

# CLEARING COOKIES AND CACHE

COLLINS CUSTOMER PORTAL USER GUIDE

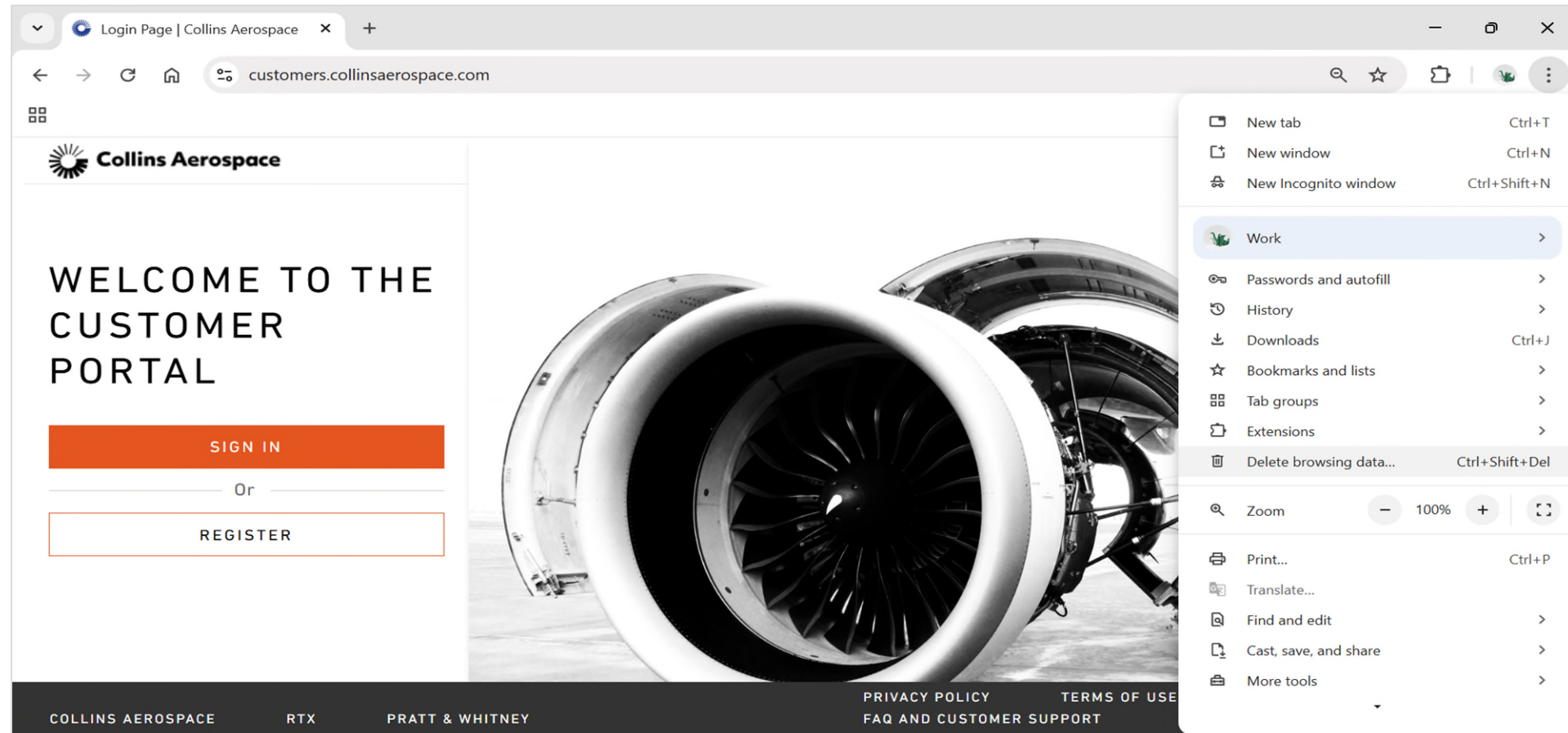


**Collins Aerospace**

An **RTX** Business

# GOOGLE CHROME BROWSER

## Clear Cookies & Cache Files



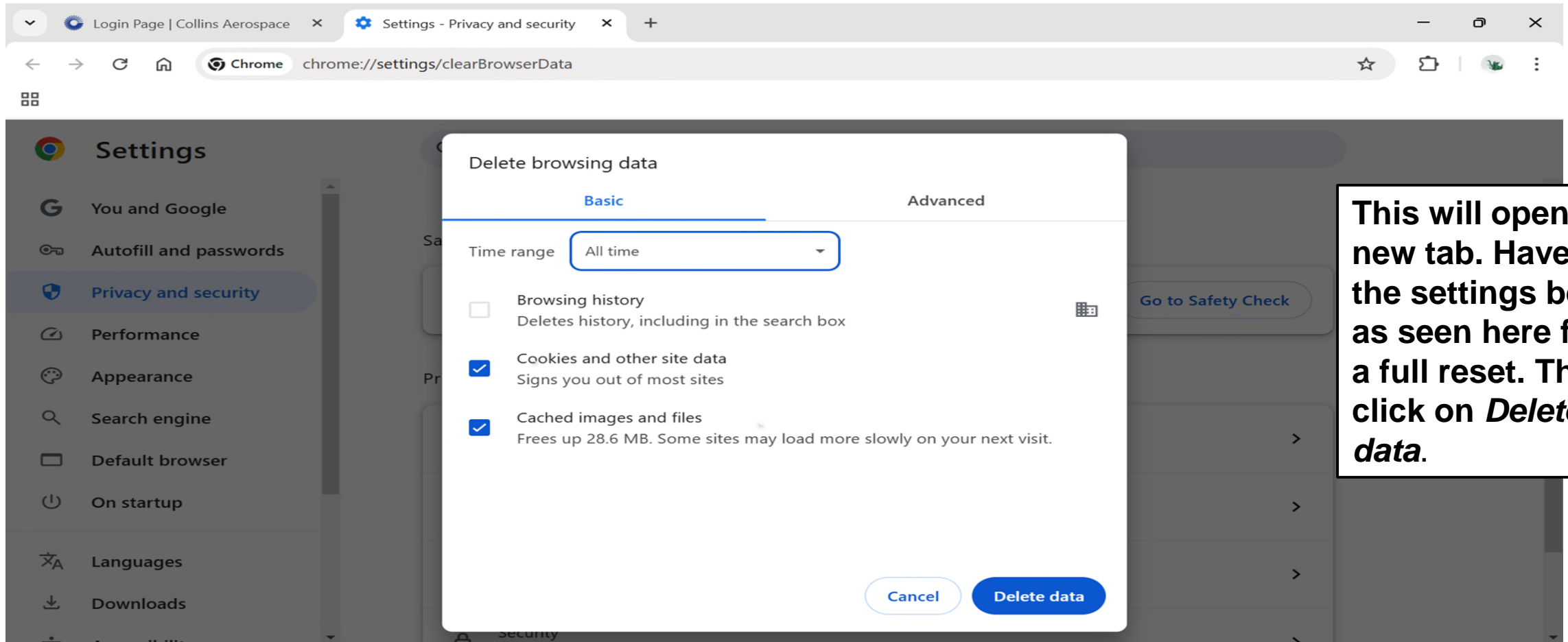
Open Chrome and click on the three-dots at the top of the page

Select *Delete Browsing Data*

**Browser Compatibility Note: We strongly recommend using the Google Chrome browser for the best experience.**

# GOOGLE CHROME BROWSER

## Clear Cookies & Cache Files



After clearing cookies, close & reopen your browser, then try signing into your portal account.

# MICROSOFT EDGE BROWSER

## Clear Cookies & Cache Files

The screenshot shows the Microsoft Edge browser interface. The address bar displays the URL <https://customers.collinsaerospace.com>. The page content includes the Collins Aerospace logo, a "WELCOME TO THE CUSTOMER PORTAL" message, and "SIGN IN" and "REGISTER" buttons. A large image of a jet engine is visible in the background. The browser's menu is open, showing options like "New tab", "New window", "Zoom", "Favorites", "Collections", "History", "Downloads", "Apps", "Extensions", "Browser essentials", "Print", "Split screen", "Screenshot", "Find on page", "Reload in Internet Explorer", "More tools", "Settings", "Help and feedback", "Close Microsoft Edge", and "Managed by your organization". The "History" pop-up is also open, showing a search bar and a list of recently closed tabs. A trashcan icon is visible in the top right corner of the History pop-up.

Open Edge and click on the three-dots here

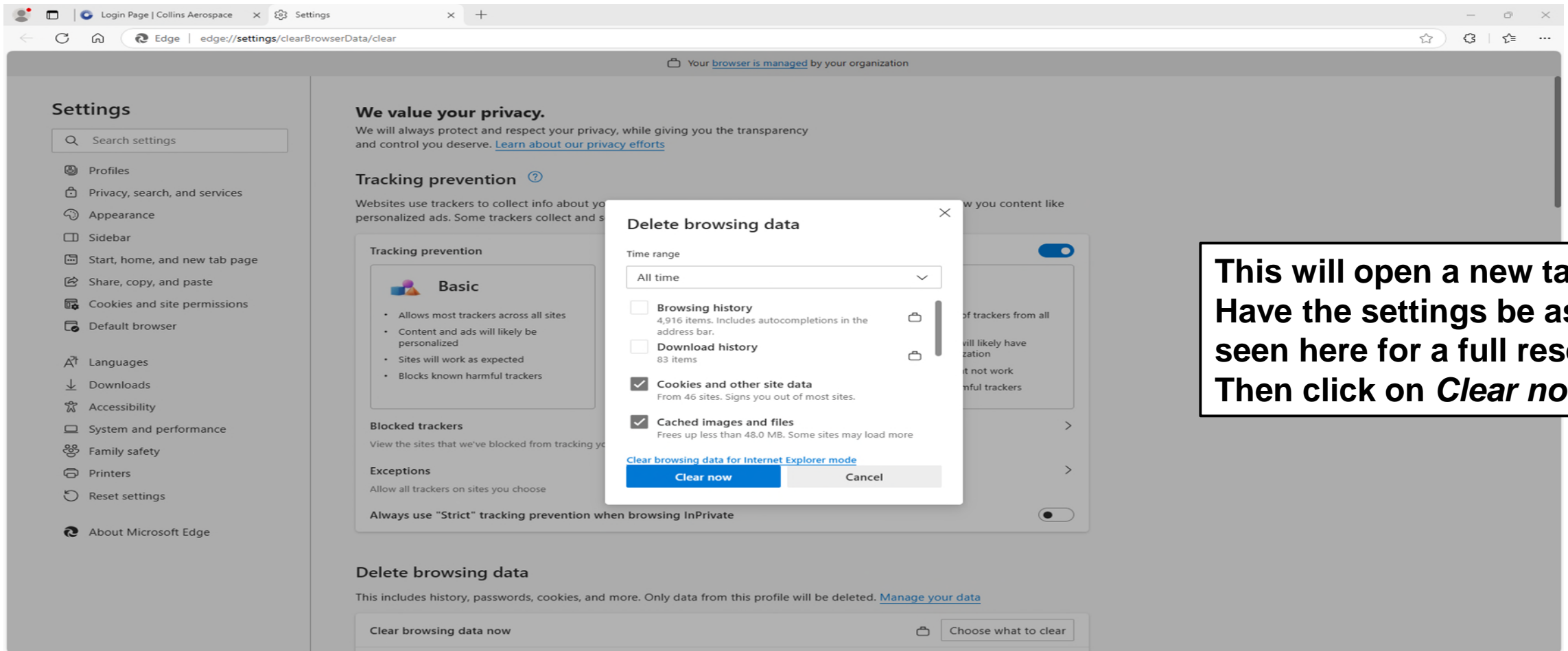
Click on *History*, which will open a pop-up

Click on trashcan icon



# MICROSOFT EDGE BROWSER

## Clear Cookies & Cache Files



The screenshot shows the Microsoft Edge browser interface. The address bar displays 'edge://settings/clearBrowserData/clear'. The left sidebar contains the 'Settings' menu with options like Profiles, Privacy, search, and services, Appearance, Sidebar, Start, home, and new tab page, Share, copy, and paste, Cookies and site permissions, Default browser, Languages, Downloads, Accessibility, System and performance, Family safety, Printers, Reset settings, and About Microsoft Edge. The main content area is titled 'We value your privacy.' and shows the 'Tracking prevention' settings. A 'Delete browsing data' dialog box is open in the center, showing a 'Time range' dropdown set to 'All time'. The dialog lists four items: 'Browsing history' (4,916 items), 'Download history' (83 items), 'Cookies and other site data' (checked, from 46 sites), and 'Cached images and files' (checked, frees up less than 48.0 MB). At the bottom of the dialog are 'Clear now' and 'Cancel' buttons. A text box on the right side of the screenshot contains the instruction: 'This will open a new tab. Have the settings be as seen here for a full reset. Then click on *Clear now*.'

After clearing cookies, close & reopen your browser, then try signing into your portal account.

# THANK YOU

## CONTACTS

Customer Portal Support Team Email:  
[customer.portal@collins.com](mailto:customer.portal@collins.com)

For 24/7 global AOG please contact:  
1-877-808-7575 (within U.S.)  
1-860-654-2500 (outside U.S.)

Collins Business Contacts:  
<https://www.collinsaerospace.com/support>

Collins Customer Portal FAQ and Support:  
<https://www.collinsaerospace.com/support/help/Customer-portal-help>