

# REGISTRATION

● CUSTOMER PORTAL **USER GUIDE**



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

# LOGIN

## Registration

**NOTE:** This website is intended for the use of our established customers.

**Important:** If you currently have access to other Collins/RTX web applications, a registration request is still required to access this site.

If you do not have an account, click the **Register** button to gain access.

Instructions can be found here or in the [FAQ and Customer Support](#) page.

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**

# NEW USER REGISTRATION

## Registration

Clicking the **Register** button on the Customer Portal login page directs you to the **New User Registration** page.



On the **Let's Get Started** page, you must input your work information and complete the required fields.

Once completed, clicking the **Send Email** button will send an email confirmation where you must confirm your email address.

# CONFIRM EMAIL

## Registration

**From:** Collins Aerospace Customer Portal <[Customer.Portal@collins.com](mailto:Customer.Portal@collins.com)>  
**Date:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Registration Submission Confirmation



**YOU'RE  
ALMOST  
THERE**

### CONFIRM YOUR EMAIL

Hello [REDACTED] please follow the link below to confirm your email.  
In order to protect your information this link will be valid for 24 hours. Once your email is confirmed, you will be redirected to a new page to complete your registration application. By confirming you agree to the [Terms of Use](#).

**CONFIRM EMAIL**

If you have any questions, or if you would like more information, please [contact us](#).

Once the email is confirmed, you are directed to the **Where Do You Work?** page to continue the registration request.

# WHERE DO YOU WORK

## Registration

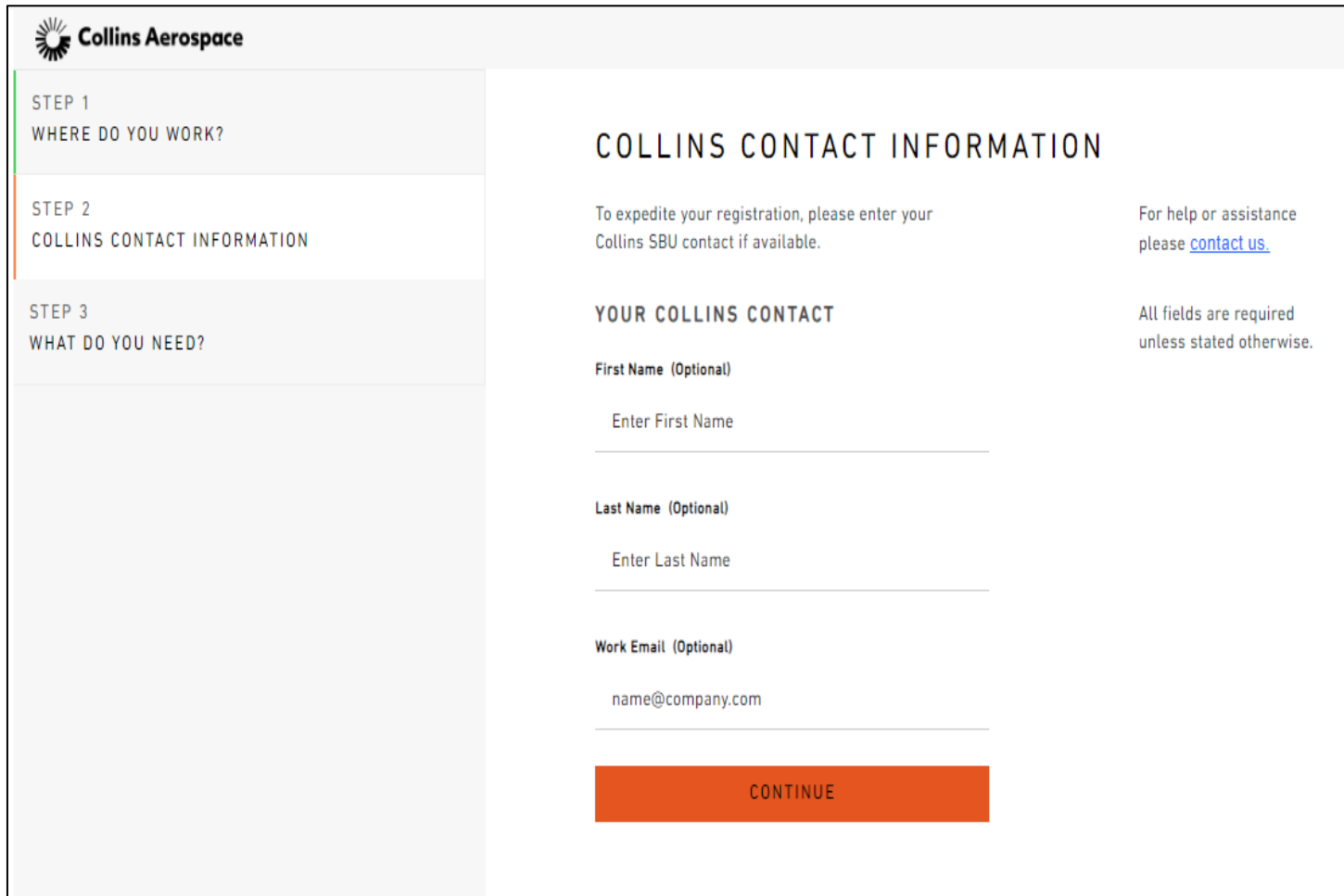
The screenshot shows a registration form for Collins Aerospace. On the left, a vertical sidebar contains three steps: STEP 1 WHERE DO YOU WORK? (highlighted), STEP 2 COLLINS CONTACT INFORMATION, and STEP 3 WHAT DO YOU NEED?. The main content area is titled 'WHERE DO YOU WORK?' and includes the instruction 'Please enter your company information.' and a link to 'contact us' for help. The form fields are: Company Name (text input), Job Title or Function (text input), Street Address (text input), Floor or Suite (Optional) (text input), City or District (text input), Zip or Postal Code (text input), Country (dropdown menu), State or Province (dropdown menu), and Company Website (Optional) (text input with 'www.company.com' as a placeholder). An orange 'CONTINUE' button is at the bottom.

On the **Where Do You Work?** page, you must input your work information and complete the required fields.

Once completed, clicking the **Continue** button directs you to the **Collins Contact Information** page.

# COLLINS CONTACT INFORMATION

## Registration



The screenshot displays a registration form for Collins Aerospace. On the left, a vertical sidebar shows three steps: 'STEP 1 WHERE DO YOU WORK?', 'STEP 2 COLLINS CONTACT INFORMATION' (which is highlighted with a blue bar), and 'STEP 3 WHAT DO YOU NEED?'. The main content area is titled 'COLLINS CONTACT INFORMATION' and contains the following text: 'To expedite your registration, please enter your Collins SBU contact if available.' and 'For help or assistance please [contact us](#).' Below this is a section titled 'YOUR COLLINS CONTACT' with a note: 'All fields are required unless stated otherwise.' There are three input fields: 'First Name (Optional)' with the placeholder 'Enter First Name', 'Last Name (Optional)' with the placeholder 'Enter Last Name', and 'Work Email (Optional)' with the placeholder 'name@company.com'. At the bottom of the form is an orange 'CONTINUE' button.

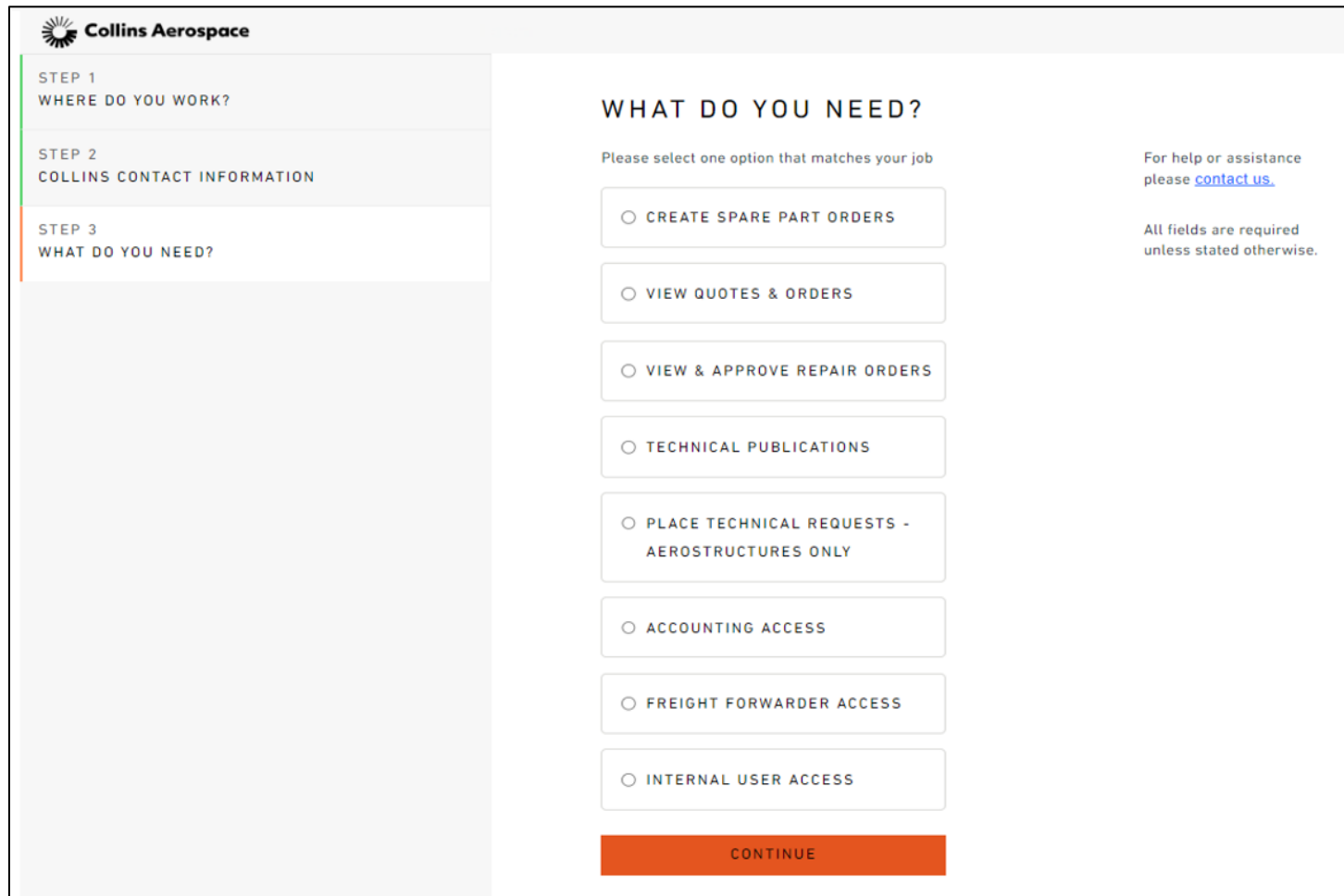
On the **Collins Contact Information** page, you are asked to input any Collins Contact information if available.

**Note:** Although this information is not required, it will help expedite your registration request.

Once completed, clicking the **Continue** button directs you to the **What Do You Need?** page.

# WHAT DO YOU NEED

## Registration



The screenshot shows a registration form for Collins Aerospace. The form is divided into three steps: STEP 1 (WHERE DO YOU WORK?), STEP 2 (COLLINS CONTACT INFORMATION), and STEP 3 (WHAT DO YOU NEED?). The current step is STEP 3, which is highlighted in orange. The main content area is titled 'WHAT DO YOU NEED?' and contains a list of radio button options: 'CREATE SPARE PART ORDERS', 'VIEW QUOTES & ORDERS', 'VIEW & APPROVE REPAIR ORDERS', 'TECHNICAL PUBLICATIONS', 'PLACE TECHNICAL REQUESTS - AEROSTRUCTURES ONLY', 'ACCOUNTING ACCESS', 'FREIGHT FORWARDER ACCESS', and 'INTERNAL USER ACCESS'. Below the list is an orange 'CONTINUE' button. To the right of the options, there is a note: 'For help or assistance please [contact us.](#)' and another note: 'All fields are required unless stated otherwise.'

On the **What Do You Need?** page, you can select an option that most closely match your job or access needs.

Once completed, clicking the **Continue** button directs you to the secondary **What Do You Need?** page.



# WHAT DO YOU NEED (SECONDARY)

## Registration

The screenshot shows a registration form for Collins Aerospace. On the left, a vertical sidebar contains three steps: STEP 1 (WHERE DO YOU WORK?), STEP 2 (COLLINS CONTACT INFORMATION), and STEP 3 (WHAT DO YOU NEED?), with the third step highlighted. The main content area is titled 'WHAT DO YOU NEED?' and includes a request for information to expedite the registration process. It features three checked checkboxes: 'Part Number', 'Publication Number (CMM.SIL SC)', and 'Cage Codes'. Each checkbox has a corresponding input field. The 'Cage Codes' field is a dropdown menu with a list of codes: 02121, 06WH3, 0ACH4, 0AJJ0, 13499, 16827, 1T3K6, and 31218. To the right of the form, there are three informational notes: 'For help or assistance please [contact us.](#)', 'At least one field is required.', and 'To separate multiple items use a comma. E.g. 1234, 5678.' At the bottom of the form is an orange 'SUBMIT REQUEST' button.

On the secondary **What Do You Need?** page, you can input at least one Part Number, Publication Number, or Cage Code.

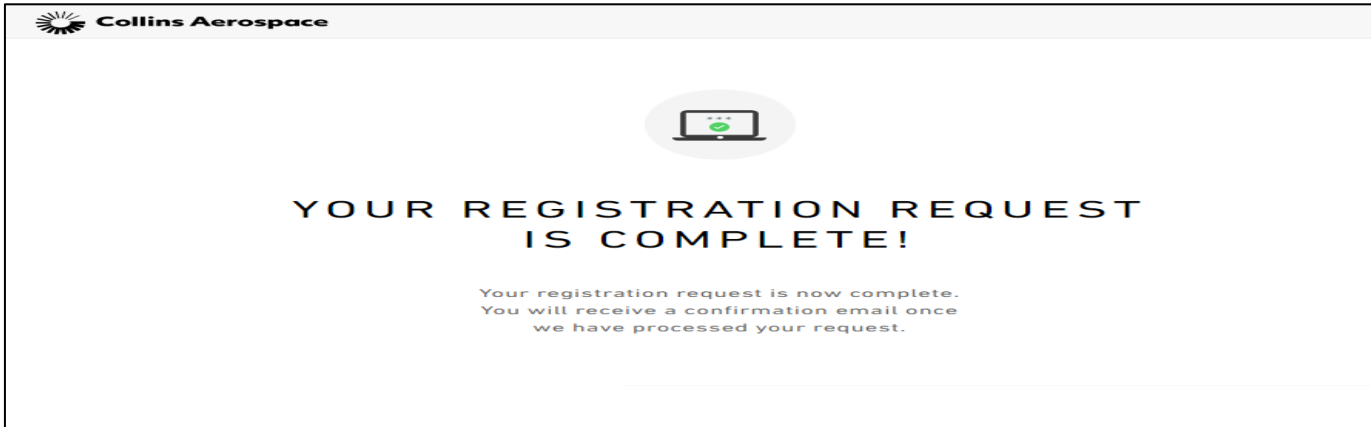
**Note:** Collecting this information ensures that you are being setup with the correct portal access and will also help expedite your registration request.

Once completed, clicking the **Submit Request** to submit the registration request.



# REGISTRATION SUBMISSION COMPLETED

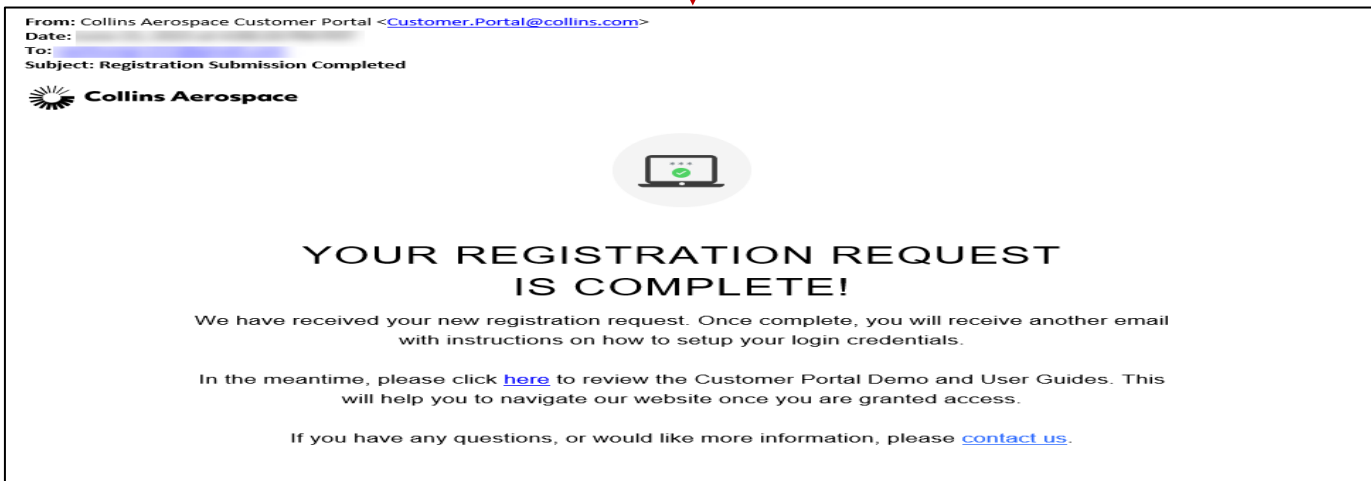
## Registration



Once the registration request is submitted, you will be directed to the **Registration Submission Completed** page and will also receive a confirmation email.

**Note:** While you wait for access to be granted, you can review the [Customer Portal Demo and User Guides](#).

Once access is granted, you will receive a welcome email with steps on how to login and set your password and challenge questions.




# REGISTRATION ACCESS GRANTED

## Registration

Customer Portal Registration - Company - User First and Last Name - Email

Customer Portal Team <customer.portal@utas.utc.com>  
To [Redacted]

**Collins Aerospace**



Hello [Redacted],

Welcome to the Collins Aerospace Customer Portal!

Your portal User ID is: [Redacted]

First Time Portal User?

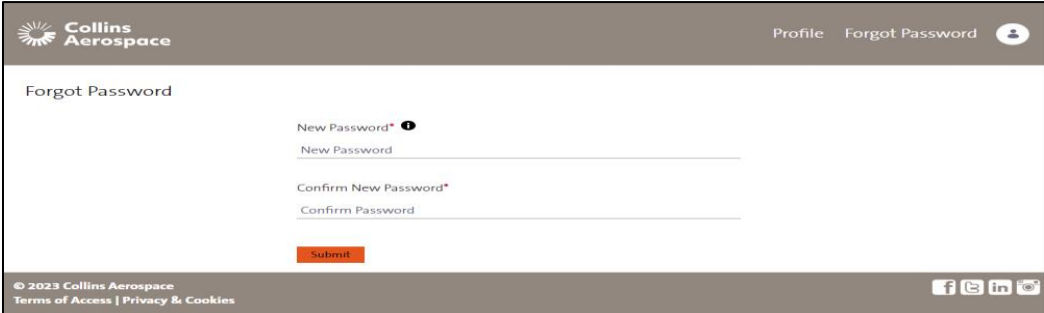
- Welcome aboard! If you are new to the Collins Customer Portal or this is your first login using the above User ID, please [click here](#) to setup an initial password.
- Returning Customer?
- Welcome back! If you have previously held a Customer Portal account with the above User ID and remember your password, please visit <https://customers-ga02.collinsaerospace.com> to sign into your account.
- If you have forgotten your password, please [click here](#) to reset it.

Regards,

Customer Portal Support Team

If you have any questions, or if you would like more information, please [Contact Us](#) or visit our [Customer Portal Help](#) page.

**1**



Collins Aerospace

Profile Forgot Password

Forgot Password

New Password\*

New Password

Confirm New Password\*

Confirm Password

Submit

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**2**



Collins Aerospace

WELCOME TO THE CUSTOMER PORTAL

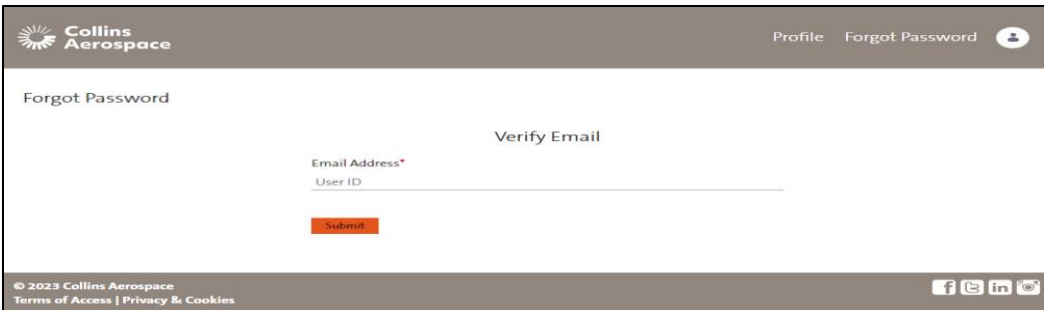
SIGN IN

Or

REGISTER

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

**3**



Collins Aerospace

Profile Forgot Password

Forgot Password

Verify Email

Email Address\*

User ID

Submit

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# REGISTRATION INITIAL PASSWORD SETUP

## Registration

Collins Aerospace Profile Forgot Password

Forgot Password

New Password\* ?

New Password

Confirm New Password\*

Confirm Password

Submit

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Collins Aerospace Profile Forgot Password

Forgot Password

**SUCCESS**

You have successfully reset your password.

[Return to UTAS Customer Portal](#)

Collins Aerospace

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COLLINS AEROSPACE RTX PRATT & WHITNEY

PRIVACY POLICY TERMS OF USE FAQ AND CUSTOMER SUPPORT

Collins Aerospace Settings

Protect Your Collins Aerospace - External Account

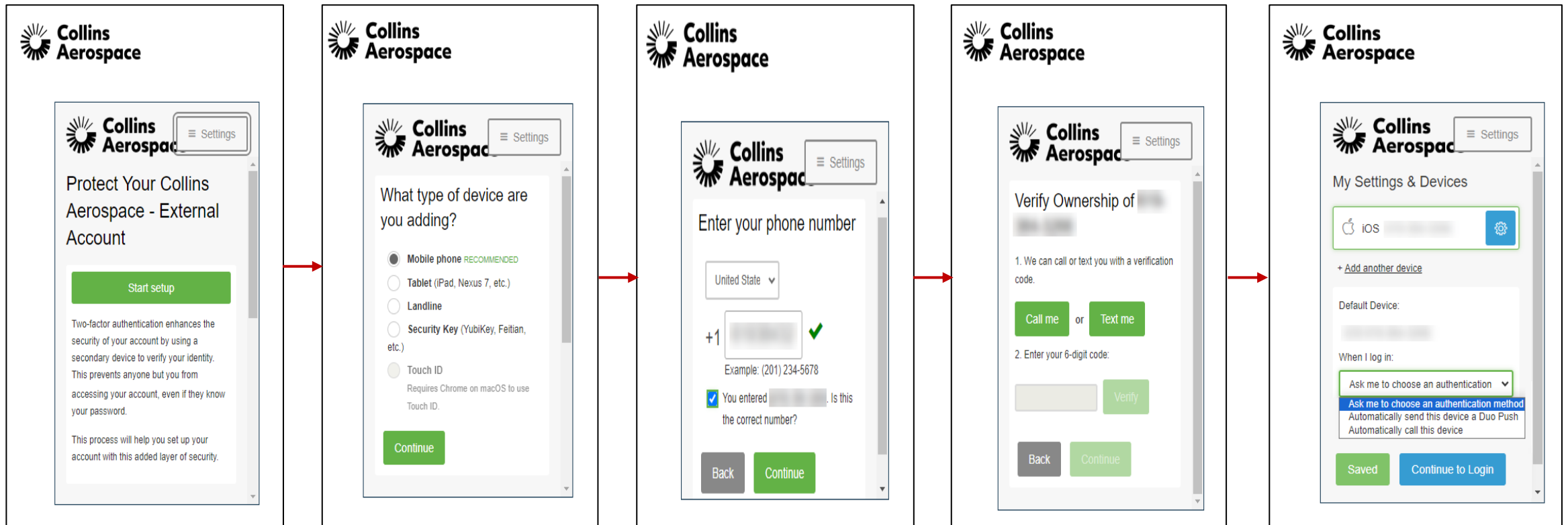
Start setup

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

# REGISTRATION DUO/MFA SETUP

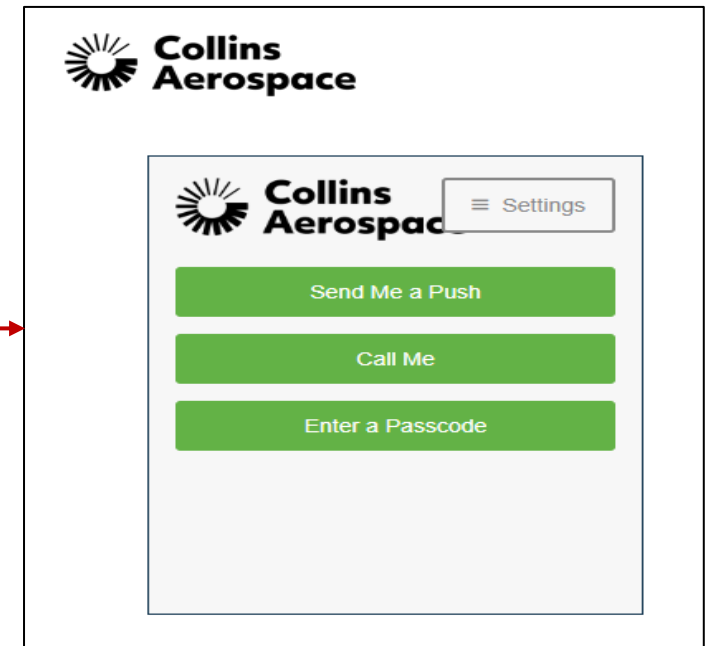
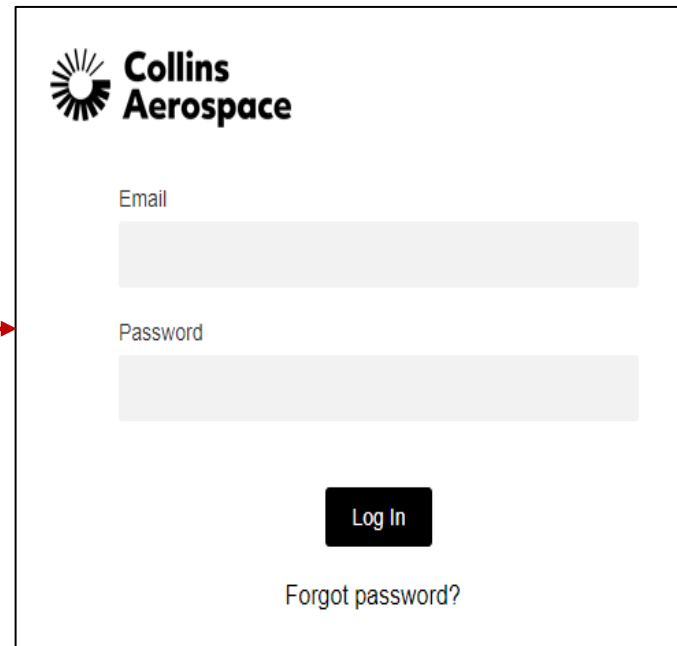
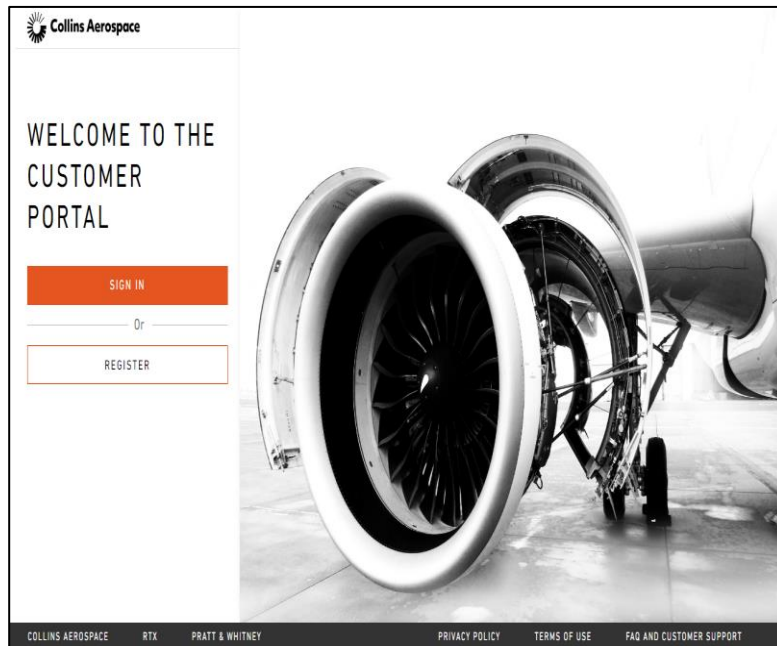
## Registration



# LOGIN

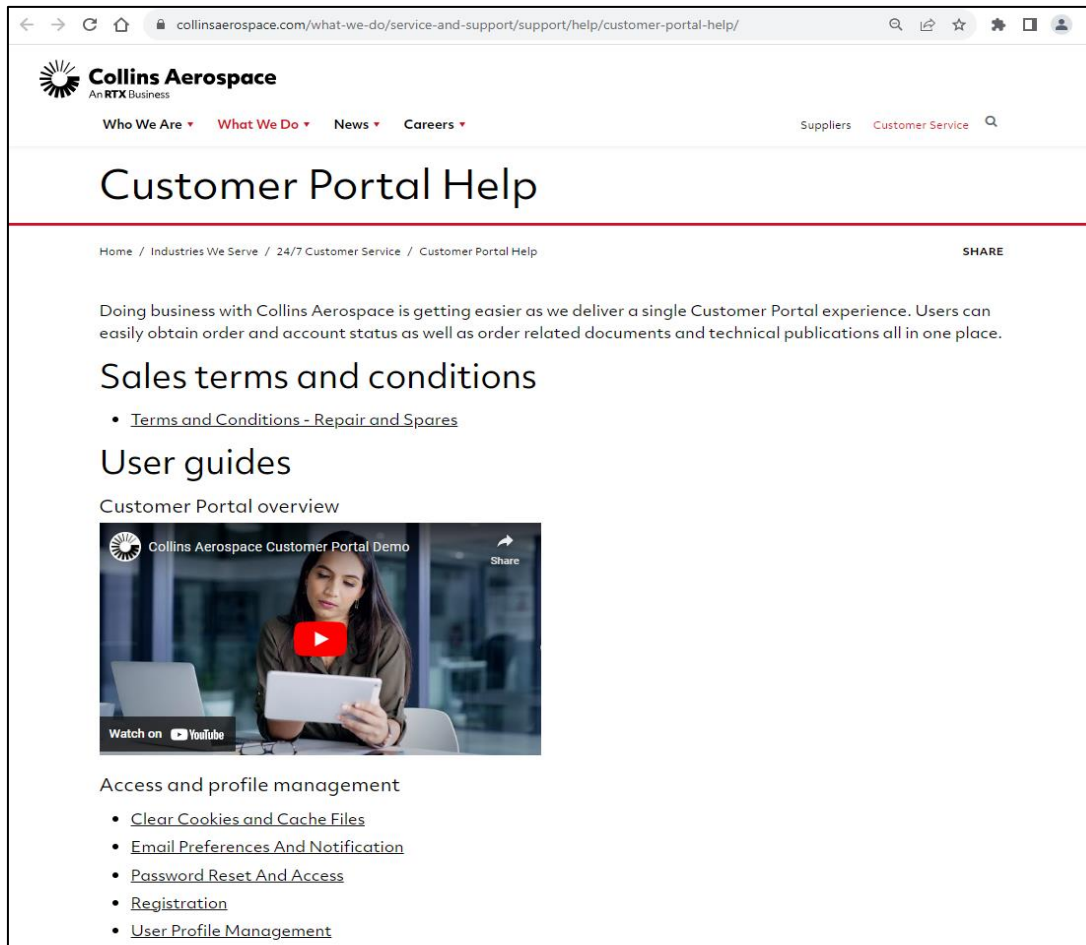
## Registration

**Sign In** button will direct you to the sign in page to input your email and password. You will then need to authenticate with the **Duo Push**, **Call Me**, or **Passcode** to login to the Customer Portal.



# CONTACTS

## Registration



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 Customer Portal FAQ and Support:

<https://www.collinsaerospace.com/support/help/Customer-portal-help>

Collins Business Contacts:

<https://www.collinsaerospace.com/support>





THANK YOU

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