

Collins Aerospace customer portal user guide

User profile management



Collins Aerospace
An **RTX** Business



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 login interface. At the top, the browser address bar shows 'customers.collinsaerospace.com'. The main content area features the Collins Aerospace logo, a welcome message, and two buttons: 'SIGN IN' (highlighted with a red box and an arrow) and 'REGISTER'. Below these buttons are input fields for 'Email' and 'Password', followed by a 'Log In' button and a link for 'Forgot password / Reset password'.

Sign In

Navigation

Account Settings

Address Book

Contacts

Navigation

Account Settings, Address Book and User Guides

1. **Account Settings** link under the Profile dropdown menu displays the information you entered at registration and allows you to set up your notification preferences.
2. **Address Book** allows you to set or change your procurement account preferences.
3. **User Guides** takes you to our list of user guides how to navigate the different functionality the portal offers.

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The screenshot displays the Collins Aerospace RTX Business portal dashboard. At the top, there is a header with the company logo, a search bar for spare parts, and navigation tabs for Dashboard, Spares, Repairs, Quotes, Tech/Spares Inquiries, and My Publications. A user profile dropdown menu is open on the right, showing options like Account Settings, Account Statements, Address Book, Business Documents, Invoices, My Learning, Price Catalogs, User Guides, Warranty Claims, and Logout. The main content area is titled 'Recent Activity' and features sections for 'SPARE ORDERS' and 'REPAIR ORDERS'. Each section contains a table of orders with columns for PO Number, Order Date, and Status. The 'SPARE ORDERS' section shows three orders: one 'Shipped', one 'In Process', and one 'On Hold - Credit'. The 'REPAIR ORDERS' section is partially visible at the bottom. A 'BUY AGAIN' button is present under the 'On Hold - Credit' order.

Account Settings

Profile, Email Preferences, Order Status Report

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

- You can set your email notification preferences by clicking **Email Preferences** tab.
- 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.
- You can change your password by clicking **Password Management**.

Please refer to the **Email Preferences and Notifications** user guide for additional information.

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PROFILE

Profile Info

User Id

First Name

Last Name

Email Address

Primary Phone Number

Country

Company

Function

Street Address

City

State/Region

ZipCode

Password Management

Email Preferences

Order Status Report

Receive Email Notifications

☐ Spare Order Updates ☐ Repair Order Updates

Match The Following

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

Customer PO Number

Order Number

Part Number

UPDATE

Clear All

Change Type

☒ All Changes ☐ Shipments Only

Notification Frequency

☒ As Changes Occur ☐ Daily Summary

Technical Publication Notification

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

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

Address Book

Account (Sold To) Management

Once activated, 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.

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The screenshot displays the 'Address Book' interface. It features four panels for 'Aerostructures' and 'Hamilton Sundstrand', each with 'Default Sold To' and 'Default Ship To' sections. A callout box highlights the 'Set Default Address For Selling Entity INT- Cargo' link and states: 'Set other defaults you will do business with by clicking **Set Default Address**.' To the right, a 'Sold To Accounts for INTERIORS' table is shown with columns for Account Number, Name, SBU, Contact, Street, City, State, Zip Code, and Country. A 'Set as default' button is visible in the table.

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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