

Getting Started: User Registration & Login

Get started with empower by registering and getting access to your customer account. If you are pending account request approval be sure to check out this lesson to understand next steps.

Introduction

Getting access to empower requires users to first register for an ABB SSO ID and then completing their empower profile.

Tip: empower is for existing Industrial Solutions customers only. Users must know their SAP customer number (*or obtain from their sales rep*) in order to complete registration.

Select the blue links below to go directly into the topic you'd like to learn more about!

- [Registration Process Overview ...](#) get a quick overview of the registration process which involves first setting up an ABB SSO ID and then completing your empower profile.
- [Registering for SSO Account ...](#) new empower users must first register for an ABB SSO ID before they can complete their empower profile.

- **[empower Profile](#)** ... after creating a SSO ID, users must complete their empower profile to complete their registration.
- **Logging in ...** after registration is complete, users can login via <https://empower.abb.com>

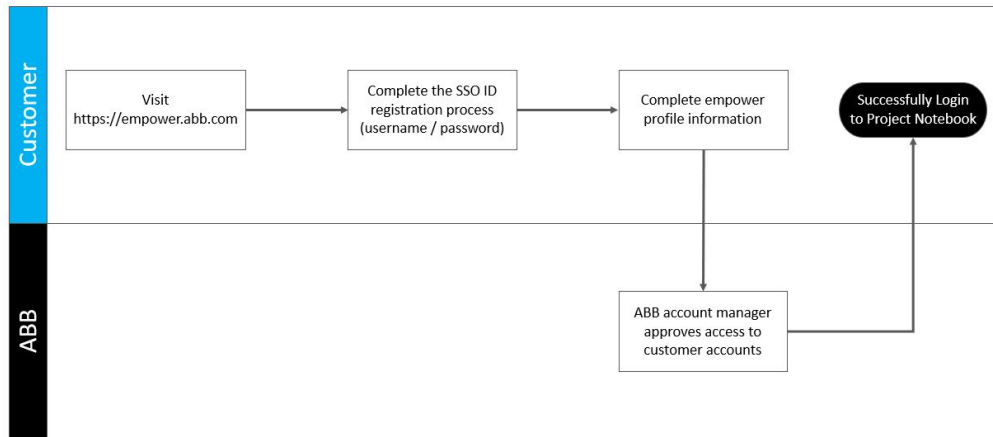
Next: Registration Overview. *Select the forward facing arrow to continue.*

Registration Overview

The first step in the empower registration process is to register for an ABB SSO ID. After obtaining a SSO ID, users will be required to complete their empower profile information which includes requesting access to their customer account information.

Below is a quick overview of the registration process. Note that an ABB sales rep will be required to approve a users request for access to specific customer accounts.

Tip: Internal employees and sales agents will NOT be required to register for an SSO ID. Your existing ID will work for your empower account.



Registration Process (click image to expand)

Next: Registering for SSO ID. *Select the forward facing arrow to continue or return to the [Getting Started: User Registration & Login](#) main page.*

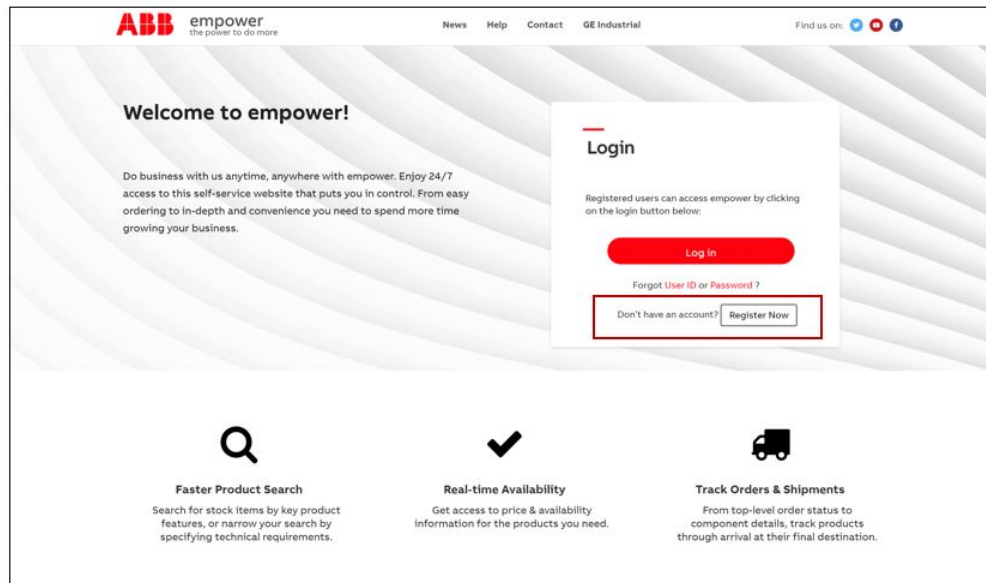
Registering for SSO ID

ABB empower leverages a standard ABB authentication service known as Single Sign On. Users must first obtain an SSO account before being able to complete their empower profile to use empower.

For internal employees, this is your standard employee SSO ID. For external users, you must first register and create your personal SSO ID.

Tip: if you already have an ABB SSO ID for accessing other applications, simply use your existing credentials to login to ABB empower.

Users who need to obtain an empower account for the first time (*and have not had an existing ABB login*) will need to select **Register Now** from the empower login page [empower.abb.com].



Register for SSO ID (click image to expand)

The SSO registration process requires users to create a personal ABB account that will be used when logging into empower. This account is meant to be for an individual user and should not be shared among other empower users. Users will generate a unique **User ID and password** during this process. You will also be asked to select a password challenge question to help during the password reset / recovery process if required.

Tip: registering for an empower account requires users to agree to our Terms of Use and Privacy Policy for digital tools.

After accepting the terms, users will be instructed to complete the ABB SSO creation process. After completing the form, users will need to activate their account via the email they receive.

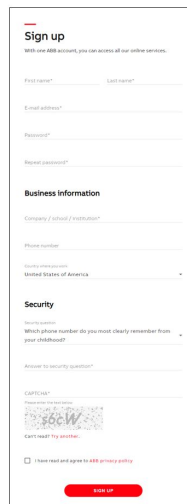
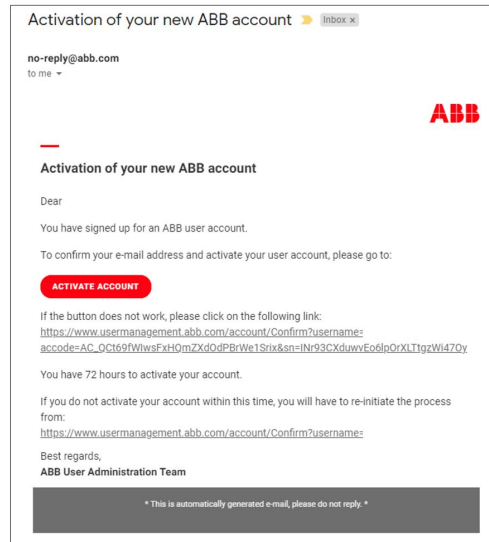
A screenshot of a web form titled "Sign up" for ABB. The form includes fields for "First name*", "Last name*", "E-mail address*", "Password*", and "Repeat password*". Below these is a "Business Information" section with fields for "Company / school / institution*", "Phone number", and a "Country/region" dropdown menu currently set to "United States of America". A "Security" section follows, with a "Security question" dropdown menu (showing "Which phone number do you most clearly remember from your childhood?"), an "Answer to security question*" field, and a CAPTCHA image. At the bottom, there is a checkbox for "I have read and agree to ABB privacy policy" and a red "SIGN UP" button.

ABB SSO Creation (click image to expand)



Activate ABB SSO Account (click image to expand)

Once you have successfully activated your SSO account, it will take up to 30 minutes from creation to replicate to empower. During this time, you will be unable to login.

After 30 minutes, you can proceed to <https://empower.abb.com> to continue the setup process.

Next: Completing empower Profile. *Select the forward facing arrow to continue or return to the [Getting Started: User Registration & Login](#) main page.*

Completing empower Profile

After creating your SSO ID, you will be required to complete the empower profile form. This involves users entering additional information and selecting their account type (*relationship to ABB*). In addition, users will be required to request access to their customer account. Once approved, users will have access to empower.

The empower Profile page contains the below key items:

1. **Personal Information:** complete information such as phone number and default language. In addition, users will select their relationship to ABB (*sales rep, manufacturer rep, distributor, etc*).
2. **Pre Authorization Code:** if you were provided with a pre-authorization code from your sales rep, you can enter it here to receive access to your customer account.

3. **Request Account:** use this button to submit your request to specific customer accounts to be added to your user profile.

The screenshot shows the ABB empower user profile registration form. It is titled "ABB empower the power to do more". The form is divided into three main sections, each highlighted by a red box and a numbered circle:

- 1 Personal Information:** This section contains fields for First Name (Drew), Last Name (Marquardt), User ID (empowerdemonew), Email Address (d.r.ew.marquardt@gmail.com), Company Name, Phone No., Default Language (English - United States), Region (Select a region), Date Format (DD/MM/YYYY), Country (Select your country), Relationship to Industrial Solutions (Select a relationship), and Role (Select a role).
- 2 Account Information:** This section contains a Pre Authorization Code field and a "Click here" button.
- 3 Request Account:** This section contains a "Request Account" button and a "Cancel" button.

At the bottom of the form, there are "Register" and "Cancel" buttons.

empower Profile (click image to expand)

Requesting Account Access

Users will need to select the Request Account button in order to have their account number associated with their empower profile. External empower users will be required to type in their specific account number and then submit for approval.

Tip: you MUST have at least one customer account added to your profile in order to get access to empower. If you do not know your account number, it can be located on a recent ABB invoice or order confirmation.

Correct

The 'Request Account' form is displayed with a dark header. It contains a table with four rows. The first row has a dropdown menu set to 'North America' and a text input field containing '166871'. The subsequent three rows have dropdown menus set to 'ASIA' and empty text input fields. Each row has a small 'X' icon to its right. Below the table is a link that says '+ Add Row'. At the bottom are two buttons: 'Send Request' and 'Close'.

Incorrect

The 'Request Account' form is displayed with a dark header. It contains a table with four rows. The first row has a dropdown menu set to 'North America' and a text input field containing 'John Distributor Co'. The second row has a dropdown menu set to 'North America' and a text input field containing 'I need access'. The third row has a dropdown menu set to 'North America' and a text input field containing 'John Smith'. The fourth row has a dropdown menu set to 'ASIA' and an empty text input field. Each row has a small 'X' icon to its right. A large red 'X' is drawn over the first three rows. Below the table is a link that says '+ Add Row'. At the bottom are two buttons: 'Send Request' and 'Close'.

Add Accounts (click image to expand)

Internal users (employees and sales agents) can utilize a few different methods for obtaining account access. They can use the Request Account button to request or based on their role, can utilize the below information.

Customer Service Representatives: skip the request account step. After submitting your registration, contact empower support at empoweru@abb.com and request **Customer Service privileges**.

Bulk Account Requests for post sales, finance, & engineering: these users can skip the request account step. After submitting your registration contact empoweru@abb.com and request **regional account view** for the specific regions (NA, EMEA, Asia, Latin America).

Sales Team: these users will need access to the accounts that you manage as well as have admin privileges assigned so you can manage your users' empower profiles. You can search and add each account individually or you can do a bulk add by requesting access to a sales office code or your sales engineer code (see below). After adding the accounts / codes and

submitting your registration, contact empower support at empoweru@abb.com to have **Sales Manager or Regional Manager privileges** added to your profile.

Enter the sales office code OR your engineer code and Click the Modify button.

Request Account

Sales Codes

Sales Office Code

Sales Eng. Code

US01

Modify

- OR -

Select the Region then enter partial or full account number or name, and click Search. Click the checkbox next to the accounts you want to add to your profile and click Send Request.

Region

Sales Office Code

Sales Eng. Code

Account

North Amer...

9017346

Search

Search Results (1)

Account No.	Account Name	City	State	Sales Org.	Sales Channel
<input type="checkbox"/> 9017346	QMS Test distributor for Trainl...	PLAINVILLE	Connecticut	GEIS United States	Distribution

Request Account Access Internal (click image to expand)

Additional Privileges

After your empower profile is complete and your accounts have been added to your profile, there are additional permissions within empower that you can request if needed.

Permissions include invoice tracking, special pricing, post sales returns, rebates, quote management and administrator access.

External Users: to request these permissions, please contact your account manager.

Internal Users: please contact empower support at empoweru@abb.com to request these permissions.

Lesson Complete. Click the **Finish** button to rate this lesson and provide feedback. Return to the [Getting Started: User Registration & Login](#) main page.