The FleetCare Login page:

To access the FleetCare portal: [https://fleetcare.pw.utc.com](https://fleetcare.pw.utc.com)

1. Enter your username (helpful hint: your username is your email address)
2. Enter your password
3. Accept the the Pratt & Whitney terms and conditions
4. Select the Login button (or click the Enter button on your keyboard)

The Facebook, Twitter, and You Tube icons are not accessible within the UTC Network. These links are only accessible to External customers.
FleetCare Home Page:
The FleetCare portal was designed to provide quick and easy access to services and information.

1. **The AOG Support - Global Operations Center** contact information is conveniently displayed on the top right side of the Home page.
2. A **Shopping carts** link is located under the AOG Support information for easy access. (Shopping Carts are also accessible from the mega menu beneath the Maintenance category under the Parts & Services submenu).
3. **Universal Registration** allows you to edit your contact information or change your password
4. **Manage My Resources** is where you would view or modify current resources or request additional resources
5. **User Administration** is for Client and Pratt & Whitney Administrators use only.

6. **Recently Visited** displays clickable links to the last five pages you have viewed
7. **Announcements** display a snapshot of the current Pratt & Whitney news.
   Clicking on the [more] link will open the article in a new page so that you can read the entire editorial.
FleetCare Navigation:

Mega Menu:
The FleetCare wing located at the top of the page is a mega menu that provides intuitive navigation. Hovering over the categories at the top (Home, Engine Health, Maintenance, Tech Pubs, Collaborate, and Support) will display the different options that are available for each category. In this example the Maintenance category has been hovered over which displays the Parts and Services submenus along with the associated options.

- There is a description of each category on the right side of the mega menu.

Hover over any of the options within a category to display a description of that particular option. In this example FleetCare Help (under the Support category) has been hovered over and the description of this option is displayed on the right side of the mega menu.

Search FleetCare Help… field:

1. The search field located on the far right side of the screen searches for FleetCare portal help content.
2. FleetCare portal help content is also accessible from the mega menu beneath the Support category, under the Help submenu, click on the FleetCare Help link.

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**Tech Pubs:**
1. Technical publications and documents are now located in one area for easy access under the Tech Pubs category
2. A **Search** field is displayed on the right side of the Tech Pubs mega menu which enables customers to search for specific criteria.

Once an engine has been selected the options under Technical Publications and Technical Documents will be clickable links to files. You will notice that some options are grayed out after selecting an engine type and that is because all options are not available for each engine type.

**Tech Pubs Search:** Select specific or multiple publications/documents by:
1. Clicking on the checkbox on the right side of the link
2. To select all the available options for Publications (or Documents): Click on the top level check box (highlighted in blue). In this example Technical Publications has been selected.
3. Type key word(s) into the search box
4. Select the Search button

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Advanced Service Bulletin Finder:

Selecting the Advanced Service Bulletin Finder Search link will navigate you to the Service Bulletin Finder page.

The Service Bulletin Finder page displays filters that enable you to quickly find service bulletins of interest:

1. Enter your search criteria
2. Select the Engine Type
3. Click the Search button

In this example the Date From and Date To have been selected and the PW4000-100 Engine Type as well. The returned results display the SB, Rev, Date, ATA, Cat, Title, and Engine Models. To view a specific document:

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1. Select one of the clickable links under the SB column. For this example 71-22 has been selected.
2. You also have the ability to save the returned results to an excel file by clicking on the Download button.

Sign up for Technical Publications and Technical Documents alerts:
- Click the Alert Sign-Up
Selecting the Alerts Sign-Up link will navigate you to the Custom Alert Subscriptions page. From this page select the engine type and associated documents and or publications for which you would like to receive email alerts.

In the below example the engine type PW2000 has been selected. All or specific option(s) can be selected by:
1. Clicking on the checkbox next to the option(s) that you would like.
2. Select the Save Changes button to complete the process.

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Collaboration Sites:

A Collaboration Site is a secured area within the FleetCare portal which provides team members access to announcements, calendar events, documents, tasks, and the ability to participate in online discussions.

- Collaboration Sites are located under the Collaboration category.

- Clicking on the View All link will display all of the Collaboration Sites that you have permission to access.

Below is an example of a typical collaboration site:
OverView: (Collaboration Site landing page)

At the top and center of each collaboration site there is an Warning (in red) that helps to remind all members that the resource May Contain US Export Technical Data.

1. The left side of the screen displays a menu with clickable links to the tools available within the collaboration site: Calendar, Tasks, Team Discussions, Announcements, and Documents.
2. A snapshot of these tools are displayed on the right side of the page.

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Announcements:
The announcement name is listed under the Title along with the date it was modified. To view a posted announcement:

- Click on the announcement that you would like to view. In this example the announcement is named “Export Warning.”

![Image of announcement page]

Clicking on the Alert Me option will open the New Alert window

You can select the criteria for the alert along with when you would prefer to be notified

Select the OK button to complete the Alert process

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Click the Announcements link located on the left side of screen to navigate to the full screen version of announcements. Click the OverView link on the left side menu to return to the collaboration site landing page.

Calendar:

Calendar events are listed under the Title along with the Start Time and End Time. To view a posted event:
- Click on the event that you would like to view. In this example the event is named “Testing”.

Clicking on the Alert Me option will open the New Alert window

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Click the Calendar link located on the left side of screen to navigate to the full screen version of the team calendar. Click the OverView link on the left side menu to return to the collaboration site landing page.

Documents:
Documents are listed under the Name heading along with the Modified date and Modified By fields. To view a posted document:
- Click on the document that you would like to view. In this example the document name is “marking requirements”
Add a document:
- Click the Add document link to open the Upload Document page
- Select the browse button to find the document that will be uploaded

- Select the Save button to complete the upload process

Click the Documents link located on the left side of screen to navigate to the full screen version of Documents. You will see the Approval Status on the right side of the screen. In this example the two documents that have been uploaded are pending approval.

- Click the OverView link on the left side menu to return to the collaboration site landing page

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To receive an alert for a specific document: (make sure you are on the Documents page)
1. Select the Documents tab (Under the Library tools and next to Browse button)
2. Check the box in front of the document that you would like to have notification for
3. Select the Alert Me icon and select "set alert on this document" option

To receive an alert for all documents:
1. Select Library (under Library tools and next to Browse button)
2. Click on the Alert Me dropdown box and select “Set alert on this library”

The Documents – New Alert form enables you to select the criteria for the alert along with when you would prefer to be notified.

Select the OK button to complete the process.

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Tasks:
Tasks are listed under the Title heading along with Status, Priority, Due Date and % Complete. Only the tasks assigned to you will be displayed. To view a posted task:
- Click on the task that you would like to view. In this example “Training” is the name of the task.

Clicking on the Alert Me option will open the Tasks window

You can select the criteria for the alert along with when you would prefer to be notified. Select the OK button to complete the alert process

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Team Discussions:

Team Discussions are listed under the Subject heading along with Created By, Replies, and Last Update. To view a posted Team Discussion:

- Click on the Team Discussion that you would like to view. In this example “How do I assign a task?” is the name of the Team Discussion.

Clicking on the Team Discussion will open the discussion. From this screen you can:
1. Change the View from Flat to Threaded
2. Reply
3. View Properties

In depth instructions for Team Sites are available on the FleetCare portal under the Support category (select FleetCare Help).

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FleetCare portal help:

If you are experiencing an issue with the FleetCare portal the support team would like know about it. You can contact the FleetCare support team by emailing us at gppwolshelpcenter@pw.utc.com. The FleetCare support team would also welcome any suggestions you have.

Clicking on the above link will generate the below email. Type your issue or suggestion into the body of the email and then select the Send button.

If the link above does not work for you then copy the email address and paste it into the To... email field.

Need a little extra online help using the FleetCare portal? FleetCare Help is located under the Support category:
FleetCare Help displays:
1. Contact information on the left side of the screen
2. Video and instructional documentation