

## Online Services Customer Portal

### GENERAL INFORMATION

<https://portal.pw.utc.com>

The customer portal has a time limit automatically set.

- All portal log-ins have a total of two hours maximum time limit
- The portal will present the log-in screen whether user is active or idle
- All portal applications have a two hour (2) max time limit and a one (1) hour idle time limit

### Browser Configuration

The portal is designed to work with Microsoft's Internet Explorer browser but usually works with other browsers. If you are experiencing issue with logging in or accessing applications, verify the following settings:

#### Pop-Up Blocker:

1. On the IE drop-down menu, select Tools | Pop-up Blocker | **Turn Off Pop-up Blocker**

#### Check Browser Version:

1. Open your Internet Explorer browser
2. Select Help | About Internet Explorer
3. Version
  - Microsoft Internet Explorer 6.0, 6.0 SP1, 6.0 SP2 (on XP), 7.0 (on Vista), or 7.0 SP2 (on XP)
  - Internet Explorer version 8.x is not "officially" supported at this time
  - Safari 2.0 (Mac and Windows)
  - Firefox 2.0 or 3.0
  - Cipher Strength should be 128 bit

#### Delete Temporary Internet Files:

1. On IE toolbar, select Tools | Internet Options | **GENERAL** Tab
2. In Temporary Internet files section:
  - a. Click delete files
  - b. Put a checkmark in the option for delete all offline content
3. Click OK

#### IE6 ONLY – Cookies:

1. Select the **PRIVACY** Tab
  - a. Click on advanced (within privacy tab)
  - b. Place a check mark on Override cookie handling
  - c. Place a check mark on accept for first party and third party
2. Click OK

#### Check Security Settings:

1. On IE toolbar, select Tools | Internet Options | **ADVANCED** Tab
2. Scroll down to the SECURITY section and confirm the following options:
  - a. Use SSL 2.0      CHECKED
  - b. Use SSL 3.0      CHECKED
  - c. Use TLS 1.0      NOT CHECKED

*(More on next page...)*

### Java Script:

1. On IE toolbar, select Tools | Internet Options | **SECURITY** Tab
2. Highlight Internet icon
  - a. Click Custom level button
3. Scroll down to section titled scripting
4. Confirm that the bullet is on enabled for:
  - a. active scripting
  - b. allow paste operations via script
  - c. scripting of Java applets
5. Click OK to close the options dialog box

Close down the browser window and open a new browser window to make sure all settings are active for a new session.

### Configuring Adobe Acrobat

*Viewing PDF files within the Online Services Customer Portal*

The customer portal contains files that are saved in the Adobe Acrobat (PDF) format. The Adobe Acrobat file format allows you to view files without having the original application that they were created in installed on your computer. This file type requires a special reader (viewer) be installed to view files through the customer portal.

If you do not have the **latest version** of the Adobe Acrobat Reader, please visit the [Adobe Acrobat](#) web site for product information. If you are planning on upgrading to the latest version, **please uninstall all previous versions** of the software prior to installation.

If you do not see a PDF document automatically displayed when you select it, you will want to verify the following:

1. Open the Adobe Acrobat Reader application, select Edit | Preferences
2. Highlight the "General" category (check that the following options are selected):
  - a. Automatically detect URLs from text
  - b. Open cross-link documents in same window
  - c. Save As optimizes for Fast Web View
3. Highlight the "Internet" category (check that the following options are selected):
  - a. Display PDF in browser
  - b. Allow Fast Web View
  - c. Allow speculative download in the background

Try to access <https://portal.pw.utc.com> again.

If you continue to have issues, please contact the Online Services Help Center at (860) 610-1509 or 1-877-275-6571 for further assistance.

We can also be reached via email at [gppwolshelpcenter@pw.utc.com](mailto:gppwolshelpcenter@pw.utc.com).