

**INFORMATION LETTER**DATE: **December 22<sup>th</sup>, 2020**No.: **GEN-20-096**

To: All Leonardo Helicopters  
Owners / Operators / Service Centres,  
Aeronautical Authorities and Vendors

**SUBJECT: New distribution system of Technical  
Publications e-mail notifications**

Helicopters Affected: N/A

Dear Customer / Operator,

Leonardo Helicopters (LH) is pleased to inform you about the new distribution system of **Leonardo's e-mail notifications for Technical Publications**.

Starting from January 1<sup>st</sup>, 2021 all e-mail alerts will be sent automatically depending on the selection that the User saved in **Leonardo Customer Portal**: each User can select the Publication type for which he/she wants to receive e-mail notifications within *My Profile* subsection, which is located in *Accounts & Settings* section of Leonardo Customer Portal. *My Profile* is the area dedicated to share information concerning personal User data. Instructions to access *My Profile* Area are detailed in Annex A.

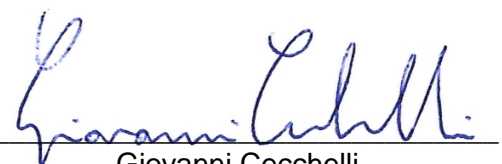
For Users not having access to Leonardo Customer Portal yet, dedicated instructions can be found at this [link](#).

We would like to take this opportunity to highlight the importance of having real time updated information, which is the best way for us to ensure the most accurate and appropriate communication.

We are going to tailor our communication depending on the information you registered in My Profile area and you made available through Leonardo Customer Portal.

Should you need any additional information, do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on the Leonardo website at this [link](#).

Yours Sincerely,



Giovanni Cecchelli  
Leonardo Helicopters  
Vice President  
Customer Support & Services - Italy

## ANNEX A

### My Profile via Accounts & Settings in Leonardo Customer Portal Personal data update and e-mail notifications setting

1. On Leonardo Customer Portal, from the website <https://customerportal.leonardocompany.com> get access to *Accounts & Settings* section.
2. Select *My Profile* and in **INFORMATION ABOUT YOU** tab, select **EDIT**

The screenshot shows the 'My Profile' page in the Leonardo Customer Portal. The page has a red header with the Leonardo logo and navigation links: News, What's New, My Publications, Account & Settings, and Help. Below the header, there's a breadcrumb trail: Home > My Profile > Profile. The main content area is titled 'My Profile' and contains three sections: 'COMPANY IDENTIFICATION', 'ACCOUNT INFORMATION', and 'INFORMATION ABOUT YOU'. The 'COMPANY IDENTIFICATION' section shows 'Company Name' as 'AW ARCHIVIO PUBBLICAZIONI TECNICHE CASCINA COSTA (Building 32)' and 'Customer ID' as '0010000566'. The 'ACCOUNT INFORMATION' section shows 'Username' as 'XS7104', 'Type Account' as 'Normal User', 'Status Account' as 'Active', 'Last Login' as '07/12/2020 16.58', 'User Created by' as 'Avanade User', and 'Account Expiring Date' as '01/07/2022'. The 'INFORMATION ABOUT YOU' section is partially visible and has a red 'EDIT' button next to it.

3. Verify your personal data and update them if necessary.

The screenshot shows the 'My Profile' page in the Leonardo Customer Portal, focusing on the 'INFORMATION ABOUT YOU' section. The page has a red header with the Leonardo logo and navigation links: News, What's New, My Publications, Account & Settings, and Help. Below the header, there's a breadcrumb trail: Home > My Profile > Profile. The main content area is titled 'My Profile' and contains three sections: 'COMPANY IDENTIFICATION', 'ACCOUNT INFORMATION', and 'INFORMATION ABOUT YOU'. The 'ACCOUNT INFORMATION' section shows 'Type Account' as 'Normal User', 'Status Account' as 'Active', 'User Created by' as 'Avanade User', and 'Account Expiring Date' as '01/07/2022'. The 'INFORMATION ABOUT YOU' section shows 'First Name' as 'AMERIGO', 'Role' as 'Technical Librarian', 'Last Name' as 'Agusta', 'Street/Locality' as 'via Giovanni Agusta', 'Department' as 'Technical Library', 'Postal/ZIP Code' as '21017', 'Street Number' as '520', 'Country' as 'Italy', 'City' as 'Cascina Costa', 'Email' as 'leonardo.mbx@leonardocompany.com', 'Region' as 'Varese', 'Phone' as '+39 0331', 'Date and Value Preference' as 'EU FORMAT', and 'Mobile' as an empty field. The 'INFORMATION ABOUT YOU' section has a red 'EDIT' button next to it.

4. Navigate selecting to **EMAIL NOTIFICATIONS** tab and select the appropriate publication you want receive alert for.

Leonardo Customer Portal

News ▾ What's New My Publications ▾ Account & Settings ▾ Help ▾ 🔍

**EMAIL NOTIFICATIONS**

Publication Type	Yes	No
Special Tools	<input checked="" type="radio"/>	<input type="radio"/>
Electrical Load Analysis	<input checked="" type="radio"/>	<input type="radio"/>
Drawings	<input checked="" type="radio"/>	<input type="radio"/>
Maintenance Publications	<input checked="" type="radio"/>	<input type="radio"/>
Electrical Standard Practices	<input type="radio"/>	<input checked="" type="radio"/>
Air vehicle Material Data Information	<input type="radio"/>	<input checked="" type="radio"/>
Corrosion Protection & Control Publication	<input checked="" type="radio"/>	<input type="radio"/>
Flight Manuals	<input checked="" type="radio"/>	<input type="radio"/>
Prescrizioni Tecniche Applicative	<input type="radio"/>	<input checked="" type="radio"/>
Service Instructions	<input type="radio"/>	<input checked="" type="radio"/>

5. Select **UPDATE**.

Leonardo Customer Portal

News ▾ What's New My Publications ▾ Account & Settings ▾ Help ▾ 🔍

Pilot's Guide	<input checked="" type="radio"/>	<input type="radio"/>
Quick Reference Handbook	<input checked="" type="radio"/>	<input type="radio"/>
RDSG Monthly Report	<input type="radio"/>	<input checked="" type="radio"/>
Rotorcraft Flight Manuals	<input checked="" type="radio"/>	<input type="radio"/>
Service Bulletins	<input checked="" type="radio"/>	<input type="radio"/>
Temporary Maintenance Instruction	<input checked="" type="radio"/>	<input type="radio"/>
Vendor Manuals	<input checked="" type="radio"/>	<input type="radio"/>
Safety Notice	<input checked="" type="radio"/>	<input type="radio"/>

**CANCEL** **UPDATE**