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**

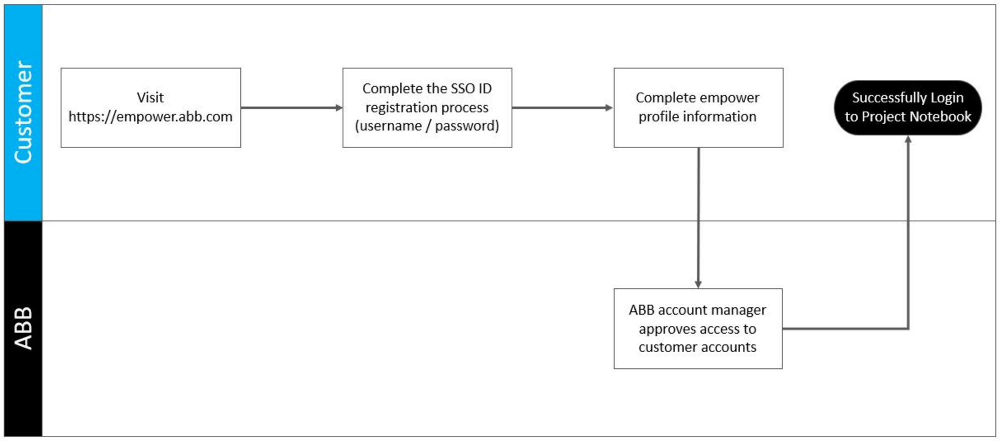
> **Next: Registration Overview.** *Select the forward facing arrow to continue*.

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.*

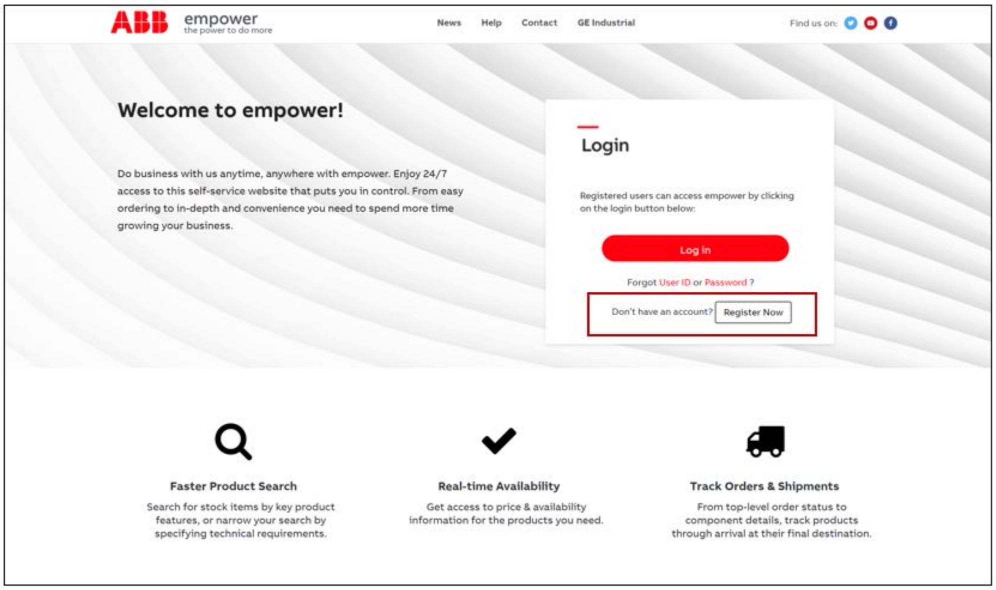
Registering for SSO ID

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.

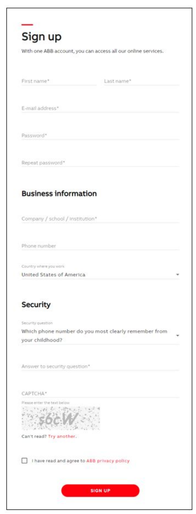
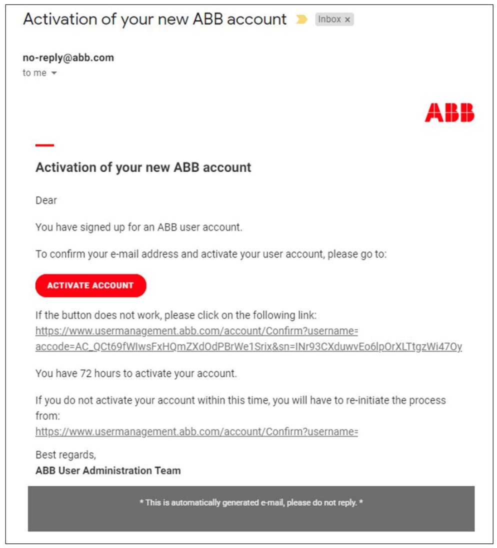


ABB SSO Creation (click image to expand)


Activation of your new ABB account Inbox ×

no-reply@abb.com
to me

ABB

Activation of your new ABB account

Dear

You have signed up for an ABB user account.

To confirm your e-mail address and activate your user account, please go to:

ACTIVATE ACCOUNT

If the button does not work, please click on the following link:
https://www.usermanagement.abb.com/account/Confirm?username=
accode=AC_QCt69fWIwsFxHQmZXdOdPBrWe1Srix&sn=INr93CXduwvEo6lpOrXLTtgzWi47Oy

You have 72 hours to activate your account.

If you do not activate your account within this time, you will have to re-initiate the process from:
https://www.usermanagement.abb.com/account/Confirm?username=

Best regards,
ABB User Administration Team

* This is automatically generated e-mail, please do not reply. *

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.*

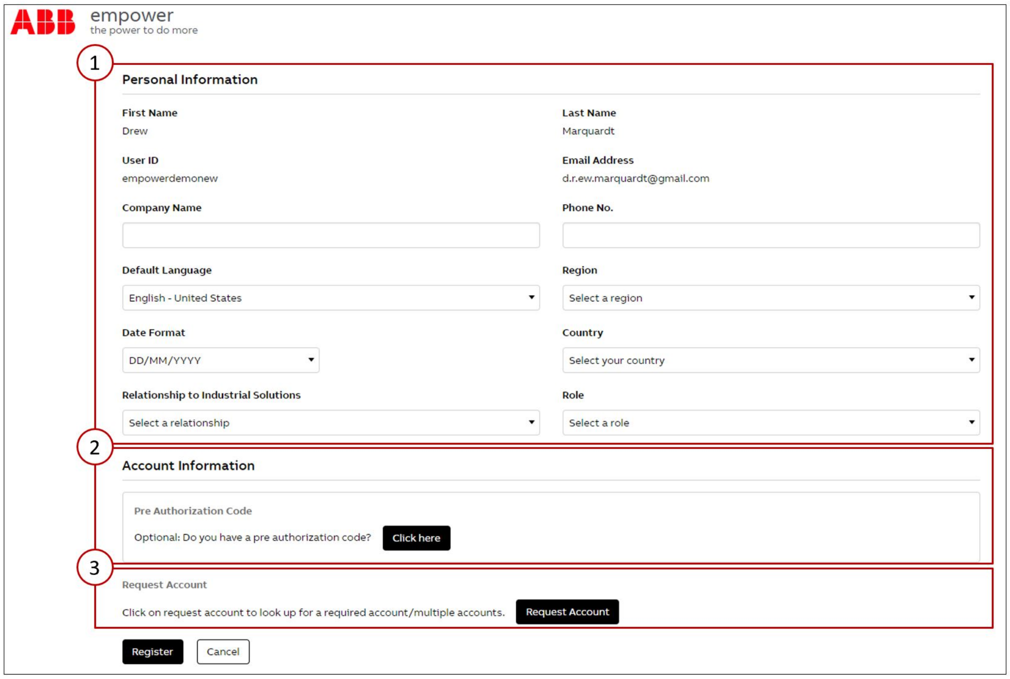
Completing empower Profile

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.



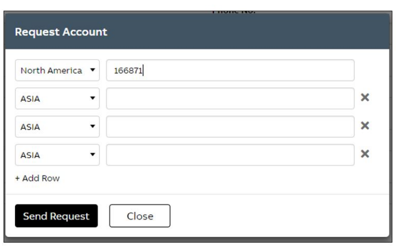
empower Profile (click image to expand)

Requesting Account Access

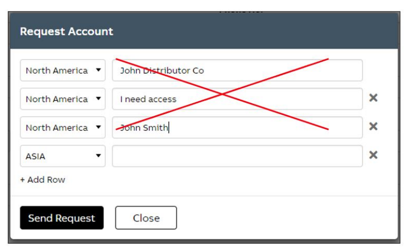
Users will need to select the Request Account button in order to have their account number associated with their empower profile. External empower users will be required to type in their specific account number and then submit for approval.

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



Incorrect



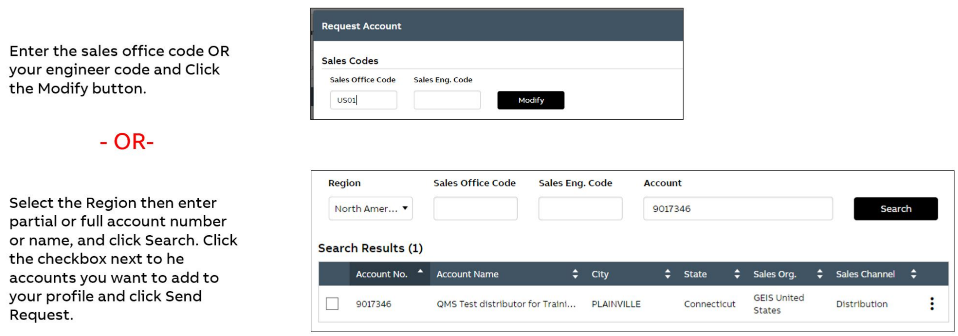
Add Accounts (click image to expand)

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.



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.