



## How to navigate on the UTC Aerospace Systems' Customer Training Center website

After your registration is accepted, you will be able to search the course calendar, register for instructor-led or online courses, and view training manuals. Please review the steps below to assist with navigation.

### Step 1: Login to the Customer Training Learning Management System (LMS)

- Click here to access the website: <https://utc-external.plateau.com/plateau/user/login.jsp>
  - The screen below will appear.
- Enter your User ID and Password
  - If you forgot your User ID or Password, please eMail us at [gphsctc@hs.utc.com](mailto:gphsctc@hs.utc.com) (the “Forgot Password?” and “Forgot ID?” links are not active and will not provide a User ID or Password).

**Enter User ID and Password then click “Sign In”**

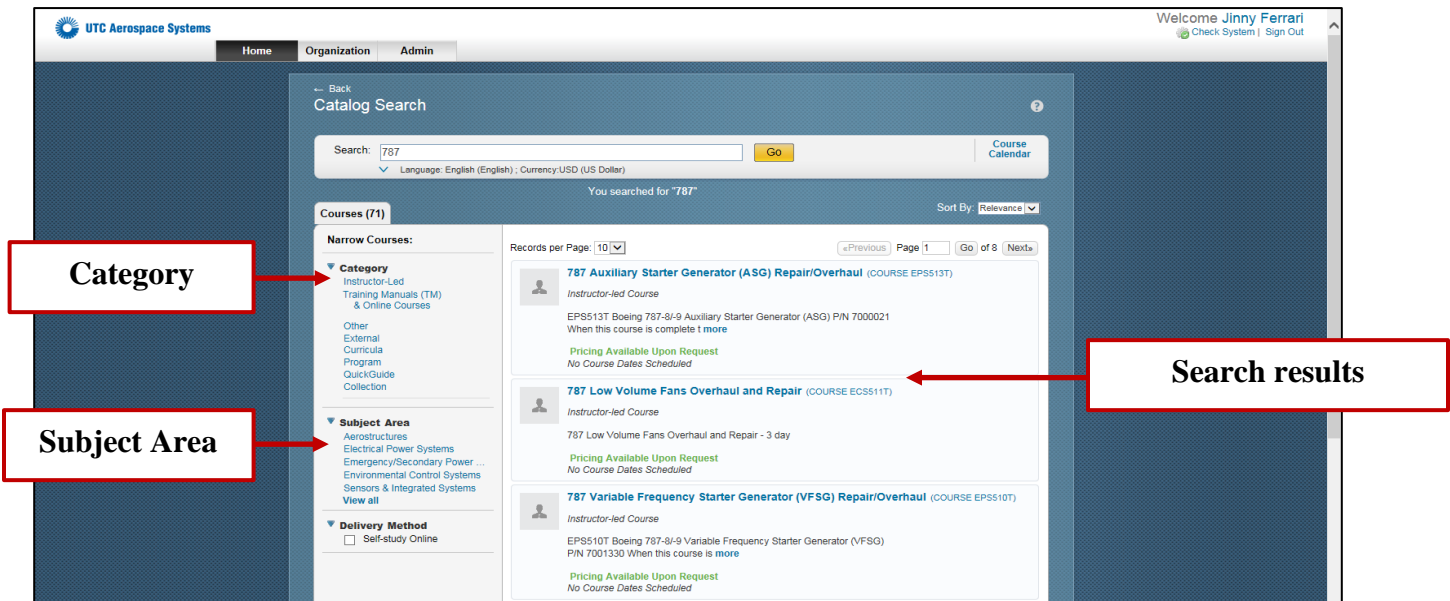
### Step 2: Find Learning

- Type your search criteria in the “Find Learning” field the click “Search”

**Enter search criteria then click “Search”**

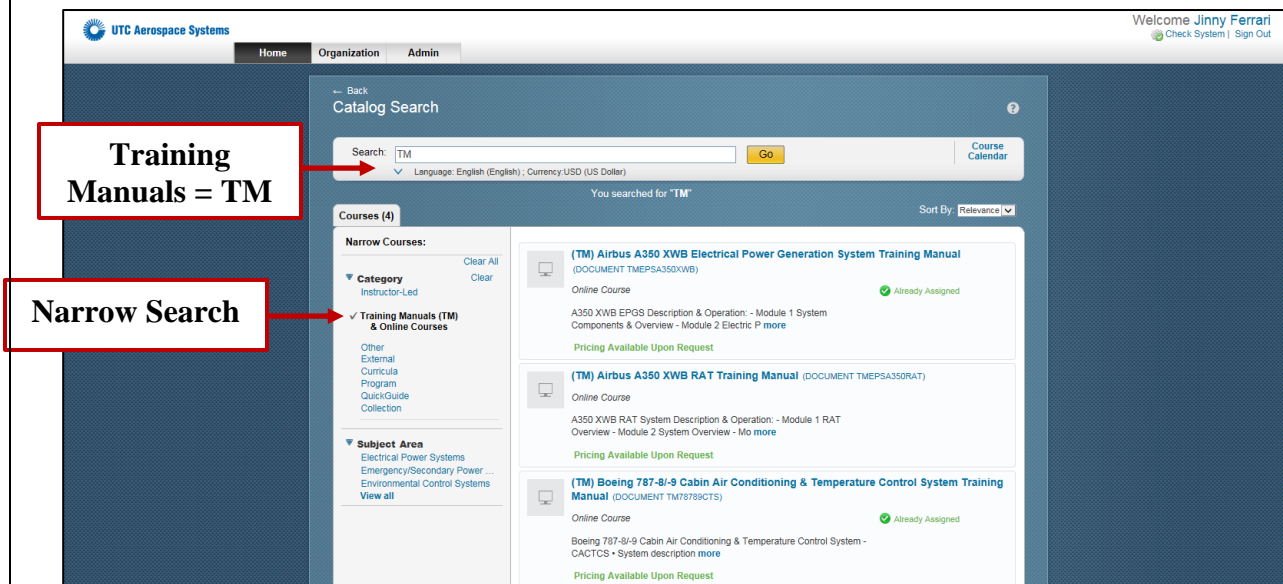
### Step 3: Search Catalog

- All learning items using your search criteria will be shown; this includes instructor-led courses, online learning and training manuals.



### Step 4: Narrow Search

- You can narrow your search by using the “Category” choices (Instructor-led, or Training Manuals (TM) & Online Courses) or “Subject Area”.
- In this example “Training Manuals (TM) & Online Courses” are chosen in the Category section.
- To search for only “Training Manuals” type “TM” in the Search field above. All training manuals will be shown and are designated with (TM) in the beginning of the title.
  - NOTE: There is no charge for training manuals at this time.



## Step 5: Course Designations & Assignments/Requests

- **Instructor-led courses, training manuals and online learning are all listed as “Courses”**
  - All courses can be self-assigned or assigned by the UTC Aerospace Systems’ Customer Training administrator by direction from your company’s management.
    - Self-assigned courses and training manuals will require approval by the UTC Aerospace Systems’ Customer Training administrator.
    - Only courses and training manuals applicable to your company’s fleet will be approved.
  - Most instructor-led courses will have a corresponding training manual that will be assigned by the UTC Aerospace Systems’ Customer Training administrator at the same time as the course.
  - If your required course is not yet scheduled, please contact [gphsctc@hs.utc.com](mailto:gphsctc@hs.utc.com) to be added to our course request list.
    - Once there is enough interest in the subject course, you will be notified with the date and location of the training and if charges will apply.

Welcome Jinny Ferrari  
Check System | Sign Out

Home Organization Admin

Back Catalog Search

Search: TM Go Course Calendar

Language: English (English) Currency: USD (US Dollar)

You searched for "TM"

Courses (4) Sort By: Relevance

**Narrow Courses:** Clear All

Category: Instructor-Led Clear

✓ Training Manuals (TM) & Online Courses

Other: External, Curricula, Program, QuickGuide, Collection

Subject Area: Electrical Power Systems, Emergency/Secondary Power ..., Environmental Control Systems, View all

**(TM) Airbus A350 XWB Electrical Power Generation System Training Manual** (DOCUMENT TMEPSA350XWB)  
Online Course Already Assigned

A350 XWB EPGS Description & Operation - Module 1 System Components & Overview - Module 2 Electric P more  
Pricing Available Upon Request

**(TM) Airbus A350 XWB RAT Training Manual** (DOCUMENT TMEPSA350RAT)  
Online Course Assign to Me Start Course Recommend

A350 XWB RAT System Description & Operation - Module 1 RAT Overview - Module 2 System Overview - No more  
Pricing Available Upon Request

**(TM) Boeing 787-9 Cabin Air Conditioning & Temperature Control System Training Manual** (DOCUMENT TMF7879CCTS)  
Online Course Already Assigned

Boeing 787-9 Cabin Air Conditioning & Temperature Control System - CACTCS - System description more  
Pricing Available Upon Request

**Course “Already Assigned”**

**Course requires assignment. Click “Assign to Me” then submit for approval.**

## Step 6: Completion Status

- Instructor-led and online learning courses will show a completion, and will be moved to your **Learning History** (available on the Home screen).
- Training manuals will not show a completion, and will remain on your **Learning Plan** for easy access anytime.

Do not hesitate to contact UTC Aerospace Systems Customer Training Center with any questions or concerns at [gphsctc@hs.utc.com](mailto:gphsctc@hs.utc.com).

Our hours of operation are 8:30am to 5:30pm (EST) weekdays. We are closed on weekends, but will respond to your inquiry on the next business day.