It's easy
for the installer

Registering and setting up the account
Register yourself in the ABB MyBuildings portal with the use of your ABB MyBuildings portal access data.

Creating employees
You authorize your employees via an invitation e-mail to use the ProService portal. As the owner of the account you can now see all your registered employees and assign them to individual customers.

Creating customers
You invite your customers to use the remote maintenance service also via e-mail. You can then support your customers via the ProService portal.

Remote maintenance
After the customer has authorized the 24-hour time window for access, the installer can then access the ABB-free@home® system via the ProService portal and make adjustments and changes.

Contact

Find the relevant contact center in your area on MyBuildings Portal > Contacts section:

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eu.mybuildings.abb.com

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ABB

Our ProService portal
Your advantages
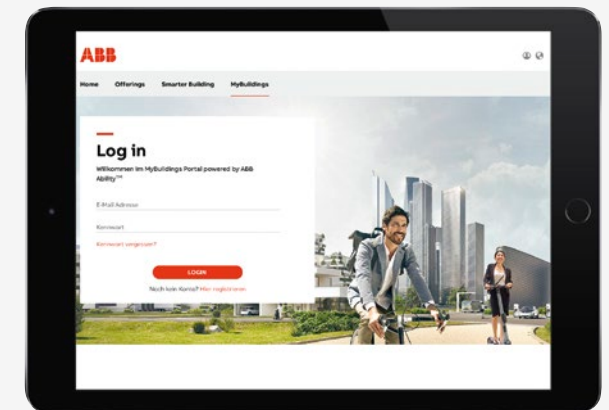
What is
ProService portal?

The new ProService Portal is the central place to serve your Customers, in a smart and sustainable way! Aimed at installers of smart home technology, it is expected to reduce the need for on-site visits by offering remote support maintenance and cloud back-up to fix issues and restore services swiftly and efficiently.

Go find any additional
information and subscribe:

eu.mybuildings.abb.com

Totally safe –
for everyone

Remote maintenance
If the customer requires assistance, the installer can access the ABB-free@home® system via the ProService portal to make the adjustments and changes. Also firmware updates can be done virtually.

Full transparency and control by homeowners
The home owner can grant access to the installer for a maximum of 24 hours. Secure end-to-end encryption connects the ProService Portal to the customer's System Access Point. The home owner has complete visibility of any access, changes or work on the system, and can revoke access rights at any time.

Efficient and sustainable service
Faster and more efficient response time when your customers require your support. No travel time is required and no need to schedule an on-site appointment.

ProONE and ProPLUS:
what's the difference?

You will need to register and create an account on ProService Portal (eu.mybuildings.abb.com)

Getting started is easy and only takes a few minutes:
1. Go to eu.mybuildings.abb.com
2. Register for a professional account
3. Test the benefits with ProONE subscription for free on one installation
4. Upgrade to ProPLUS to suit your business needs at best

	ProONE	ProPLUS	Individual
Management & Supervision	X	X	X
Cloud Backup	X	X	X
Remote Maintenance	X	X	X
Attachable End customers	1	< 99	> 99
	Free of charge	€ 89 / Year	Individual offer