
empower FAQs

1. When do I register for empower?

Only register for empower once you have been informed of your empower account numbers.

2. How do I set up a profile in empower?

To set up an empower profile, visit empower.abb.com and click **Register Now** to begin the user setup process. Please see the [Getting Started Guide link within the Transition Guide](#) for further instructions.

3. When I register for empower, how do I know what Relationship to ABB and Role to pick?

For External Customers: Relationship to ABB = Any option EXCEPT 'Manufacturer Representative'.

4. If I need to send a case to the empower Support Team (at empowerU@abb.com), what information do I need to provide?

To send a case to the empower Support Team, identify yourself as an ELIP and/or Emergency Lighting Migration user.

5. I've registered for empower, but why doesn't my access work yet?

Users who do not request an account during registration will be unable to by-pass the landing page until they enter their account request and it is routed for approval. If stuck on this page, enter each ABB account # and click the + button (until done), then click the Submit for Approval button. Once you receive an email confirming your accounts are approved, you will be able to use the system.

6. My empower access works, but why am I not getting the results I expect?

Ensure you have chosen the correct account and sales organization from the Account Management page. There may also be a tax certificate block on that account if the appropriate documents were not provided.

7. Are there any tips for using empower? Yes, once you have an ABB SSO ID you can access the below Learning Library links.

<http://empower.abb.com/help> (where you may search by topic)

<https://empoweru.lesonly.com/library/lesson/104144-getting-started-empower-flow>

<https://empoweru.lesonly.com/library/lesson/71756-getting-started-requesting-account-access>