

## Customer Portal – Duo Multifactor Authentication Initial Setup (Effective September 8<sup>th</sup>, 2023)

Effective Friday, September 8<sup>th</sup> 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).

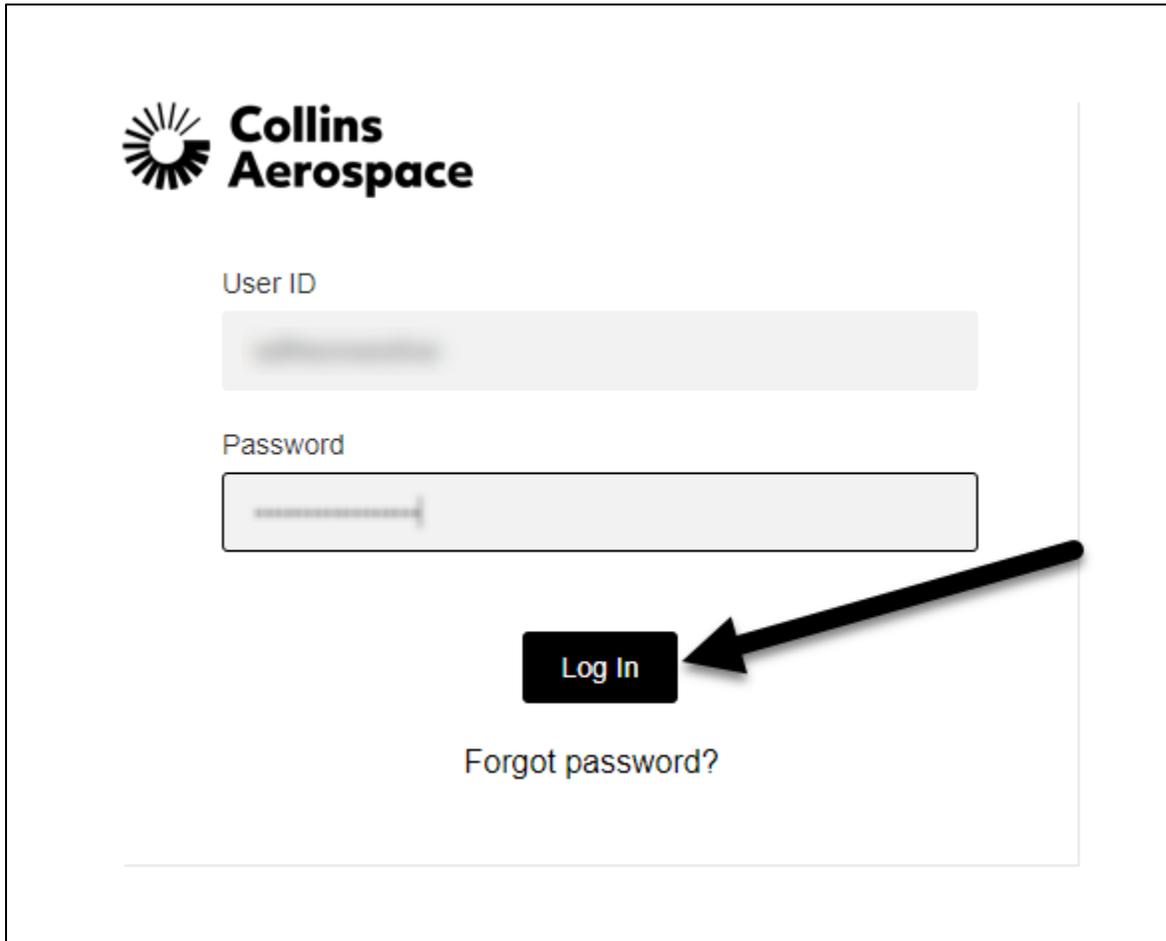
**Step 1:** From the Customer Portal Login screen, click the “Sign-In” button.

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



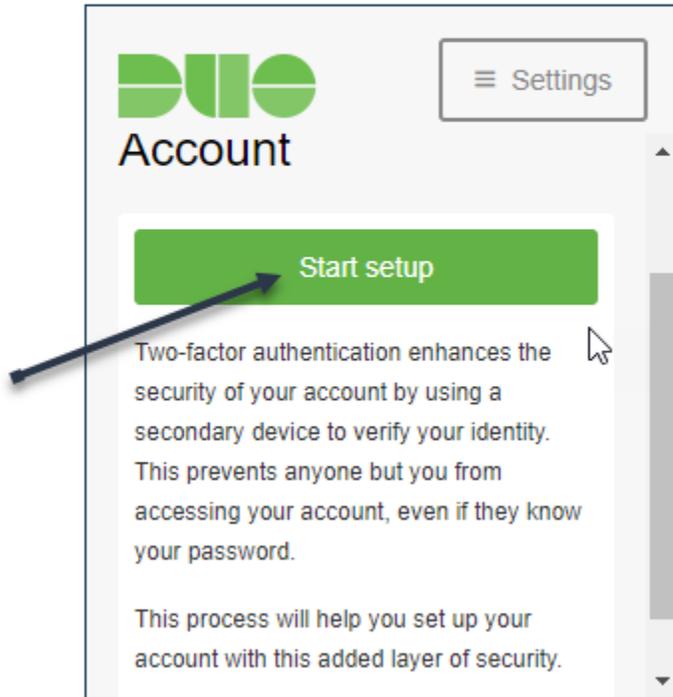
**Step 2:** Enter your Customer Portal login credentials, then click the “Log In” button.

**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.

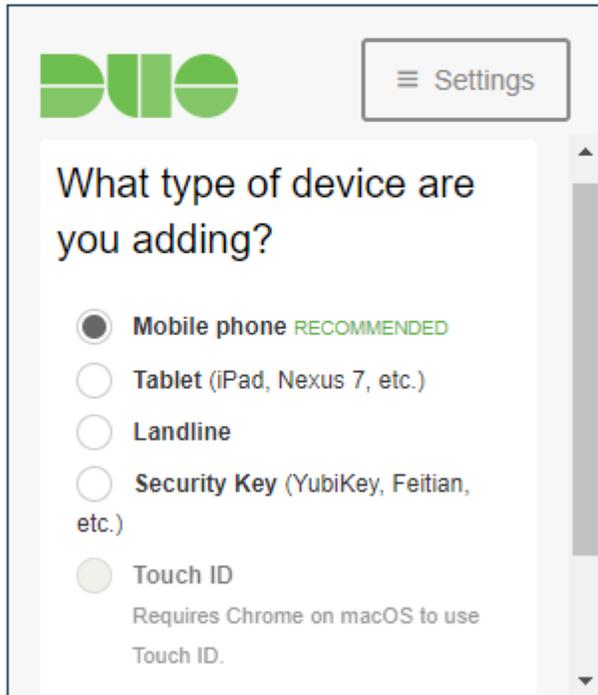


The image shows a login form for Collins Aerospace. At the top left is the Collins Aerospace logo. Below it are two input fields: "User ID" and "Password". The "User ID" field contains a blurred email address. The "Password" field contains a blurred password. Below the password field is a black "Log In" button with a white arrow pointing to it from the right. Below the "Log In" button is a link that says "Forgot password?".

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

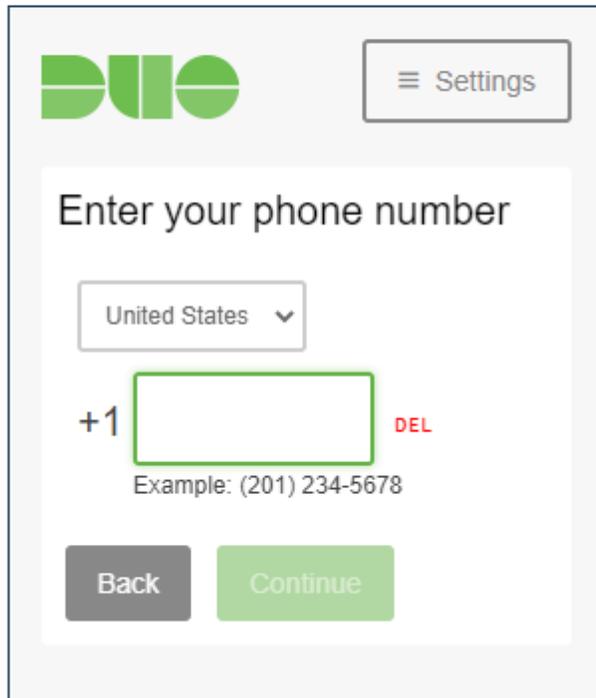


**Step 4:** Select which type of device being used, scroll down and click Submit / Continue.



The screenshot shows the Duo mobile application interface. At the top left is the Duo logo, and at the top right is a 'Settings' button. The main heading asks 'What type of device are you adding?'. Below this, there are five radio button options: 'Mobile phone RECOMMENDED' (selected), 'Tablet (iPad, Nexus 7, etc.)', 'Landline', 'Security Key (YubiKey, Feitian, etc.)', and 'Touch ID' (with a sub-note: 'Requires Chrome on macOS to use Touch ID.'). A vertical scrollbar is visible on the right side of the list.

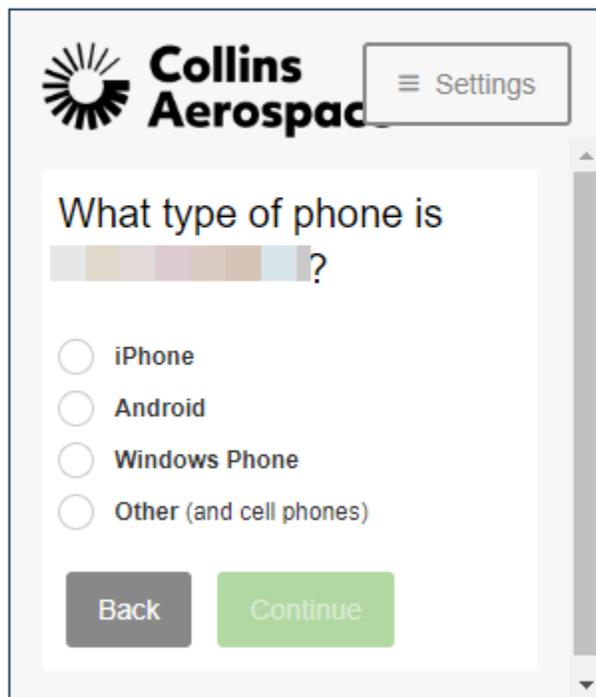
**Step 5:** Enter the phone number as indicated in the Example format to be used to receive the verification type.



The screenshot shows a mobile application interface for entering a phone number. At the top left is the 'DUO' logo in green. At the top right is a 'Settings' button with a hamburger menu icon. The main heading is 'Enter your phone number'. Below this is a dropdown menu currently set to 'United States'. Underneath is a text input field with a green border, preceded by a '+1' and followed by a red 'DEL' button. Below the input field is the text 'Example: (201) 234-5678'. At the bottom are two buttons: a grey 'Back' button and a green 'Continue' button.

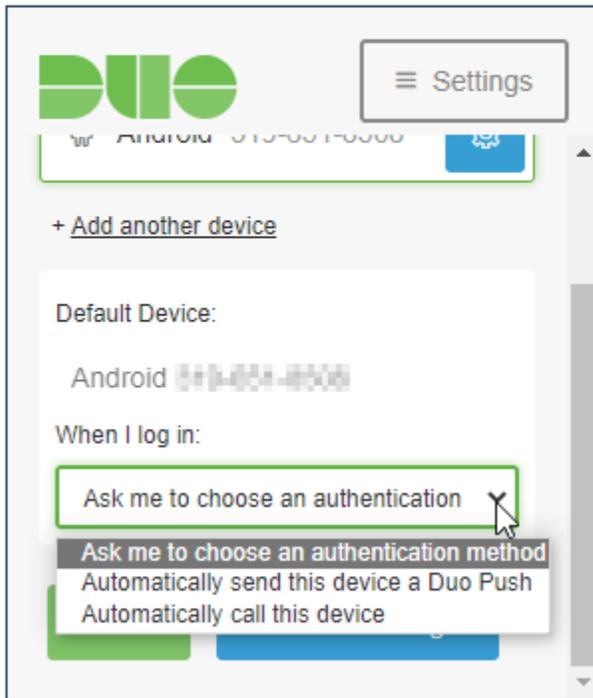
**Step 6:** Select the phone type.

**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.



The screenshot shows a mobile application interface for Collins Aerospace. At the top left is the Collins Aerospace logo. To its right is a 'Settings' button with a hamburger menu icon. The main content area has the heading 'What type of phone is' followed by a horizontal bar with four colored segments (brown, purple, blue, grey) and a question mark. Below this are four radio button options: 'iPhone', 'Android', 'Windows Phone', and 'Other (and cell phones)'. At the bottom are two buttons: 'Back' (grey) and 'Continue' (green).

**Step 7:** Select how you would like to receive the verification type.



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.