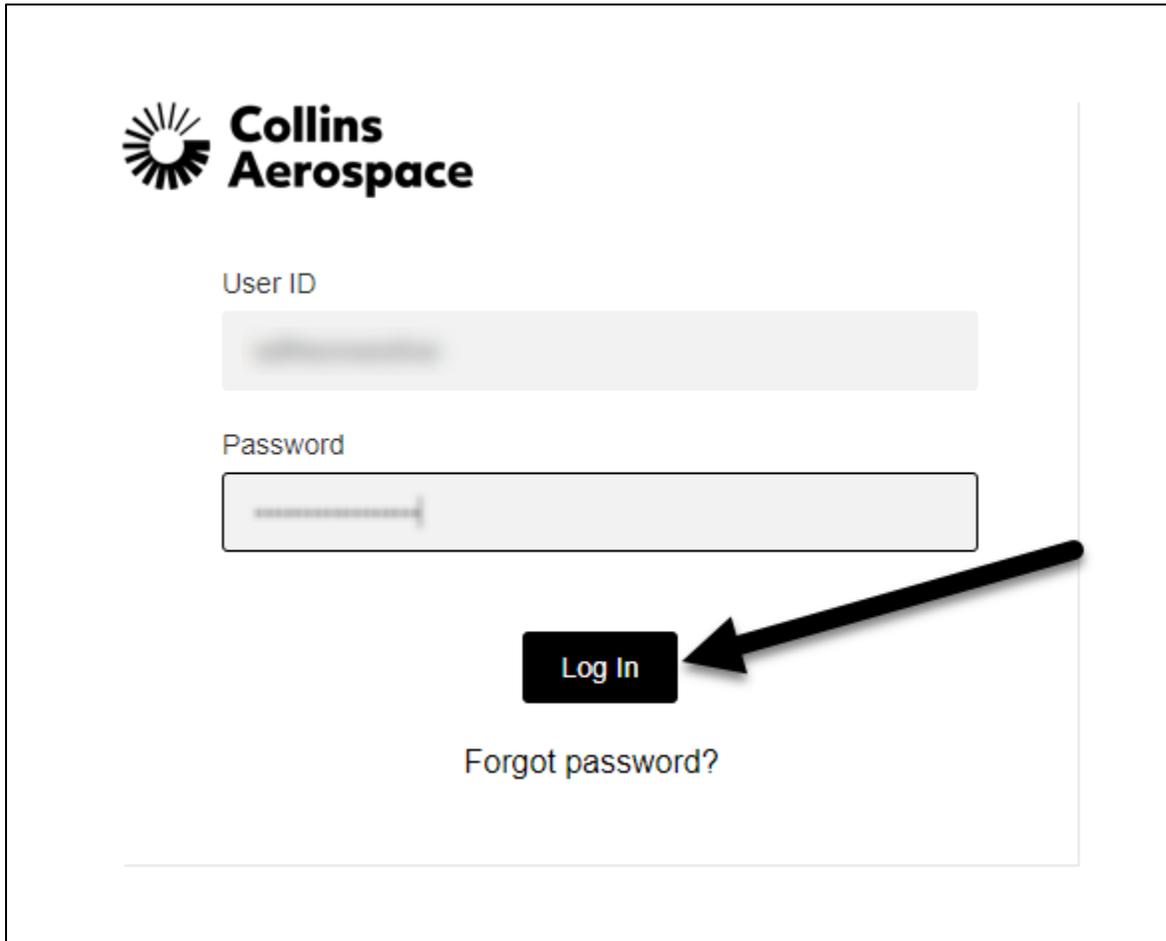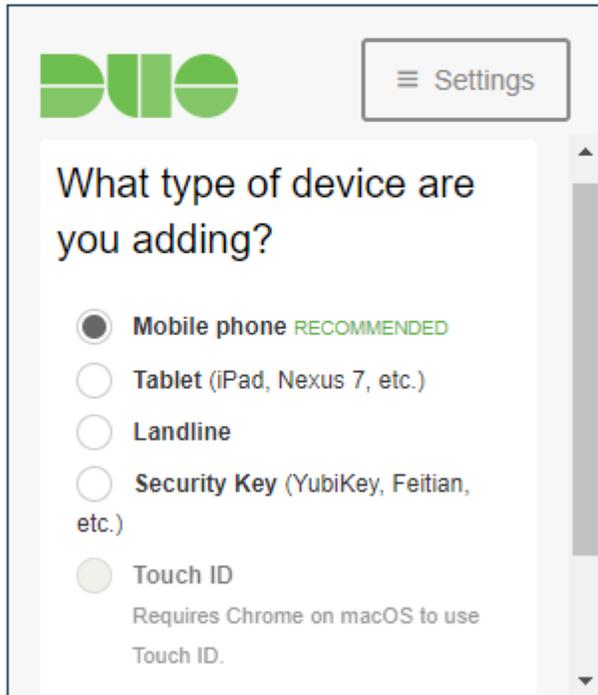
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Step 3: Click Start setup to initiate the DUO Account setup.

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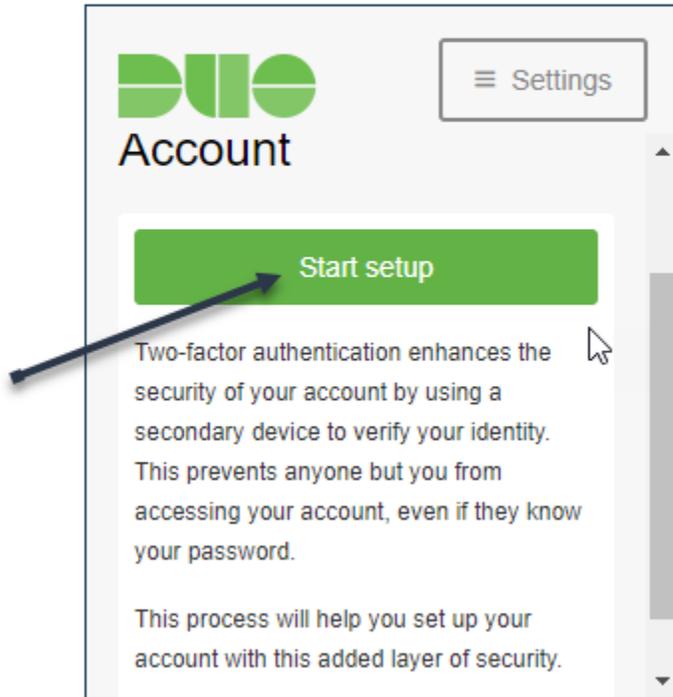
**Step 4:** Select which type of device being used, scroll down and click Submit / Continue.

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Step 5: Enter the phone number as indicated in the Example format to be used to receive the verification type.
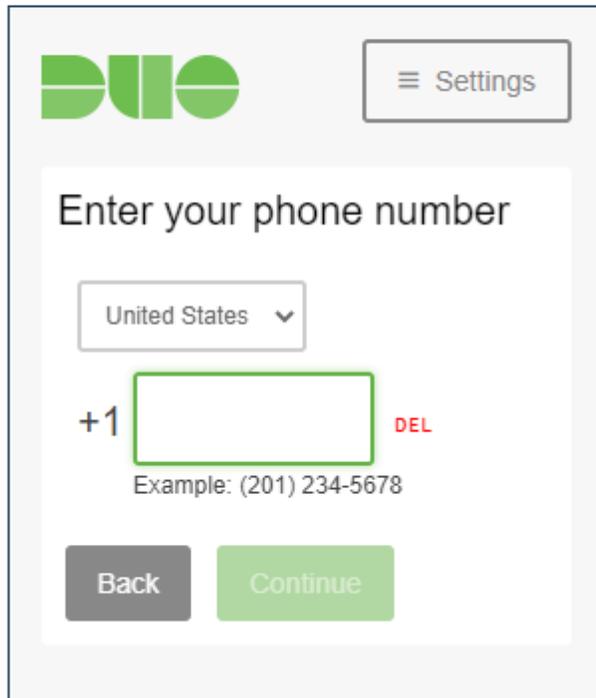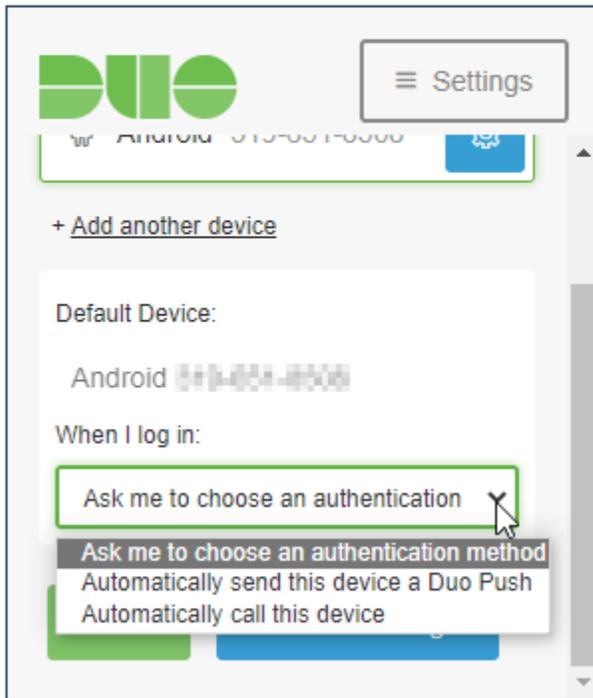
Step 6: Select the phone type.

Note: Please select "Other" if your mobile phone is not a smart device or if you are unable to download/install the Duo MFA App. You will be able to receive your verification code via phone call or text message to proceed.
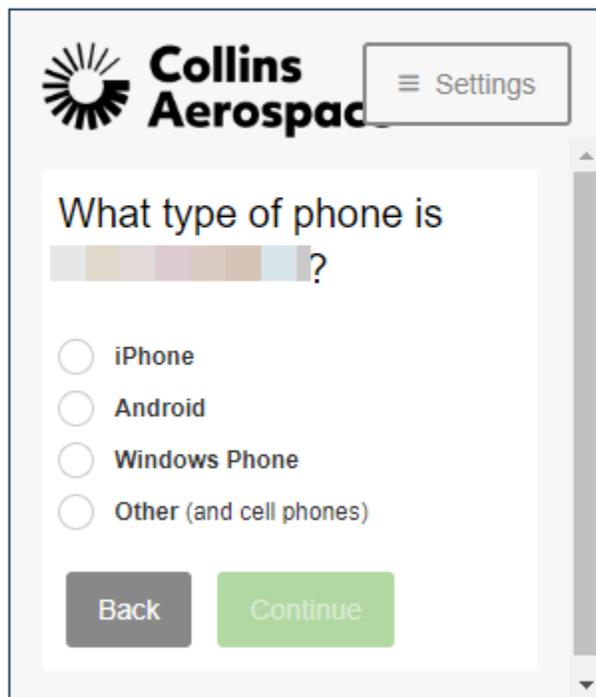
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Step 7: Select how you would like to receive the verification type.

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You should now be set up and can proceed to the site after the verification type is accepted.

For further assistance with the varying options of the Duo MFA application, please visit Guide to Two-Factor Authentication via the Quick Link on the right.