

# PASSWORD RESET AND ACCESS MANAGEMENT

## COLLINS CUSTOMER PORTAL USER GUIDE

[WWW.CUSTOMERS.COLLINSAEROSPACE.COM](http://WWW.CUSTOMERS.COLLINSAEROSPACE.COM)




# PASSWORD RESET AND ACCESS MANAGEMENT

## LANDING PAGE

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

Click “Forgot Password?” to reset your password.

www.customers.collinsaerospace.com

 Collins Aerospace

WELCOME TO  
CUSTOMER PORTAL

Username  
Enter Username

Password  
Enter Password

Remember Me

[Forgot Password?](#)

SIGN IN

Or

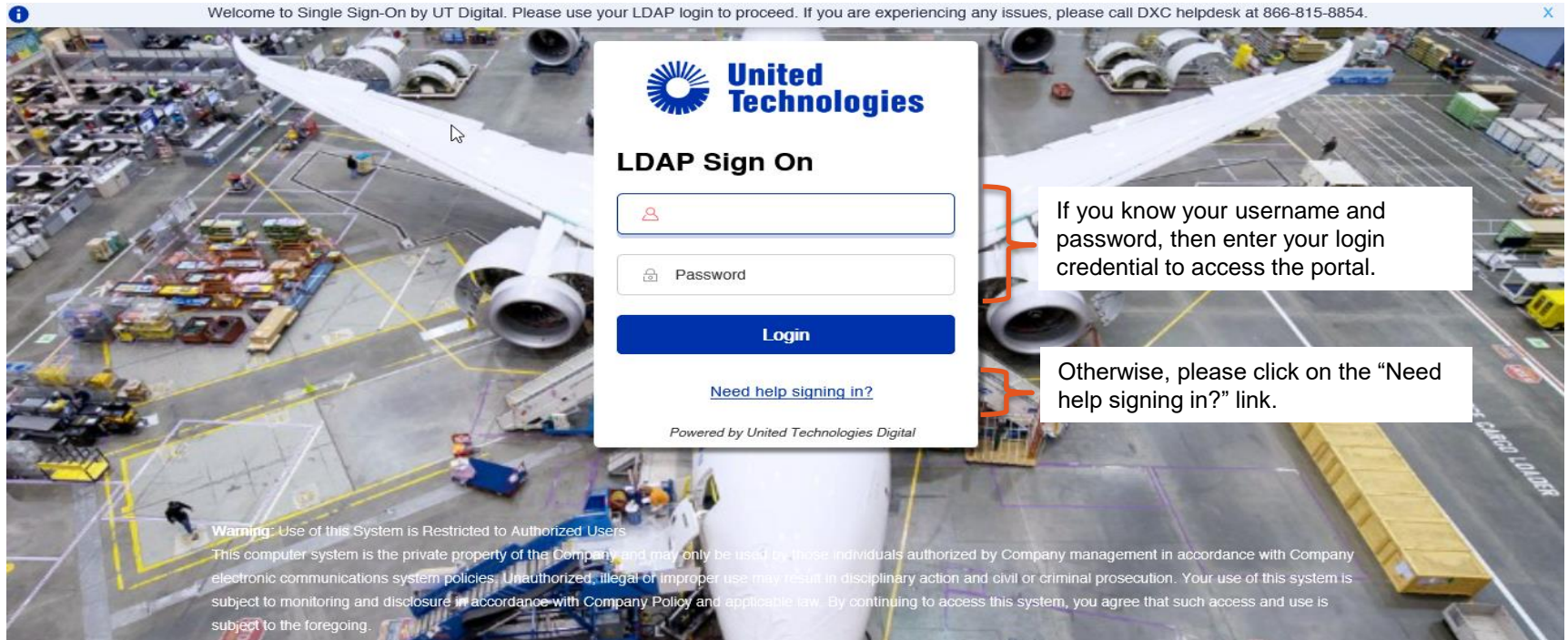
REGISTER

COLLINS AEROSPACE RTX PRATT & WHITNEY PRIVACY POLICY TERMS OF USE [FAQ AND CUSTOMER SUPPORT](#)

# PASSWORD RESET AND ACCESS MANAGEMENT

## LOGIN

Welcome to Single Sign-On by UT Digital. Please use your LDAP login to proceed. If you are experiencing any issues, please call DXC helpdesk at 866-815-8854.



**United Technologies**

### LDAP Sign On

Password

**Login**

[Need help signing in?](#)

Powered by United Technologies Digital

**Warning:** Use of this System is Restricted to Authorized Users  
This computer system is the private property of the Company and may only be used by those individuals authorized by Company management in accordance with Company electronic communications system policies. Unauthorized, illegal or improper use may result in disciplinary action and civil or criminal prosecution. Your use of this system is subject to monitoring and disclosure in accordance with Company Policy and applicable law. By continuing to access this system, you agree that such access and use is subject to the foregoing.

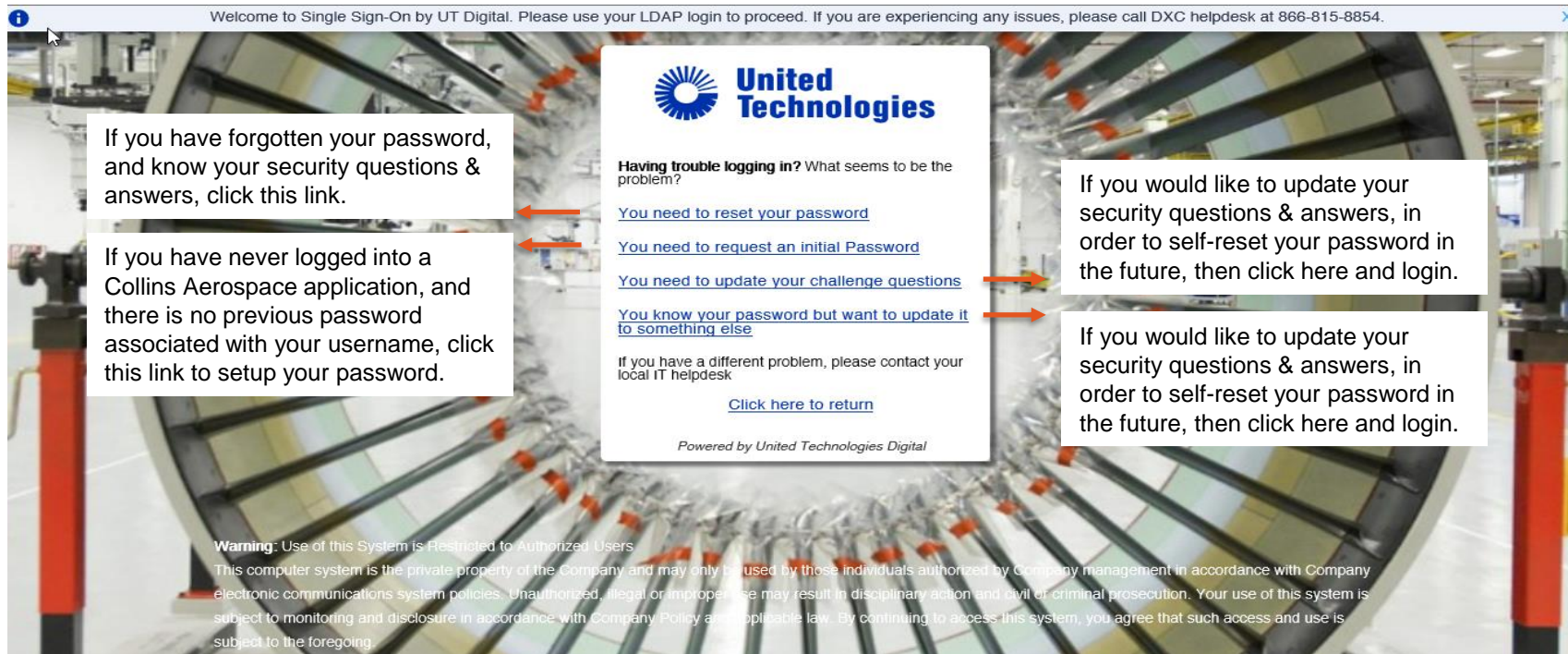
If you know your username and password, then enter your login credential to access the portal.

Otherwise, please click on the “Need help signing in?” link.

# PASSWORD RESET AND ACCESS MANAGEMENT

## PASSWORD AND ACCESS MANAGEMENT

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**United Technologies**

Having trouble logging in? What seems to be the problem?

- [You need to reset your password](#)
- [You need to request an initial Password](#)
- [You need to update your challenge questions](#)
- [You know your password but want to update it to something else](#)

If you have a different problem, please contact your local IT helpdesk.

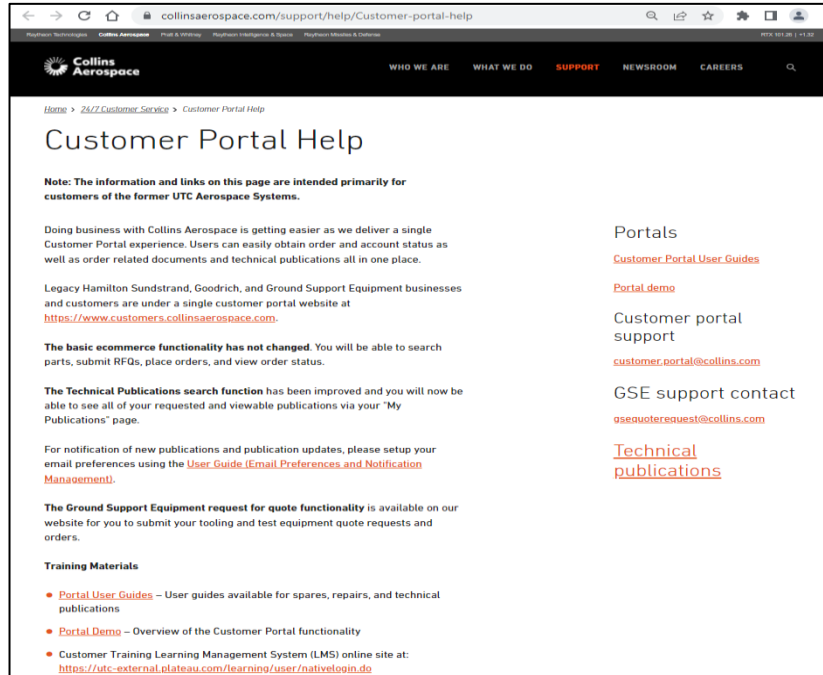
[Click here to return](#)

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# PASSWORD RESET AND ACCESS MANAGEMENT

## PORTAL ASSISTANCE CONTACT



The screenshot shows the Collins Aerospace Customer Portal Help page. The browser address bar displays 'collinsaerospace.com/support/help/Customer-portal-help'. The page header includes the Collins Aerospace logo and navigation links: WHO WE ARE, WHAT WE DO, SUPPORT, NEWSROOM, and CAREERS. The main content area is titled 'Customer Portal Help' and contains several sections of text and links. A note states that the information is primarily for former UTC Aerospace Systems customers. The page lists various services available, such as user guides, a portal demo, GSE support contact, technical publications, and training materials. The training materials section includes links to 'Portal User Guides', 'Portal Demo', and the 'Customer Training Learning Management System (LMS) online site'.

Home > 24/7 Customer Service > Customer Portal Help

## Customer Portal Help

**Note:** The information and links on this page are intended primarily for customers of the former UTC Aerospace Systems.

Doing business with Collins Aerospace is getting easier as we deliver a single Customer Portal experience. Users can easily obtain order and account status as well as order related documents and technical publications all in one place.

Legacy Hamilton Sundstrand, Goodrich, and Ground Support Equipment businesses and customers are under a single customer portal website at <https://www.customers.collinsaerospace.com>.

**The basic ecommerce functionality has not changed.** You will be able to search parts, submit RFQs, place orders, and view order status.

**The Technical Publications search function** has been improved and you will now be able to see all of your requested and viewable publications via your "My Publications" page.

For notification of new publications and publication updates, please setup your email preferences using the [User Guide \(Email Preferences and Notification Management\)](#).

**The Ground Support Equipment request for quote functionality** is available on our website for you to submit your tooling and test equipment quote requests and orders.

### Training Materials

- [Portal User Guides](#) – User guides available for spares, repairs, and technical publications
- [Portal Demo](#) – Overview of the Customer Portal functionality
- Customer Training Learning Management System (LMS) online site at: <https://utc-external.plataeo.com/learning/user/nativelogin.do>

### Portals

- [Customer Portal User Guides](#)
- [Portal demo](#)

### Customer portal support

- [customer.portal@collins.com](mailto:customer.portal@collins.com)

### GSE support contact

- [esequesterequest@collins.com](mailto:esequesterequest@collins.com)

### Technical publications

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>