

# USER PROFILE MANAGEMENT

## COLLINS CUSTOMER PORTAL USER GUIDE

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



# USER PROFILE MANAGEMENT

## LANDING PAGE

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

**Login to your Collins Portal account to see more information** → tailored to your company.

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**

# USER PROFILE MANAGEMENT

## NAVIGATION

Dashboard Spares Repairs Quotes Tech Requests My Publications Spare Parts Search Enter up to 5 part #'s separated by co

Welcome

- Account Settings
- Account Statements
- Address Book
- Business Documents
- Invoices
- Price Catalogs
- User Guides
- Logout

The Address Book allows you to set or change your procurement account preferences.

User Guides takes you to our list of user guides how to navigate the different functionality the portal offers.

Access your Profile information via the Welcome widget drop down menu under your name.

Here, you can set your default email notification preferences and manage your user credentials by clicking account settings.

# USER PROFILE MANAGEMENT

## ACCOUNT SETTINGS

The screenshot displays the 'Profile' management interface. It is divided into two main columns. The left column, titled 'Profile Info', contains a list of user details: User Id, Company, First Name, Last Name, Country Of Citizenship, Date Of Birth, Email Address, Function, Street Address, City, State/Region, ZipCode, Primary Phone Number, and Fax Number. The right column, titled 'Email Preferences', is highlighted with a red border and contains options for receiving email notifications. It includes checkboxes for 'Spares Order Updates' and 'Repair Order Updates', a link to update technical preferences, radio buttons for 'Change Type' (with 'All Changes' selected), and radio buttons for 'Notification frequency' (with 'As Changes Occur' selected). Below these is a 'Matching the Following' section. At the bottom of the profile info column, a 'Password Management' link is highlighted with a red box. Red arrows point from the text boxes on the right to the 'Email Preferences' section and the 'Password Management' link.

Profile Info	
User Id	Company
First Name	Last Name
Country Of Citizenship	Date Of Birth
Email Address	Function
Street Address	City
State/Region	ZipCode
Primary Phone Number	Fax Number

### Email Preferences

Receive Email Notifications

Spares Order Updates

Repair Order Updates

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

Change Type

All Changes

Shipments Only

Notification frequency

As Changes Occur

Daily Summary

Matching the Following

[Password Management](#)

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

Select the check boxes in this section to set your email notification preferences.

Please refer to the separate user guide titled "Email Preferences and Notifications Setup", for additional information.

You can change your password or manage your security questions by clicking here.

# USER PROFILE MANAGEMENT

## ADDRESS BOOK

At registration time, you will be linked with your Company Profile, and a default account will be assigned. You will see your company name and address here.

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.

### Address Book

Aerostructures

Default Sold To [Account Name]

[Address Line 1]  
[Address Line 2]  
[Address Line 3]  
[City, State, Zip]

[Change Default Address](#)

Aerostructures

Default Ship To [Account Name]

[Address Line 1]  
[Address Line 2]  
[Address Line 3]  
[City, State, Zip]

[View Alternates](#)

Hamilton Sundstrand

Default Sold To [Account Name]

[Address Line 1]  
[Address Line 2]  
[Address Line 3]  
[City, State, Zip]

[Change Default Address](#)

Hamilton Sundstrand

Default Ship To [Account Name]

[Address Line 1]  
[Address Line 2]  
[Address Line 3]  
[City, State, Zip]

[View Alternates](#)

[Set Default Address For Selling Entity INT- Cargo](#)

[Set Default Address For Selling Entity SIS- SIMMONDS PRECISION](#)

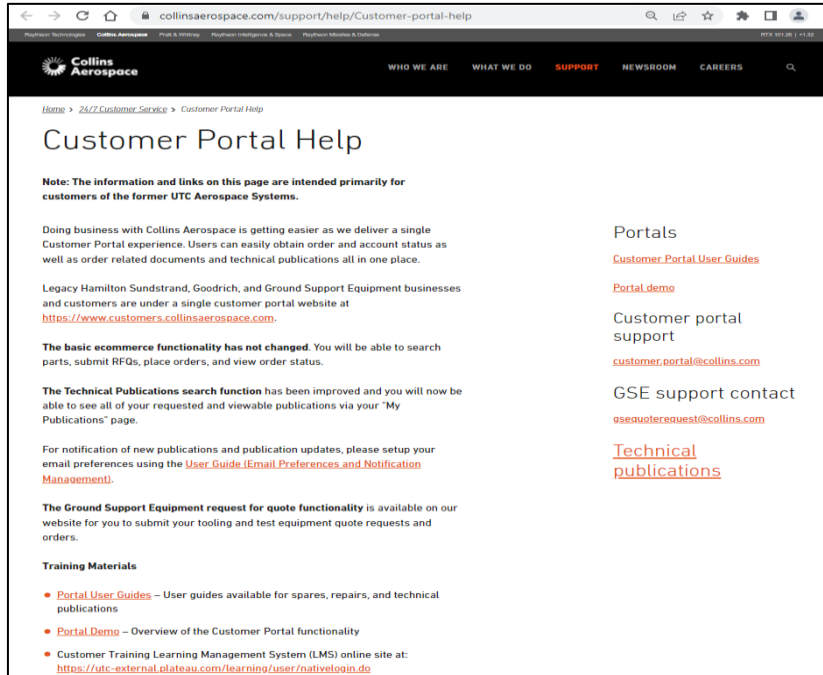
[Set Default Address For Selling Entity Landing Gear - Oakme](#)

[Set Default Address For Selling Entity Actuation & Engine Controls](#)

Select other defaults you will do business with by select the entity.

# USER PROFILE MANAGEMENT

## 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 primarily for former UTC Aerospace Systems customers. It provides details on the single Customer Portal experience, legacy businesses, and various support functions like technical publications and ground support equipment requests. A sidebar on the right lists 'Portals' with links to 'Customer Portal User Guides', 'Portal demo', and 'Customer portal support'. At the bottom, there are links for 'GSE support contact' and 'Technical publications'. A 'Training Materials' section lists user guides, a portal demo overview, and an LMS 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>