

BAE Systems product support website: Quick Start Guide

Our new customer service website: mysupport.us.baesystems.com/aviation

Have a question or need assistance? E-mail us at bae-support@baesystems.com

Who should use this new website?

This website is for the support of customers that own or operate commercial planes or engines that have subsystems from BAE Systems. For support of BAE Systems Regional Aircraft, please go to <https://www.regional-services.com/>.

For customers who DO have an active account on the prior BAE Systems product support website, see the instructions below:

- 1) Go to mysupport.us.baesystems.com/pwreset to request a password reset
- 2) You will receive an e-mail with a password reset link
- 3) Go to the link and enter a new password
- 4) Login to the website

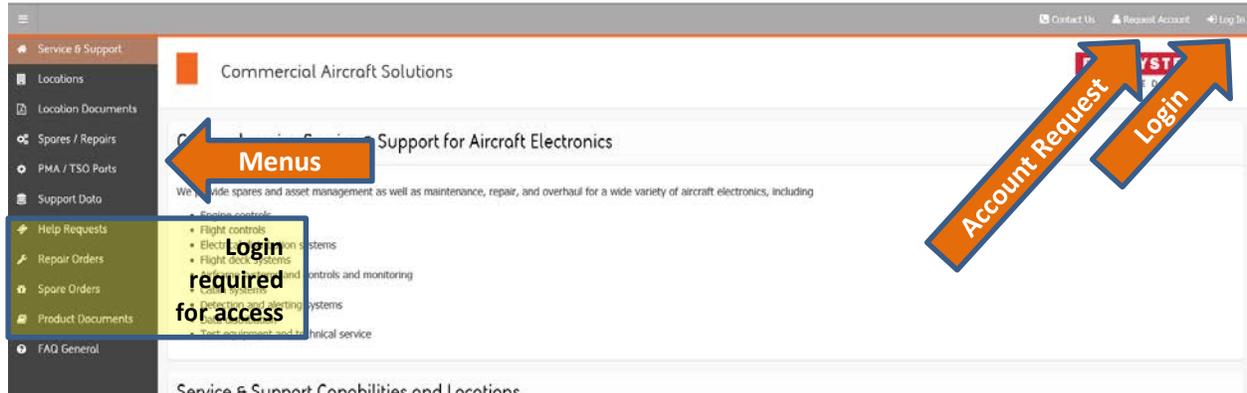
For customers who DO NOT have an active account on the prior BAE Systems product support website, follow these instructions:

- 1) Request an account at mysupport.us.baesystems.com/aviation/acctreq
- 2) We will create an account for you (some restrictions apply)
- 3) You will receive an e-mail with your account information and further instructions

For users who are NOT SURE if they have an active account on the prior BAE Systems product support website, see below:

- 1) Go to mysupport.us.baesystems.com/pwreset and request a password reset
- 2) You will receive an e-mail that tells you if you have an active account
 - a. If you have an active account, the e-mail will have a link to reset your password
 - b. If you do not have an active account, the e-mail will direct you to the account request page

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Menus

Locations – information on BAE Systems' commercial aviation locations

Location Documents – documents, such as certifications, from a specific BAE Systems location

Spares/Repairs – search the parts that we spare and repair

PMA/TSO Parts – search our PMA and TSO parts

Support Data – click on links to access publication indexes, doc change notices, and how-to order software instructions

Help Requests – request training, assistance with support documents, engineering questions, and/or order software

Repair Orders – see the status on recently shipped repairs

Spare Orders – view your current and recently shipped spares orders

Product Documents – view and download CMMs, service bulletins, and service letters pertaining to your company's fleet and engines

FAQ General – answers to common questions

Requesting an account

To request an account, click the link in the upper right of any of the website pages, or go to mysupport.us.baesystems.com/aviation/acctreq. Fill out the requested information and submit the form. We will review your request and create an account for you to access the relevant information. Please note that we will only create accounts tied to company e-mail addresses.

Logging in

From any page, click the login link in the upper right, or click on any of the menu items – Help Requests, Repair Orders, Spare Orders, or Product Documents – that require a login. Enter your account username (the e-mail address used to create the account) and your password. If you enter an incorrect password, there will be a delay before you can attempt to login again. With multiple failed logins your account will get locked and you will need to reset your password.

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Resetting your password

From any page on the website, click the login link in the upper right. On the login page, click the "Reset Password" link. On the "Password Reset Request," enter the e-mail associated with your account (almost always the same as your username) and click the "Request Password Reset" button. If this e-mail is associated with an active account, a link will be sent to the e-mail address. When you click the link in the e-mail you will be directed to a custom page to enter a new password for your account.