

# MY LEARNING

● CUSTOMER PORTAL **USER GUIDE**



**Collins Aerospace**  
An **RTX** Business

# LOGIN

## My Learning

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.

www.customers.collinsaerospace.com

Collins Aerospace

WELCOME TO THE CUSTOMER PORTAL

SIGN IN

Or

REGISTER

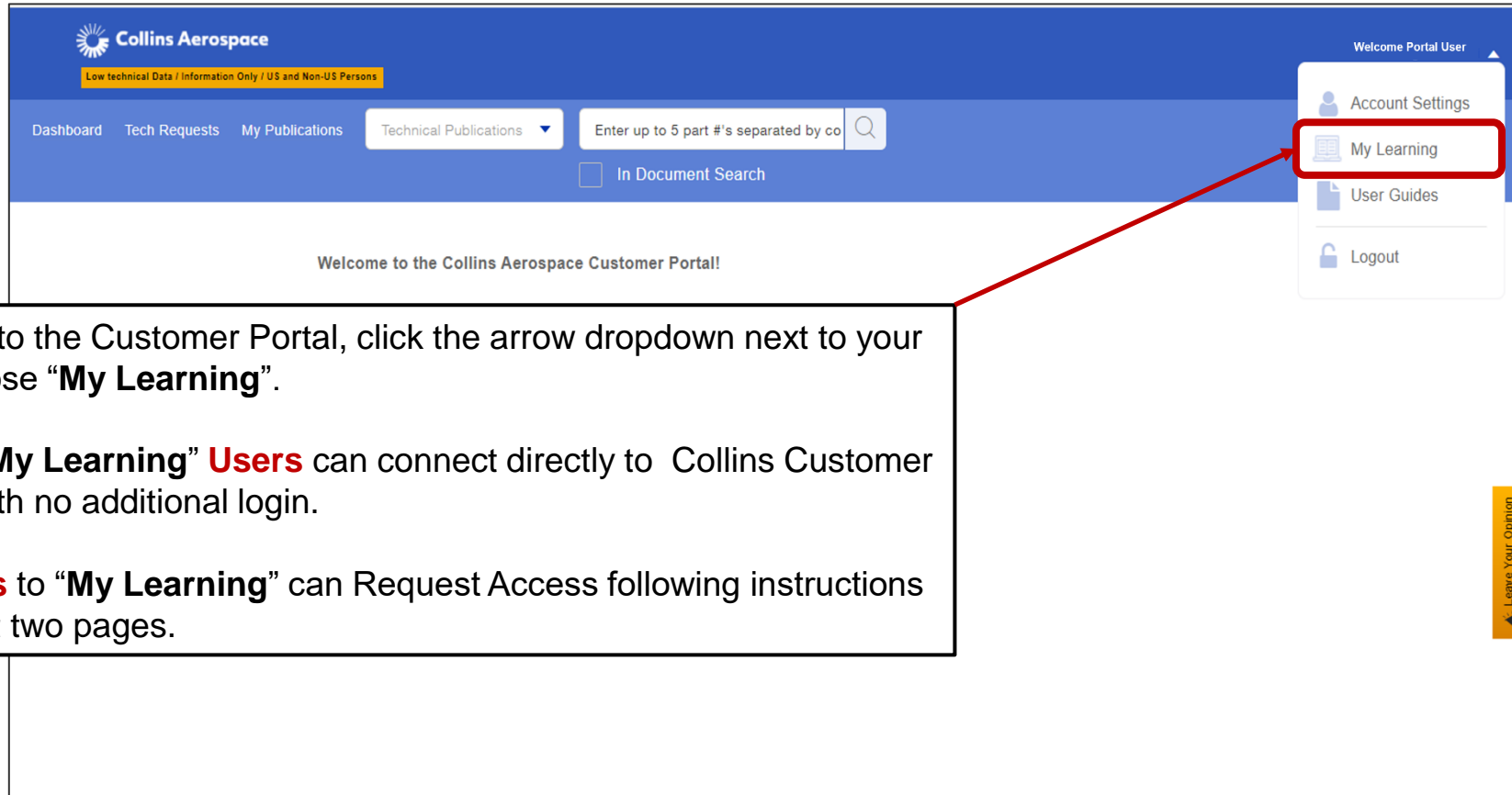
COLLINS AEROSPACE RTX PRATT & WHITNEY PRIVACY POLICY TERMS OF USE **FAQ AND CUSTOMER SUPPORT**

To access **Collins Customer Training**:

- Existing Customer Portal Users**  
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

## My Learning



The screenshot shows the Collins Aerospace Customer Portal dashboard. At the top left is the Collins Aerospace logo and a disclaimer: "Low technical Data / Information Only / US and Non-US Persons". Below this is a navigation bar with links for "Dashboard", "Tech Requests", "My Publications", and "Technical Publications" (with a dropdown arrow). To the right of these links is a search bar with the placeholder text "Enter up to 5 part #'s separated by co" and a search icon. Below the search bar is a checkbox labeled "In Document Search". In the top right corner, there is a user profile section titled "Welcome Portal User" with a dropdown arrow. The dropdown menu is open, showing options: "Account Settings", "My Learning" (highlighted with a red box), "User Guides", and "Logout". A red arrow points from the "My Learning" option in the dropdown menu to a text box on the left.

Welcome to the Collins Aerospace Customer Portal!

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.

Leave Your Opinion

# TRAINING REQUEST SUBMISSION

## My Learning

**Collins Aerospace**

Welcome Portal User

Dashboard Spares Repairs Quotes Tech Requests My Publications Spare Parts Search Enter up to 5 part #'s separated by co

### 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

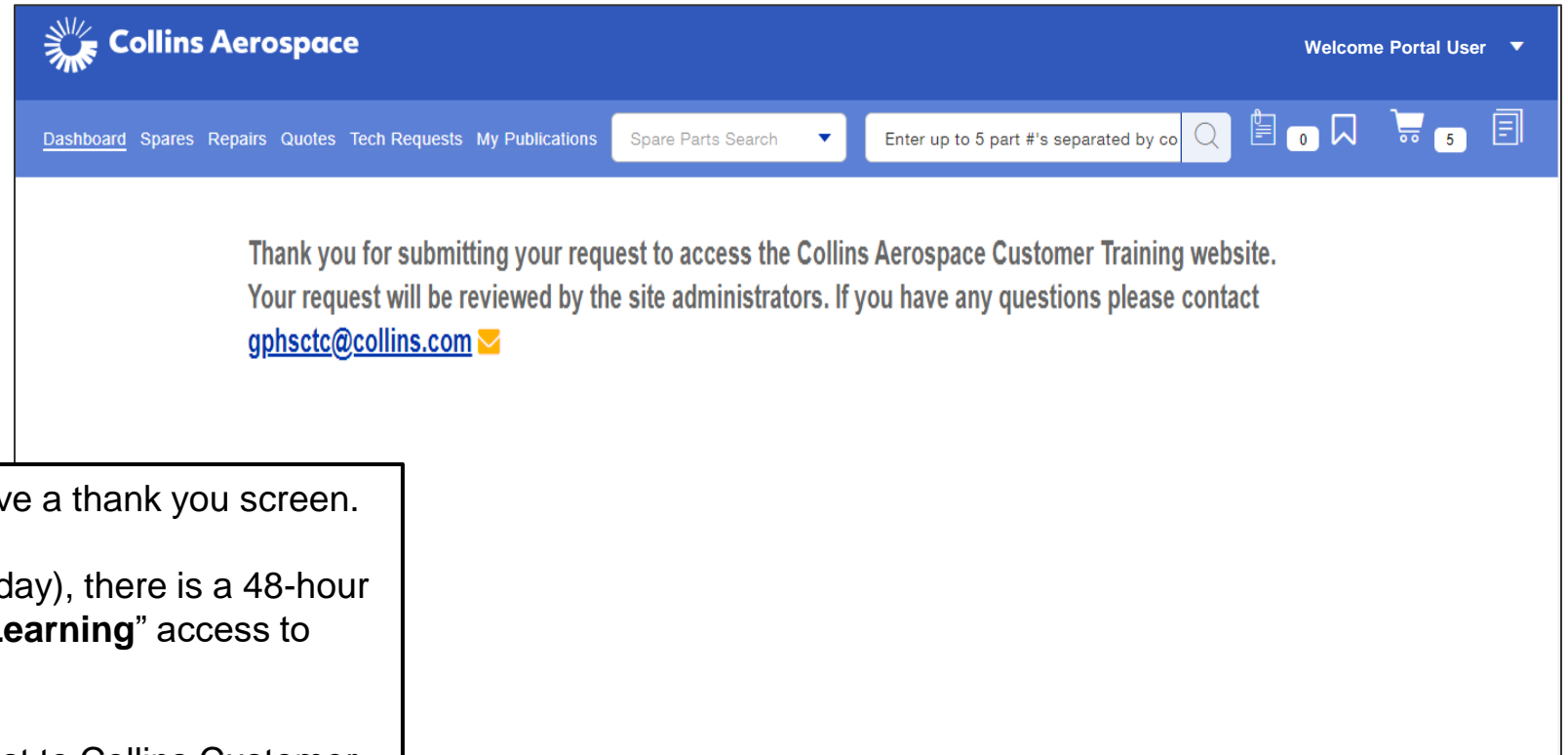
Request Access

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

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

# TRAINING REQUEST CONFIRMATION

## My Learning



The screenshot shows the Collins Aerospace Customer Training website interface. At the top, there is a blue header with the Collins Aerospace logo and the text "Collins Aerospace". To the right of the header, it says "Welcome Portal User" with a dropdown arrow. Below the header is a navigation bar with links for "Dashboard", "Spares", "Repairs", "Quotes", "Tech Requests", and "My Publications". There is also a "Spare Parts Search" dropdown menu and a search input field with the placeholder text "Enter up to 5 part #'s separated by co". On the right side of the navigation bar, there are icons for a clipboard, a shopping cart with the number "5", and a document icon. The main content area of the page displays a confirmation message: "Thank you for submitting your request to access the Collins Aerospace Customer Training website. Your request will be reviewed by the site administrators. If you have any questions please contact [gphsctc@collins.com](mailto:gphsctc@collins.com) ✉".

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)

# MY LEARNING NAVIGATION

## My Learning Assignments

Collins Aerospace | Welcome Portal User

Find Learning  
  
[Browse all courses >](#)

My Learning Assignments  
 Keyword:  Course name or ID | Select All | All Assignment Types

- (TM) Sukhoi Superjet ( SSJ ) Electric Power Generating System and Ram Air Turbine Training Manual
- (TM) Sukhoi Superjet ( SSJ ) Integrated Drive Generator (IDG) Repair Training Manual
- (VIDEO) Boeing 787 VFSG Field Input Seal Video - SB20
- (VIDEO) Boeing 787 VFSG Pressure Decay Test

Learning (search) →

- Featured courses
- History
- Bookmarks
- Links

List of Learning Assignments →

## Catalog Search

Collins Aerospace | My Learning / Catalog

Catalog  
[Browse by Topics](#) | 787

Results for "787"  
 118 COURSES

Refine By  
 Category  
 Instructor Led  
 Online  
 Other  
 External  
 Curricula  
 Program  
 QuickGuide  
 Collections

Boeing 787 EPS Power Distribution (ONLINE SELF-STUDY EPS140C)  
 Boeing 787 EPS APU Start (ONLINE SELF-STUDY EPS153C)  
 Boeing 787 EPS Load Management (ONLINE SELF-STUDY EPS148C)

Click "More" or "Less" for course details.  
 Be sure to:  
 • Assign yourself the selected course AND [REQUEST APPROVAL](#) from your "My Learning Assignments" screen

Refine search by "Category" or "Topics" (not all choices are active)



= Instructor-led Course

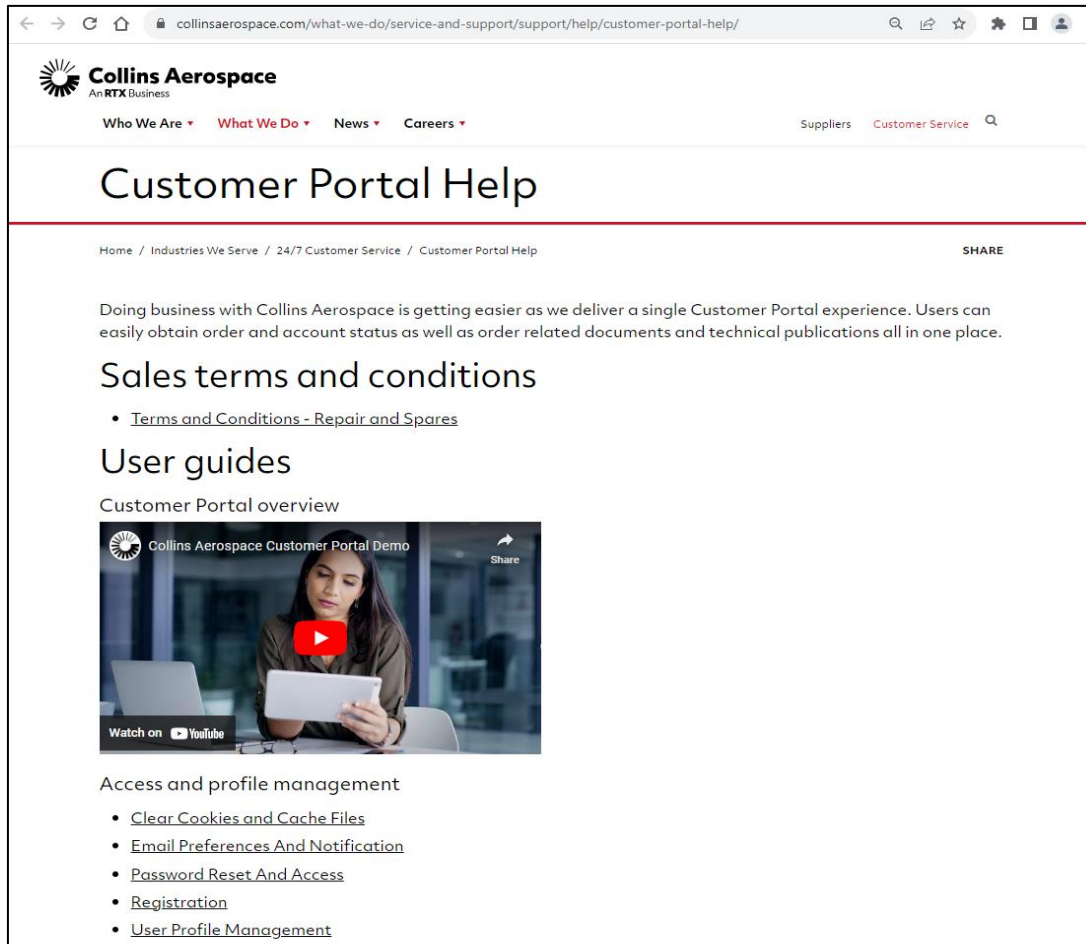


= Online Training Item



# CONTACTS

## My Learning



The screenshot shows the Collins Aerospace Customer Portal Help page. The page title is "Customer Portal Help". The breadcrumb trail is "Home / Industries We Serve / 24/7 Customer Service / Customer Portal Help". The main content area includes a paragraph about the Customer Portal experience, followed by sections for "Sales terms and conditions" (with a link to "Terms and Conditions - Repair and Spares") and "User guides" (with a link to "Customer Portal overview"). A video player is embedded, showing a woman using a tablet, with the title "Collins Aerospace Customer Portal Demo" and a "Share" button. Below the video is a section for "Access and profile management" with links to "Clear Cookies and Cache Files", "Email Preferences And Notification", "Password Reset And Access", "Registration", and "User Profile Management".

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)



THANK YOU

● **CUSTOMER PORTAL USER GUIDE**



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