

Registering a New Jeppesen Account and Ordering Databases

Existing Jeppesen customer? [If so, please proceed to Step 2](#)

1. Let's Get Started!

A: Complete the following customer details

I. Do you have an account with Jeppesen?

- Select **No** to create the account

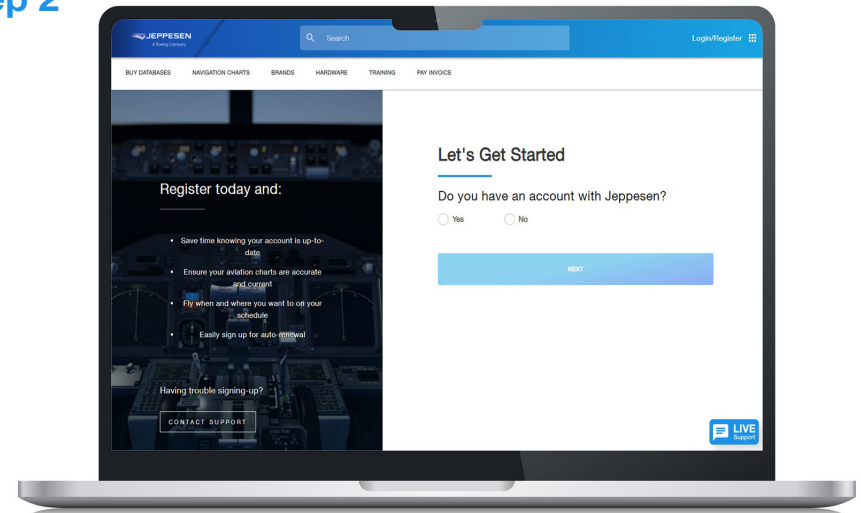
II. What type of account are you registering?

a. Company: Flight department purchasing and managing services for business or commercial flying.

- Fill in **Account Details**
- Fill in **Bill To Address**
- Click **Next**
- **Enter Email Address**
- **Create Password**
- Check Boeing's Terms of Use
- Click **Register Account**

b. Personal: Individual pilot purchasing and managing services for personal flying.

- **First Name / Last Name**
- **Enter Contact Number** (Phone Number)



- **Select Country**
- **Enter Email Address**
- **Create Password**
- Check **Boeing's Terms of Use**
- Click **Register**

III. Verification Needed

- An email has been sent.
- Please click the link in your email to complete your registration. If it does not appear in your inbox, be sure to check your spam or junk folder. Once verified **Log In**

2. Purchase Databases

A. Login to your account

- To reset your password click **Forgot Password**

B. Access Menu options by clicking on person icon towards top right

I. Select Aircraft Details

a. Click Add New Aircraft

- Enter Aircraft Tail Number
- Select Make and Model of aircraft
- Enter the Aircraft Serial Number and Aircraft Year
- Check Boeing's Terms of Use
- Click **SAVE**

b. Click View Details on the desired aircraft

- Click **Add New Avionic**
- Select Avionic Manufacturer
- Select Avionic Model
- Enter System ID
- Garmin avionics, System ID is required. Excludes GNS (W) and legacy models.
- Click **SAVE**

c. To Buy Databases click **View Details** on the desired aircraft

- Click **Buy Database**

d. Select **Where do you fly?**

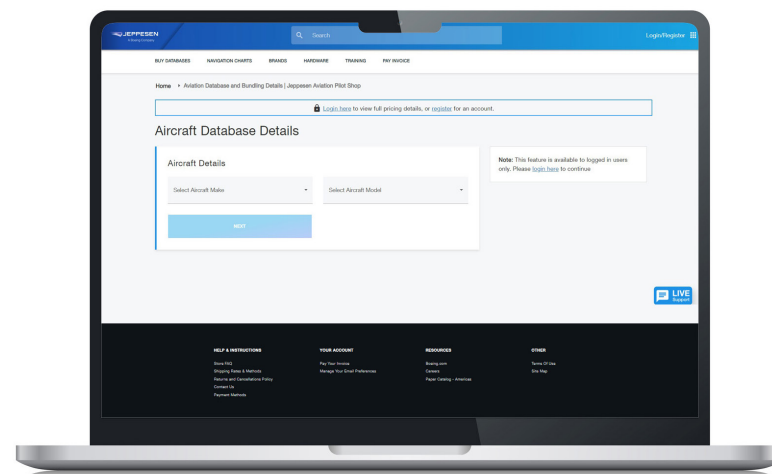
- **Select the appropriate regions:** North America, South America, Europe, Eurasia, Pacific, Africa, Middle East, Worldwide

e. Select Database Options

- Check box for desired coverage
- Select databases from the following options
 - **Jeppesen NavData**
 - **Jeppesen NavData + Garmin Aeronautical Data** coverage (includes both Nav + Aero)
 - **Jeppesen Digital Chart** coverage
- Coverage will populate in the Aircraft Database Summary to the right

f. Aircraft Database Summary

- Click **ADD TO CART**
- Click **VIEW CART** to Checkout



3. My Cart

A. Review items in cart

B. *Enter your coupon code and Apply*

- Review your Cart

C. Click Check Out

I. Select **Bill To Address**

II. Select **Shipping Address** (3 options)

- **Check Box** – Same as Bill To Address
- Select from **ADDRESS BOOK**
- Add **NEW** address beginning with selecting shipping 'Country'

III. Select Shipping Details

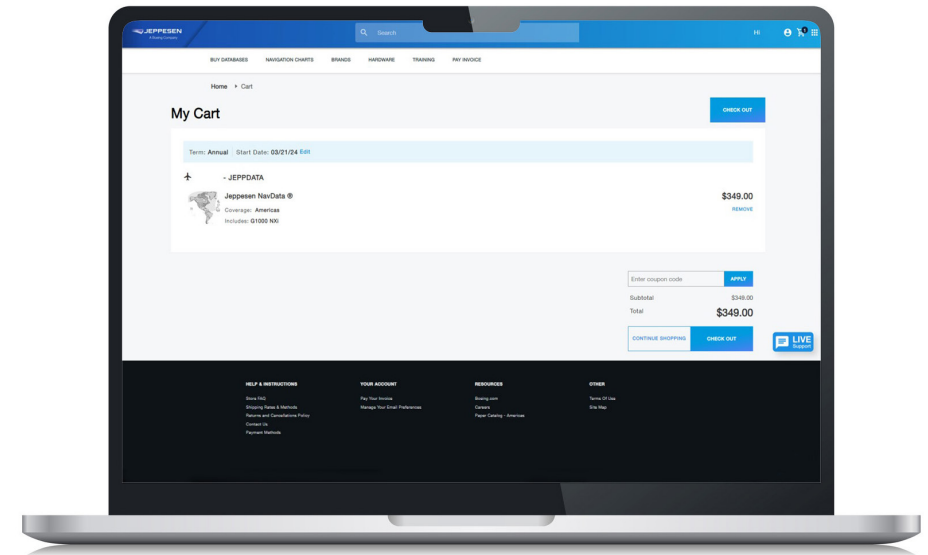
- Method of shipment (when applicable)

IV. Add Payment and Billing Address

- Add new Payment Information, Select credit card or account terms
- Select to enroll in Auto-Pay

V. Final Review

- Check box / Read – *By placing the order, I am confirming that I have read and agree with the Terms & Conditions*
- Click **Place Order**
- Order confirmation page will appear
- Order Summary and Order Number will be shown for review
- Once processed the order services will be available for media download via JDM and mobile device update (Mobile Chart updates may take up to 2 hours)



Still Need Help?

Customer Sales and Support: (account assistance)
1-800-353-2107 or 1-303-799-9090

Contact Us 

Technical Support: (Database update assistance)
1-800-732-2800 or 1-303-328-4587