

Collins Aerospace customer portal user guide

Email preferences and notification

Sign In

Homepage

From the Customer Portal Homepage, click the **Sign In** button.

- <https://customers.collinsaerospace.com/>

Enter your credentials then click **Log In**.

Note

- If you do not have an account, click the **Register** button to gain access.
 - Instructions can be found in the **Contacts, User Guides & FAQ** page.

The screenshot displays the Collins Aerospace Customer Portal homepage. The main heading is 'WELCOME TO THE CUSTOMER PORTAL'. Below this, there are two buttons: 'SIGN IN' (highlighted with a red box) and 'REGISTER'. An arrow points from the 'SIGN IN' button to a detailed view of the login form. The login form features the Collins Aerospace logo, an 'Email' input field, a 'Password' input field, a 'Log In' button, and a link for 'Forgot password / Reset password'.

Sign In

Account Settings

Email Preferences

Order Status Report

Tech Pub Email Preferences

Contacts

Email Preferences

Spares and Repair Notification Setup

Spares and Repair Notification

- **Receive Email Notifications** – Select spares orders, repair orders or Both
- **Change Type** - Choose which updates you want to be notified about.
- **Notification Frequency** – Select how often you would like to receive notification of changes
- **Matching The Following** - These selection are applicable to spares and repair orders only.

Technical Publication Notification

- **Click here to update Technical Publications Email Preferences** link to customize email notifications for Technical Publications.

Note

- To receive spares and/or repair order notifications, your account will need to be tied to a Sold To account under the **Address Book** navigation link.

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Order Status Report

Receive Email Notifications
☐ Spare Order Updates ☐ Repair Order Updates

Change Type
☒ All Changes ☐ Shipments Only

Notification Frequency
☒ As Changes Occur ☐ Daily Summary

Match The Following
☒ All Updates for My Company
☐ Only My Orders And/Or Tech Requests
☐ Contains

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

Customer PO Number

Order Number

Part Number

UPDATE

[Clear All](#)

Order Status Report

Spares Order Status Report Setup

You can request a customizable push report for your spare orders by clicking **Order Status Report** tab. Only available to those who have access to view spares information.

Spare Order Status Report

- **Order Status** – Choose the statuses.
- **Matching The Following** - Select report for your company's order or only your orders.
- **Cadence** – Select how often you would like to receive the report.

Note

- Daily reports will be sent daily.
- Weekly reports will be sent every Monday.
- Monthly reports will be sent on the first of every month.

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Email Preferences

Order Status Report

Order Status

☒ Order Submitted

☐ Ready For Pickup

☐ In Process

☐ Partially Shipped

☐ On-Hold Credit

☐ Shipped

☐ Cancelled

Match The Following

☐ All Updates for My Company

☒ Only My Orders

Cadence

☒ Daily

☐ Weekly

☐ Monthly

UPDATE

[Clear All](#)

Tech Pub Email Preferences

Technical Publication Notification Setup

Technical Publication Notifications

- Customization notification by **Application, Part, Cage Code, Engine, and Publication**.
 - Type in the application, part, cage code, engine or publication name.
 - Click on the publication to which you want to subscribe.
 - Then click **Save**.
- Receive subscription expiration warning email by clicking the **Subscription Warning Email**.

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Email Preferences Order Status Report

Receive Email Notifications
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Customer PO Number

Change Type
☒ All Changes ☐ Shipments Only

Notification Frequency
☒ As Changes Occur ☐ Daily Summary

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

Customize Technical Publications Notifications
☐ Receive All Notifications
☒ Customize My Notifications
☐ Subscription Warning Email

[FAQ Help](#) [Unsubscribe](#) [Back to Profile](#) [Clear All](#) [Save](#)

You have opted for customized notifications. Please choose your options & save to continue.

By Application	By Part	By Cage Code	By Engine	By Publication
Add To List	Add To List	Add To List	Add To List	Add To List
My Current Applications	My Current Parts	My Current Cage Codes	My Current Engines	My Current Publications

Contacts

Customer portal support team: 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.)

crc@collins.com

Collins business contacts:

collinsaerospace.com/support

Collins customer portal FAQ and support:

collinsaerospace.com/support/help/Customer-portal-help

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An RTX Business