ARINCDirect℠
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.

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PROPRIETARY
INFORMATION

Page 1 of 8

Revision History

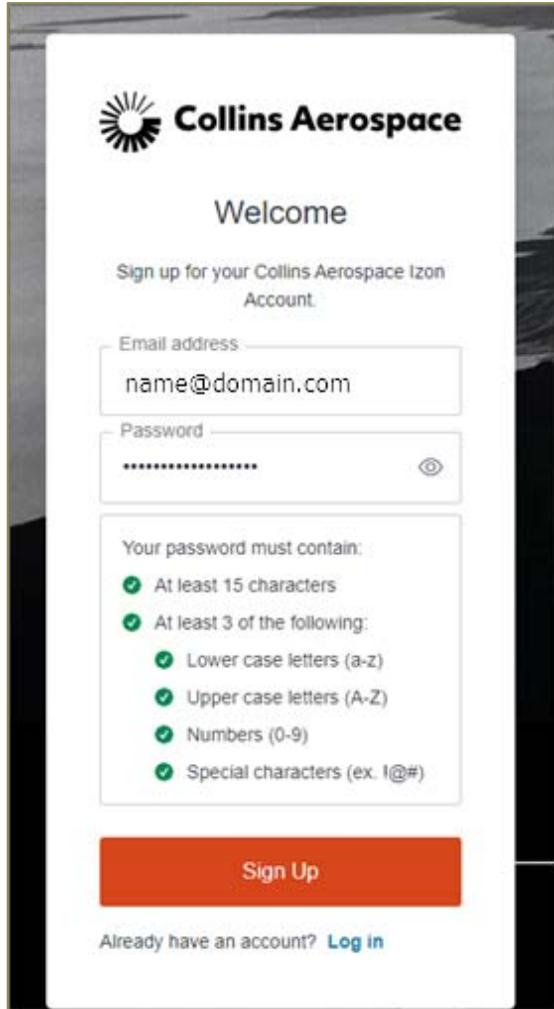| Revision	Date	Note
0	7 Oct 2021	Initial issue
1	12 Jul 2022	Template and branding updates

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Table of Contents

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1. Registration

To access the **Izon** platform, all customers need to create an **Izon** account. Please visit 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.

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.*

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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.

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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
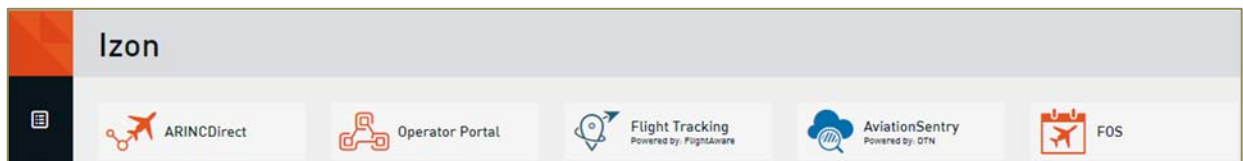
When launching the **Izon Dashboard**, an **Application Toolbar** (**AT**) is displayed at the top of the **Dashboard.** The **AT** is a space dedicated for applications frequently visited and consists of five primary applications. Future enhancements are planned to allow customers to choose, add, remove, 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.
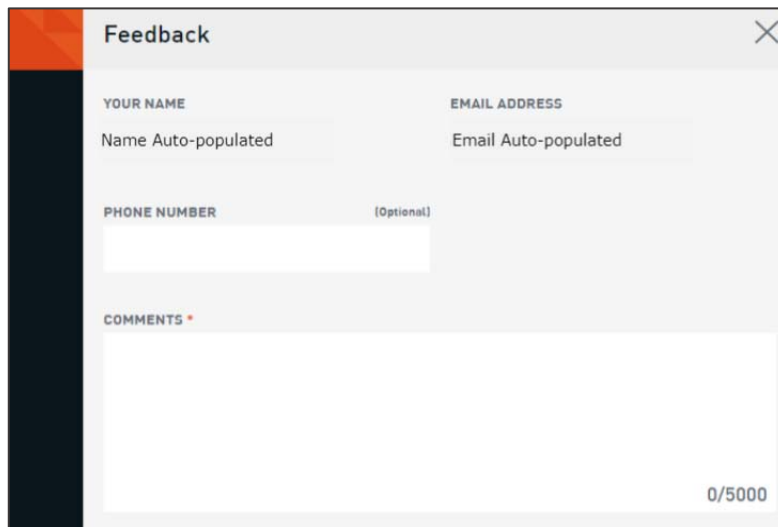
When ready to logout out of **Izon**, navigate to the **Account Management** section and click the three dots to logout. When logging out of **Izon**, the ARINCDirect and Operator Portal applications will also be logged out.

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.

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

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.

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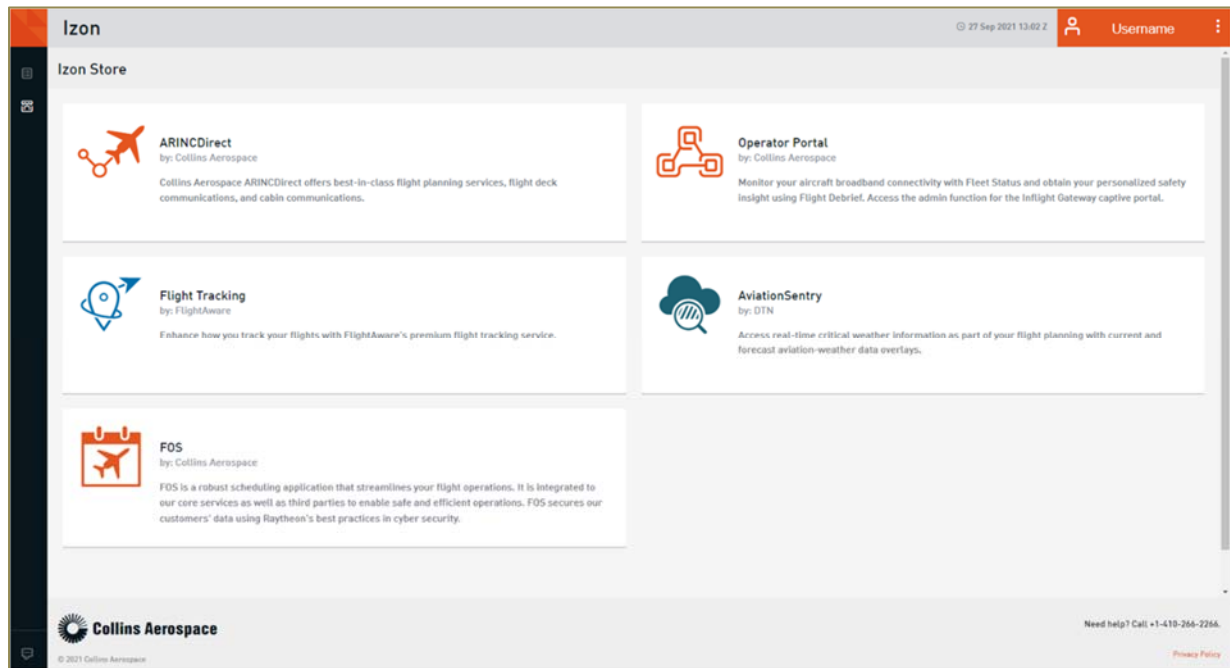
6. Izon Store

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.

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