



# Collins Aerospace

## ARINCDirect<sup>SM</sup>

## Izon Connected Platform

### Setup Guide

#### Purpose:

This document provides guidance on how to register and configure an account on Izon, the Collins Connected Platform. Direction is also given on how to navigate the Izon Store and how to provide feedback.

#### NOTICE

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INFORMATION

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## Revision History

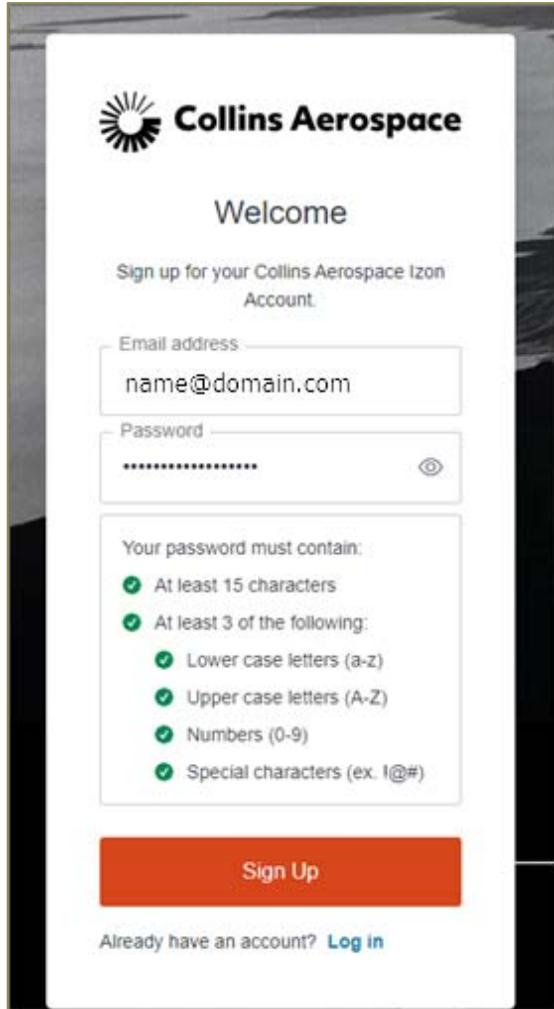
Revision	Date	Note
0	7 Oct 2021	Initial issue
1	12 Jul 2022	Template and branding updates

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## 1. Registration

The image shows a registration form for Collins Aerospace Izon. At the top is the Collins Aerospace logo and the word "Welcome". Below that is the text "Sign up for your Collins Aerospace Izon Account." The form has two input fields: "Email address" with the placeholder "name@domain.com" and "Password" with a masked password "\*\*\*\*\*" and an eye icon. Below the password field is a section titled "Your password must contain:" with five bullet points, each preceded by a green checkmark: "At least 15 characters", "At least 3 of the following:", "Lower case letters (a-z)", "Upper case letters (A-Z)", "Numbers (0-9)", and "Special characters (ex. !@#)". At the bottom of the form is an orange "Sign Up" button. Below the button is the text "Already have an account? Log in" with "Log in" in blue.

To access the **Izon** platform, all customers need to create an **Izon** account. Please visit [www.collinsizon.com](http://www.collinsizon.com) to create your account. One of the first initiatives delivered with the **Izon** platform is the ability to enable Single Sign-On capabilities for customers to access all their Business Aviation features and services.

When creating an **Izon** account, it's important to remember the registered account email and password as this is the primary identity that ties all the customer's Business Aviation applications together. There are no requirements on email usage for setup, however, password requirements are displayed during the registration process.

Once registered with an email address and password, the registered account is required to be authenticated. Customers will need to check the email address used during registration to verify identity. The customer should receive an email from [do-not-reply@collinsizon.com](mailto:do-not-reply@collinsizon.com).

If the account is not authenticated *within one hour* of receiving the email, customers will need to login to Izon using their credentials and they will be taken to the "Check Your Email" page where customers can request another verification email. After the account has been verified, please proceed with the onboarding process.

**Note:** To access Izon, it is a requirement to review and accept the Terms and Conditions, as well as acknowledge the Cookie Consent, prior to creating a profile.

## 2. Creating your account

### 2.1 Linking of accounts

You've made it. Welcome to Izon! Now it's time to link existing flight planning account(s) from ARINCDirect. Linking more than one account will give access to the Izon **Dashboard** and enable the ability to switch between accounts effortlessly. If connecting multiple accounts, navigate to the upper right-hand corner of the **Izon Dashboard**

### 2.2 Account Management

At any point in the **Izon** journey, the ability to link existing ARINCDirect account(s) is available. Navigate to the **Account Management** corner, click on the Context Menu and **Manage Accounts**.



A window will open from the side of the page, with the ability to **Link Another Account**.

Click **Link Another Account** and enter the username and password credentials to authenticate the linking of the account.

Within this management window, an account may also be removed.

At any point during your **Izon** journey, transitioning between linked ARINCDirect accounts is seamless. Navigate to **Account Management** (upper right-hand corner), select the Context Menu and the **Active Account** bar dropdown menu and select a different account.

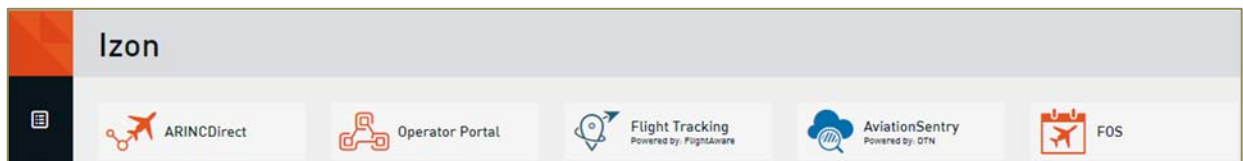
A screenshot of a web form titled 'Link Accounts'. At the top, there is an orange header with a user icon and the word 'Username'. Below the header, there is a back arrow and the title 'Link Accounts'. The form has two input fields: 'USERNAME' and 'PASSWORD'. At the bottom right, there is an orange button labeled 'CONTINUE'.A screenshot of a side panel window titled 'Accounts'. The window has an orange header with a user icon, 'Profile Name', and a close 'X' button. The main content area is titled 'Accounts' and contains a list of three account entries. Each entry has a text field for 'Account Name' and a smaller text field for 'Date Linked', with a trash icon to the right of each entry. At the bottom of the window, there is an orange button labeled 'Link Another Account'.

After transition to a different account within the **Account Management** window, remember that any opened applications within the initial ARINCDirect account will be signed out as part of the Single Sign-On functionality.

When choosing to work in **Izon** applications after switching accounts in the **Account Management** window, relaunch of the applications from your **Izon Dashboard** is required. Because of **Izon's imbedded security design**, this workflow is in place to mitigate any account confusion while working in open applications launched from the platform.

## 3. Izon Dashboard

### 3.1 Application Toolbar



When launching the **Izon Dashboard**, an **Application Toolbar (AT)** is displayed at the top of the **Dashboard**. The **AT** is a space dedicated for applications frequently visited and consists of five primary applications. Future enhancements are planned to allow customers to choose, add, remove, or reorder any application from their specific toolbar.

## 4. Session timeout/Logout

A session timeout will occur for **Izon** after eight (8) hours of inactivity. The ARINCDirect and Operator Portal applications, however, will have a timeout of approximately 60 minutes applied for inactivity.

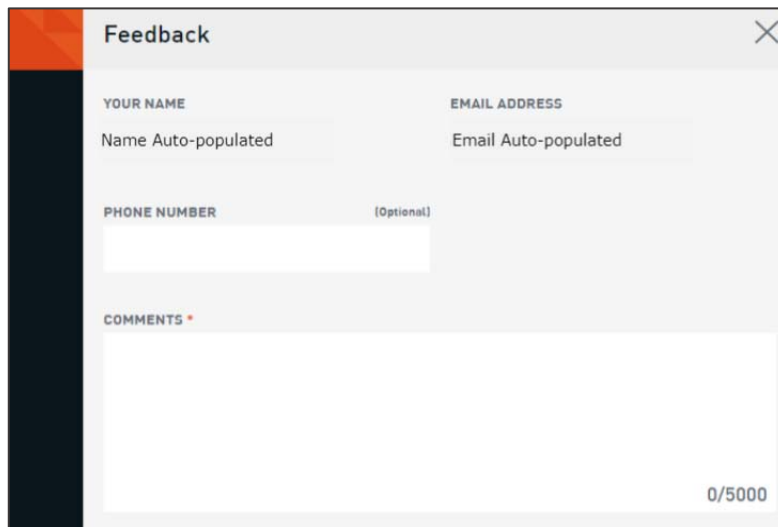
When ready to logout out of **Izon**, navigate to the **Account Management** section and click the three dots to logout. When logging out of **Izon**, the ARINCDirect and Operator Portal applications will also be logged out.

## 5. Feedback

The **Feedback** interface is the most important feature of the new **Izon** platform as customer evaluation will be critical to ARINCDirect's success and dictate how the platform is shaped and built. A user's credentials will auto-populate when submitting feedback for ease of use.



## 5.1 How to report an issue or send feedback on a desktop:

A screenshot of a web-based feedback form titled "Feedback" with a close button (X) in the top right corner. The form is set against a dark blue sidebar on the left. It contains several input fields: "YOUR NAME" with the placeholder "Name Auto-populated", "EMAIL ADDRESS" with the placeholder "Email Auto-populated", and "PHONE NUMBER" with a "(Optional)" label. Below these is a large "COMMENTS" text area with a red asterisk indicating it is required. A character count "0/5000" is located at the bottom right of the form.

1. Open the **Izon Dashboard** on desktop
2. Navigate to the **Navigation Rail Bar** on the far left-hand side
3. Click on the **Feedback** icon located on the bottom of the **Navigation Rail Bar**
4. Submit feedback in the open form

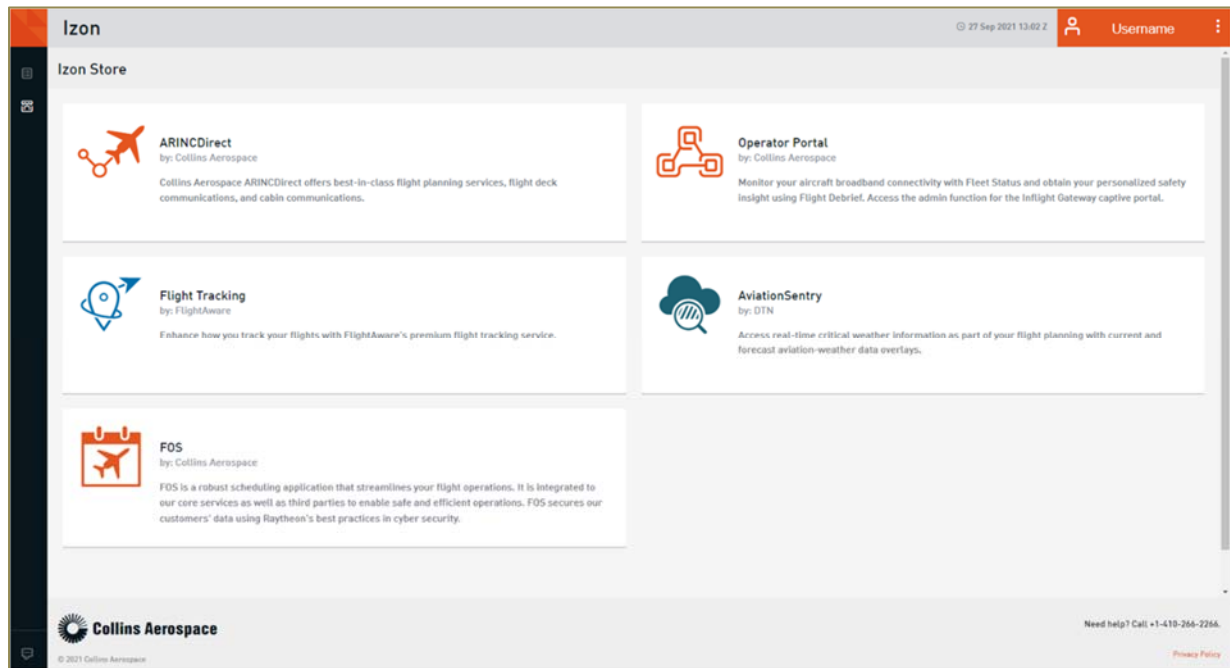
## 5.2 How to report an issue or send feedback on a mobile/tablet device:

1. Open the **Izon Dashboard** on the mobile device
2. Click the “hamburger” icon in the top left of the screen to open the **Navigation Rail Bar**
3. On the Navigation Rail Bar, click on **Feedback**
4. Submit feedback in the open form

The **Send Feedback** function will forward the information to a support team that will address the issue promptly.



## 6. Izon Store



The **Izon Store** is designed to deliver Collins' long-term strategy of technology enabling third-party applications and services hosted on the Izon platform and engineered with future single sign-on capability. Several applications are available for use in the **Izon store**, and more applications are slated in forthcoming enhancements.

## 7. Support

For additional support please submit feedback with your question, comment, or concern, or email our support team at [izonsupport@collins.com](mailto:izonsupport@collins.com).