

The General Air My Account (AMP) Portal is Changing!



What do I need to do right now?

Follow the steps below to register at customerportal.generalair.com by 3/28/25. After that time, you will no longer be able to place orders on the current system.

Will my current login information work on the new platform?

No. You must set up your user account with new credentials by 3/28/25. Once your account is verified all of your order history and account data will be accessible from the new site.

Why are you switching platforms?

Our new Customer Portal includes all the features of the current system but offers simple navigation, more flexibility for upgrades and customization, and an updated user interface.

Is the new system secure?

Yes! The new system is hosted on Microsoft Azure and is in compliance with PCI and SOC-2 protocols.

REGISTER

1. Create your account at: customerportal.generalair.com.
2. Follow on-screen prompts to create your user account and link your General Air charge account.
**Note: you will need an invoice number and account number to complete registration*
3. Once your account has been approved by our admin (within 1 business day), log in to place orders, pay bills, and download reports.

FEATURES AT A GLANCE

Orders

- Place orders, view order status and history.
- Advanced product filtering including by category, order date, and order quantity.
- Add items to your Favorites for easy reordering.

Payments & Invoices

- Set up autopay or manually pay invoices.
- Store credit cards or ACH information.
- Download past invoices.

Reports

- Download SDS Sheets, Product History, Cylinder Activity, and "Cylinder at Customer" reports in PDF or excel format.

QUESTIONS?

We are here to help make this transition seamless, call or email us any time for assistance!

(303) 892-7003 ext. 2003
billing@generalair.com

We apologize for any inconvenience this causes, General Air is committed to providing our customers with tools that make their jobs easier and we are confident that this updated platform will simplify working with us.