

# REGISTRATION

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

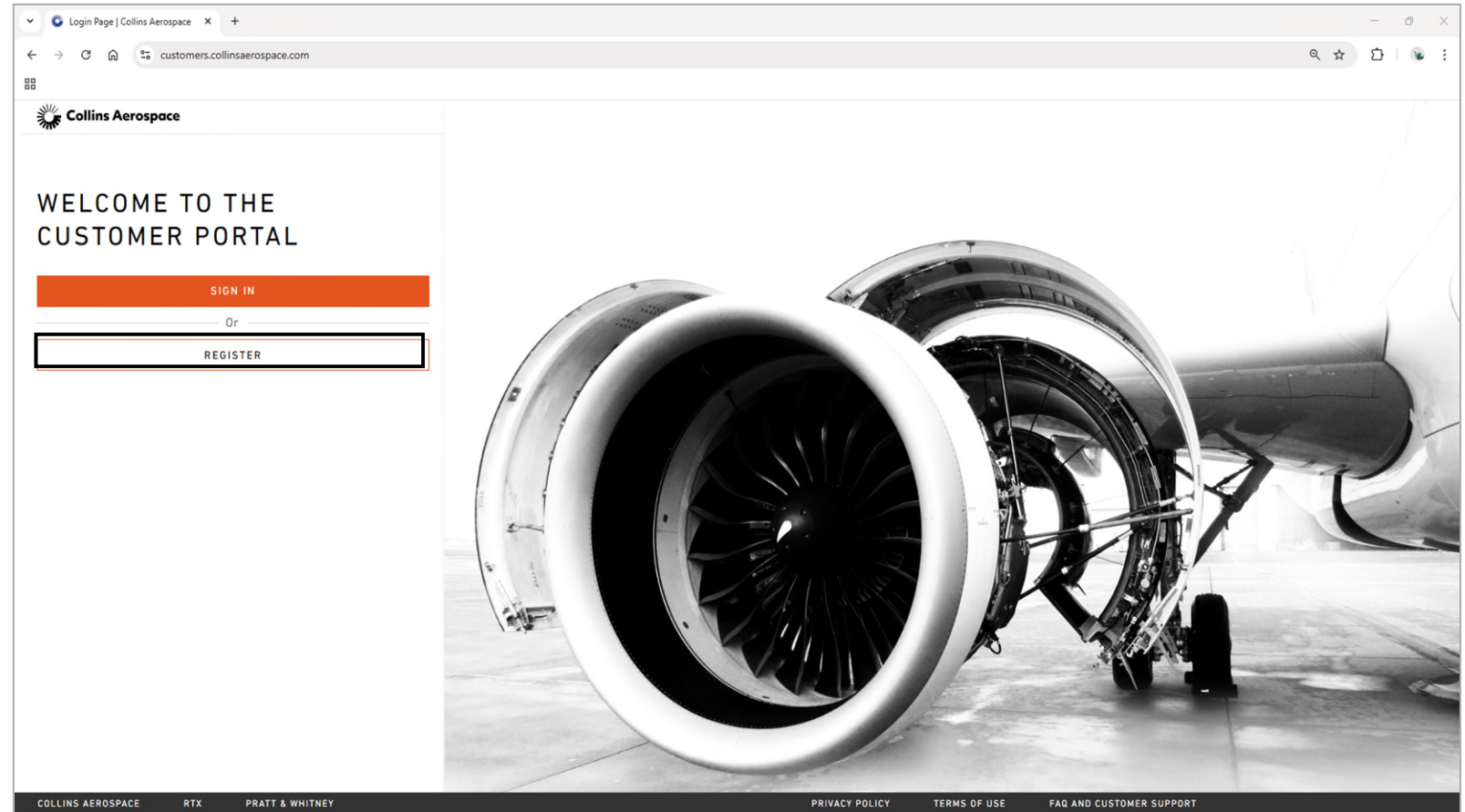
# LOGIN

## Registration

For those without an account, click on the **Register** button to gain access.

Instructions can be found here on the **FAQ and Customer Support** page.

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



# NEW USER REGISTRATION

## Registration

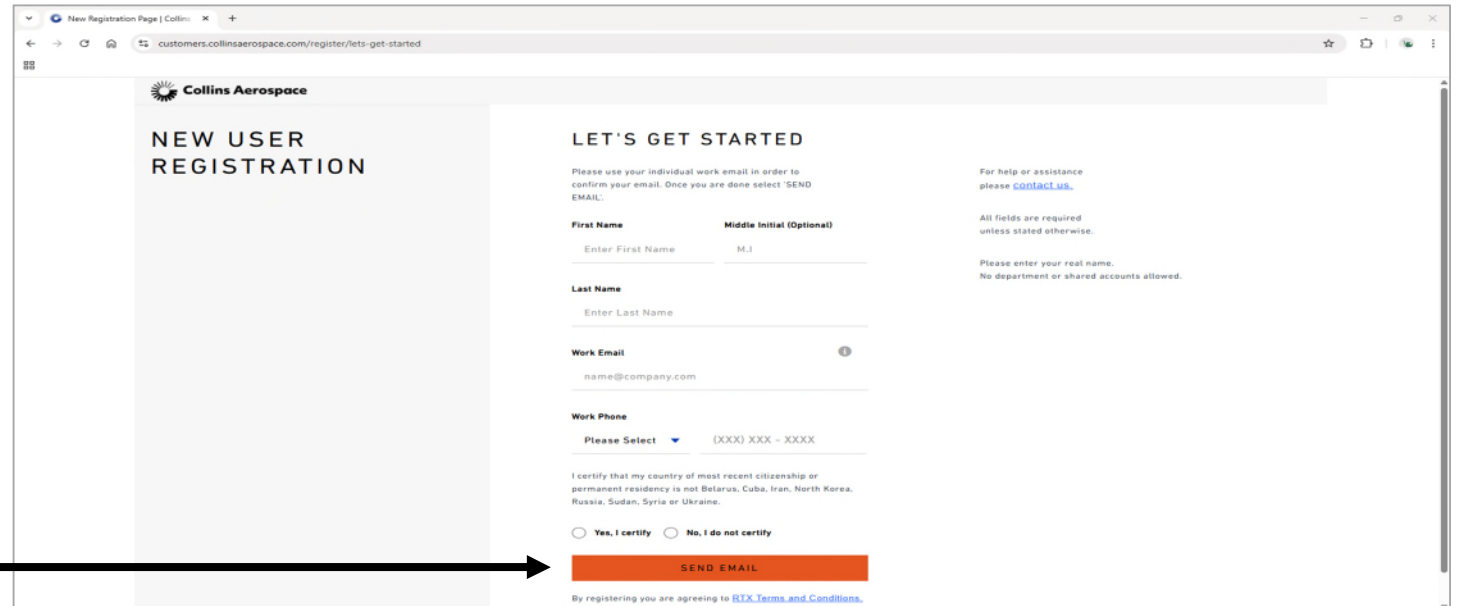
After clicking on **Register**, you will be directed to the **New User Registration** page.

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

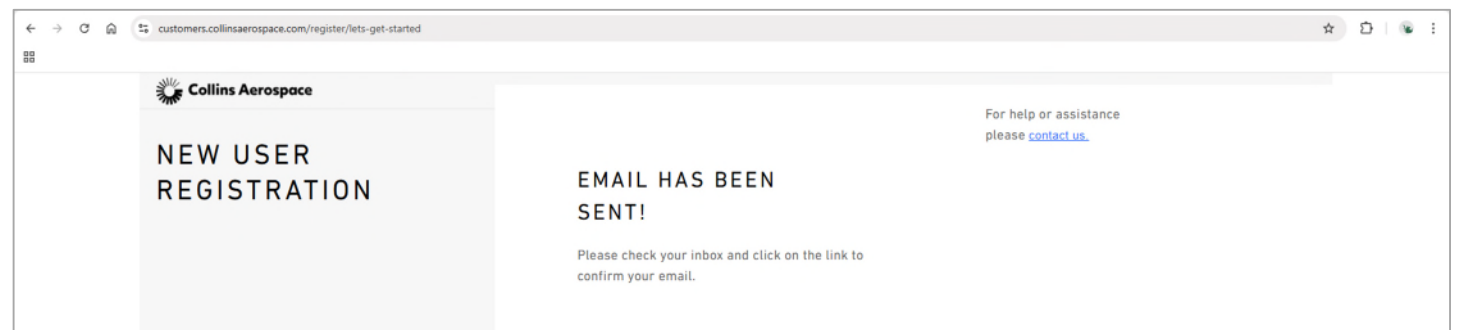
Once completed, click on **SEND EMAIL**.

Once you see **EMAIL HAS BEEN SENT!**, check your inbox to confirm your email address.

**Note:** Please check your spam folder first if you are unable to find the email in your inbox.



The screenshot shows a web browser window with the URL `customers.collinsaerospace.com/register/lets-get-started`. The page has a header with the Collins Aerospace logo. The main content area is divided into two sections. The left section is titled 'NEW USER REGISTRATION'. The right section is titled 'LET'S GET STARTED' and contains a form with the following fields: 'First Name' (with a placeholder 'Enter First Name'), 'Middle Initial (Optional)' (with a placeholder 'M.I'), 'Last Name' (with a placeholder 'Enter Last Name'), 'Work Email' (with a placeholder 'name@company.com'), and 'Work Phone' (with a dropdown menu and a placeholder '(XXX) XXX - XXXX'). Below the form, there is a checkbox for 'I certify that my country of most recent citizenship or permanent residency is not Belarus, Cuba, Iran, North Korea, Russia, Sudan, Syria or Ukraine.' with two radio button options: 'Yes, I certify' and 'No, I do not certify'. At the bottom right of the form is an orange button labeled 'SEND EMAIL'. To the right of the form, there is a small text block that says 'For help or assistance please [contact us](#). All fields are required unless stated otherwise. Please enter your real name. No department or shared accounts allowed.'

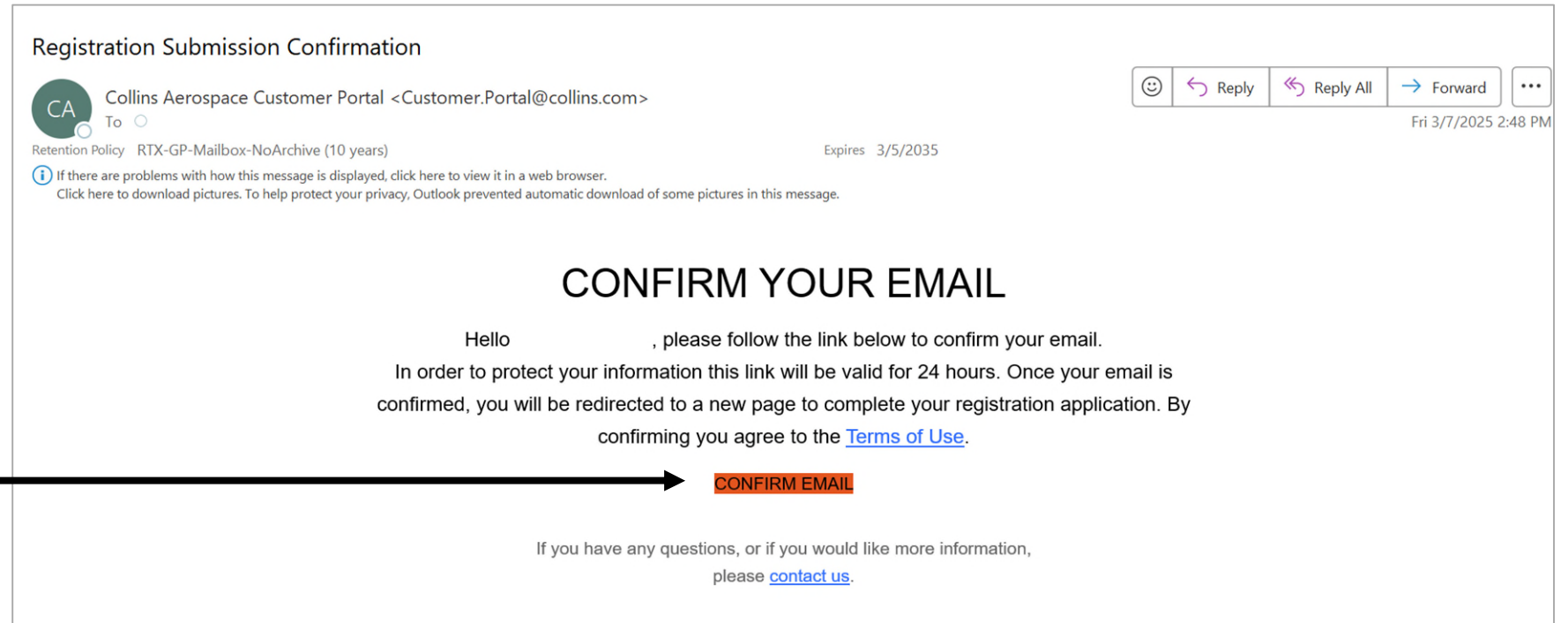


The screenshot shows the same web browser window as the previous one, but the form fields are now hidden behind a grey overlay. The 'LET'S GET STARTED' section now displays the message 'EMAIL HAS BEEN SENT!' in bold. Below this message, it says 'Please check your inbox and click on the link to confirm your email.' The 'SEND EMAIL' button is still visible at the bottom right. The same text block from the previous screenshot is still present on the right side of the page.

# CONFIRM YOUR EMAIL

## Registration

Once you receive  
this email, click on  
**CONFIRM EMAIL.**



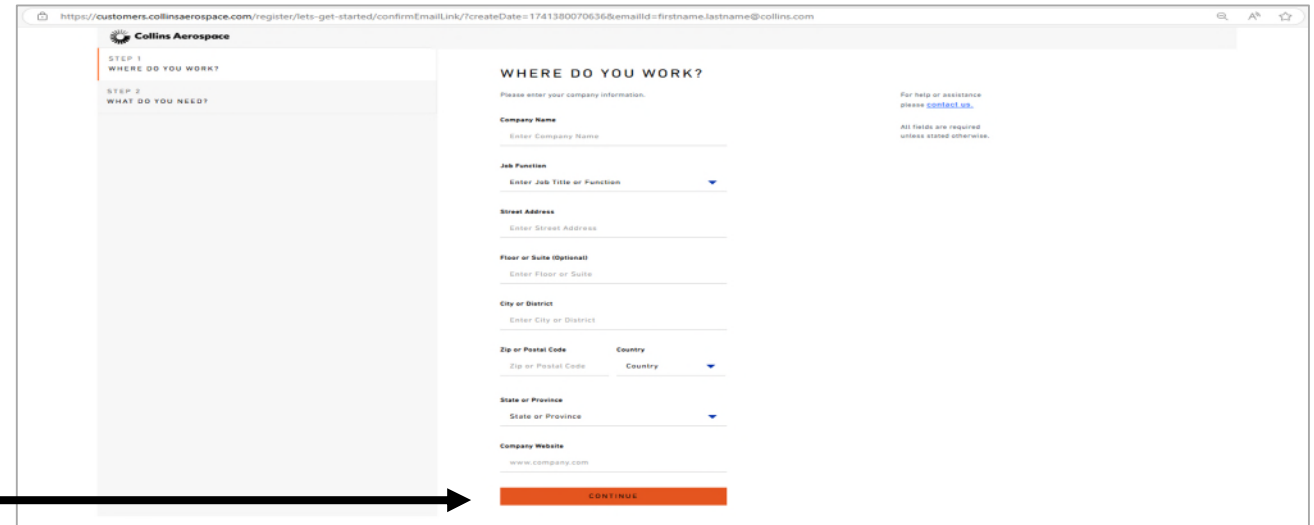
# WHERE DO YOU WORK? WHAT DO YOU NEED?

## Registration

Once your email is confirmed, you will be redirected back to your registration request.

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

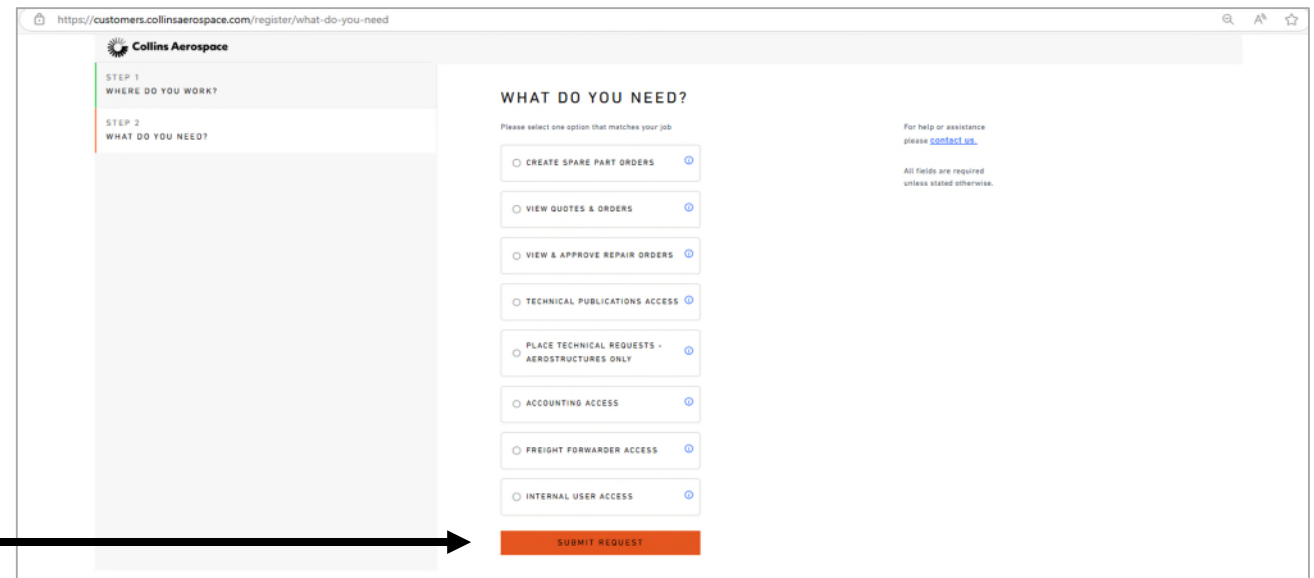
Once completed, click on **CONTINUE**.



The screenshot shows the 'Where Do You Work?' page in the Collins Aerospace registration system. The page has a sidebar on the left with a progress indicator showing 'STEP 1: WHERE DO YOU WORK?' as the current step. The main content area is titled 'WHERE DO YOU WORK?' and contains a form with the following fields: 'Company Name' (text input), 'Job Function' (dropdown menu), 'Street Address' (text input), 'Floor or Suite (Optional)' (text input), 'City or District' (text input), 'Zip or Postal Code' and 'Country' (two separate text inputs), 'State or Province' (dropdown menu), and 'Company Website' (text input). A 'CONTINUE' button is located at the bottom right of the form. A black arrow points from the text 'Once completed, click on CONTINUE.' to this button.

On the **WHAT DO YOU NEED?** page, you can select an option that most closely match your job or access needs.

Once completed, click **SUBMIT REQUEST**.



The screenshot shows the 'What Do You Need?' page in the Collins Aerospace registration system. The sidebar on the left shows 'STEP 2: WHAT DO YOU NEED?' as the current step. 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 ACCESS', 'PLACE TECHNICAL REQUESTS - AEROSTRUCTURES ONLY', 'ACCOUNTING ACCESS', 'FREIGHT FORWARDER ACCESS', and 'INTERNAL USER ACCESS'. A 'SUBMIT REQUEST' button is located at the bottom right. A black arrow points from the text 'Once completed, click SUBMIT REQUEST.' to this button.



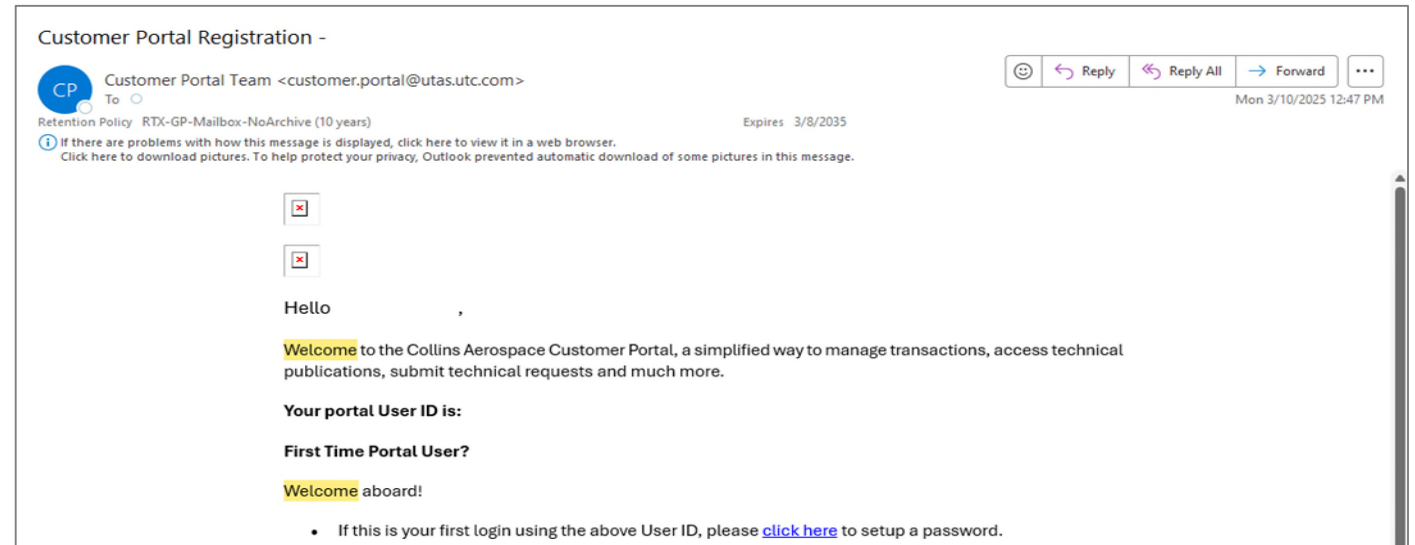
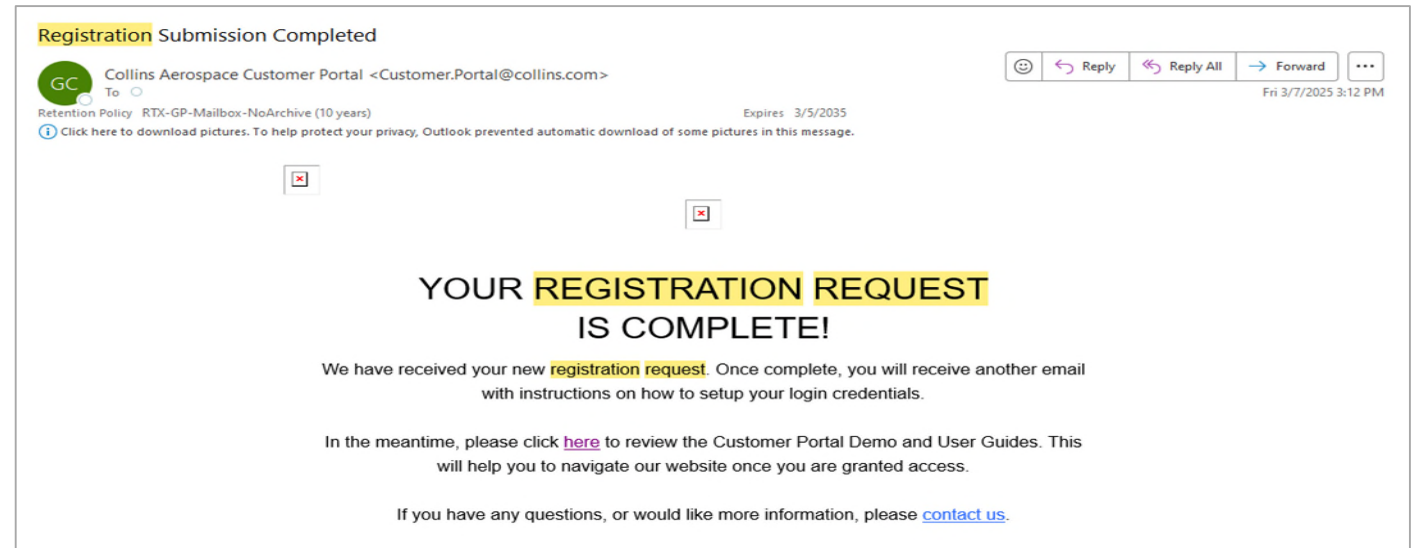
# REGISTRATION REQUEST COMPLETE

## Registration

Once the registration request is submitted, you will 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.



# 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>