



# Collins Aerospace

An **RTX** Business

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# Izon Connected Platform

## Setup Guide

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IZON CONNECTED PLATFORM**

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5-Dec-2023	4.0	Updated user profile format and session timeout length.
24-Apr-2024	5.0	Updated theme settings.
27-Aug-2024	6.0	Updated provisioning guidance and added content regarding migration workflow.

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**SETUP GUIDE**  
IZON CONNECTED PLATFORM

## Table of Contents

List of Figures.....	5
1 Purpose .....	6
2 Account Creation.....	6
2.1 Getting Started.....	6
2.2 Account Verification.....	6
2.3 Password Setup.....	7
3 Provisioning MFA .....	8
3.1 Available MFA Methods.....	8
3.1.1 Push Notification .....	8
3.1.2 One-Time Passcode .....	8
3.1.3 SMS/Text Message.....	9
3.2 Recovery Code .....	9
3.3 Final Steps.....	9
4 Linking Additional Accounts .....	10
4.1 During Migration .....	10
4.2 Post Migration.....	10
5 Navigating Between Accounts .....	11
6 Izon Dashboard .....	11
6.1 Application Toolbar .....	11
7 Session Timeout/Logout.....	12
8 Feedback.....	12
8.1 Sending Feedback on a Desktop .....	12
8.2 Sending Feedback on a Mobile/Tablet Device.....	12
9 Izon Application Theme.....	13
9.1 Theme and Settings .....	13
9.2 Navigating to Izon application theme settings.....	13
10 Support.....	13
11 Acronym List.....	13

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**SETUP GUIDE**  
IZON CONNECTED PLATFORM

## List of Figures

Figure 2-1: Izon Migration Prompt .....	6
Figure 2-2: Izon Account Verification .....	7
Figure 2-3: Password Creation .....	8
Figure 3-1: Recovery Code Prompt .....	9
Figure 4-1: Linking Additional Accounts .....	10
Figure 5-1: Account Management - Profile Name .....	11
Figure 6-1: Izon Dashboard .....	11
Figure 8-1: Feedback Form .....	12

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SETUP GUIDE  
IZON CONNECTED PLATFORM**

## 1 Purpose

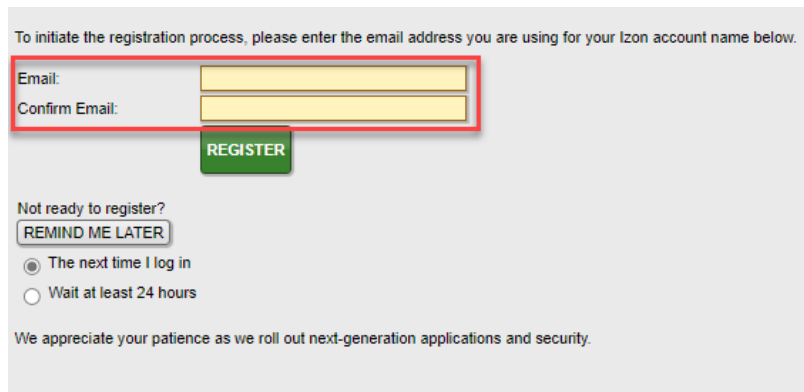
This document will guide you through the initial setup of your Izon account.

## 2 Account Creation

To access the **Izon** platform, you will require an **Izon** account.

### 2.1 Getting Started

For existing ARINCDirect customers, you will be prompted to provide an email address when your company has been flagged for its Izon migration. We recommend using an email address that you can reliably connect to and intend to keep. This email will become your Izon username. Please enter it twice to ensure there are no spelling errors, then click on "REGISTER". If you are not ready to complete this process and your migration deadline has not yet passed, you may elect to "REMIND ME LATER".



The screenshot shows a registration form with the following elements:

- Instructional text: "To initiate the registration process, please enter the email address you are using for your Izon account name below."
- Two input fields: "Email:" and "Confirm Email:", both highlighted with a red border.
- A green "REGISTER" button.
- Text: "Not ready to register?"
- A button labeled "REMIND ME LATER".
- Two radio button options: "The next time I log in" (selected) and "Wait at least 24 hours".
- Footer text: "We appreciate your patience as we roll out next-generation applications and security."

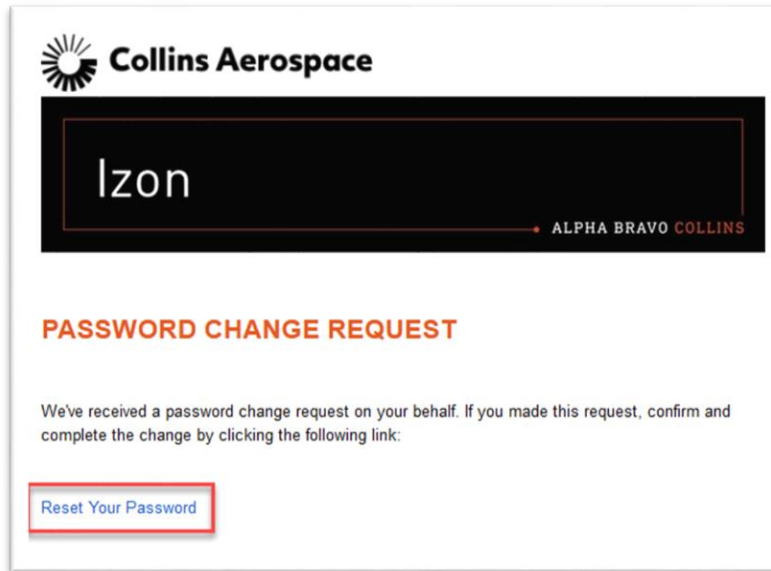
**Figure 2-1: Izon Migration Prompt**

For new ARINCDirect customers, your Izon account creation will be initiated by an account admin within your company. While adding you as a user within the company, they will provide the email address that will eventually become your Izon username.

### 2.2 Account Verification

The next step is to verify that you can access the email address selected for your Izon account. An email will come from [donotreply@direct.arinc.net](mailto:donotreply@direct.arinc.net). Please click on "Reset Your Password" to verify your identity.

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IZON CONNECTED PLATFORM



**Figure 2-2: Izon Account Verification**

**NOTE:** Emails may end up in your junk or spam folder. Please check these folders if you don't see an email within a few minutes.

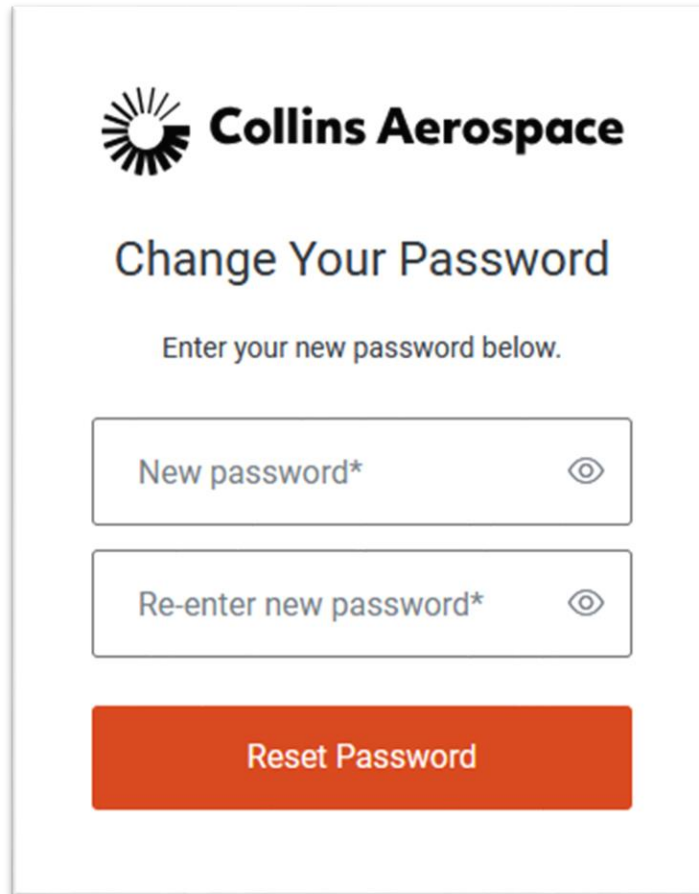
If you don't follow the link to reset your password *within one hour* of our sending the email, follow the link anyway. You will see a page with instructions for getting a fresh password reset email.

## 2.3 Password Setup

You will now be prompted to enter your new Izon password. The password acceptance guidance is as follows:

Your password must contain:

- At least 15 characters
- At least 3 of the following:
  - Lower case letters (a-z)
  - Upper case letters (A-Z)
  - Numbers (0-9)
  - Special characters (e.g. !@#\$\$%^&\*)
- No more than 2 identical characters in a row



The screenshot shows a web interface for changing a password. At the top left is the Collins Aerospace logo, which consists of a stylized sunburst icon followed by the text "Collins Aerospace". Below the logo is the heading "Change Your Password" in a large, dark font. Underneath the heading is the instruction "Enter your new password below." in a smaller, lighter font. There are two input fields: the first is labeled "New password\*" and the second is labeled "Re-enter new password\*", both with a small eye icon to their right. Below these fields is a prominent orange button with the text "Reset Password" in white.

Figure 2-3: Password Creation

Once your password has been updated, you may return to Izon where you will be prompted to enter your username (email address) and new password to access.

## 3 Provisioning MFA

The next step in your Izon account creation journey is to secure your account by setting up multi-factor authentication, or MFA. MFA is mandatory on Izon, but there are three (3) methods and you may select whichever works best for you.

### 3.1 Available MFA Methods

#### 3.1.1 Push Notification

Push notifications are sent to a mobile device or tablet, from which you can instantaneously enable or deny account access via the simple press of a button. Push notifications can only be enabled with the Auth0 Guardian Application.

#### 3.1.2 One-Time Passcode

You can generate a one-time passcode that changes over time to validate access to your Izon account. **One-Time Passcodes** can be enabled with any authenticator of your choice.

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IZON CONNECTED PLATFORM**

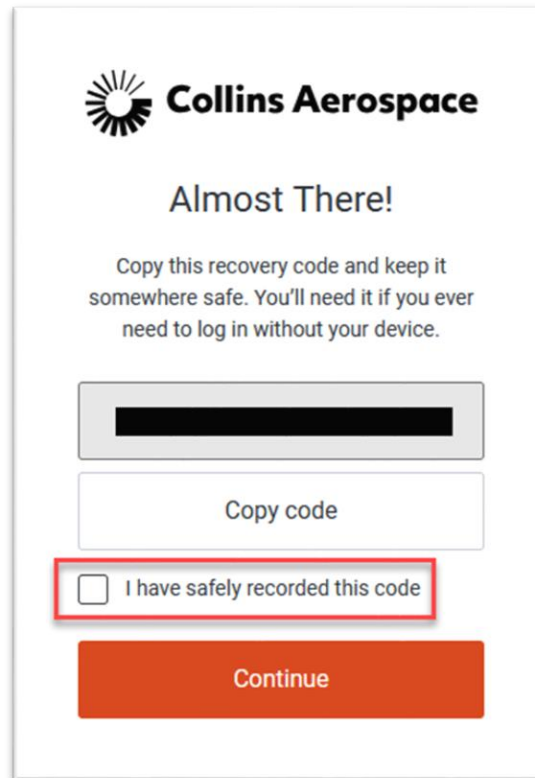
### 3.1.3 SMS/Text Message

If you prefer to not install additional applications or authenticators to your device, there is a Text Message option that can be enabled for MFA. This option facilitates a one-time passcode over SMS which you will enter to gain access to your Izon account. This method of authentication is not the most reliable option as it's the least secure of the three.

**NOTE:** *Your standard message and data rates apply when using this method.*

## 3.2 Recovery Code

Upon your first attempt at MFA, you will receive a recovery code. You will be prompted to safely record this code. It will be used if you ever need to log in when you do not have access to your mobile device.



**Figure 3-1: Recovery Code Prompt**

## 3.3 Final Steps

To access Izon, you must first

1. acknowledge the Cookie Consent,
2. provide your first name and last name, and
3. read and agree to the Terms of Use.

The original ARINCDirect username used at the start of the workflow will now be linked to your Izon account. If you have other ARINCDirect usernames that you would like to tie to this Izon account, keep reading. Otherwise, you may launch Izon.

## 4 Linking Additional Accounts

Linking more than one ARINCDirect account allows you to switch between accounts easily.

### 4.1 During Migration

If you have other ARINCDirect usernames, you may link those during the migration process by selecting “LINK ANOTHER ACCOUNT”. From there, you will be asked to provide the ARINCDirect credentials (username and password).

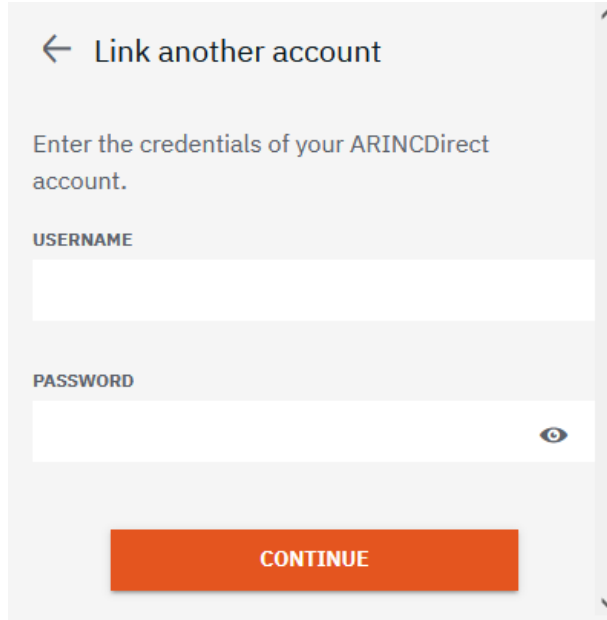
A screenshot of a mobile application interface for linking an account. At the top left, there is a back arrow and the text "Link another account". Below this, a message reads "Enter the credentials of your ARINCDirect account." There are two input fields: the first is labeled "USERNAME" and the second is labeled "PASSWORD" with a small eye icon to its right for toggling visibility. At the bottom center, there is a prominent orange button labeled "CONTINUE".

Figure 4-1: Linking Additional Accounts

### 4.2 Post Migration

To link additional accounts after the migration process, navigate to the upper right-hand corner of the Izon Dashboard and click on the three dots. From there, select “Linked Accounts” and then “Link Another Account”. You will be prompted to provide the ARINCDirect credentials (username and password).

From this window, you can also remove an existing account, if there are two or more accounts linked.

## 5 Navigating Between Accounts

It is easy to move between linked ARINCDirect accounts. Navigate to Account Management (upper right-hand corner), select the Context Menu and the Active Account bar dropdown menu, and select a different account.

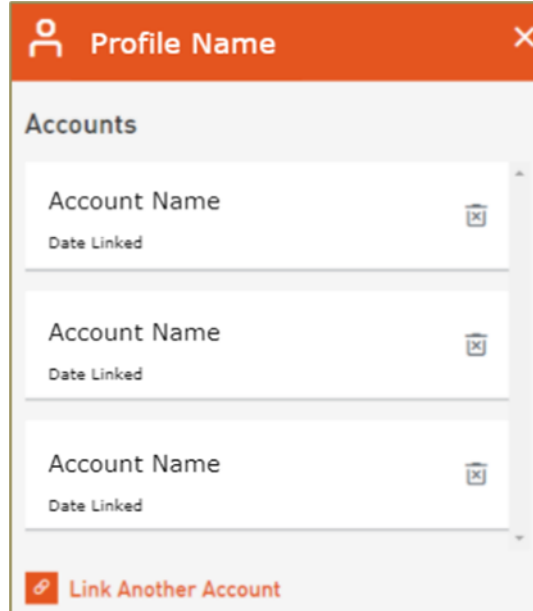


Figure 5-1: Account Management - Profile Name

After moving to a different account from the Account Management window, remember that any opened applications in 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, you must relaunch your Izon Dashboard. Izon's embedded security design puts this workflow in place to mitigate any account confusion while working in open applications.

## 6 Izon Dashboard

### 6.1 Application Toolbar

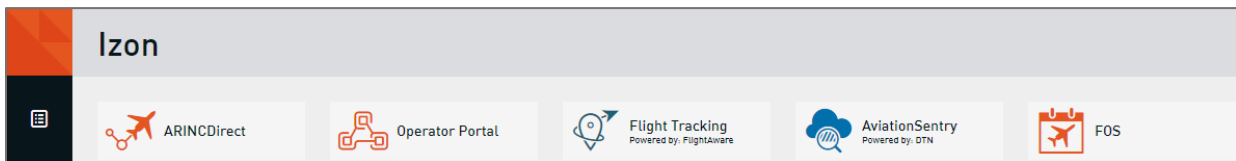


Figure 6-1: Izon Dashboard

An Application Toolbar is displayed at the top of the Izon page. The AT is a space dedicated to applications frequently visited and consists of several applications. The ability to reorder, add, and remove applications is available on the menu located on the right-hand side by clicking on the three dots.

## 7 Session Timeout/Logout

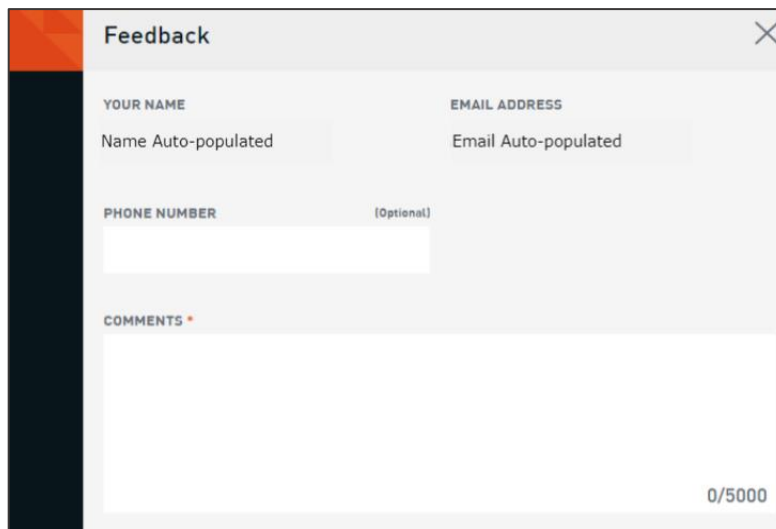
A session timeout will occur for Izon after 55 minutes of inactivity. After 55 minutes, you will be presented with a Session Timeout notification with a warning that you have five (5) minutes to refresh your activity and remain logged into Izon. If no activity occurs in those five minutes, you will be safely logged out of Izon. The ARINCDirect applications will continue to have a timeout of approximately 60 minutes applied for inactivity.

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

## 8 Feedback

Your feedback is critical to the success of the Izon platform! Feedback helps us fix bugs and figure out where we can make the process simpler. To make it easier on you, these feedback forms will auto-populate your information.

### 8.1 Sending Feedback on a Desktop



**Figure 8-1: Feedback Form**

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

### 8.2 Sending 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 from the open form.

The “Send Feedback” function will send it to a support team that will address the issue promptly and get back to you.

## 9 Izon Application Theme

The application theme defaults initially to the system theme settings on your device. You can retain this system setting or manually select a theme.

### 9.1 Theme and Settings

Izon's application theme allows the user to toggle the display of their Izon experience between **light** and **dark** modes. The options of **light** and **dark** modes are available with an additional option of **System Settings** that can display the theme used based on the settings from the user's device.

### 9.2 Navigating to Izon application theme settings

To access application theme settings, navigate to the context menu (three dots) in the User Profile window in the upper right-hand corner. Selecting these dots will open a user profile window with the option **Izon Security Settings**. Selecting **Platform Settings** opens the selections available for the Izon application theme.

## 10 Support

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

## 11 Acronym List

Term	Definition
MFA	Multi-Factor Authentication
OTP	One-time password
SMS	Short Message/Messaging Service