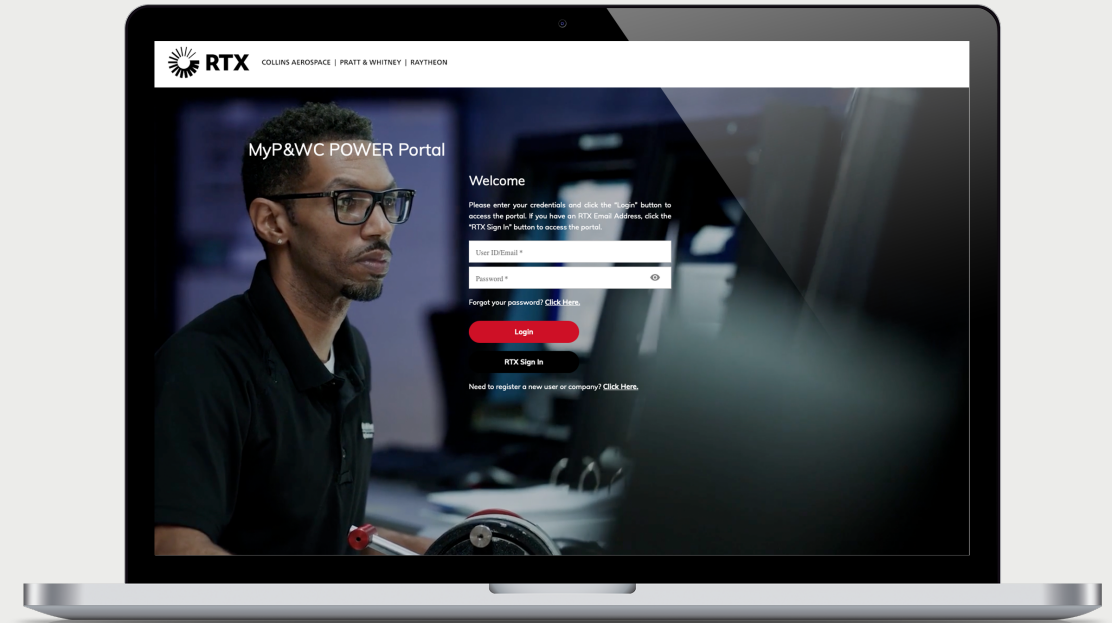


User Guide

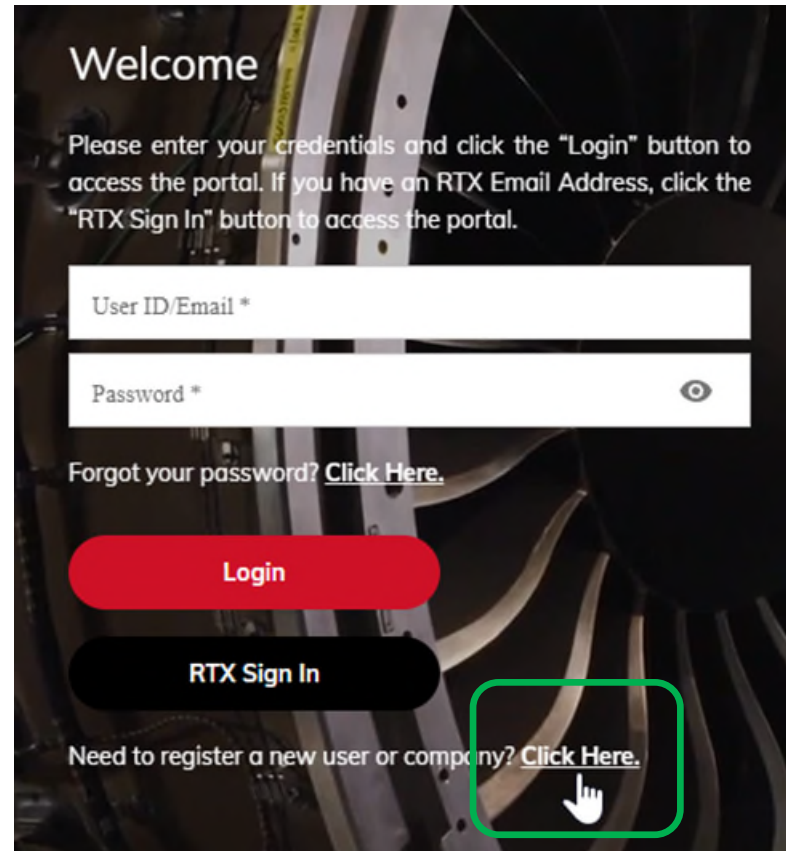
MyP&WC Power Registration

**For New Users of Existing Accounts
and for New Account Registration**



Go to the MyP&WC Power Portal

Go to <https://customer.pwc.ca> and click the “Click Here” link ([here](#)) to register a **new user for an existing company account** or to register a **new company**.



Welcome

Please enter your credentials and click the “Login” button to access the portal. If you have an RTX Email Address, click the “RTX Sign In” button to access the portal.

User ID/Email *

Password *

Forgot your password? [Click Here.](#)

Login

RTX Sign In

Need to register a new user or company? [Click Here.](#)



Step 1: Select the registration type (click the applicable user guide below)

New User

Choose this option if you are adding yourself as a new user to an existing company account in MyP&WC Power.

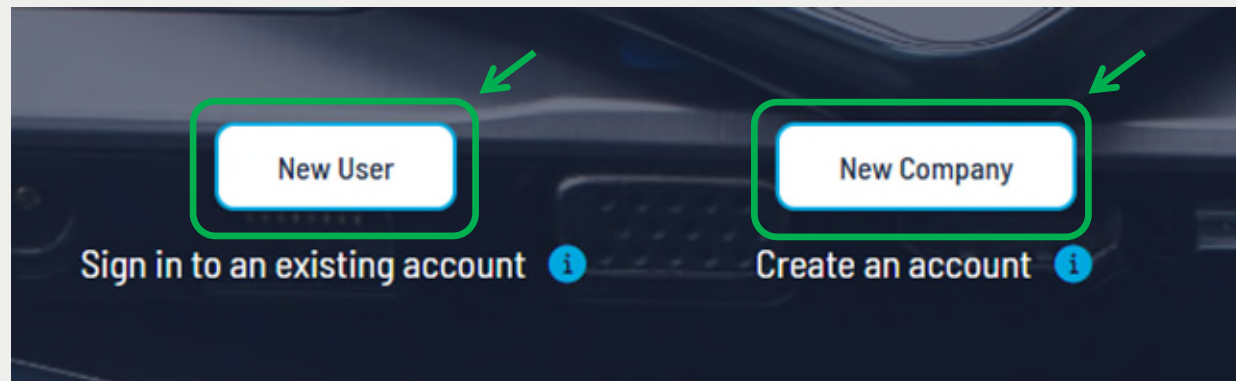
Click for New User of
Existing Account
User Guide



New Company

Choose this option when no portal account exists for the company. This may be your company or a customer you are registering on behalf of.

Click for New
Company Account
User Guide



Registering as a new user to an existing company account

Use your **individual company email address**. It will be used to verify your identity and send sign-in security codes. Personal email addresses (e.g., Gmail or Yahoo) may require additional verification.

Review and accept the **General Terms & Conditions**.

Click **“Register”** to continue.

Register a New User

Each user must have a unique email address

Email

Confirm Email

☐ I have read and agree to the

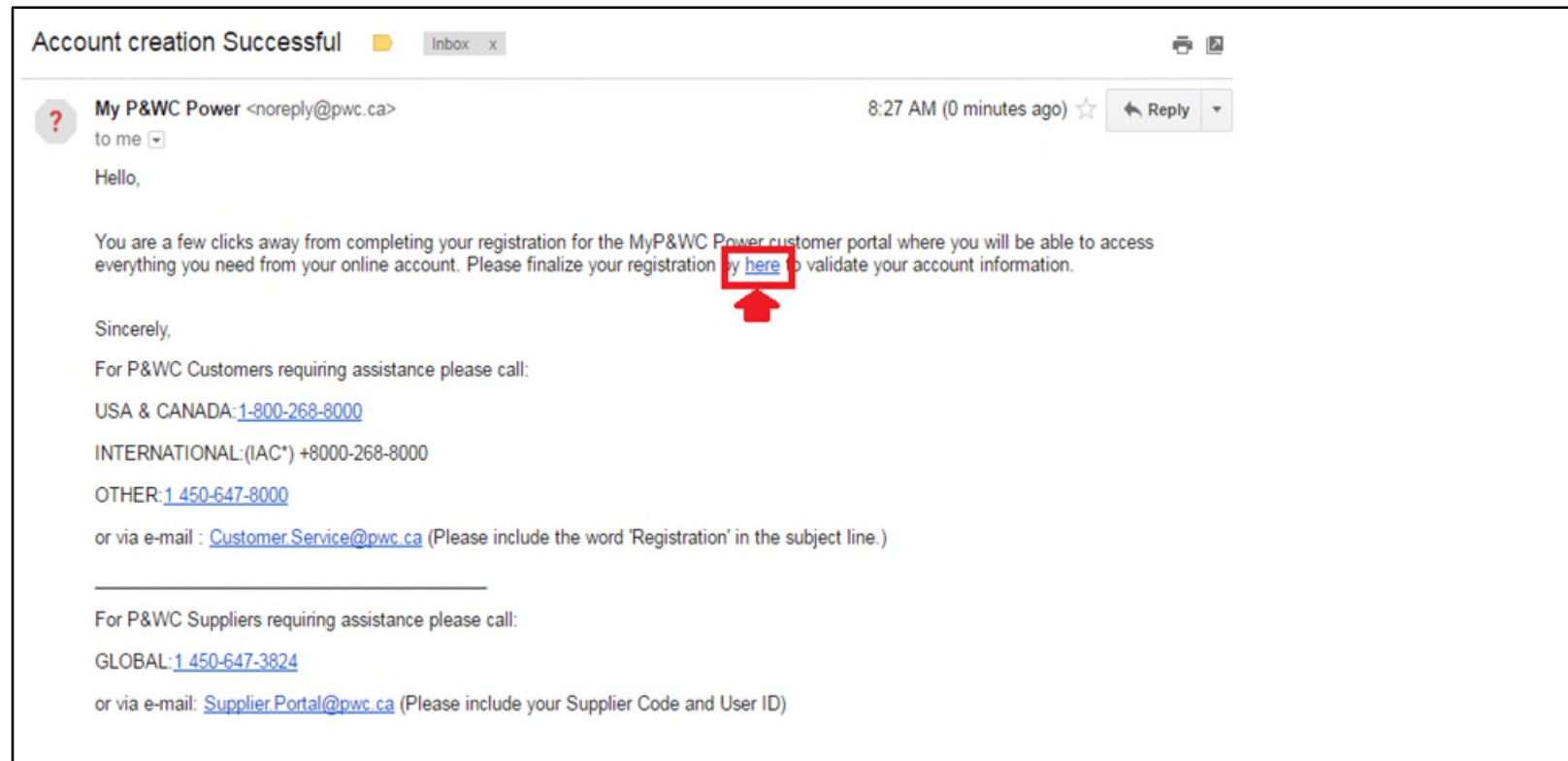
[General Terms & Conditions](#)

REGISTER

Receive the confirmation email

A confirmation email will be sent to the email address used for registration.

Click on the hyperlink “**here**” provided in the email to continue with the registration.



Enter your contact information

The email link will open the following registration screens.

Select the radio button with your company details (if you are registering as a new user to an existing company account) or click on the button to enter your company information.

Then click “**NEXT**”.

Radio button →

Registration: Step 2 of 3 successful
Your email address has been confirmed.
Continue your account registration by entering personal and company information below. All fields are required unless marked optional.

Personal Info

First Name

Last Name

Phone

Ext

Job Title

Company Info

☒ Select Company Details ☐ Enter your company information

☐ 0000047980
P&WC Pubs Canadian Airline -
20 Dummy road
Brooks ON
USA
K1N 9N2

☐ 0000074752
Test Company Industries - C/O Test1
123
Montreal QC
USA
H7X 3W2

Your email address has been confirmed.
Continue your account registration by entering personal and company information below. All fields are required unless marked optional.

Personal Info

First Name

Last Name

Phone

Ext

Job Title

Company Info

☐ Select Company Details ☒ Enter your company information

Company Name

C/O

Hangar/Building/Suite

Street Address

City

Postal Code

Country

Province

NEXT



Review your information and add the Tax ID

Review your information and update it if needed.

Enter your Tax ID and select your company type from drop down menu.

This is your Employer Identification Number (United States), Business Number (Canada) or VAT (Europe) or another country-specific tax registration number.

Registration: Step 3 of 3 successful

Please confirm that the information entered is correct. Click the edit button to modify your entry. You will only be able to edit your information 3 times.

You entered

Name:

Email:

Phone:

Job Title:

Company Name: -

Street Address:

City:

Country:

Province:

EDIT

If the above information is correct please provide the following additional information:

Tax Information

TAX ID

☐ I don't know the tax ID

Please choose a partner type

Partner Type

Select

OEM

OEM SC

DOF

FBO

OPERATOR

OTHER

Aviation Authority

COMP. REPAIR SHOP

OVERHAUL FACILITY

BROKER / DEALER

LESSOR

MANAGEMENT COMPANY



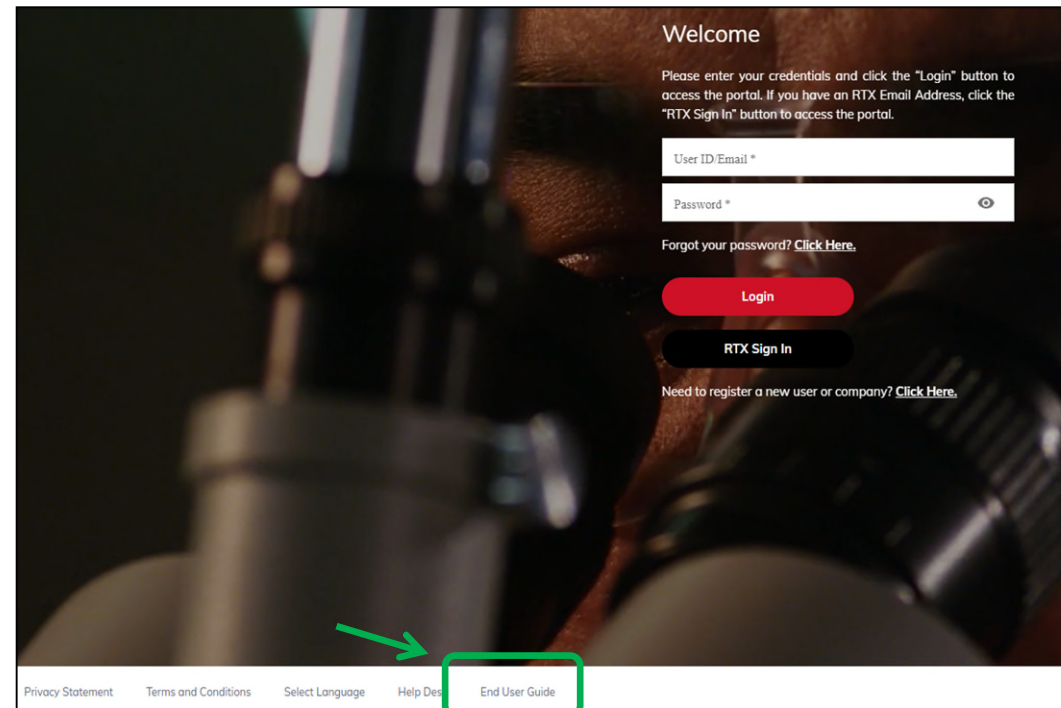
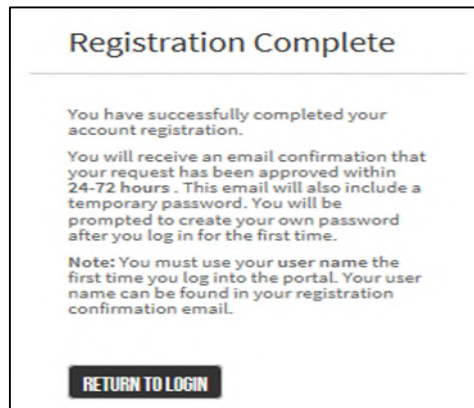
Receive your username & password

Allow **up to 24 hours** for your registration request to be reviewed and approved, provided all required information has been submitted correctly.

Once registered, **you will receive two separate emails** with your username and temporary password.

→ The first time you log in, you will be prompted to change your password and enroll in multi-factor authentication (MFA).

A separate **MFA enrollment user guide** is available in the footer of the MyP&WC Power login page or by clicking [here](#).



Support and Contacts

MyP&WC Power Portal and Registration support

Direct: +1-450-647-8000

US & Canada (Toll-Free): 1-800-268-8000

International (Toll-Free where available): (+IAC) +8000-268-8000

Email: customer.service@prattwhitney.com

Pratt & Whitney Customer Support Page: <https://www.rtx.com/en/prattwhitney/support>

MyP&WC Power Portal: <https://customer.pwc.ca>



Registering a new company account and user

Click “**Your Company**” to register **your own company** account and profile in the portal.

Click “**Your Customer**” if you are **registering a customer on their behalf** in the portal.

Your own company details will also be required.

The screenshot shows the registration interface for the MyP&WC POWER Customer Portal. At the top, a dark blue banner contains the text "Register on the MyP&WC POWER Customer Portal" in white. Below this, a white registration box is centered. Inside the box, the word "REGISTER" is displayed in bold black text. To the right of "REGISTER" is a blue link labeled "Resume Draft". Below "REGISTER", there are two buttons: "Your company" on the left and "Your customer" on the right. Both buttons are outlined in blue and are highlighted with a green rounded rectangle and a green arrow pointing to them. Below the "Your customer" button, the text "(Register your company and customer simultaneously)" is displayed in a smaller font. At the bottom of the registration box, the text "Required information & documents" is shown in blue.

Saving registration drafts

You can click **“Save As Draft”** at any time at the bottom of the screen to save your progress.

A **link** and **reference number** will be sent to the email address provided to access your saved draft.

The screenshot shows a registration form with the following fields:

- City * (Montreal)
- Postal code * (H1H 1H1)
- Federal Tax Identification Number (EIN/IF)
- Value-Added Tax Number (VAT)
- Economic Operators Registration and Identification Number (EORI)

A modal dialog titled "SAVE YOUR REQUEST AS DRAFT" is displayed, asking for an email address. It contains a "Save As Draft" button and a "Cancel" button.

At the bottom of the form, there is a "Previous" button, a "Save Draft" button (highlighted with a green box and a green arrow), and a "Next" button.

Below the buttons, a note states: "Alternate Ship To, Bill To, Payer addresses can be added within MyP&WC Power customer portal."

Accessing saved drafts

Access your saved draft through the MyP&WC Power portal **registration page** [here](#).

Click “**Resume Draft**” and enter your email address and request number provided in the email you received when you saved the draft.

The screenshot displays the 'Register on the MyP&WC POWER Customer Portal' page. A green arrow points to a 'Resume Draft' button in the top right corner. A modal window titled 'RESUME DRAFT' is open, prompting the user to enter their email address and request number to resume their request. The modal includes two input fields, a link for 'Lost your request number?', and 'Proceed' and 'Cancel' buttons.

Register on the MyP&WC POWER Customer Portal

REGISTER

Resume Draft

RESUME DRAFT

Please enter your email address and request number to resume your request.

Email *

Request Number *

Lost your request number?

Proceed Cancel

Registering your company

Complete your contact information and your company information.

Provide the company's **official (legal) name** and the **commercial name** (e.g., the name it is most often called by), if they are different.

Click **“Next”**.

The form is titled "CONTACT INFORMATION" and includes a progress bar at the top with four steps: 1. Contact (active), 2. Aircraft/Engine, 3. Services, and 4. Verify & Submit. Below the title, a note states: "A user ID to access MyP&WC Power customer portal will be assigned to this contact". The form contains several input fields: "First Name *", "Last Name *", "Job Title", "Email *", "Phone Number *" (with a dropdown for "+1"), "Extension (opt.)", and "Fax Number (opt.)" (with a dropdown for "+1"). Below these is the "COMPANY INFORMATION" section, which includes "Company Official Name", "Business Type *" (a dropdown menu with "Select" as the current value), and "Street address (no P.O. box) *". A green box highlights the "Company Commercial Name" field, which has a checkbox labeled "Same as Company Official Name". A green arrow points to this field.

CONTACT INFORMATION

A user ID to access MyP&WC Power customer portal will be assigned to this contact ⓘ

☐ Mr ☐ Ms

First Name *

Last Name *

Job Title

Email *

Phone Number *

+1 ▾

Extension (opt.)

Fax Number (opt.)

+1 ▾

COMPANY INFORMATION

Company Official Name

Business Type *

Select ▾

Street address (no P.O. box) *

Company Commercial Name ☐ Same as Company Official Name



Registering on behalf of a customer or company

Complete the fields with your customer's contact information and their company information.

Provide their company's **official (legal) name** and the **commercial name** (e.g., the name it is most often called by), if they are different.

Click **“Next”**.

The form is titled "YOUR CUSTOMER CONTACT INFORMATION" and is part of a 5-step process. Step 1, "Customer", is highlighted. The form contains the following fields:

- Will your customer require access to MyP&WC Power customer portal? * (Yes/No radio buttons)
- Mr/Ms radio buttons
- First Name *
- Last Name *
- Job Title
- Email *
- Phone Number * (with country code dropdown)
- Extension (opt.)
- Fax Number (opt.) (with country code dropdown)
- YOUR CUSTOMER COMPANY INFORMATION section:
 - Company Official Name
 - Company Commercial Name (highlighted with a green box and arrow) with a checkbox "Same as Company Official Name"
 - Business Type * (dropdown menu)
 - Street address (no P.O. box) *



Choose the registration option that best meets your needs

Quick Registration

Select **Quick Registration** if you need faster access to **Technical Publications**.

Allow up to **24 hours** for your registration request to be reviewed and approved, provided all required information has been submitted correctly.

Full Registration (*approximately 20 minutes to complete to form*)

Select **Full Registration** to request access to a full range of portal services and features available for your engine model.

Allow **24–72 hours** for your registration request to be reviewed and approved, provided all required information has been submitted correctly.

The screenshot shows a registration selection interface. At the top, there are dropdown menus for 'Province *' (set to 'Ontario') and 'City *'. Below these are two blue buttons: 'Full Registration' and 'Quick Registration'. A green rounded rectangle highlights the 'Full Registration' button and the table of services below it. Another green rounded rectangle highlights the 'Quick Registration' button. A hand cursor is pointing at the 'Quick Registration' button. The table lists 'ACCESSIBLE SERVICES' with checkmarks indicating availability for each option.

ACCESSIBLE SERVICES	Full Registration	Quick Registration
Access to MyP&WC Power customer portal	✓	✓
Technical publications	✓	✓
Aircraft & Engine registration	✓	
ESP™ cost estimate	✓	
Warranty activation	✓	
Spare parts ordering	✓	
Digital Engine Services	✓	

You can always enroll to services once in the portal.

Navigation buttons at the bottom: Previous, Save Draft, Next.



Selecting the “Quick Registration” option

To request **Technical Publications** access:

1. Click **Download TDA** to download the Technical Data Agreement (TDA) PDF.
2. Complete and sign the TDA.
3. Click **Upload Signed TDA** and select the completed form from your computer.

Note: If you do not know your **P&WC Customer Number**, or one has not yet been assigned, leave that field blank on the TDA.

Click “**Next**” to review your details and submit the registration form.

The screenshot displays a registration interface for Technical Publications. At the top, a progress bar shows four steps: 1. Contact (checked), 2. Aircraft/Engine (checked), 3. Services (active, highlighted in blue), and 4. Verify & Submit. Below the progress bar, the heading "TECHNICAL PUBLICATIONS" is followed by "Technical Data Agreement (TDA)". A message states: "To purchase or access your Technical Publications, you must sign and upload this document:". Below this message are two buttons: "Download TDA" (labeled with a green '1') and "Upload Signed TDA" (labeled with a green '2'). At the bottom of the form, there are three buttons: "Previous", "Save Draft", and "Next" (labeled with a green '3' and highlighted with a green border). The "Next" button is a solid blue color, while the others are light blue with borders.

Selecting the “Full Registration” option

Please have the following information to complete your registration:

- Aircraft and engine details (e.g., model type, tail number, serial numbers, delivery date, TTSN, etc.)
- A copy of your aircraft delivery documentation (for uploading)
- Contact information for the aircraft owner and operator (if they are different)
- Mission profile information and the expected flying hours per year and cycles per hour

The screenshot displays a multi-step registration form. At the top, a progress bar shows five steps: 1 (checked), 2 (active), 3 (checked), 4, and 5. The form is titled 'AIRCRAFT INFORMATION' and includes the following fields:

- Aircraft Model: Text input with 'PILATUS PC-12' entered.
- Aircraft Serial Number: Text input.
- Tail Number: Text input.
- Aircraft Condition: Dropdown menu with 'Select'.
- Delivery Date (Month DD, YYYY): Date picker with 'Month DD, YYYY'.
- Aircraft Delivery Notice: 'Upload Document' button.
- Aircraft Operator: Company Name, First Name, Last Name, and Email text inputs.
- Aircraft Owner: A checkbox labeled 'Same as Operator' and text inputs for Company Name, First Name, Last Name, and Email.
- ENGINE INFORMATION: Engine Model dropdown menu with 'Select'.

At the bottom, there is a link '+ Register Another Aircraft'.



Select engine services accessible in MyP&WC Power

You can initiate access requests for Technical Publications and other services available for your engine model.

To request **Technical Publications** access:

1. Click **Download TDA** to download the Technical Data Agreement (TDA) PDF.
2. Complete and sign the TDA.
3. Click **Upload Signed TDA** and select the completed form from your computer.

Note: If you do not know your **P&WC Customer Number**, or one has not yet been assigned, leave that field blank on the TDA.

Click **“Next”** to review your details and submit the registration form.

The screenshot shows a four-step registration process: 1. Contact, 2. Aircraft/Engine, 3. Services (highlighted), and 4. Verify & Submit. The 'TECHNICAL PUBLICATIONS' section includes a 'Technical Data Agreement (TDA)' with buttons for 'Download TDA' and 'Upload Signed TDA'. Below this is the 'PUBLICATIONS REGISTRATION CERTIFICATE (PRC)' section, which provides information about a free online Maintenance Collection (English version) revision service for a period of 2 years from the date of aircraft delivery. The 'MAINTENANCE PROGRAM ESP™' section includes a question 'Would you like to receive an ESP™ cost estimate?' with radio buttons for 'Yes' (selected) and 'No', and a 'Learn more about ESP™' link. At the bottom, there is a 'Desired Coverage Level *' dropdown menu with 'Select' as the current option.

Example: Services displayed during registration vary by engine model(s).



Complete the final steps (applies to Full & Quick Registration)

Allow **up to 24 hours for Quick Registration** and **up to 72 hours for Full Registration** requests, provided all required information has been submitted correctly.

Once the request is approved, **you will receive two separate emails** with your username and temporary password.

→ The first time you log in, you will be prompted to change your password and enroll in multi-factor authentication (MFA).

The **MFA enrollment user guide** is available at the bottom of the MyP&WC Power login page or by clicking [here](#).

Congratulations! Your Request is Almost Complete

To finalize the submission, the following contact(s) will receive a validation email:

Jane Smith: Smith@aviation-company.com
Aviation Company

[Print Request Summary](#)

THANK YOU!

For any inquiries, please contact us at:
US & Canada: 1-800-268-8000
International: +8000-268-8000 or +01-450-647-8000
customer.service@pwc.ca

Welcome

Please enter your credentials and click the "Login" button to access the portal. If you have an RTX Email Address, click the "RTX Sign In" button to access the portal.

Forgot your password? [Click Here.](#)

[Login](#)

[RTX Sign In](#)

Need to register a new user or company? [Click Here.](#)

[Privacy Statement](#) [Terms and Conditions](#) [Select Language](#) [Help Desk](#) [End User Guide](#)

Support and Contacts

MyP&WC Power Portal and Registration Support

Direct: +1-450-647-8000

US & Canada (Toll-Free): 1-800-268-8000

International (Toll-Free where available): (+IAC) +8000-268-8000

Email: customer.service@prattwhitney.com

Pratt & Whitney Customer Support Page: <https://www.rtx.com/en/prattwhitney/support>

MyP&WC Power Portal: <https://customer.pwc.ca>

