

# AERO CUSTOMER PORTAL REGISTRATION HOW-TO GUIDE

<https://registration.gepower.com/>

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# Home Page Navigation

Don't have a GE Vernova SSO Username

Have a GE Vernova SSO Username



<https://registration.gepower.com/>

- **Sign In** – If you already have an account, use this button to securely sign-in. Once signed-in, you can request access to applications – Aero customer portal
- Click **here** to register – click this to start the process to create an account and request application access
- Need help? – click on the text to see list of help options
  - Forgot User ID? & Forgot Password? – choose these options under “Need Help?” if you cannot recall your user id or password



GE VERNOVA

# **NEW USER REGISTRATION – DON'T HAVE A GEV SSO USERNAME**

# New User Registration

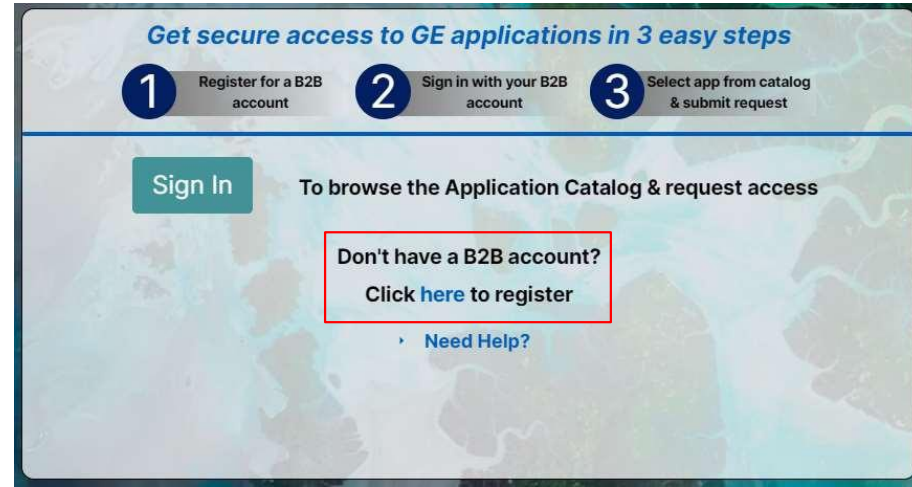
Don't have a GE Vernova SSO Username



<https://registration.gepower.com/>

## User ID Creation

1. Click here to register- Click this to start the process to create an account and request application access
2. Complete the registration form – after clicking Register, a new form will appear and ask you for some very basic information. Complete the form in its entirety
  - As you complete each field the form will validate your entry. If there are no issues with your entry, you will see a green border appear around the entry field as well as a “check” icon – see sample below:
  - If, however, a field fails validation, you’ll be prompted appropriately, and the field will show in a red border



First Name \*

Kanaiya ✓

User Name (SSO) ⓘ \*

test ↻

This username is not available

# New User Registration

Don't have a GE Vernova SSO Username



## Registration

GE Vernova requires all of the following information to register new users.

### Create your User

No special characters allowed except for: . - @ \_

First Name \*

Last Name \*

Company Name \*

Company Email Address \*

Create your password \*

Verify your password \*

- 1 Register for a B2B account
- 2 Sign in with your B2B account
- 3 Select app from catalog & submit request

User Name (SSO) ⓘ \*

- ⓘ Must have 8 to 15 characters
- ⓘ Must contain lowercase letters
- ⓘ Must contain at least 2 embedded numbers
- ⓘ Must begin and end with a letter
- ⓘ No special characters except for ":", "-", "@", "\_"
- ⓘ Must not contain your User Name

Set a Security Question \*

Create a challenge answer \*

Please answer the following three questions referencing the countries listed.  
This information is needed to comply with applicable laws.

Cuba / Iran / North Korea / Syrian Arab Republic / Sudan / Russia / Ukraine / Belarus

Do you reside in any of the listed countries? \* ☐ Yes ☐ No

Does any of your work-related activity take place in any of these countries? \* ☐ Yes ☐ No

Is your company incorporated in any of these countries? \* ☐ Yes ☐ No

☐ I confirm that the information I have provided is accurate and that I am currently employed by the company I have listed above. \*

☐ I agree to GE Vernova's Terms and Conditions ⓘ \*

Click or touch the **Printer**



Submit Cancel

# New User Registration

Don't have a GE Vernova SSO Username



**IMPORTANT NOTE:** several of these questions (shown below) are mandatory for legal and compliance purposes ensuring we protect the data and intellectual property of you, your company, and GE.

If you have a question or concern about any of these questions, consult with your appropriate business management / sourcing representative.



**Please answer the following three questions referencing the countries listed.  
This information is needed to comply with applicable laws.**

**Cuba / Iran / North Korea / Syrian Arab Republic / Sudan / Russia / Ukraine / Belarus**

Do you reside in any of the listed countries? \*

☐ Yes ☐ No

Does any of your work-related activity take place in any of these countries? \*

☐ Yes ☐ No

Is your company incorporated in any of these countries? \*

☐ Yes ☐ No

☐ I confirm that the information I have provided is accurate and that I am currently employed by the company I have listed above. \*

☐ I agree to [GE Vernova's Terms and Conditions](#) \*

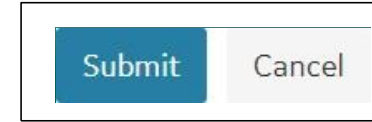
# New User Registration

Don't have a GE Vernova SSO Username

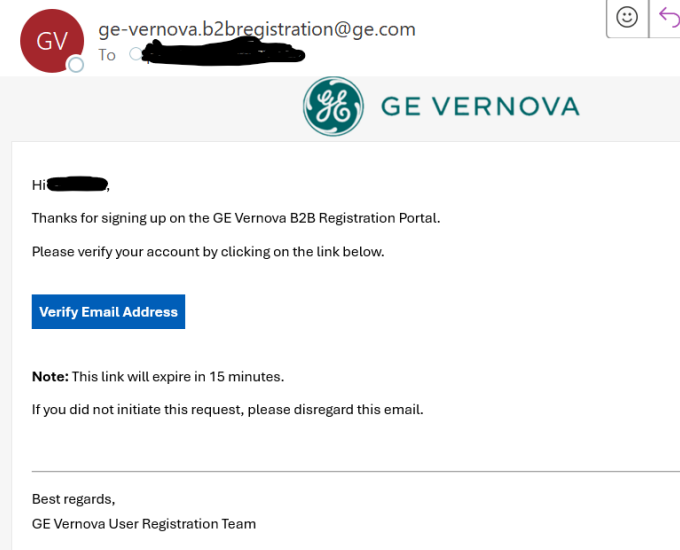


3. After you complete the registration form you will see a “Submit” button become active at the bottom of the screen. Click “Submit” to proceed.

- Upon successful validation and submission of your data, you will see a confirmation message and will receive a verification email in your inbox.
- Please verify your account by clicking on the link provided in the email.
- Now you can sign in to the GE Vernova B2B [registration portal](#)
- Click “Sign In” and enter your new username and password
- Upon successful login, you’ll be presented with the Application Catalog to request access to a specific application.
- Follow the steps in the next pages to request access to Aero customer portal.



[Regenerated] GEV B2B: Verify Your E-mail





# New User Registration

Don't have a GE Vernova SSO Username



## Applications Catalog - <https://registration.gepower.com/catalog>

1. In the Applications Catalog find “Aero Customer Portal”
2. Click on “+ Add” next to the Aero customer portal
3. Click on “Request Access”

The screenshot shows the GE Vernova Application Catalog interface. At the top, the GE Vernova logo is displayed. Below it, the 'Application Catalog' section has tabs for 'All Applications', 'Customer Apps', and 'Supplier Apps'. A search bar is located on the right. A large red banner across the middle contains the text 'Request Access' and a link 'Click here to request access to your applications.' (labeled 3). Below the banner, a table lists applications. The first row, 'Aero Customer Portal', is highlighted with an orange box (labeled 1). To its right, a red button with a checkmark and the text 'Select' is highlighted with an orange box (labeled 2). Other applications listed include 'Clear Orbit (Supplier Collaboration)', 'Customer Portal', and 'Service 360', each with a '+ Add' button.

POPULAR APPS	APPLICATION DESCRIPTION	
Aero Customer Portal	Aero Customer Portal is an applicat... Read More	Select
Clear Orbit (Supplier Collaboration)	ClearOrbit Supplier Collaboration T... Read More	+ Add
Customer Portal	Combined access to O&M Docs, Tech M... Read More	+ Add
Service 360	Service 360 is Power Conversion's o... Read More	+ Add

# New User Registration Applications Catalog

Don't have a GE Vernova SSO Username



- Click "Yourself" in the Who are you requesting for today popup window
- Complete the form with the user and site details. Search and select the engine serial number (ESN) from the dropdown. For multiple site access, add one ESN per site by repeating the search and selection. Please enter ESNs without special characters (e.g., omit dashes '-').
- Submit button will be enabled once all the information is filled and Click Submit

5

Multiple sites may be requested at one time.

"Enter one engine serial number (ESN) at a time and wait a few seconds for the dropdown to populate. Then select the ESN. To request access for multiple sites, repeat this process for each additional ESN."

**Please Note:** Only one Engine serial number per site is required. Access to the entire site will be provided based on that one serial number.

## Applications Catalog

- After you click “Submit”, you will receive a confirmation message indicating your request has been sent for processing. Close the window as directed to return to the Application Catalog
- If you receive an error message, there may be an issue processing your request at this time. You may either try again a little later or send us an email detailing your issue to [aero.customerportal@gevernova.com](mailto:aero.customerportal@gevernova.com)
- Once your request is fully approved by the application team(s), you will receive a confirmation notice at the provided email address
- Approval times vary but requests are usually processed within 3-5 business days



Your application(s) were requested successfully! →  
Click here to close this window

If you have not received a confirmation (or rejection) notice within 3-5 business days, contact your GE Vernova Project Manager or Customer Service leader or [aero.customerportal@gevernova.com](mailto:aero.customerportal@gevernova.com) for assistance

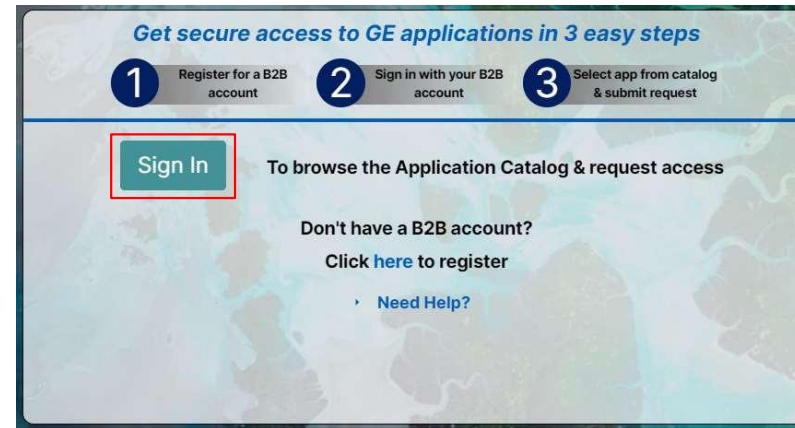
# **EXISTING USER REGISTRATION – HAVE A GEV SSO USERNAME**

# Existing / Returning Users

<https://registration.gepower.com/>

1. From the home page, click “Sign In” to login with your existing account
2. When prompted, enter your username (also referred to as SSO ID) and password
3. If you do not recall your password, use the “Forgot your Password?” feature
4. Upon successful login, you’ll be presented with the Application Catalog to request access to a specific application
5. Follow the steps in the next pages to request access to Aero customer portal.

Have a GE Vernova SSO Username




# Existing / Returning Users

## Applications Catalog - <https://registration.gepower.com/catalog>

Have a GE Vernova SSO Username



- 1. In the Applications Catalog find “Aero Customer Portal”
- 2. Click on “+ Add” next to the Aero customer portal
- 3. Click on “Request Access”



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Application Catalog

All Applications

Customer Apps

Supplier Apps

Search by Name, Description, Category or Keywords

Request Access

Click here to request access to your applications.

3

Aero Customer Portal

1

APPLICATION DESCRIPTION

Aero Customer Portal is an applicat...  
Read More

2

Clear Orbit (Supplier Collaboration)

ClearOrbit Supplier Collaboration T...  
Read More

+ Add

Customer Portal

Combined access to O&M Docs, Tech M...  
Read More

+ Add

Service 360

Service 360 is Power Conversion's o...  
Read More


+ Add

# Existing / Returning Users Applications Catalog

- 4. Click "Yourself" in the Who are you requesting for today popup window
- 5. Complete the form with the user and site details. Search and select the engine serial number (ESN) from the dropdown. For multiple site access, add one ESN per site by repeating the search and selection. Please enter ESNs without special characters (e.g., omit dashes '-').
- 6. Submit button will be enabled once all the information is filled and Click Submit

Who are you requesting for today? X

☒ Yourself ☐ Someone else



Name :  
B2B SS  
Company : General Electric Company

Request Access

4

## Have a GE Vernova SSO Username



Please answer the following questions to request access to your selected applications.

Questions for:  
**Aero Customer Portal**

Company Name/Project Name \*  
GE Vernova

User Job Title/Designation: \*  
Turbine Engineer

Site Name \*  
Aero Houston

5

ESN: Search and select one Engine Serial Number (ESN) from each site that you want access to. Contact your GE Vernova representative if you don't know the ESN. ⓘ \*

676050  
676050

Selected : [ "679173", "676050" ]

GE Project Manager/CSL Email \*  
CSL@gevernova.com

IPS Number (Optional – Please skip if information is unknown)

Submit

Cancel

6

Multiple sites may be requested at one time.

"Enter one engine serial number (ESN) at a time and wait a few seconds for the dropdown to populate. Then select the ESN. To request access for multiple sites, repeat this process for each additional ESN."

**Please Note:** Only one Engine serial number per site is required. Access to the entire site will be provided based on that one serial number.



# Existing / Returning Users

## Applications Catalog

Have a GE Vernova SSO Username



- After you click “Submit”, you will receive a confirmation message indicating your request has been sent for processing. Close the window as directed to return to the Application Catalog
- If you receive an error message, there may be an issue processing your request at this time. You may either try again a little later or send us an email detailing your issue to [aero.customerportal@gevernova.com](mailto:aero.customerportal@gevernova.com)
- Once your request is fully approved by the application team(s), you will receive a confirmation notice at the provided email address
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Your application(s) were requested successfully! →  
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# FORGOT USER ID

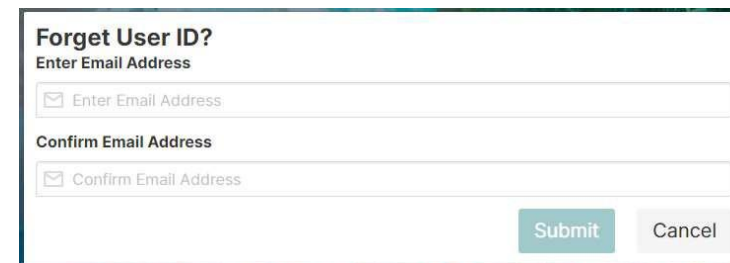
# Forgot User ID?

Purpose: Use this feature to retrieve your User ID

How:

1. From the home page, click the “Need help?” text and select “Forgot ID?” option
2. Follow the instructions on screen to retrieve your account information. Enter your email address and click Submit
3. If the system recognizes the email address you provided, you will see a confirmation message on screen and an email with the user ID will be sent.

If you run into an error, then please use the “Need help? Contact Support” feature to send us a ticket detailing your issue

A screenshot of the "Forgot User ID?" form. It has a title "Forgot User ID?" and a label "Enter Email Address". Below this is a text input field with a placeholder "Enter Email Address". There is a "Confirm Email Address" label and another text input field with a placeholder "Confirm Email Address". At the bottom right, there are two buttons: "Submit" and "Cancel".

# PASSWORD RESET

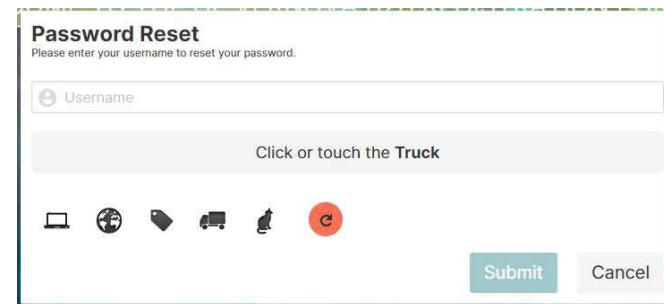
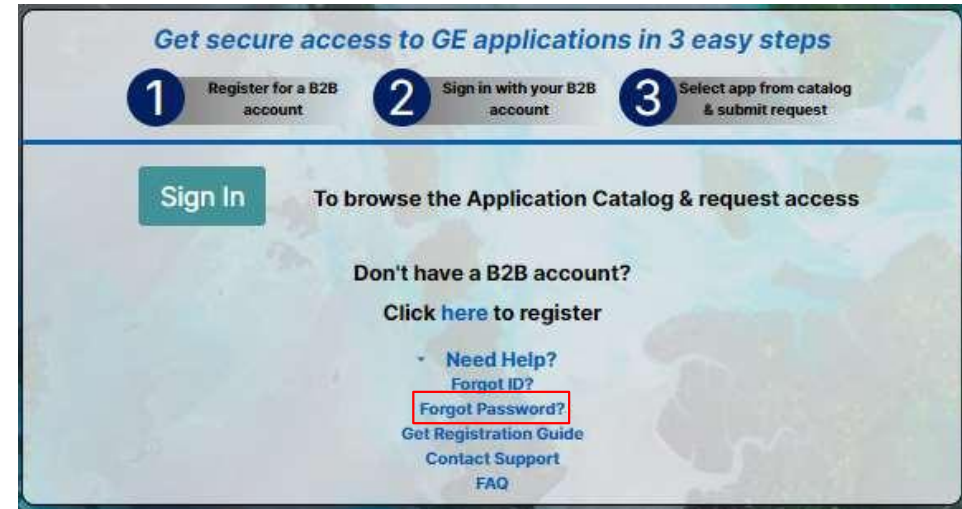
# Password Reset

Purpose: Use this feature to reset your password

How:

1. From the home page, click the “Need help?” text and select “Forgot Password?” option
2. Follow the instructions on screen: Enter your user ID and complete the security check by selecting the designated picture.

The “Submit” button will become enabled after you complete both steps

The screenshot shows the "Password Reset" form. It has a title "Password Reset" and a subtitle "Please enter your username to reset your password." Below this is a text input field labeled "Username". Underneath the field is a button labeled "Click or touch the Truck". Below the button is a row of six icons: a laptop, a globe, a truck, a person, a gear, and a red circle with a white 'C'. At the bottom right of the form are two buttons: "Submit" and "Cancel".

# Password Reset

3. Next, you'll be prompted to select which option to reset your password.
  - Choose the first option to answer the challenge / security question you setup for your account, or
  - Select the option to reset via email address on file (most popular option)

Information on the next slides will walk through each scenario for password reset.



The screenshot displays the 'SSO Password Reset Application' interface. At the top, the title 'SSO Password Reset Application' is shown in green. Below the title, a grey bar contains the text 'How would you like to reset your password'. The main content area is divided into two horizontal sections. The top section has a light beige background and contains three options: a blue 'Select' button, a green button labeled 'Mother's birth date', 'First employer', and 'Password Challenge', and a text link 'I remember my challenge questions'. The bottom section also has a light beige background and contains a blue 'Select' button, a blue envelope icon with an '@' symbol, and a text link 'I have access to my email'.

# Password Reset

- If you opt to reset your account using a security question, you will be guided to a new page. Here, you'll enter your email address, answer the security question you originally established for your account, and request a new password.
  - Click “Submit” to process your password change. Acknowledge the agreement for account usage when prompted.
  - If successfully updated, you will receive a confirmation message and an email will be sent to the address on file confirming the change.
- If you opt to reset your account using your email address on file, you'll be taken to a new screen to confirm the email address that will be used to reset your account.
  - An email will be sent to the address on file. This will include a temporary link and instructions to continue with the reset process.

Note: If you do not see the email in your Inbox, be sure to check your spam folder too in case it was misdirected / misrouted.



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