

Online Services Customer Portal PORTAL WEB LINK REFRESH <https://portal.pw.utc.com>

Attention: Users of the Online Services Customer Portal

If you are experiencing issues such as being returned to the main portal page after entering your account information or are being directed a page that you would not normally see, please follow the instructions below in order to reset the URL (web address) that is directing you to our Online Service customer portal via your browser.

Refresh Browser Link Instructions

1. Choose "Internet Options" from the Tools menu located at the top of the Internet Explorer Browser window
2. Select "Delete Cookies" from the Temporary Internet Files selection
3. Select "Clear History" from the History selection
4. Close all browser windows and open a new Internet Explorer Browser window
5. Type in the web site location "https://portal.pw.utc.com" in the URL address field
6. Type in the email address you registered for access with in the "USER ID" field
7. Type in your unique password - *If you need to reset your password, please select the "Forgot Password" link located at the bottom of the sign-in portlet*
8. If you are able to log in, please re-bookmark this web link by:
 - ➔ Select "Add Favorites", from the Favorites menu located at the top of the Internet Explorer Browser window
 - ➔ Rename the default "Home" text to something of your choice (i.e., P&W Customer Portal Web Page)
 - ➔ Right click on the Favorite link from the Favorites menu, Select Properties
 - ➔ Type In the new internet web site address: <https://portal.pw.utc.com>
 - ➔ Click OK
9. If you are unable to log in, please contact the P&W Online Services Help Center at:

Toll Free: 1-877-ASK-OLS1 (1-877-275-6571)
 Domestic: 1-860-610-1509
 International: 00-1-860-610-1509
 Email: gppwolshelpcenter@pw.utc.com

Our hours of operation are Mon-Fri 8:30 AM to 4:30 PM Eastern Time

