

# MY LEARNING

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

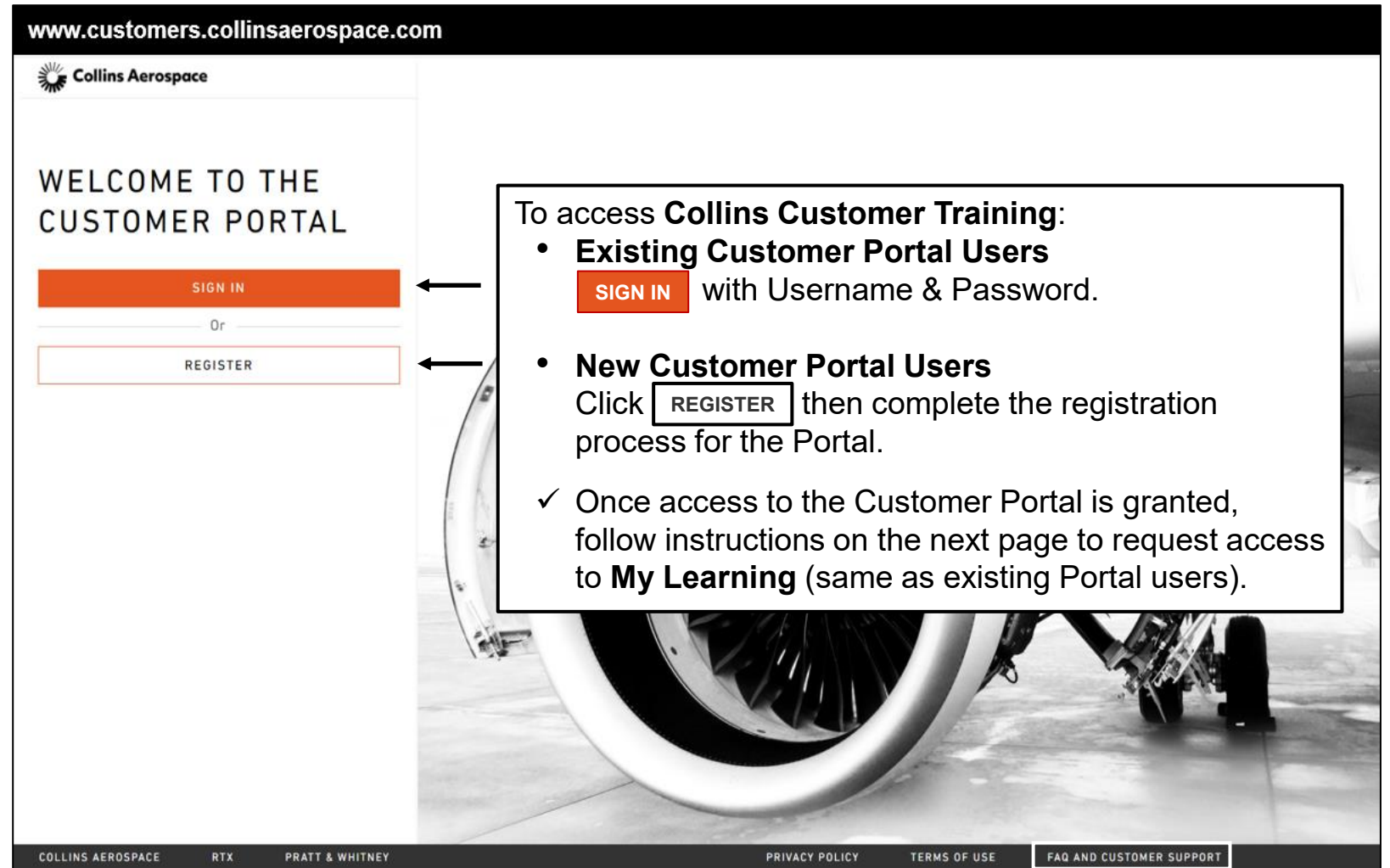
# LOGIN

## Customer Portal

Access to **“My Learning”** is by request only and is not automatic with access to the Customer Portal.

Customer Portal access is separate from access to **“My Learning”** and is required before **“My Learning”** access can be requested.

**“My Learning”** access will become active a minimum of 48-hours after approval. Customer Portal access may take additional time for new user approvals.



The screenshot shows the Collins Aerospace Customer Portal login page. The URL at the top is [www.customers.collinsaerospace.com](http://www.customers.collinsaerospace.com). The page features the Collins Aerospace logo and the text "WELCOME TO THE CUSTOMER PORTAL". Below this, there are two buttons: "SIGN IN" (orange) and "REGISTER" (white with an orange border). An "Or" separator is placed between the two buttons. A text box on the right side of the page provides instructions on how to access Collins Customer Training. Two arrows point from the text box to the "SIGN IN" and "REGISTER" buttons respectively. The footer of the page includes links for COLLINS AEROSPACE, RTX, PRATT & WHITNEY, PRIVACY POLICY, TERMS OF USE, and FAQ AND CUSTOMER SUPPORT. The background of the page shows a close-up of an aircraft engine.

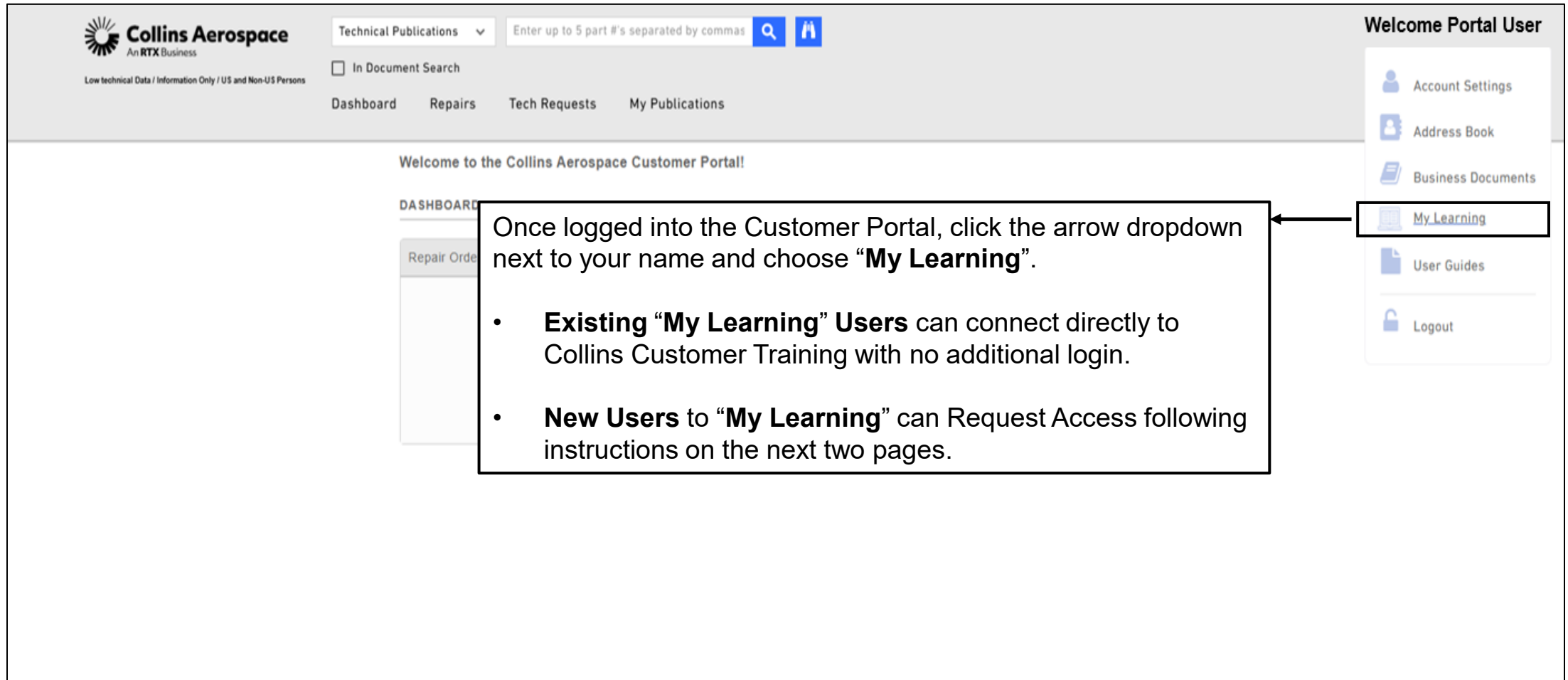
**To access Collins Customer Training:**

- **Existing Customer Portal Users**  
Click **SIGN IN** with Username & Password.
- **New Customer Portal Users**  
Click **REGISTER** then complete the registration process for the Portal.

✓ Once access to the Customer Portal is granted, follow instructions on the next page to request access to **My Learning** (same as existing Portal users).

# DASHBOARD

## Customer Portal



The screenshot shows the Collins Aerospace Customer Portal dashboard. The header includes the Collins Aerospace logo, a search bar, and navigation links. A 'Welcome Portal User' sidebar on the right contains links to Account Settings, Address Book, Business Documents, My Learning, User Guides, and Logout. A callout box with an arrow pointing to the 'My Learning' link contains the following text:

Once logged into the Customer Portal, click the arrow dropdown next to your name and choose “**My Learning**”.

- **Existing “My Learning” Users** can connect directly to Collins Customer Training with no additional login.
- **New Users** to “**My Learning**” can Request Access following instructions on the next two pages.

# TRAINING REQUEST SUBMISSION

## Customer Portal

The screenshot displays the Collins Aerospace Customer Portal interface. At the top, the header includes the Collins Aerospace logo (An RTX Business), a search bar with a dropdown menu set to 'Technical Publications', and a welcome message 'Welcome Portal User'. Below the header, there are navigation links: 'Dashboard', 'Repairs', 'Tech Requests', and 'My Publications'. The main content area is titled 'Request Access to the Collins Aerospace Customer Training Website'. It contains a paragraph explaining that the website provides access to a course catalog and training courseware, and allows registration for instructor-led and online courses. Below this, a prompt asks the user to provide more information to support their request. A large text input field is provided for this purpose, with a character count '2000 Characters left' at the bottom. To the right of the input field, there is a yellow button labeled 'Request Access'. A black box with the number '1' and an arrow points to the text input field. Another black box with the number '2' and an arrow points to the 'Request Access' button.

Collins Aerospace  
An RTX Business  
Low technical Data / Information Only / US and Non-US Persons

Technical Publications

☐ In Document Search

Dashboard Repairs Tech Requests My Publications

### Request Access to the Collins Aerospace Customer Training Website

The Collins Aerospace Customer Training website will provide access to the course catalog and training courseware, and allow you to register for instructor-led and online courses.

Please provide more information below to support justification for your request to access the training site.

1

2000 Characters left

2

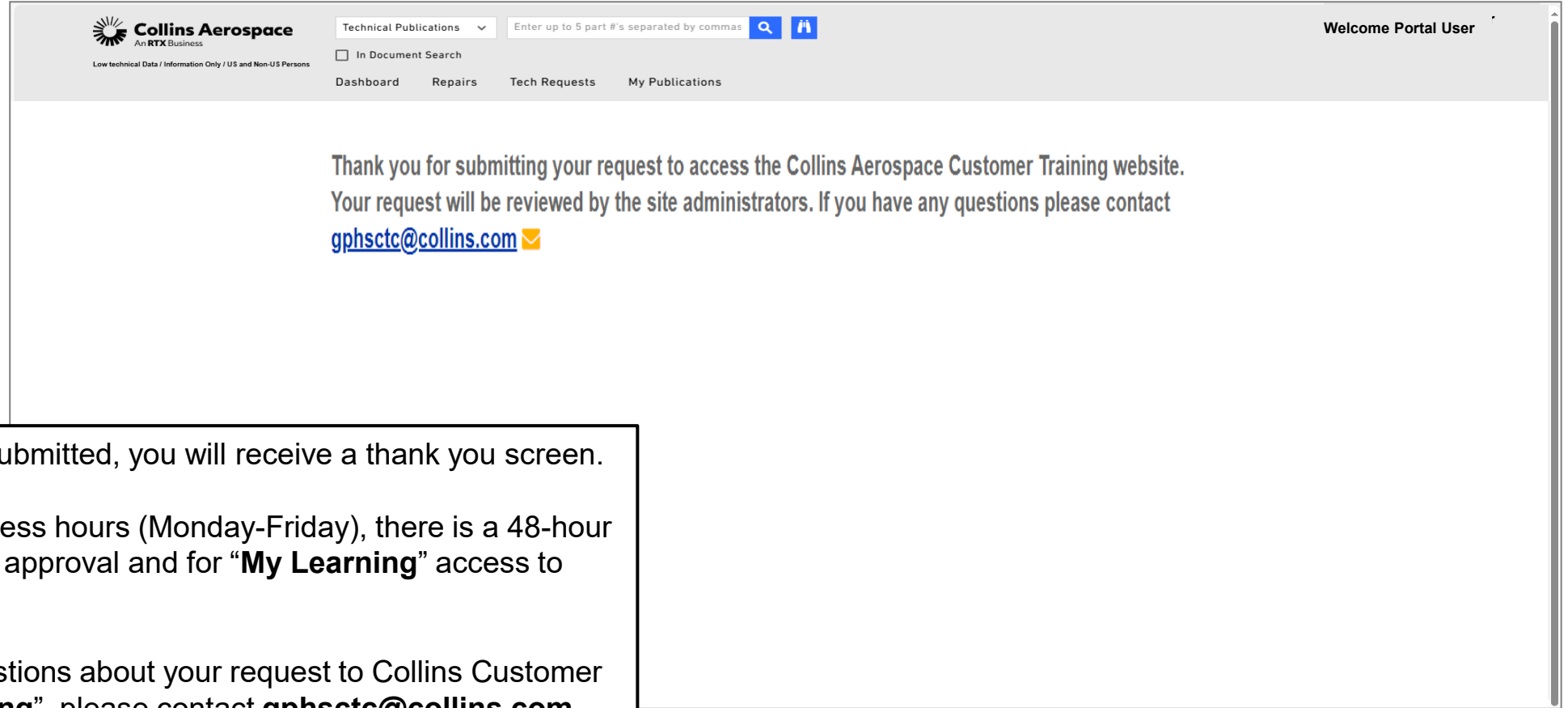
Request Access

1. Provide justification to support your request for access to Collins Customer Training **“My Learning”**

2. Once complete, click **Request Access**

# TRAINING REQUEST CONFIRMATION

## Customer Portal



Once successfully submitted, you will receive a thank you screen.

During normal business hours (Monday-Friday), there is a 48-hour processing cycle for approval and for “**My Learning**” access to become active.

If you have any questions about your request to Collins Customer Training “**My Learning**”, please contact [gphsctc@collins.com](mailto:gphsctc@collins.com).

# LANDING PAGE

## My Learning

Collins Aerospace  
An RTX Business

Home ▾

Search for actions or people

Good morning!

Quick Actions

- View My Profile
- View My Learning
- View Reminders
- View Favorites

To-Do

Take Courses

65  
Courses  
Due Anytime

After clicking the **“My Learning”** dropdown from the Portal – you will be directed to this **“My Learning”** landing page.

- Note that the icons shown may be different than the ones you see on your account.

Click **“View My Learning”**

View My Learning



# DASHBOARD

## My Learning

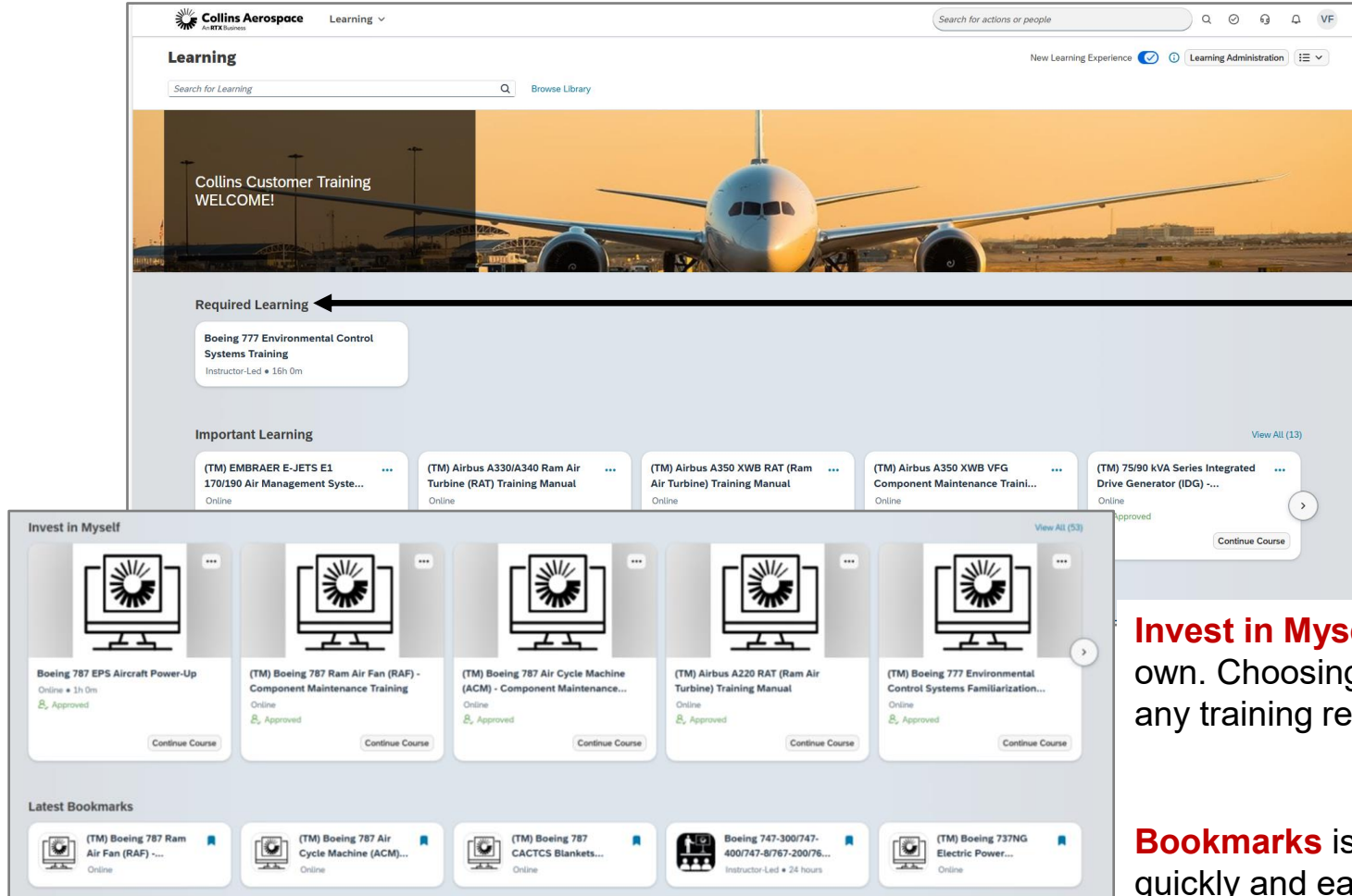
What you will see after clicking “My Learning” from the Landing Page

**Required Learning** is shown here.

**Important Learning** refers to training that was added to your learning plan by the Collins Training Manager – for example, the materials needed when you attend a class.

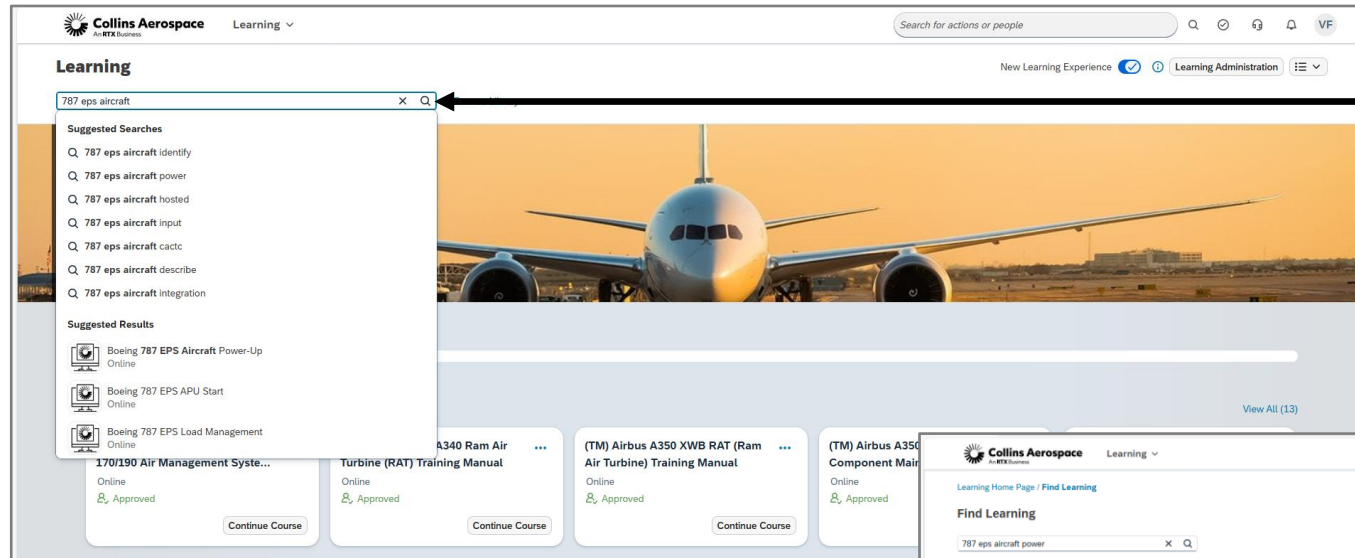
**Invest in Myself** is content that you choose on your own. Choosing your own courses can help to align with any training related to your company’s fleet.

**Bookmarks** is for training content that you want to find quickly and easily.



# BROWSE LIBRARY & REFINE SEARCH

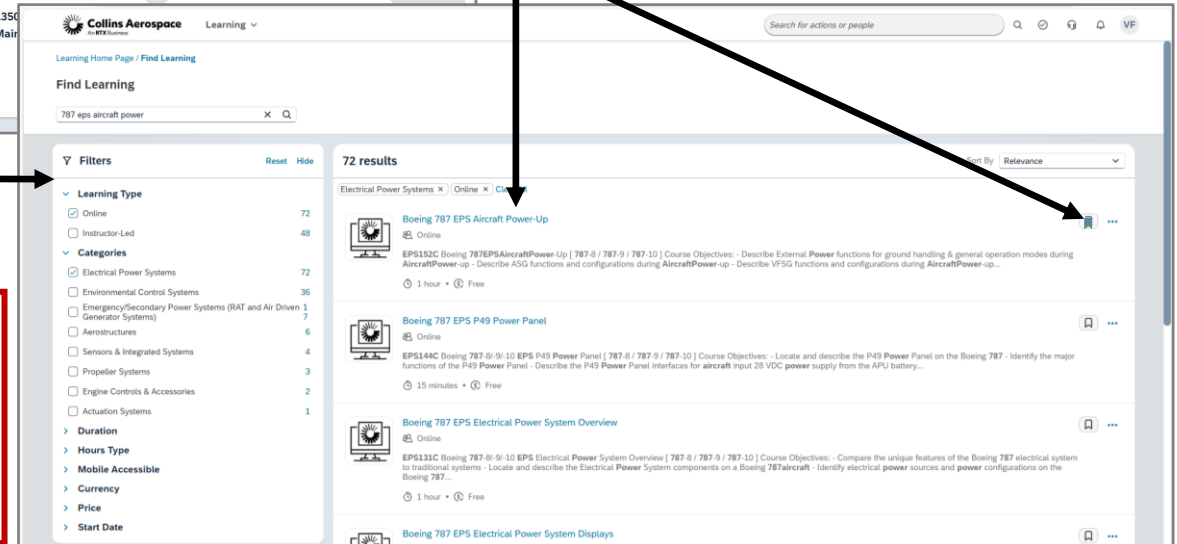
## My Learning



**Browse Library** with simple search, Course Name or Item ID.

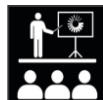
Click on the course you are interested in then click **Assign to Me** and/or add to your **Bookmarks**.

**Refine** a "Simple" Search by using **Filters** such as Learning Type or Category.



= Online Training Item

- ✓ (TM) Training Manuals
- ✓ (CBT) Computer-based
- ✓ (VIDEO) Videos



= Instructor-led Courses

- ✓ (ILT) Instructor-led Training
- ✓ (OJT) On-the-Job Training
- ✓ (VILT) Virtual ILT



# REQUEST FOR COURSE APPROVAL

# My Learning

My Learning / Boeing 787 EPS Aircraft Power-Up

Boeing 787 EPS Aircraft Power-Up

1

Request Approval

Recommend

Assign to Me

Bookmark

Course Information

Type: Online

Duration: 1.00 hours

&nbsp;Pricing Available Upon Request

Approval Required

Course Details

Online Content

Description

EP5152C Boeing 787 EPS Aircraft Power-Up[ 787-8 / 787-9 / 787-10 ]Course Objectives: - Describe External Power functions for ground handling & general operation modes during Aircraft Power-up - Describe ASG functions and configurations during Aircraft Power-up - Describe VFSG functions and configurations during Aircraft Power-up

Related Topics

Electrical Power Systems


Course Information

Credit Hours: 1

Course ID: EP5152C

Version: Version 2, 1/8/2017

**Assign** yourself the selected course:

- Click **Request Approval**  from the item page: **1**
- Click **Review** **2** then **Complete** **3**
- When approved click “Start Course” from your “**Invest in Myself**” or “**Important Learning**” list(s)

My Learning / Boeing 787 EPS Aircraft Power-Up

## Request Details

Approval Details

Approval Step:  
Step 1 of 1 - CTC Approver

Approvers:  
Virginia Ferrari

Boeing 787 EPS Aircraft Power-Up  
EPS152C

&nbsp;Pricing Available Upon Request

Add Comments

Comments:

2000 characters remaining

2

Review

My Learning / Boeing 787 EPS Aircraft Power-Up

Review Request

Approval Details

Approval Step:

Step 1 of 1 - CTC Approver

Approvers:

Virginia Ferrari

Boeing 787 EPS Aircraft Power-Up

EPS152C

&nbsp;   Pricing Available Upon Request

Add Comments

Comments:

3

Complete

# START COURSE & LAUNCH CONTENT

## My Learning

My Learning / Boeing 787 EPS Aircraft Power-Up

**Boeing 787 EPS Aircraft Power-Up** 1 → [Start Course](#) [Recommend](#) [Remove](#) [Bookmark](#)

Course Information  
Type: Online  
Duration: 1.00 hours  
&nbsp;   Pricing Available Upon Request

My Learning / Boeing 787 EPS Aircraft Power-Up / Online Content

**Boeing 787 EPS Aircraft Power-Up**  
EPS152C

787 EPS Aircraft Power-Up

Course Details [Online Content](#)

Content Preview

787 EPS Aircraft Power-Up

This content displays in a new window. After launching the new window, you must complete the content or exit before performing any action or you may lose completion status or progress.

2 → [Launch Content](#)

3 →

- Click **Start Course** 1
- Click **Launch Content** 2
- Course will **open** in separate window 3  
(make sure pop-ups are not blocked)

UTC Aerospace Systems

787 Aircraft Power-up

Help | Component List | Component Map | Single Line Diagram | Communications | Acronyms

Notes

Welcome

Welcome to Welcome to UTC Aerospace Systems' Familiarization training course for the Boeing 787 Electrical Power System Aircraft Power-up.

When this course is complete, you will be able to:

- Describe EP functions for Ground Handling and General Operation Modes during Aircraft Power-up.
- Describe ASG functions and configurations during Aircraft Power-up.
- Describe VFSG functions and configurations during Aircraft Power-up.

At the end of the course, you will check your knowledge of these objectives by answering a series of test questions.

When you are ready to start the course, click the Forward Arrow below.

UTC Aerospace Systems

**Aircraft Power-up**

When this course is complete, you will be able to:

- ▶ **External Power**  
Describe EP functions for Ground Handling and General Operation Modes during Aircraft Power-up.
- ▶ **ASG Function**

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ECCN 9E991

# THANK YOU

## CONTACTS

If you have any questions about your request to Collins Customer Training “My Learning”, please contact [gphsctc@collins.com](mailto:gphsctc@collins.com)

For assistance with the Customer Portal:  
Contact: [customer.portal@collins.com](mailto:customer.portal@collins.com)  
Support: [Customer Portal Help & FAQ](#)

For 24/7 AOG or critical technical support please contact our Customer Response Center (CRC) at 1-877-808-7575 or by Email [crc@collins.com](mailto:crc@collins.com)