

Customer Portal – Duo Multifactor Authentication Initial Setup (Landlines)

Effective Friday, September 8th 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 for Landline Phones.

Recommended before login:

Download Duo MFA for Android or iOS.

[Duo Mobile for Android](#)

[Duo Mobile for iOS](#)

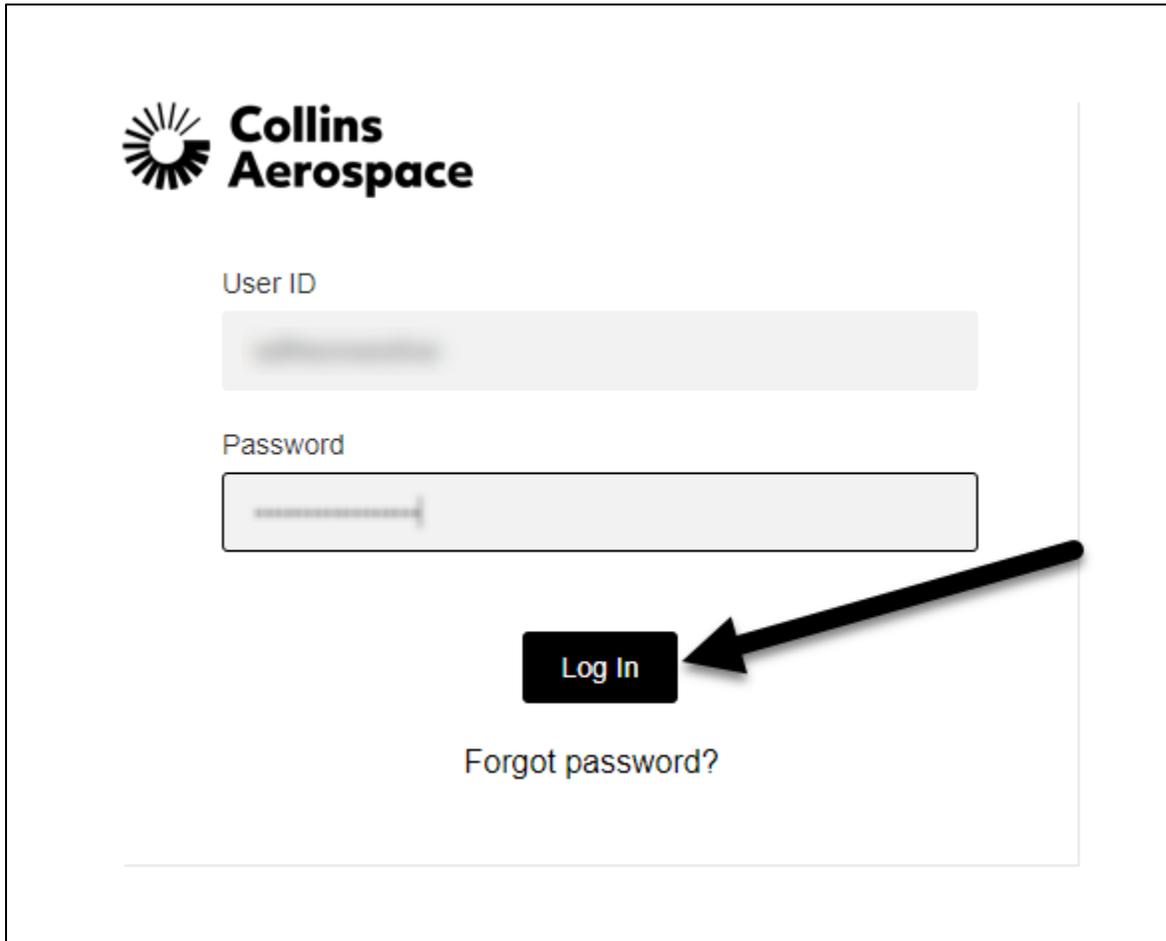
Step 1: From the Customer Portal Login screen, click the “Sign-In” button.

<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.



 **Collins Aerospace**

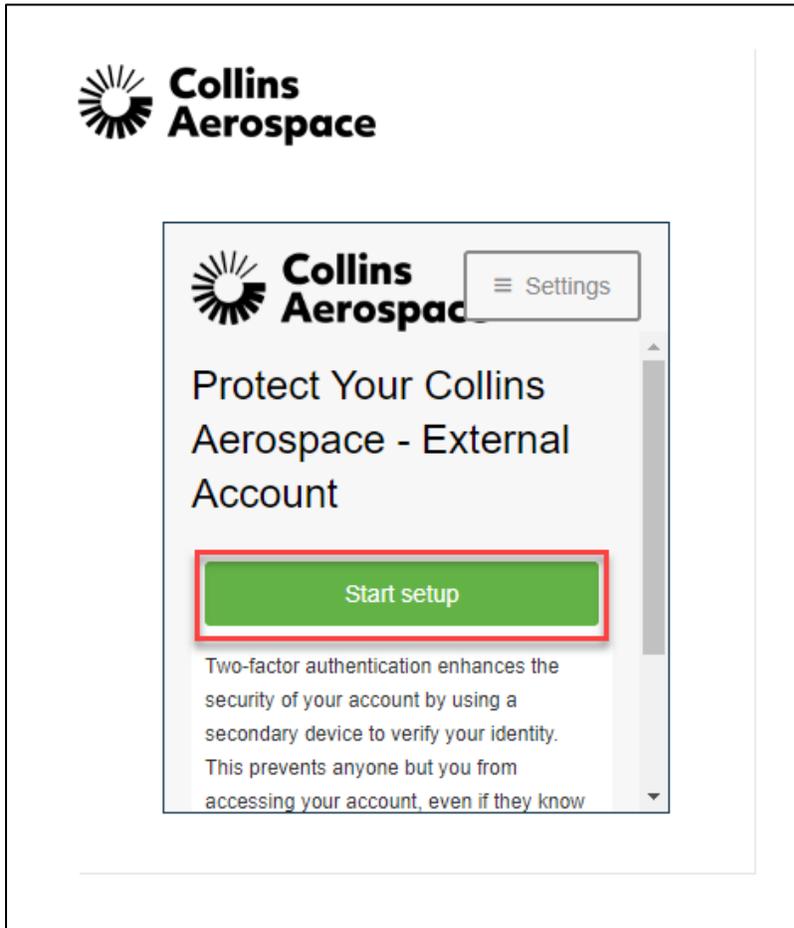
User ID

Password

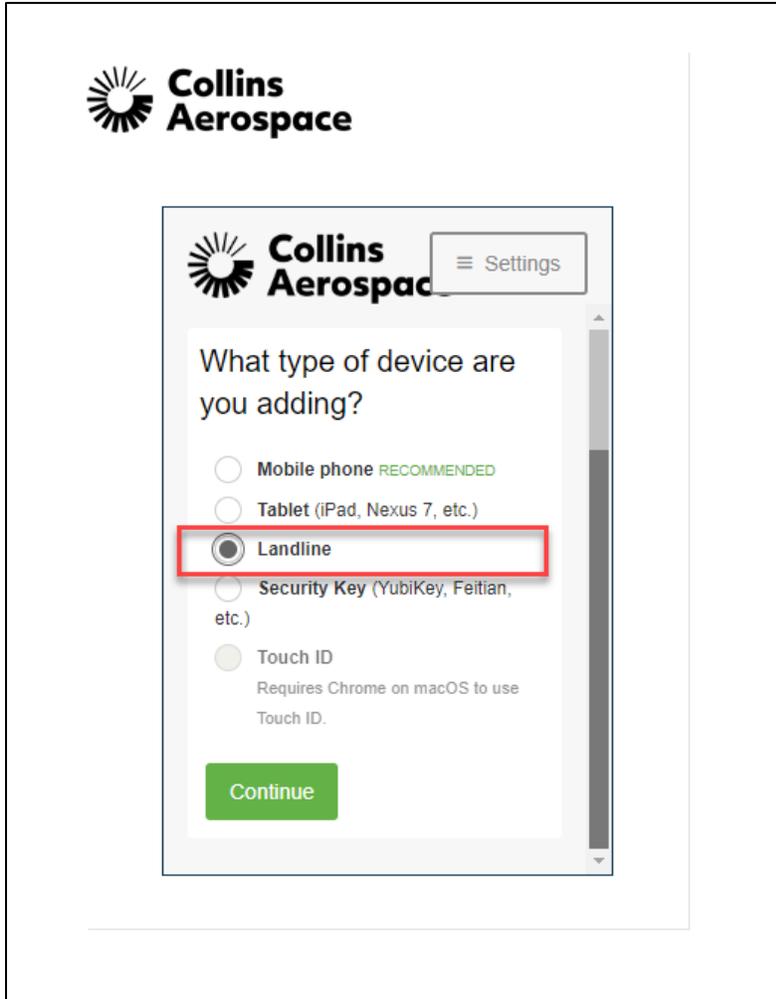
Log In

[Forgot password?](#)

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



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



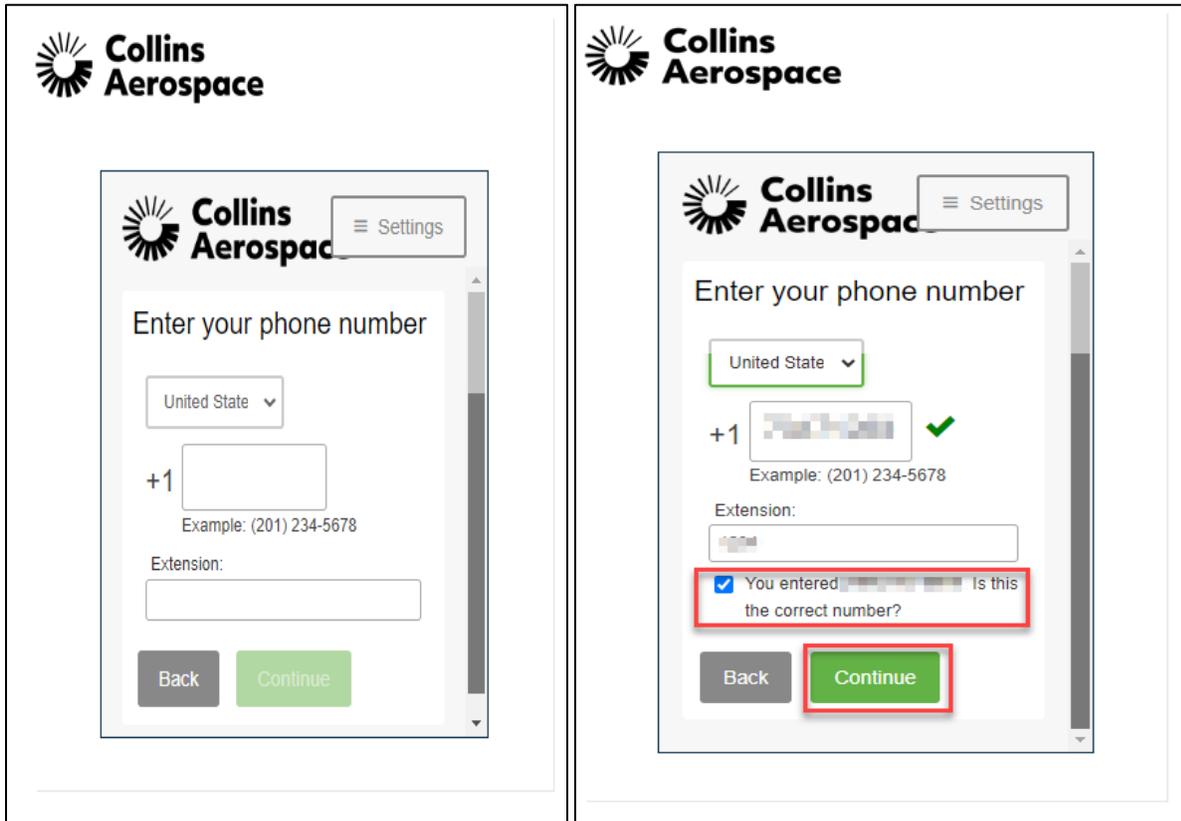
The screenshot shows the Collins Aerospace mobile application interface. At the top left is the Collins Aerospace logo. Below it, the text "Collins Aerospace" is displayed. A "Settings" button is visible in the top right corner. The main content area asks "What type of device are you adding?" and lists five options with radio buttons:

- Mobile phone *RECOMMENDED*
- Tablet (iPad, Nexus 7, etc.)
- Landline
- Security Key (YubiKey, Feitian, etc.)
- Touch ID
Requires Chrome on macOS to use Touch ID.

A green "Continue" button is located at the bottom of the form. A red rectangular box highlights the "Landline" radio button and its label.

Step 5: Enter your landline phone number as indicated in the Example format to be used to receive the verification. If your landline has an extension, please enter it in the “Extension:” box below the main phone number. Once the phone number is validated, click continue to proceed.

Important: Please select your country before entering your phone number.



The image displays two sequential screenshots of the Collins Aerospace phone number verification interface. Both screenshots feature the Collins Aerospace logo and a 'Settings' menu icon in the top right corner.

The left screenshot shows the initial form with the following elements:

- Header: Collins Aerospace logo and 'Settings' menu.
- Title: 'Enter your phone number'.
- Country Selection: A dropdown menu currently set to 'United State'.
- Main Phone Number: A text input field with a '+1' prefix and a green checkmark, containing a redacted number. Below it is the example '(201) 234-5678'.
- Extension: A text input field labeled 'Extension:'.
- Buttons: 'Back' and 'Continue' buttons at the bottom.

The right screenshot shows the form after validation, with the following changes:

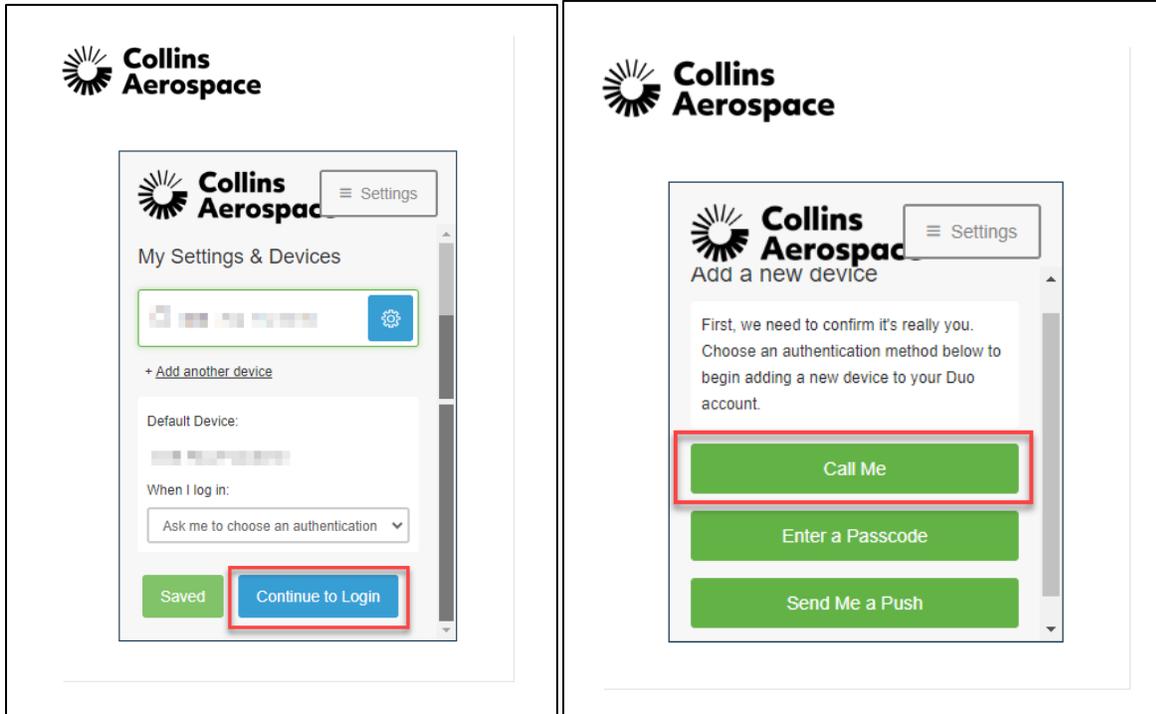
- The main phone number field now has a green checkmark to its right.
- A red box highlights a confirmation checkbox with the text: 'You entered [redacted] Is this the correct number?'.
- The 'Continue' button is also highlighted with a red box.
- The 'Back' button remains visible.

Step 6: Verify Ownership of Phone Number.

Note: For landlines, please click the “Call me” button to receive your verification code via phone call. Once received, enter the provided 6-digit code then click the “Verify” button. From there, click Continue to proceed.



Step 7: Click the “Continue to Login” button then select “Call Me” to receive the DUO verification.



You should now be set up and can proceed to the Customer Portal after the verification is accepted.