

MY LEARNING

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

An **RTX** Business

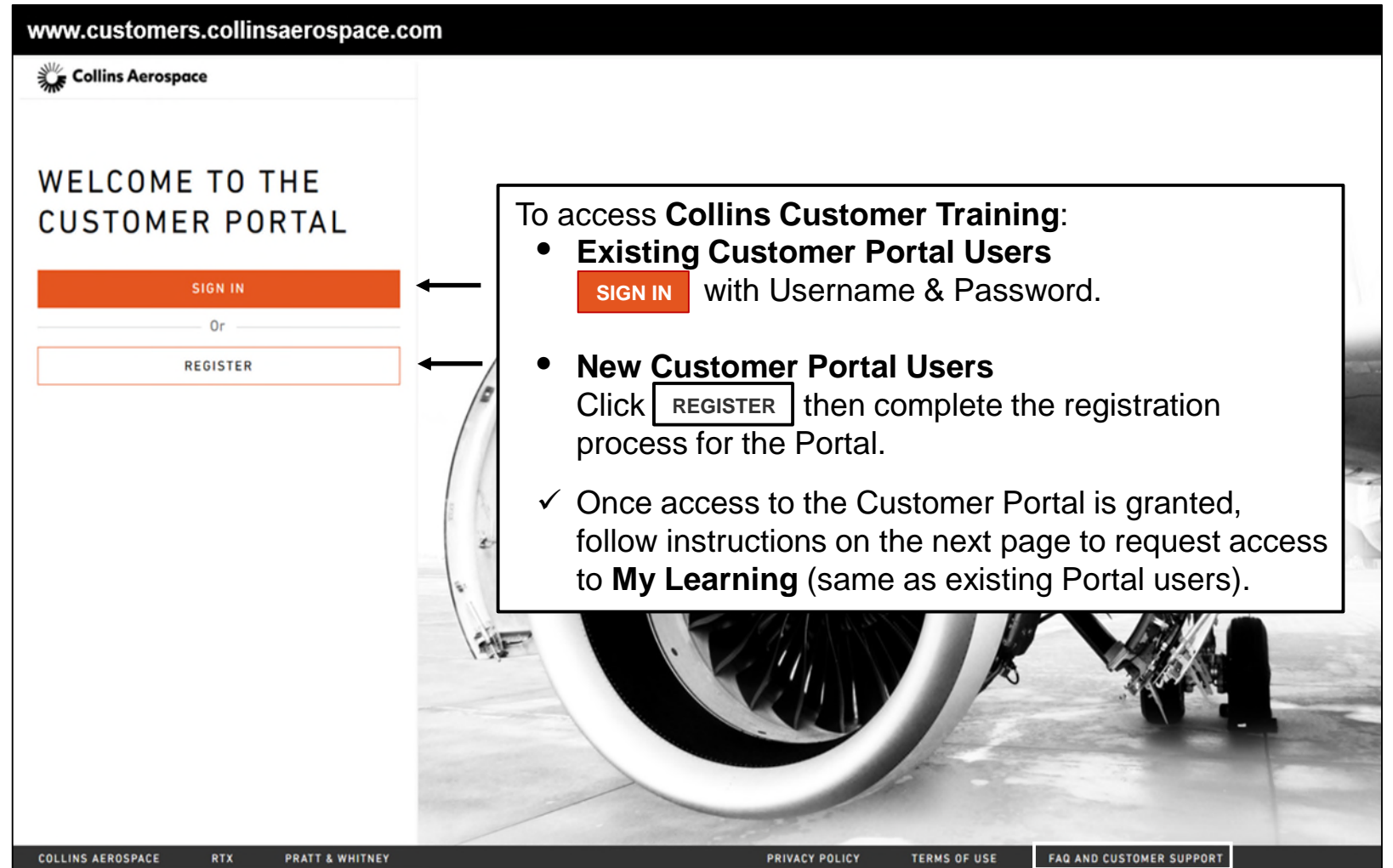
LOGIN

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.



The screenshot shows the Collins Aerospace Customer Portal login page. The URL is www.customers.collinsaerospace.com. The page features the Collins Aerospace logo and the text "WELCOME TO THE CUSTOMER PORTAL". There are two main buttons: "SIGN IN" (orange) and "REGISTER" (white with an orange border). An "Or" separator is between them. An overlay box on the right provides instructions on how to access Collins Customer Training:

To access **Collins Customer Training**:

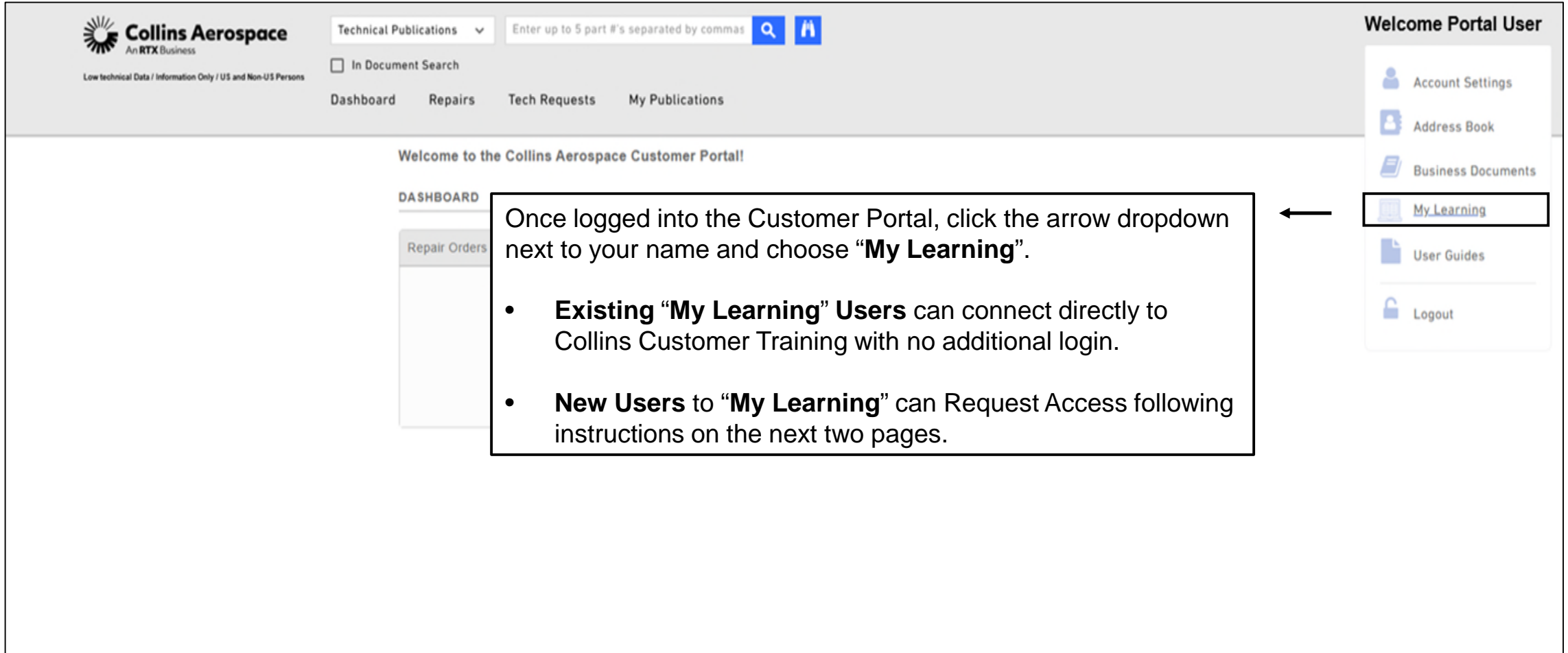
- **Existing Customer Portal Users**
Click **SIGN IN** with Username & Password.
- **New Customer Portal Users**
Click **REGISTER** then complete the registration process for the Portal.

A checkmark indicates that once access to the Customer Portal is granted, users should follow instructions on the next page to request access to **My Learning** (same as existing Portal users).

The footer of the page includes links for COLLINS AEROSPACE, RTX, PRATT & WHITNEY, PRIVACY POLICY, TERMS OF USE, and FAQ AND CUSTOMER SUPPORT.

DASHBOARD

My Learning



The screenshot shows the Collins Aerospace Customer Portal dashboard. The top navigation bar includes the Collins Aerospace logo, a search bar, and a user profile dropdown menu. The user profile menu is open, showing options like Account Settings, Address Book, Business Documents, My Learning (highlighted with a red box and an arrow), User Guides, and Logout. The main content area displays a welcome message and a sidebar with links to Dashboard, Repairs, Tech Requests, and My Publications. A callout box with a black border and white background is overlaid on the dashboard, providing instructions on how to access the My Learning section.

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

My Learning

The screenshot shows the 'Request Access to the Collins Aerospace Customer Training Website' form. The header includes the Collins Aerospace logo, a search bar, and navigation links. The main content area contains a text box for justification, a 'Request Access' button, and a character count.

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

Technical Publications Enter up to 5 part #'s separated by commas

☐ 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

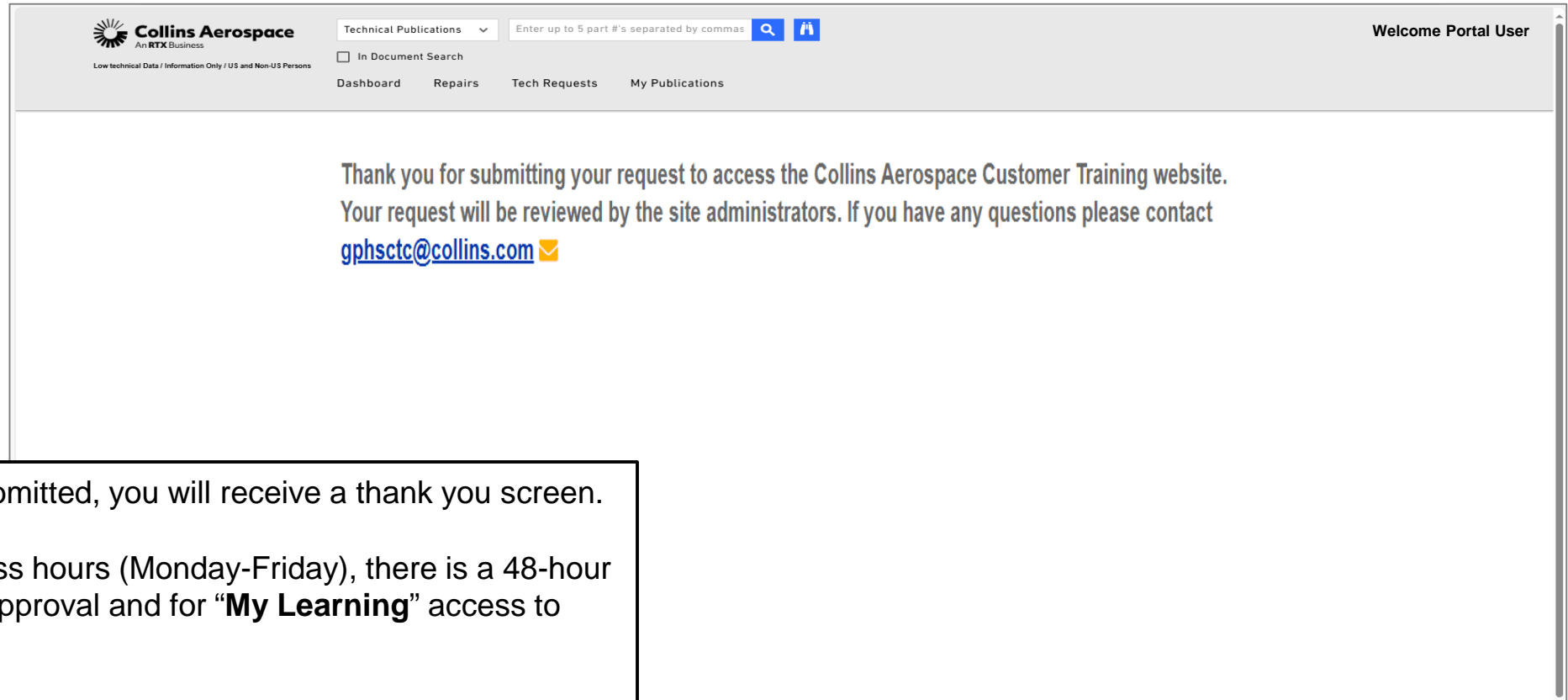
Request Access

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

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

TRAINING REQUEST CONFIRMATION

My Learning



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

The screenshot shows the 'My Learning Assignments' page. A search bar at the top is labeled 'Learning (search)'. Below it, a list of assignments is shown, with the first three items labeled 'List of Learning Assignments'. The list includes 'Boeing 787 Cabin Air Conditioning and Temperature Control System (CACTCS) Familiarization', 'Boeing 787 Electric Power Generation and Start System (EPGSS) Familiarization & Maintenance', and 'Boeing 787 EPS Electrical Power System Overview'. On the right side, there are buttons for 'History', 'Links', 'Featured', and 'Bookmarks', which are collectively labeled with a list: 'Featured courses', 'History', 'Bookmarks', and 'Links'. A status message at the bottom indicates 'You currently have no required curriculum'.



= Instructor-led Course



= Online Training Item

Catalog Search

Click **“More”** or **“Less”** for course details.

Be sure to:

- Assign yourself the selected course **AND** **Request Approval** from the item page.
- Click **Review** then **Complete**
- When approved click **“Start Course”** from your **“My Learning Assignments”**

The screenshot shows the 'Catalog Search' results for '787'. A 'Refine By' dropdown menu is open, showing options like 'Instructor Led', 'Online', 'Other', 'External', 'Curricula', 'Program', 'QuickGuide', and 'Collections'. An arrow points from this menu to a text box at the bottom: 'Refine search by “Category” or “Topics” (not all choices are active)'. The search results list several items, each with an 'Assign to Me' button. The first item is 'Boeing 787 EPS Power Distribution (ONLINE SELF-STUDY EPS140C)'.

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

THANK YOU

CONTACTS

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

For assistance with the Customer Portal:
Contact: 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