

# USER PROFILE MANAGEMENT

CUSTOMER PORTAL **USER GUIDE**



# LOGIN

## User Profile Management

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

Login to your **Collins Portal** account to **see more information** tailored to your company.

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**

# NAVIGATION

## User Profile Management

Collins Aerospace

Dashboard Spares Repairs Quotes Tech Requests My Publications

Spare Parts Search

Enter up to 5 part #'s separated by co

Welcome

- Account Settings
- Account Statements
- Address Book
- Business Documents
- Invoices
- Price Catalogs
- User Guides
- Logout

**Address Book** allows you to set or change your procurement account preferences.

**User Guides** takes you to our list of user guides how to navigate the different functionality the portal offers.

Access your Profile information via the **Welcome** widget drop down menu under your name.

Here, you can set your default email notification preferences and manage your user credentials by clicking **Account Settings**.

# ACCOUNT SETTINGS

## User Profile Management

**Profile**

**Profile Info**

User Id	Company
First Name	Last Name
Country Of Citizenship	Date Of Birth
Email Address	Function
Street Address	City
State/Region	ZipCode
Primary Phone Number	Fax Number

[Password Management](#)

**Email Preferences**

Receive Email Notifications

- Spares Order Updates
- Repair Order Updates

[Click here to update Technical Publications Email Preferences](#)

Change Type

- All Changes
- Shipments Only

Notification frequency

- As Changes Occur
- Daily Summary

Matching the Following

**Profile** page shows the information you entered at registration and allows you to set up your email notification preferences.

Select the check boxes in this section to set your email notification preferences.

Please refer to the separate user guide titled “**Email Preferences and Notifications Setup**”, for additional information.

You can change your password by clicking **Password Management**.

# ADDRESS BOOK

## User Profile Management

At registration time, you will be linked with your Company Profile, and a default account will be assigned. You will see your company name and address here.

Here you can select/set the default Sold To account for the business unit to see pricing information by clicking on the **Set Default Address** link.

Once set, you can go to the **Spare Parts Search** to search for the part to order.

To select a different account default, click **Change Default Address**.

- Ship to Accounts and addresses can be changed at checkout if needed.

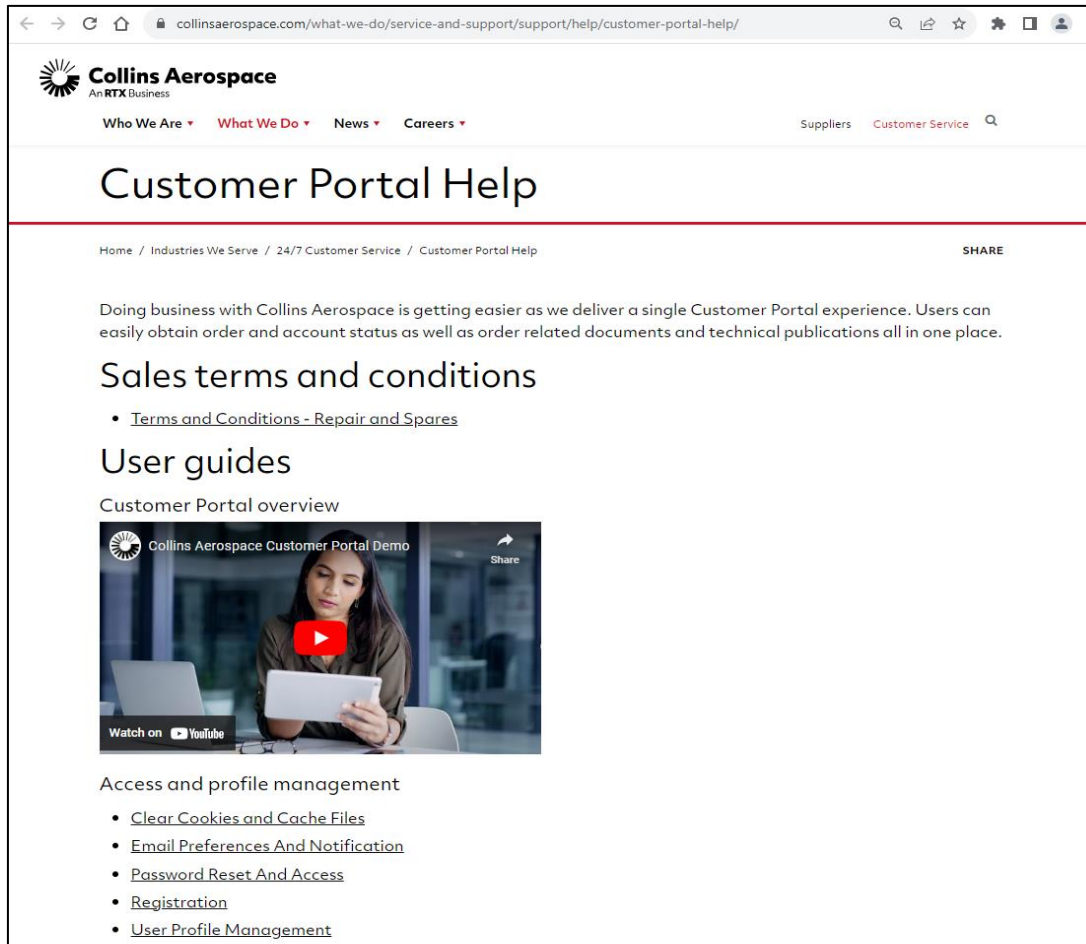
Please contact your **Customer Support Representative (CSR)** if you have any questions about how you should be set up.

**NOTE:** Managing account details is necessary for accurate part pricing and order placement. However, if you are checking the status of your orders, you do not need to change this setting.

The screenshot displays the 'Address Book' interface. It is divided into two columns. The left column shows 'Aerostructures' and 'Hamilton Sundstrand' with 'Default Sold To' dropdown menus and 'Change Default Address' buttons. The right column shows 'Aerostructures' and 'Hamilton Sundstrand' with 'Default Ship To' dropdown menus and 'View Alternates' buttons. At the bottom, there are two 'Set Default Address' links for selling entities: 'ACTUATION SYSTEMS - SPARES' and 'MECHANICAL - LANDING GEAR - OAKVILLE'. A red box highlights the 'Set Default Address' link for 'ACTUATION SYSTEMS - SPARES', with an arrow pointing to a callout box that says 'Set other defaults you will do business with by clicking Set Default Address.' Another arrow points from this callout box to a smaller inset window showing a table of 'Sold To Accounts for INTERIORS' with a 'Set as default' button highlighted in a red box.

# CONTACTS

## User Profile Management



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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**Collins Aerospace**  
An RTX Business