

# REGISTER FOR ACCESS

## COLLINS CUSTOMER PORTAL USER GUIDE

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



# REGISTRATION


## LANDING PAGE

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

**Important:** If you currently have access to other Collins/RTX web applications, a registration request is still required to access this site.

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  
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**



# REGISTRATION

## STEP 1 (EMAIL)

The screenshot shows the Collins Aerospace Customer Portal registration page. At the top, there is a navigation bar with links for UTC, OTIS, UTC CLIMATE, CONTROLS & SECURITY, PRATT & WHITNEY, and COLLINS AEROSPACE. A 'CUSTOMER PORTAL' button is in the top right. Below the navigation is the Collins Aerospace logo and a search bar labeled 'Spare Parts Search' with a dropdown arrow and a search icon. The main content area has a 'Home' link and a 'Register for Access' heading. A progress bar shows three steps: '1 Enter Your Email' (active), '2 Enter Details', and '3 Complete'. The 'Enter Your Email' section contains a form with a text input field labeled 'Email Address' and a 'Continue' button. A note next to the input field reads: 'Please enter your personal company email address.' An orange arrow points from the text on the right to the 'Email Address' input field.

Enter your email address and click Continue. **This must be your individual company provide email address.**

**Important:** The email address must contain identifiable information, such as a first name, last name, or initials and be a valid email domain at your company.

To remain compliant with all international trade laws and regulations, email addresses that do not contain identifiable information or appear to be a shared, generic or non-company provided email domain (Yahoo, Gmail, etc.) will not be allowed portal access.

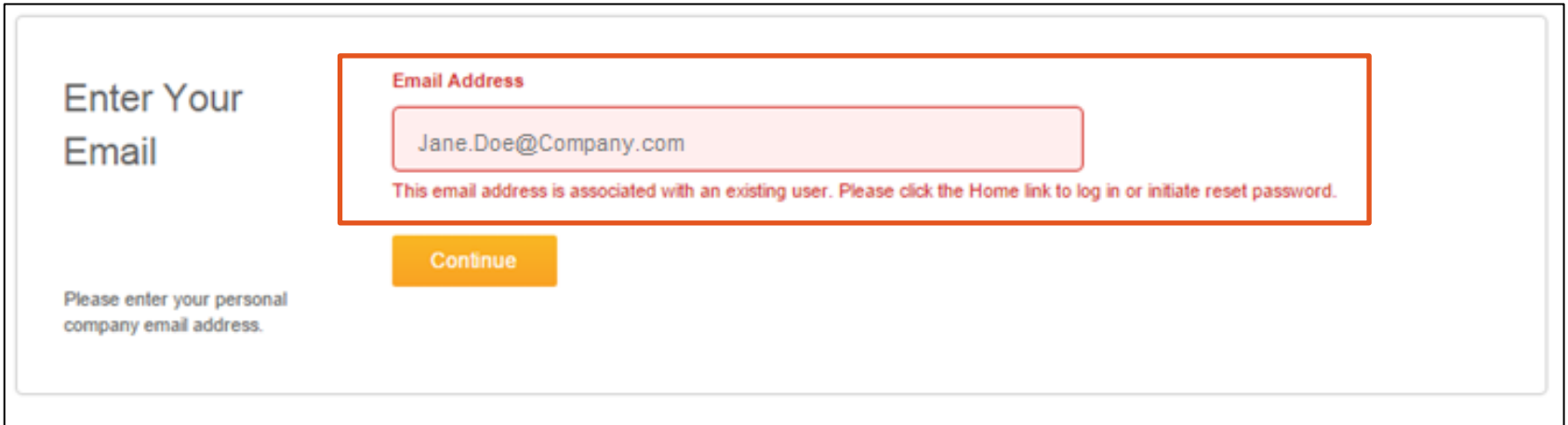
# REGISTRATION

## STEP 1 (EMAIL CONTINUE)

If we detect an existing account for this website, upon clicking **Continue** the below message will appear:

*“This email address is associated with an existing user. Please click the Home link to log in or initiate reset password.”*

Please contact [customer.portal@collins.com](mailto:customer.portal@collins.com) for additional assistance and provide a screenshot of the error message.



The screenshot shows a registration form titled "Enter Your Email". On the left, it says "Please enter your personal company email address." In the center, there is a text input field containing "Jane.Doe@Company.com". Below the input field, a red-bordered box contains the error message: "This email address is associated with an existing user. Please click the Home link to log in or initiate reset password." Below this box is a yellow "Continue" button.

# REGISTRATION

## STEP 2 (DETAILS)

**1** Enter Your Email **2** Enter Details **3** Complete

All fields required unless marked as optional

**About You**

Country Of Citizenship  
Please Select

First Name Last Name

Date Of Birth  
DD MMM YYYY Example: 01 Jan 1971  
Must have space in between

**About Your Company**

Company  
Companies

Department (Optional) Title (Optional)

Email Address  
john.doe@companyname.com

Function  
Select your job function

Country  
Select a country

Street Address

**Form Requirements**  
Please enter your real name,  
no department or shared  
accounts allowed

Country of citizenship is required for Collins Global Trade (GT) review purposes.

Please enter your full given name (nicknames, partial names or initials are not allowed).

Date of Birth is required for Collins Global Trade (GT) review purposes.

As you type your company name, the system will look for matches and offer suggestions. Continue typing your full company name if a match is not displayed.

Select the job function that is closest to what you do.

Select the Country where your office is located.

**NOTE:** If we detected an existing account with another UTC customer facing web application, a User ID will be presented in the “About Your Company” section. Continue filling in the remaining fields and click “Register” to submit your request.

# REGISTRATION

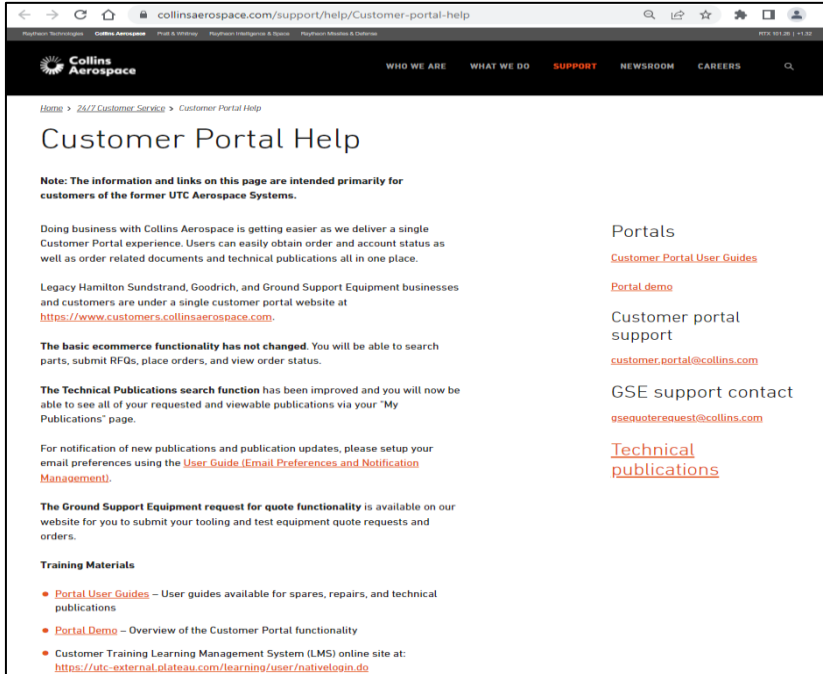
## STEP 3 (COMPLETION)

The information provided during the registration process will be reviewed and you will receive a response via email with further details once your account has been activated.

Please contact [customer.portal@collins.com](mailto:customer.portal@collins.com) if you require additional assistance.

# REGISTRATION

## PORTAL ASSISTANCE CONTACT



The screenshot shows a web browser window displaying the Collins Aerospace Customer Portal Help page. The URL in the address bar is [collinsaerospace.com/support/help/Customer-portal-help](https://collinsaerospace.com/support/help/Customer-portal-help). The page features a navigation bar with the Collins Aerospace logo and links for 'WHO WE ARE', 'WHAT WE DO', 'SUPPORT', 'NEWSROOM', and 'CAREERS'. The main content area is titled 'Customer Portal Help' and includes a note about the information being intended for former UTC Aerospace Systems customers. It provides links to 'Portals', 'Customer Portal User Guides', 'Portal demo', 'Customer portal support', 'GSE support contact', and 'Technical publications'. A 'Training Materials' section lists links to 'Portal User Guides', 'Portal Demo', and the 'Customer Training Learning Management System (LMS) online site'.

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/h  
elp/Customer-portal-help](https://www.collinsaerospace.com/support/help/Customer-portal-help)

Collins Business Contacts:  
<https://www.collinsaerospace.com/support>