

PASSWORD RESET & ACCESS

COLLINS CUSTOMER PORTAL USER GUIDE



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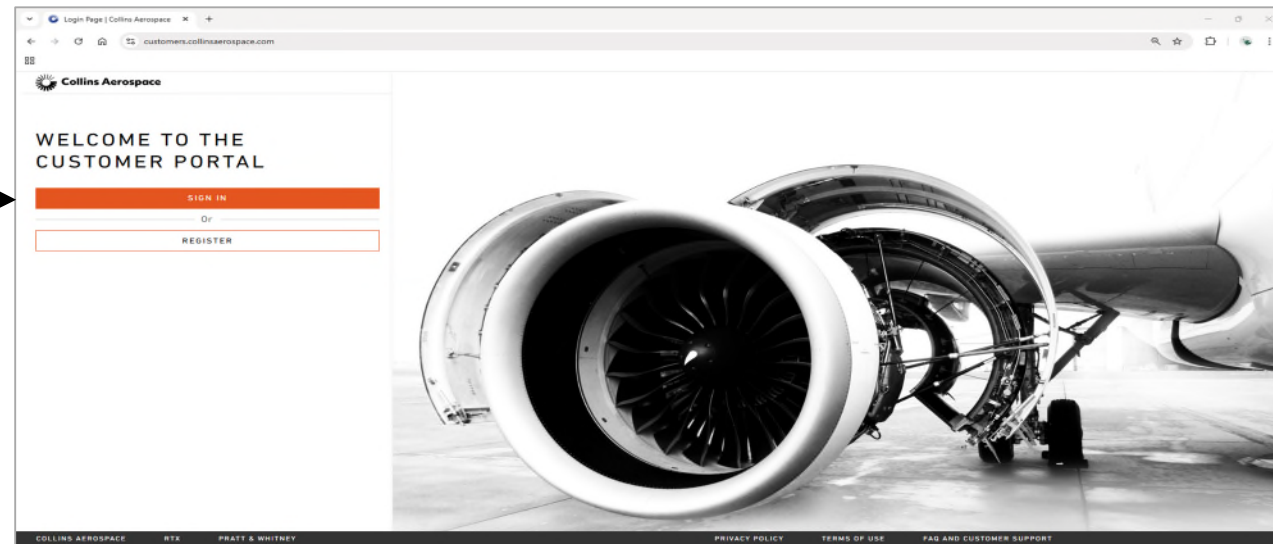
An **RTX** Business

RESET PASSWORD

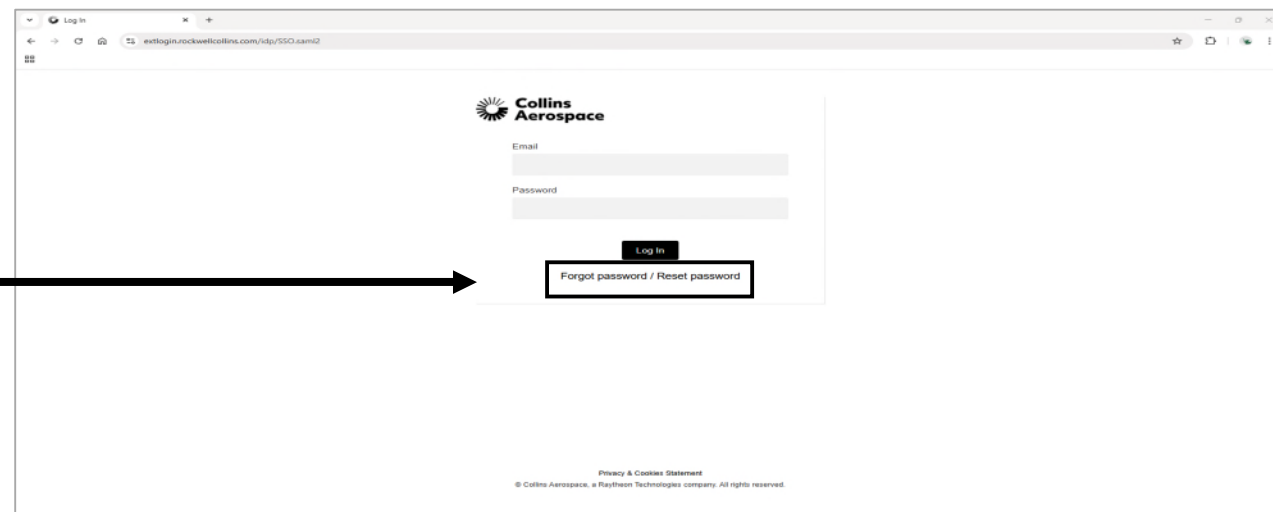
Password Reset & Access

Step 1: to reset your password, click the “Sign In” button to open the portal Login screen.

If you do not have an account, click the **Register** button to gain access. Instructions can be found here on the **FAQ and Customer Support page**.



Step 2: Click the “Forgot password / Reset password” link



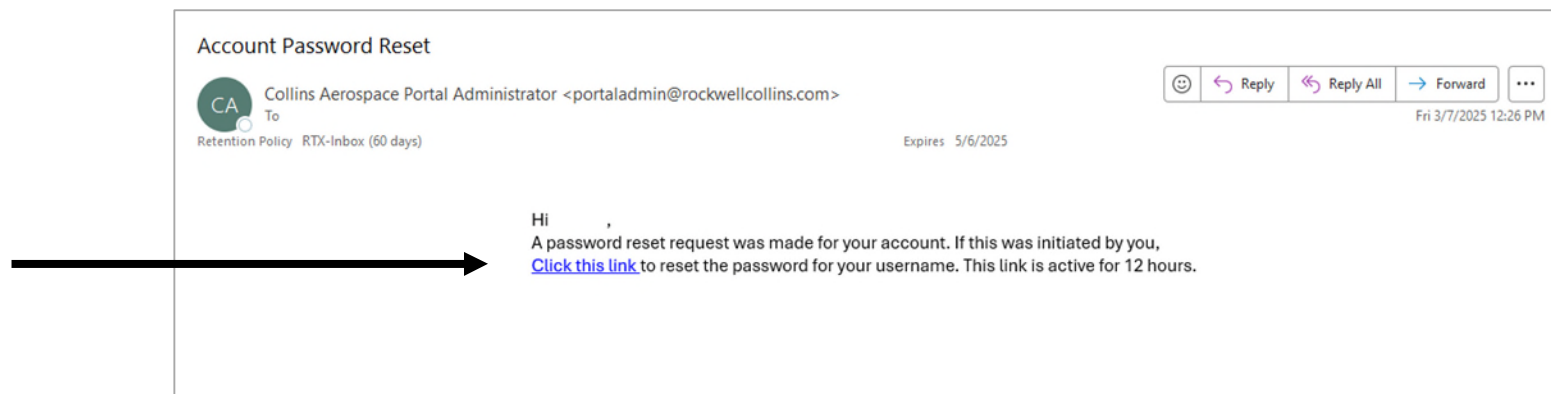
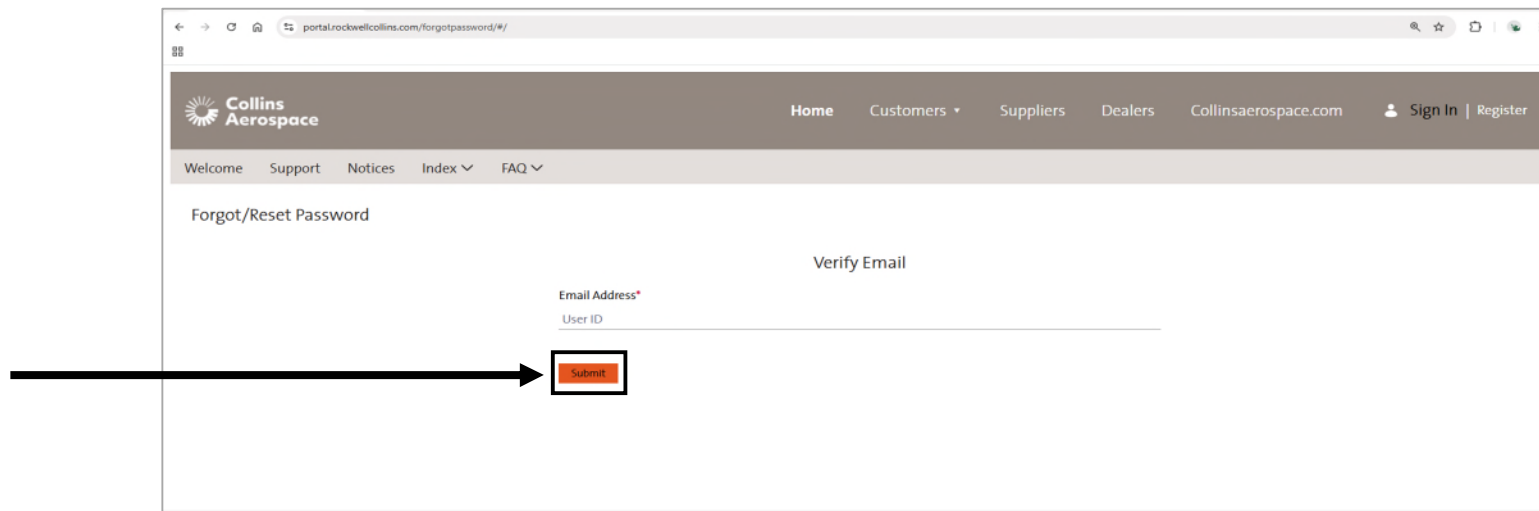
INPUT USER ID

Password Reset & Access

Step 3: Enter your company email address / portal User ID, then click the “Submit” button.

Step 4: Once you submit, you should receive an email from **portaladmin@rockwellcollins.com**. Click on the link provided in the email.

Note: The link is active for only 12 hours and will have to be requested again once expired.



ENTER NEW PASSWORD

Password Reset & Access

Step 5: Enter a new password, then click the “Submit” button.

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Home Customers Suppliers Dealers Collinsaerospace.com Sign In | Register

Welcome Support Notices Index FAQ

Forgot/Reset Password

New Password* ⓘ

New Password

Confirm New Password*

Confirm Password

Submit

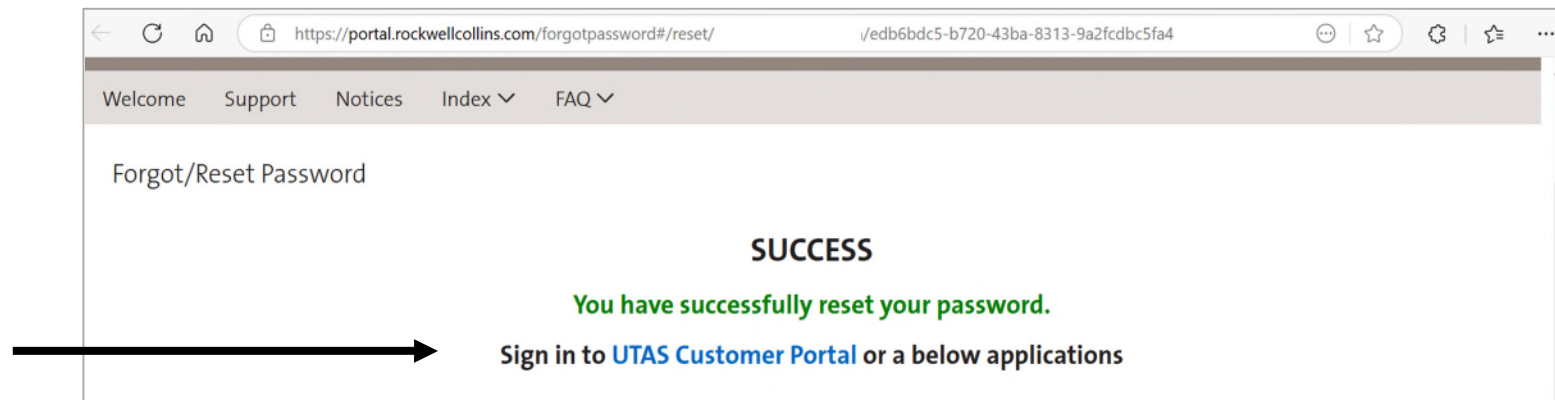
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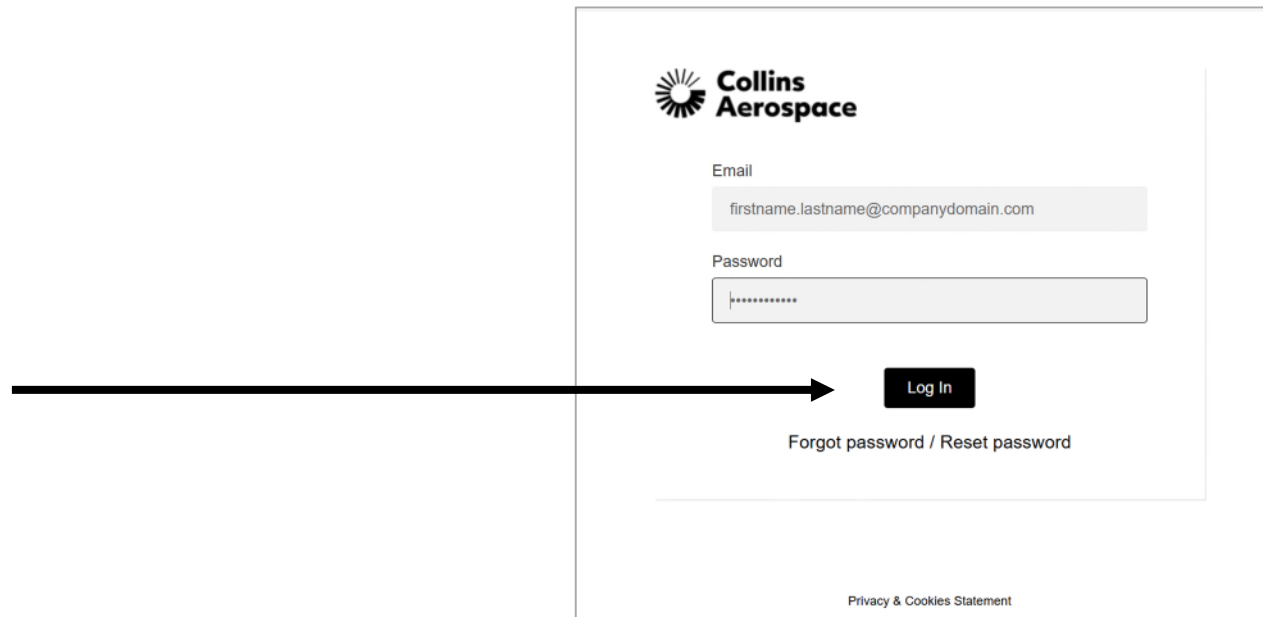
LOGIN

Password Reset & Access

Step 6: Click the login link, to return to the Customer Portal login screen.



Step 7: Enter your new credentials then click **Log In**.



THANK YOU

CONTACTS

Customer Portal Support Team Email:
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>