



Leonardo Customer Portal Pre – Login User Manual

Leonardo Customer Portal is a secure web portal developed by Leonardo with the aim of providing services to customers and facilitating the exchange of information between the company and Clients, always maintaining the highest standard of data security. Users have the possibility of being informed about news regarding the company, the products and to manage their relationship with Leonardo.

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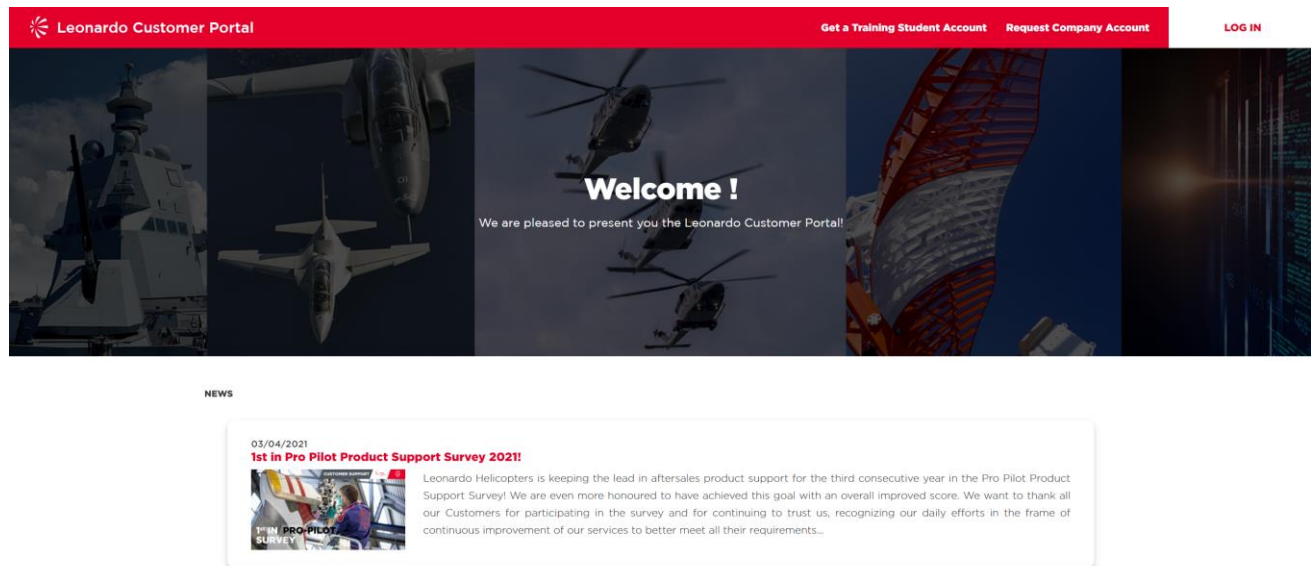
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1.0 - Landing page

The landing page of the Leonardo Customer Portal is shown in the following screenshot; a customer could reach it by clicking on the link -> <https://customerportal.leonardocompany.com>



The Welcome page shows in the central section the news that have been created and set as visible to non-logged users. To access a News content, the user can click on the title.

In the page header there are two buttons: “Get a Training Student Account”, “Request Company Account” and “Log In”.

- **Get a Training Student Account:** students can request a training account if he does not already have one.
- **Request Company Account:** user can request an account for his company if he does not already have one.
- **Log in:** access directly to the portal on his/her personal Account

2.0 – Get a Training Student Account

A student who wants to create a portal account to register to Leonardo Helicopters training courses and keep his/her profile information updated, must fill at least the mandatory fields (marked with the symbol “*“):

- **Contact Information:** name, surname and email address of the student
- **Booking Code used for Portal Registration:** a code provided by Leonardo Helicopter division referring to a training course
- **Processing of Personal Data:** the contact must agree to the Data Protection Notice in accordance with the GDPR and the applicable Privacy Law.

Get a Training Student Account

Please ensure to complete all mandatory fields and provide all additional information available

CONTACT INFORMATION

First Name * Last Name *

Email address *

BOOKING CODE USED FOR PORTAL REGISTRATION

Booking Code

PROCESSING OF PERSONAL DATA

According to the Applicable Privacy Law *

I having read and acknowledged the Data Protection Notice, according to Articles 6 and 7 of the GDPR and of the Applicable Privacy Law, I agree to the processing of my Personal Data which is necessary for the purpose of providing the Data Subject with the services and assistance performed by the Company Customer Support & Training Services and to perform any contract or agreement entered into by and between the Company and Data Subject.

No Yes

SEND

It is important to have a valid booking code to successfully create a student account and accept the GDPR.

Field Name	Description	Mandatory
Contact Information		
First Name	Submitter's First Name.	Yes
Last Name	Submitter's Last Name.	Yes
Email Address	Submitter's Email Address.	Yes
Booking Code		
Booking Code	Unique identifier for a valid training course.	Yes
Processing of Personal Data		
Yes/No	Flag to accept the GDPR	Yes

By clicking on "SEND", the student account is created and an email will be automatically sent to the email address filled in the form containing the username and the link to reset the password.

3.0 – Request Company Account

A customer who wants to request an account for his/her company (if it has not been created yet) must click on Request Company Account in the header of the Leonardo Customer Portal Welcome page.

Before fulfilling the form, the user must select for which Leonardo division he/she wants to submit the request.

[Home](#) > Request Company Account

Request Company Account

Division*

3.1 – Helicopters Division Request Company Account

If the user selects “Helicopters” the following screens show the form that must be filled in order to complete the account creation request.

Leonardo Customer Portal

[Home](#) > Request Company Account

Request Company Account

Please ensure to complete all mandatory fields and provide all additional information available

[← BACK](#)

GENERAL

Submitted by*

First Name* Last Name*

Position* Department*

Company Name* Registration Number/Fiscal Code/VAT*

FLEET INFORMATION

HELICOPTER 1*

Aircraft Model*	Serial Number*	Aeronautical Authority	Delivery Date	Mission*	Ownership*
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

[Add helicopter](#)

MAIN ADDRESS & INFO

Street* Street N°*

City* ZIP Postal Code*

Country* Region*

Phone Number* Fax Number

Email* Web Site

COMPANY CONTACTS

PRESIDENT CEO*

FirstName* LastName*

Phone* Fax

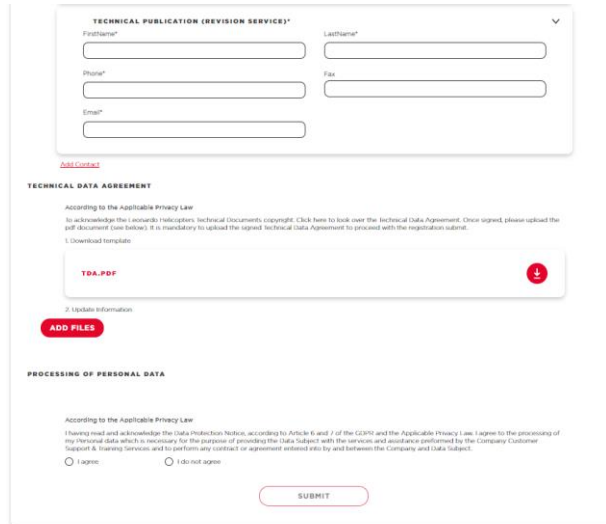
Email*

CHIEF PILOT*

FirstName* LastName*

Phone* Fax

Email*



TECHNICAL PUBLICATION (REVISION SERVICE)*

Firstname* LastName*

Phone* Fax

Email*

[Add Contact](#)

TECHNICAL DATA AGREEMENT

According to the Applicable Privacy Law
 to acknowledge the Leonardo Helicopters' technical documents copyright. Click here to look over the Technical Data Agreement. Once signed, please upload the PDF document (see below). It is mandatory to upload the signed Technical Data Agreement to proceed with the registration submit.

1. Download template

TDA.PDF

2. Upload information

PROCESSING OF PERSONAL DATA

According to the Applicable Privacy Law
 I having read and acknowledge the Data Protection Notice, according to Article 6 and 7 of the GDPR and the Applicable Privacy Law, I agree to the processing of my Personal data which is necessary for the purpose of providing the Data Subject with the services and assistance performed by the Company Customer Support & training services and to perform any contract or agreement entered into by and between the Company and Data Subject.

I agree I do not agree

A customer who is requesting an account for his/her company, must fill at least the mandatory fields (marked with the symbol “*”). The different sections of the form are:

- **General:** main submitter’s and company’s info
- **Company Address and Info:** address and other info (e.g. phone number, email)
- **Fleet information:** list of company’s Helicopters and their main info. New records can be added by clicking on “Add Helicopter”
- **Company Contacts:** main info of the company CEO, Chief Pilot, CAMO Post Holder, Materials Point Contact, Warranty Point of Contact, Technical Publication (Revision Service) Contact. Additional contacts can be added by clicking “Add Contact”
- **Technical Data Agreement:** the contact can download the TDA and upload it once read and signed through the “Add Files” button
- **Processing of Personal Data:** the contact must agree to the Data Protection Notice in accordance with the GDPR and the applicable Privacy Law.

Field Name	Description	Mandatory
General		
Submitted By	Specify the role covered by the person submitting the request, selecting one of the following options: - Owner - Maintainer - Operator	Yes
First Name	Submitter’s First Name.	Yes
Last Name	Submitter’s Last Name.	Yes

Field Name	Description	Mandatory
Position	Submitter's position within the company, select one of the options in the drop-down list.	Yes
Department	Submitter's department, select one of the options in the drop-down list.	Yes
Company Name	-	Yes
Registration Number/Fiscal Code/VAT	Specify the Registration Number, Fiscal Code or VAT in order to uniquely identify the firm.	Yes
Company Address & Info		
Street	Company's Main address street.	Yes
Street N°	Company's Main address street N°.	Yes
City	Company's Main address city.	Yes
ZIP/Postal Code	Company's Main address Postal Code	Yes
Country	Company's Main address Country.	Yes
Region	Company's Main address Region.	Yes
Phone Number	Main Company's Phone Number.	Yes
Fax Number	Main Company's Fax.	No
Email	Main Company's Email.	Yes
Web Site	Main Company's Web Site.	No
Fleet Information		
Aircraft Model	Specify the aircraft model, selecting one of the options in the drop-down list.	Yes
Serial Number	Unique Identification Code assigned to the Helicopter.	Yes
Aeronautical Authority	Select the Aeronautical Authority the Aircraft is part of.	No
Delivery Date	Specify the first delivery date of the Helicopter.	No
Mission	Specify whether the Helicopter has a Military or Civil use.	Yes
Ownership	Specify if Aircraft's ownership was acquired through a New Delivery or through a Change of Ownership	Yes
Company Contacts (same for each contact)		
President CEO	First Name, Last Name, Phone, Fax, Email of the CEO	No
Chief Pilot	First Name, Last Name, Phone, Fax, Email of the Chief Pilot	No
Camo Post Holder	First Name, Last Name, Phone, Fax, Email of the Camo Post Holder	No
Materials Point Contact	First Name, Last Name, Phone, Fax, Email of the Materials Point of Contact	No
Warranty Point of Contact	First Name, Last Name, Phone, Fax, Email of the Warranty Point of Contact	No
Technical Publication (Revision Service)	First Name, Last Name, Phone, Fax, Email of the Technical Publication Point of Contact	No
Other Company Contacts	First Name, Last Name, Phone, Fax, Email of additional profiles added. (New contacts can be added clicking "Add Contact")	No

By clicking on "SUBMIT", the customer sends the request to Leonardo Helicopters Division.

The Leonardo operator who will receive the request, will check the information and if the company for which the customer have requested the account does not already exists in the database, then he/she will create the Company Account and will provide to the submitter the Master User credentials for his/her Leonardo Customer Portal account.



3.2 – Electronics Division Request Company Account

If the user selects “Electronics” the following screens show the form that must be filled in order to complete the account creation request.

[← BACK](#)

GENERAL

Submitted by *

First Name *

Role OD *

Company Name *

Business Area *

Last Name *

Department Code OD *

Registration Number/Fiscal Code/VAT *

Customer Market *

COMPANY ADDRESS & INFO

MAIN ADDRESS & INFO

Street *

City *

Country *

Phone Number *

Email *

Street N° *

ZIP/Postal Code *

Region *

Fax Number

Web Site

Request reasons

TERMS AND CONDITIONS OF USE OF LEONARDO CUSTOMER PORTAL AGREEMENT

According to the Applicable Privacy Law

Please Download the Terms and Conditions of use of Leonardo Customer Portal Agreement. Once signed, please upload the pdf document (see below). It is mandatory to upload the signed Terms and Conditions of use of Leonardo Customer Portal Agreement to proceed with the registration submit.

1. Download Template

LEONARDO CUSTOMER PORTAL T&C
↓

2. Update Information

ADD FILES

PROCESSING OF PERSONAL DATA

According to the Applicable Privacy Law

I having read and acknowledge the Data Protection Notice, according to Article 6 and 7 of the GDPR and the Applicable Privacy Law. I agree to the processing of my Personal data which is necessary for the purpose of providing the Data Subject with the services and assistance performed by the Company Customer Support & Training Services and to perform any contract or agreement entered into by and between the Company and Data Subject.

I agree
 I do not agree

SUBMIT

A customer who is requesting an account for his/her company, must fill at least the mandatory fields (marked with the symbol “*”). The different sections of the form are:

- **General:** main submitter’s and company’s info
- **Company Address and Info:** address and other info (e.g. phone number, email)
- **Technical Data Agreement:** the contact can download the TDA and upload it once read and signed through the “Add Files” button
- **Processing of Personal Data:** the contact must agree to the Data Protection Notice in accordance with the GDPR and the applicable Privacy Law.

Field Name	Description	Mandatory
General		
Submitted By	Specify the role covered by the person submitting the request, selecting one of the following options: - Owner - Maintainer - Operator	Yes
First Name	Submitter’s Firs Name.	Yes
Last Name	Submitter’s Last Name.	Yes
Position	Submitter’s position within the company, select one of the options in the drop-down list.	Yes
Department	Submitter’s department, select one of the options in the drop-down list.	Yes
Company Name	-	Yes



Field Name	Description	Mandatory
Registration Number/Fiscal Code/VAT	Specify the Registration Number, Fiscal Code or VAT in order to uniquely identify the firm.	Yes
Business Area	Specify the main business area of the company	Yes
Customer Market	Specify the main market of the company	Yes
Company Address & Info		
Street	Company's Main address street.	Yes
Street N°	Company's Main address street N°.	Yes
City	Company's Main address city.	Yes
ZIP/Postal Code	Company's Main address Postal Code	Yes
Country	Company's Main address Country.	Yes
Region	Company's Main address Region.	Yes
Phone Number	Main Company's Phone Number.	Yes
Fax Number	Main Company's Fax.	No
Email	Main Company's Email.	Yes
Web Site	Main Company's Web Site.	No
Request Reason	Define the reasons of the request	No

By clicking on "SUBMIT", the customer sends the request to Leonardo Electronics Division.

The Leonardo operator who will receive the request, will check the information and if the company for which the customer have requested the account does not already exists in the database, then he/she will create the Company Account and will provide to the submitter the Master User credentials for his/her Leonardo Customer Portal account.