

myABB/My Control System

Update ABB account security details

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| 2020-05-13 IAPCP-PPM | Approved | | Public | | |
| APPROVED | DOCUMENT KIND | | | | |
| 2020-05-14 IAPCP-PPM | Information | | | | |
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1. Purpose and basic description

MyABB is the ABB external business portal for quick and easy self-service. myABB features are available on the Dashboard divided into **widgets** related to integrated applications. For proper access management, all users need a myABB-account.

The **MyABB/My Control System widget** in the myABB-portal is accessible only for authorized users and provides documentation and services suitable for your purchased ABB control system products and services. During the authorization process for MyABB/My Control System widget, users are assigned to their company and their installed systems.

This document describes the necessary steps how to create myABB-account and update the security details, including the process of updating the temporary password, security question, and how users can reset their password.

2. How to get a myABB-account?

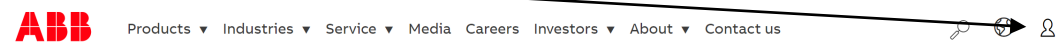
2.1. Account created from local ABB on your behalf

Please contact your local ABB Business Representative to create your myABB account on your behalf and enable access to My Control System-portal for the control system(s) of your site(s).

[Click here to open the Contact form](#)

2.2. Self-Registration

It is also possible to self-register for a myABB account using the **Sign Up** link available on the general log-in dialog on any abb.com-webpage:



Products and services

Pop up window for signing up:

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To create a my-ABB account, personal data is mandatory (first name, last name, e-mail address, company name, password). You also can select a security question and provide an answer that will help you to recover your account in case you forget your password.



English

Sign up

With one ABB account, you can access all our online services.

First name* Last name*

E-mail address*

Password*

Repeat password*

Business information

Company / school / institution*

Phone number

Country where you work
United States of America

Security

Security question
Which phone number do you most clearly remember from your childhood?

After completion of Sign-up, you will receive an initial email message with login credentials (Please see chapter 3).

Following the ABB account creation, please contact your local ABB Business Representative to enable your access to **My Control System-portal** for the control system(s) of your site(s).

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3. First Login

After an ABB account has been created for you, you will receive an e-mail message providing login credentials for your first login:

- Your username (e-mail address)
- Temporary password
- Link to ABB user management to complete the account registration



ABB account created

Dear [REDACTED]

An ABB user account has been created for you.

Your account details are as follows:

Username (e-mail address): [REDACTED]

Company: [REDACTED]

Your temporary password:
[REDACTED]

To update your temporary password and complete the account registration, please go to:

[UPDATE PASSWORD](#)

If the button does not work, please click on the following link:

[https://usermanagement.abb.com/account/UpdatePassword?username=\[REDACTED\]&returnUrl=\[REDACTED\]](https://usermanagement.abb.com/account/UpdatePassword?username=[REDACTED]&returnUrl=[REDACTED])

Best regards,

ABB User Administration Team

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

3.1. Update Security Details

Before you can login for the first time, please update your security details by clicking on the button **Update Password** (or click on the provided link directly).

- Specify your own password
- Security question: If not done already during Self-Registration (see chapter 2.2), you can select a security question, and provide an answer that will help you to recover your account in case you forget your password.

Update your security details

Please enter the temporary password you received by e-mail and create a new password for your account: XXXXXXXXXX

Temporary password*

New password*

Repeat new password*

Security question

You should also select a security question and answer that will help you recover your account in case you forget your password.

Security question

Which phone number do you most clearly remember from your childhood? ▼

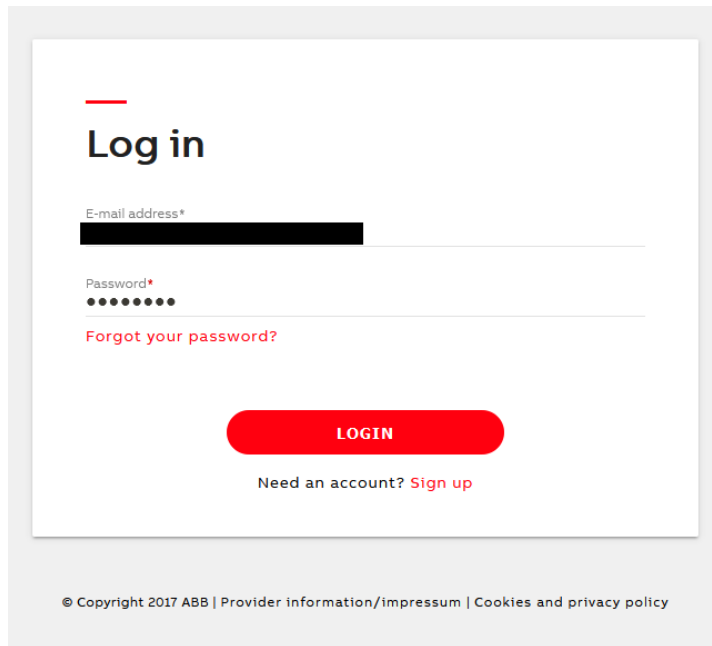
Answer to security question*

UPDATE PASSWORD AND SECURITY ANSWER

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3.2. Login to ABB

After you have completed registration process described above, only e-mail address and password is required to login.

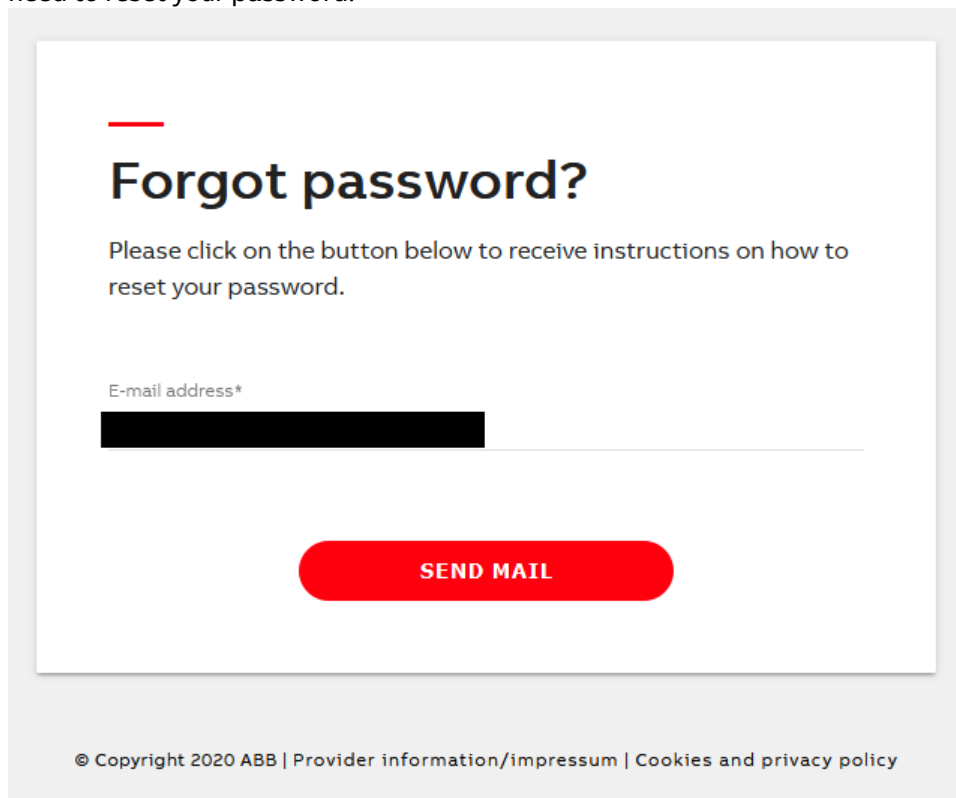


The screenshot shows a login form with the following elements:

- A red horizontal line above the title "Log in".
- The title "Log in" in a large, bold font.
- An input field for "E-mail address*" with a black redaction bar.
- An input field for "Password*" with a black redaction bar and a series of dots below it.
- A link "Forgot your password?" in red text below the password field.
- A red rounded button labeled "LOGIN".
- Text "Need an account? [Sign up](#)" below the button.
- Footer text: "© Copyright 2017 ABB | Provider information/impressum | Cookies and privacy policy".

4. Forgot Your Password

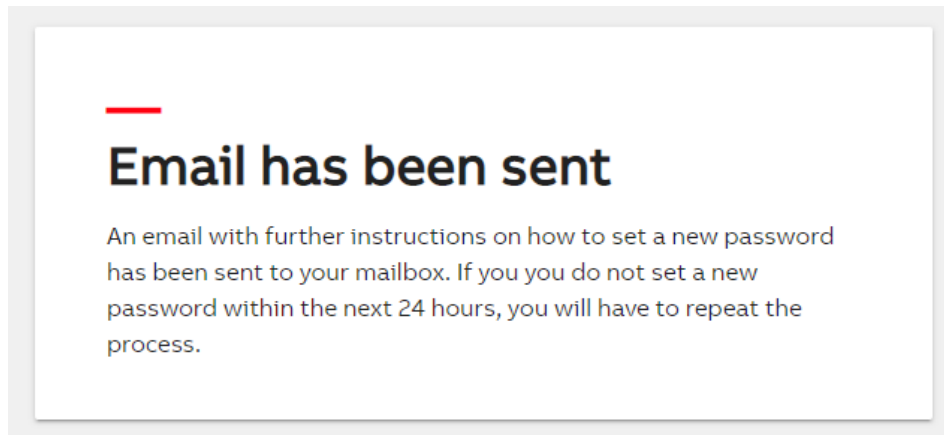
Login screen (see screenshot above) provides the link **Forgot your password?** in case you need to reset your password.



The screenshot shows a "Forgot password?" screen with the following elements:

- A red horizontal line above the title "Forgot password?".
- The title "Forgot password?" in a large, bold font.
- Text: "Please click on the button below to receive instructions on how to reset your password."
- An input field for "E-mail address*" with a black redaction bar.
- A red rounded button labeled "SEND MAIL".
- Footer text: "© Copyright 2020 ABB | Provider information/impressum | Cookies and privacy policy".

Please verify your e-mail address and click on **Send Mail** button to receive instructions on how to reset your password.



An e-mail with instructions will be sent to you. For security reasons, the link provided in this e-mail is valid for 24 hours only. If you are unable to proceed with the process in this time frame, you can restart process by clicking on **Forgot my password?** link again.

4.1. Reset Password

As part of the reset password process you need to answer your **security question**, see next screenshot. The question you have selected is displayed already; please enter your answer. Enter a **new password** and repeat it for security reason. Please do not copy / paste it.

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Set new password

Please enter the answer to your security question and set a new password.

Security question

What was the make or model of your first car or bicycle?

Answer to security question*

[Forgot your security answer?](#)

New password*

Repeat new password*

SET PASSWORD

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Finalize the process by clicking on “Set Password” button.

4.2. Forgot Your Security Answer

If you have forgotten the answer to your security question, please click on the link **Forgot your security answer?** available in the **Set New Password** dialog.

This triggers a request for a temporary password. For security reasons, you will receive an e-mail with instructions with a delay of 4 hours. The link provided in this e-mail is valid for 72 hours only. You will have to restart whole process if you are not able to complete it within this time frame.

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Request temporary password

If you forget the answer to your security question, you can request a new temporary password. To do so, please click on the button below.

SEND REQUEST

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Click on **Send Request** button to request a temporary password.

Request created

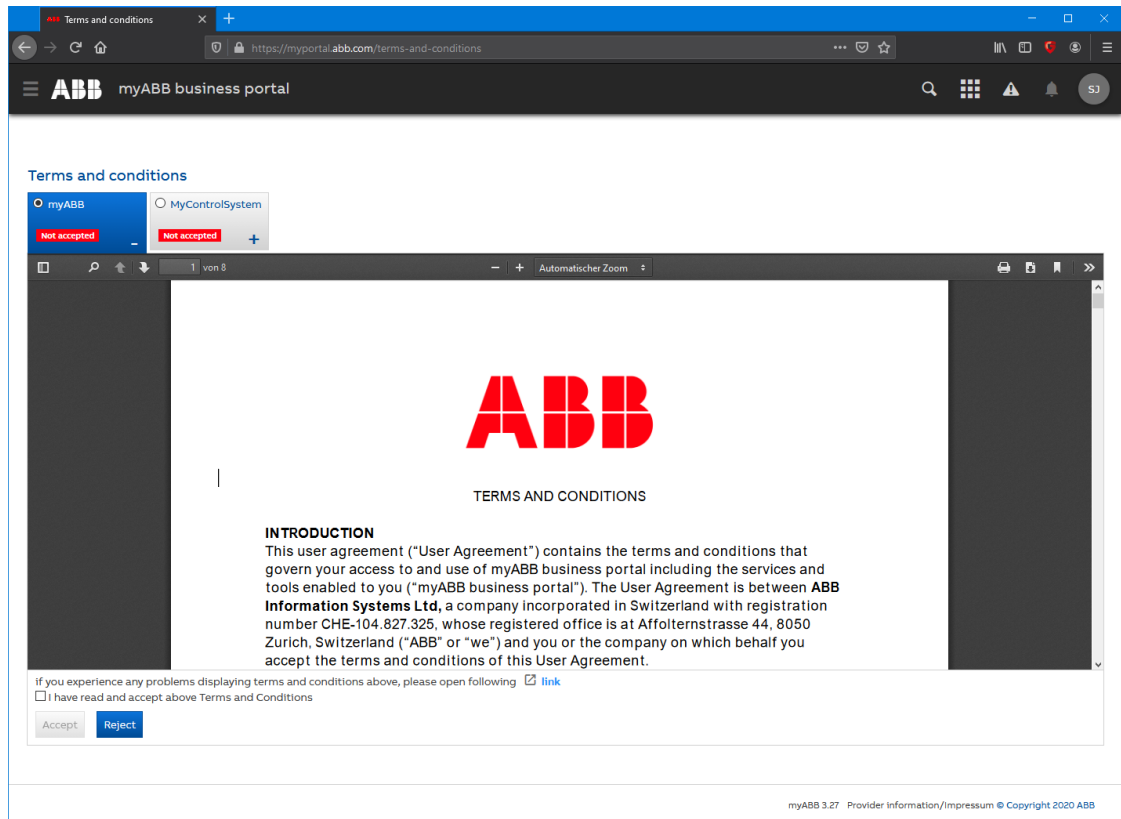
Your request for a temporary password has been created. For security reasons, there will be a delay of 4 hours before you receive an e-mail with a new password.

Once you receive an email with a new password, you will have 72 hour to complete the process of re-setting the password.

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5. Terms & Conditions

For full access to myABB/My Control System portal you need to read and accept Terms and Conditions for both myABB and My Control System widget.

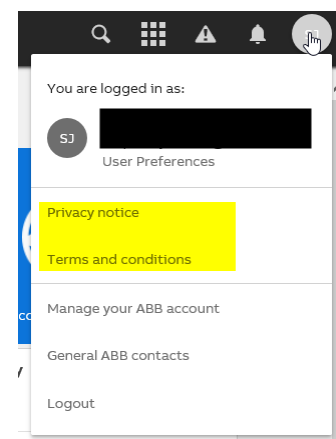


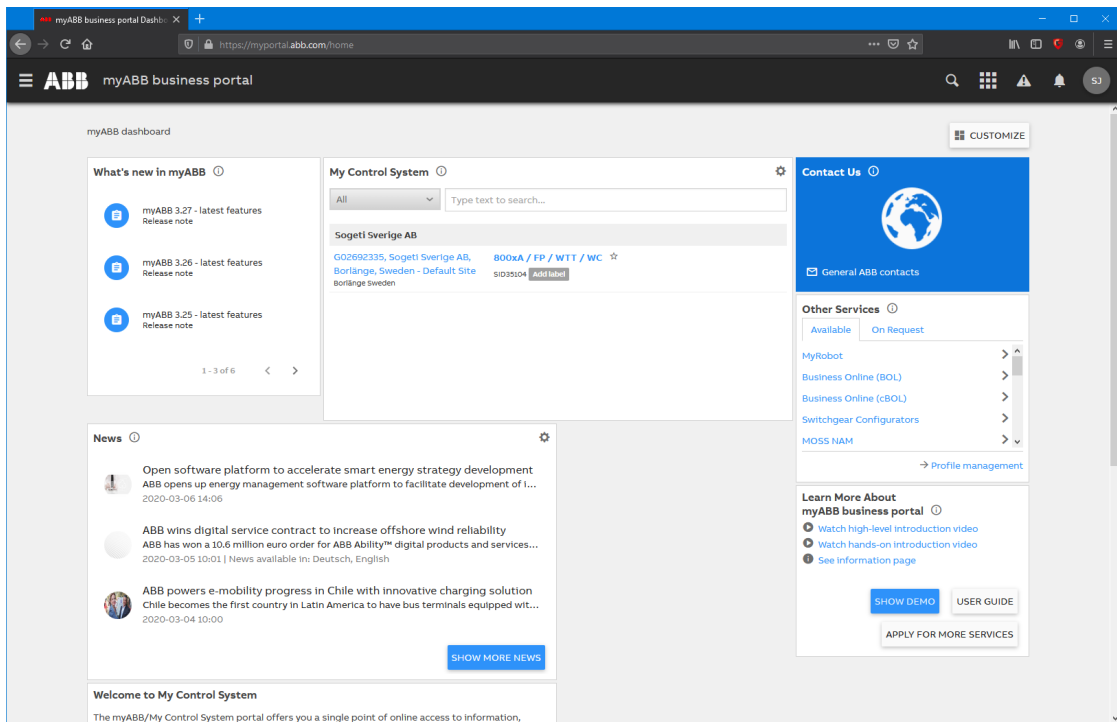
6. Privacy Notice

Please also read our Privacy Notice, available on Log-in dialog, Terms and Conditions document, and under your current login information (top right corner).

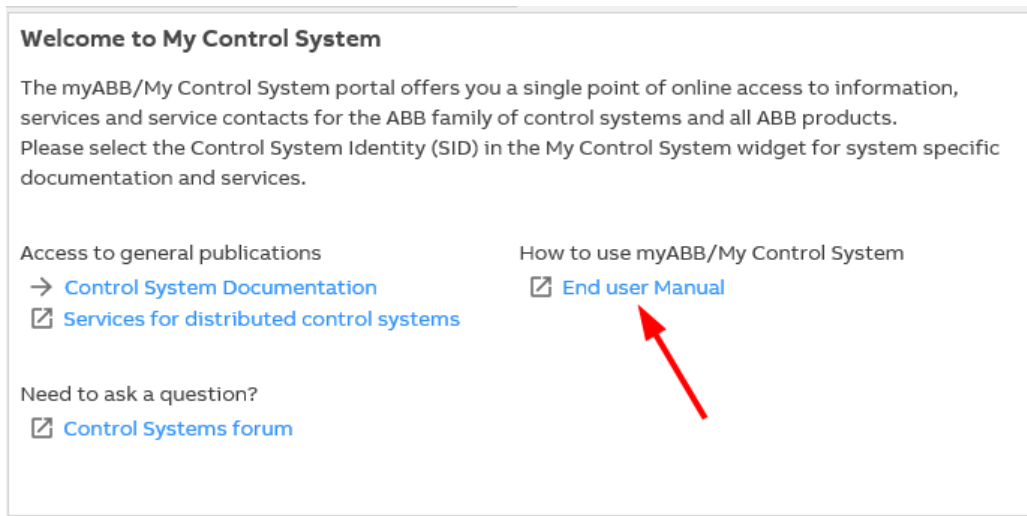
7. Start Screen

After you have accepted Terms & Conditions, you will have access to myABB / My Controls System, and to the systems for which you have been registered as a contact.





For further information please refer to the **My Control System End User Manual**, available on the **Welcome to My Control System** widget:



8. Additional Information

8.1. Listing of related documents

| Ref # | Document Kind, Title | Document No. |
|-------|---|--------------|
| 1 | My Control System User Manual Available in "Welcome to My Control System" widget | 2PAA108749 |
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9. Revisions

| Rev. | Page (P) Chapt. (C) | Description | Date Dept./Init. |
|------|------------------------|-----------------|------------------------|
| 1 | | Initial release | IA/PCPPM 2020-05-14 |
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