

EXCEEDING CUSTOMER EXPECTATIONS
THROUGH INSPIRED TEAMWORK



StandardAero Community Supplemental Type Certificates Customer User Instructions

Date: June 1, 2023



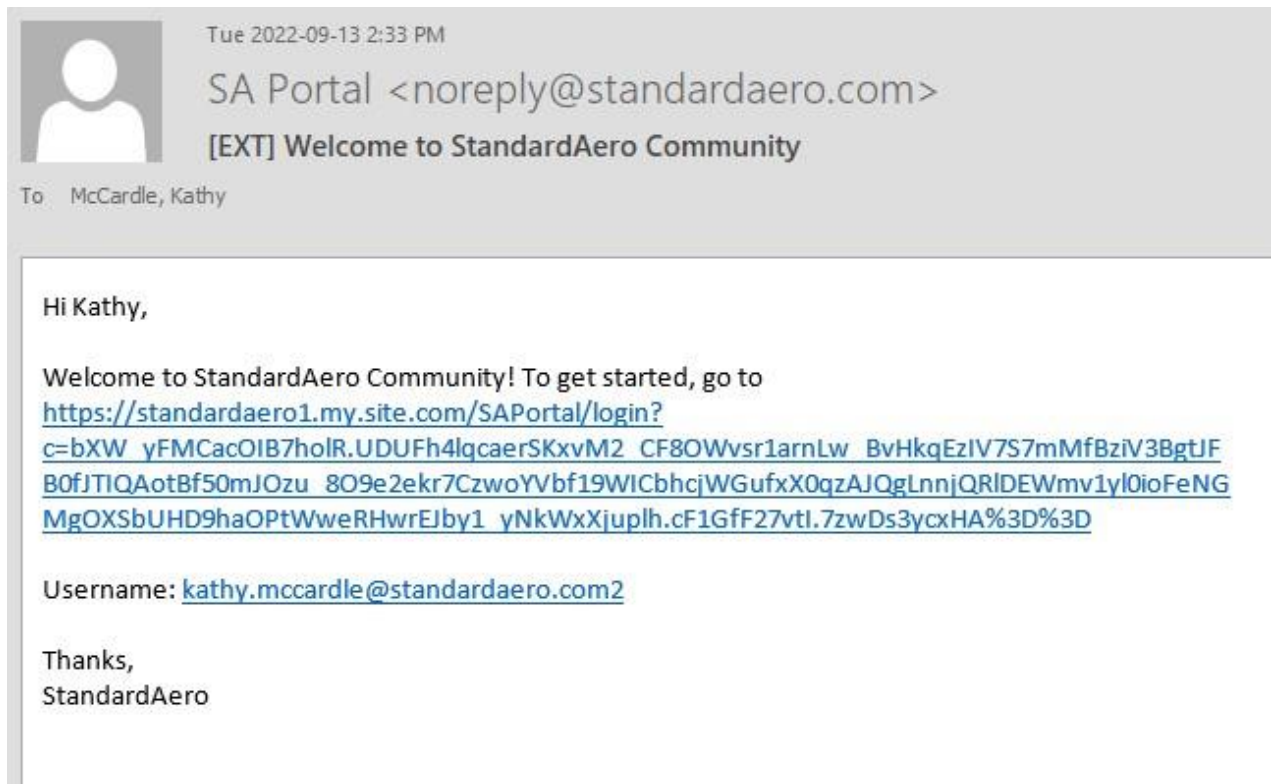
Welcome to the StandardAero Community Portal

Welcome to the StandardAero Community! This document will explain how to logon to your customer account in Sales Force and view StandardAero supplemental type certificate's in our customer portal.

Website to log into your customer account: <https://standardaero1.my.site.com/SAPortal/login>

Set Up Your Community Account

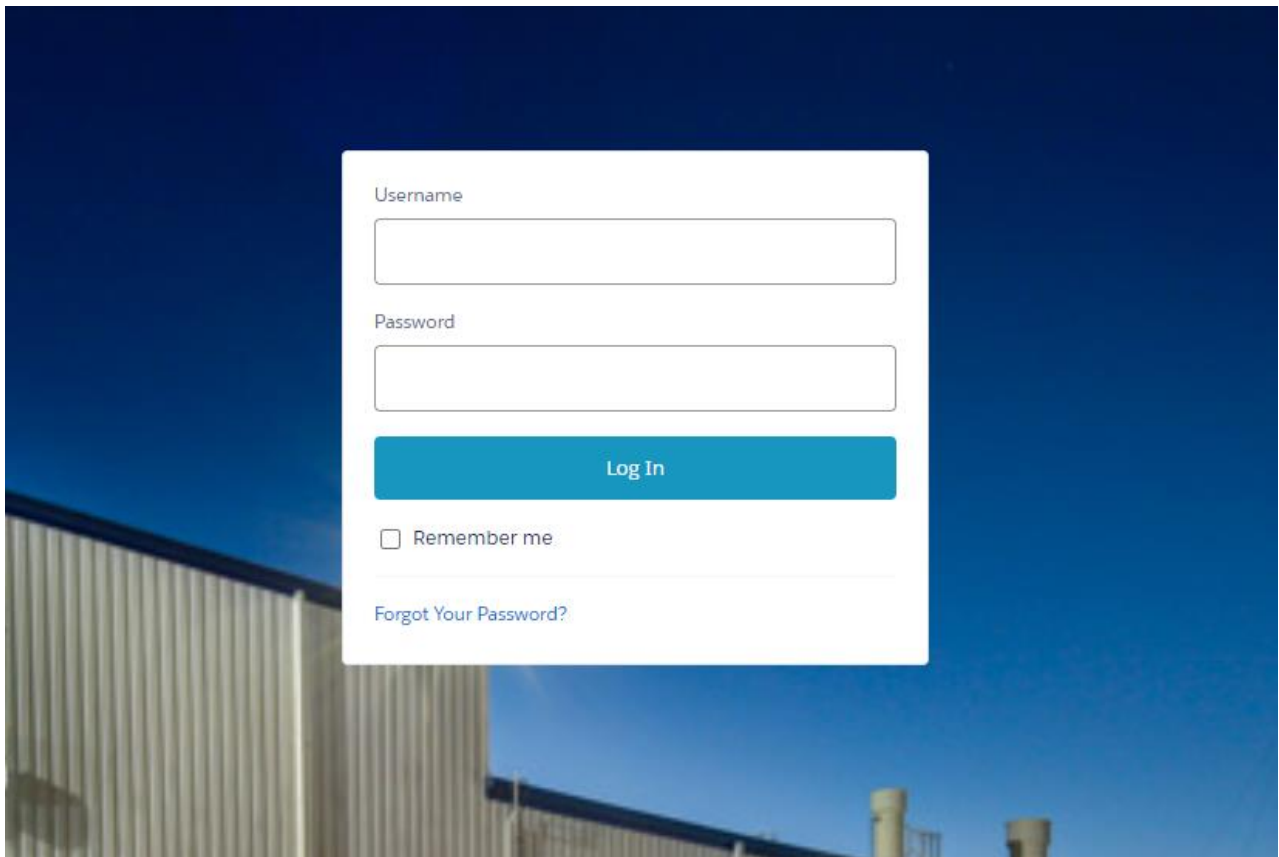
Within the next day or so, you should have an email in your inbox from Salesforce with the subject heading "Welcome to the StandardAero Community". The screen shot below shows what the email should look like:



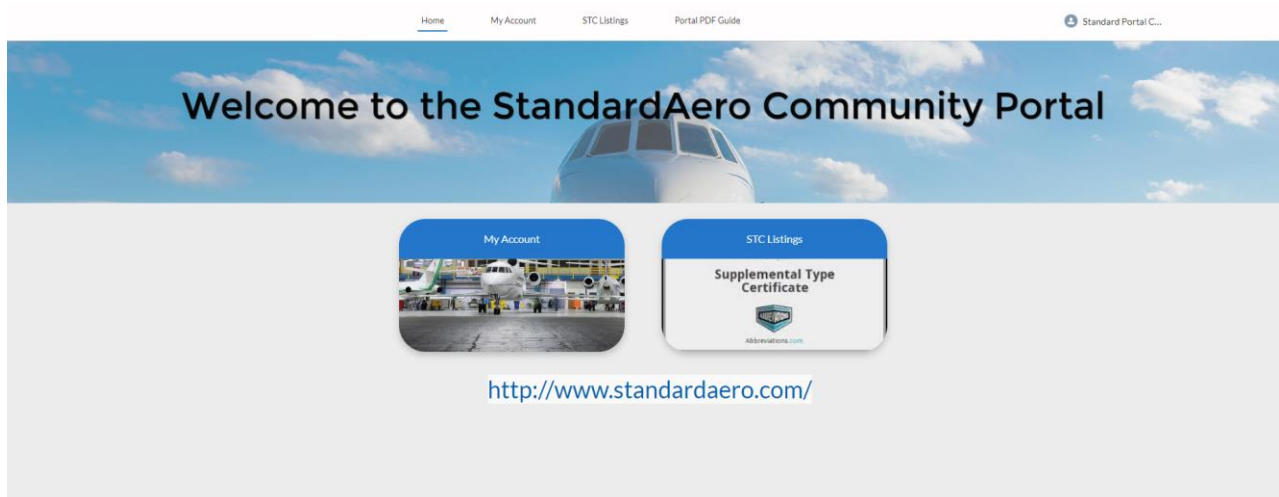
Please follow the link in the email body in order to set up your customer community account password. After this you will be automatically logged in. The username in the above email will be used to login the next time you choose to do so using the password you just created.

Here is the portal login link to be used for future logins you can bookmark this for quick access: <https://standardaero1.my.site.com/SAPortal/login>

The link from the previous page will bring you to the login screen shown below. You can use your username and newly created password to login to the portal at any time.



After you log into the portal your homepage will appear as shown below...



Page Options

At this point you can choose your options from the list across the top of the page or you can click on any of the tile menu items with the images in them.

My Account

This page shows all the details of your account... name, address, phone, etc....

Down the right side of the page you will find the contacts we have for your company as well as any orders that are under that account.

The screenshot shows the 'My Account' page for 'Tylers Test Account'. The page is divided into several sections:

- Account Information:** Includes fields for Account Name, Account Owner, Parent Account, Region (North America), and Country (Canada).
- Address Information:** Includes fields for Billing Address, Shipping Address, Phone, Fax, and Website.
- Fleet:** Includes fields for StandardAero-addressable Aircraft and Non-addressable Aircraft.
- Related Contacts (2):** A table listing contacts with columns for Contact Name, Title, Functional Role, and Email. Two contacts are listed: 'Test STC Portal Us...' and 'Test Vmax Portal ...', both with email addresses 'tyler.tobin@standar...'. A 'View All' link is present at the bottom right of the table.

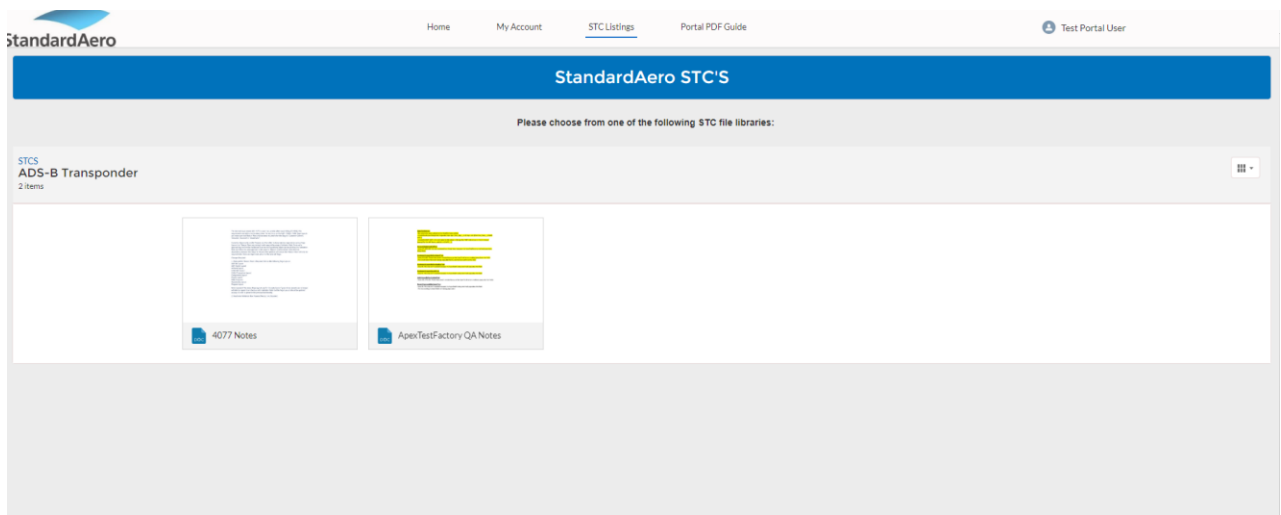
Supplemental Type Certificate Listings

This button will bring you to a new page that holds all of our supplemental type certificate's offered by StandardAero. Just scroll down the page to see all available supplemental type certificates. Once you click on the supplemental type certificate you should be brought to a new screen containing a list of files that are available for download.

The screenshot shows the 'Supplemental Type Certificates' page. The page header includes navigation links for Home, My Account, STC Listings (which is active), and Portal PDF Guide. The page title is 'Supplemental Type Certificates' with a sub-header '2 items • Sorted by Last Activity'. Below the header, there are two certificate listings:

- ADS-B Transponder:** A listing with a thumbnail image of a transponder and a blue button at the bottom.
- Crash Resistant Fuel Tanks:** A listing with a thumbnail image of fuel tanks and a blue button at the bottom.

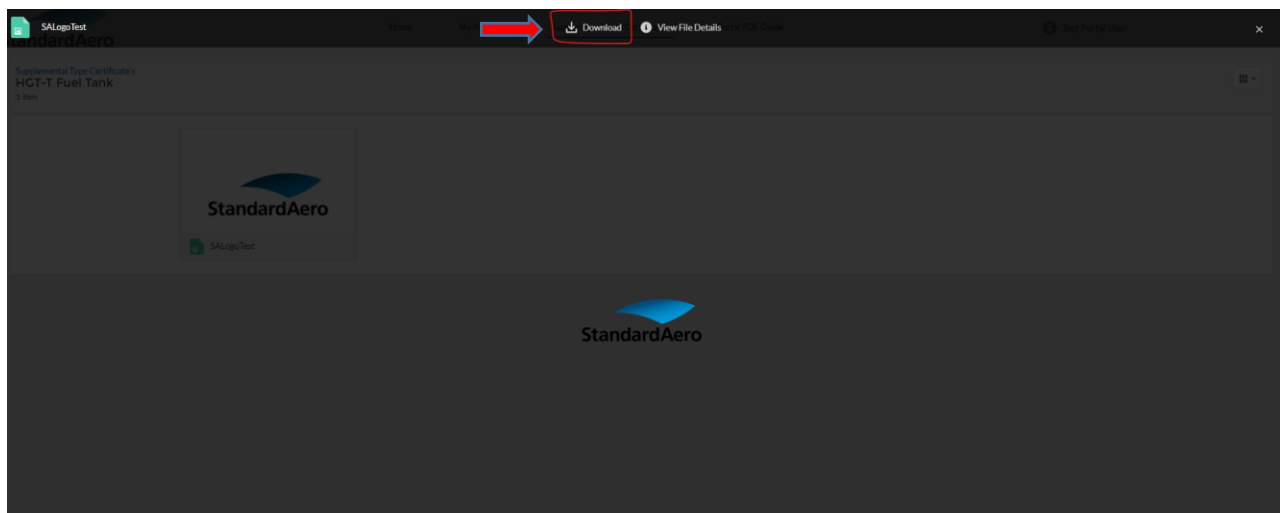
After choosing a library you will be brought to the files screen as shown in the screenshot below



On the Files screen shown above you may click a file to preview you it on your screen.

The preview will show you a larger representation of the file and also give you the option to download the file.

If you wish to download the file you have previewed please click the download link up in the top-center of the screen. The download link is circled in red in the screenshot below.



We hope this gives you enough information and direction to smoothly access our new portal and download supplemental type certificate's as needed.

Thank you very much – and we hope you found the information you were looking for! 😊