



The MyEmerson Digital Customer Experience

Frequently Asked Questions

Q What is the MyEmerson digital customer experience?

A The MyEmerson digital customer experience is a way for our customers to digitally do business and collaborate with Emerson.

Q What value does the MyEmerson digital customer experience deliver?

A By having a MyEmerson account, you gain access to a seamless, user-friendly experience with digital commerce and procurement tools, as well as engineering tools and additional online services that enhance your connection with Emerson. This enables quicker product selection and effortless collaboration with Emerson's customer care experts for any support required. We are continuously enhancing and expanding these digital solutions to encompass a greater range of Emerson's product lines, so be sure to visit often.

Q Do I need a MyEmerson account to use Emerson.com?

A To access and utilize MyEmerson, your account must be created using a business email address. Once logged into your account, you have the ability to access personalized digital commerce tools, including your order history and status, sizing and configuration tools, and access to Emerson customer care experts.

Q What if I already have an online sign-in and account on Emerson.com?

A Good news! Users who currently have a profile on Emerson.com have been migrated into MyEmerson. Simply reset your password upon your initial login and you should be ready to go.

Q How can I access these tools and services?

A Simply create a free MyEmerson account on Emerson.com for complete access to commerce and procurement tools, engineering tools, and online services that align with your user profile.

Q What is a user profile?

A MyEmerson account automatically links your job title, areas of interest, and cart, order, and purchase history, service details, and other interactions to enable a personalized experience.

Q I'm an engineering manager/procurement manager – how will this make my job easier?

A As an **engineering** or **procurement manager** MyEmerson streamlines your digital experience by providing a one-stop portal to your personalized account and product information. This enables seamless browsing, searching, and specifying of products, as well as consolidating them into a single cart for generating quotes or purchase orders. If needed, you can save your work at any point and resume later. To obtain the required data and enhance your efficiency, a collection of engineering tools has been developed to aid you in designing and determining the specifications of your products. In case you encounter any issues or have questions during this process, engaging with Emerson is a breeze via real-time conversations, online quote inquiries, auto-updates on order status, and access to order history.

Q I'm a process engineer/project engineer – how will this make my job easier?

As a **process engineer** developing an application or a **project engineer** designing a project, MyEmerson offers powerful product configurators that size components, product advisors that provide recommendations tailored to your application requirements, and calculators to help determine ROI of your project. Additional engineering tools are provided including comprehensive product catalogs, drawings, and sizing/selection tools in order to assist you in gathering the necessary information for well-informed decision-making.

Q Is continued education and/or training included in MyEmerson?

A Yes, training is a part of MyEmerson and allows you and your staff to discover suitable courses, register for classes, and monitor training your progress.

Q Where can I learn more or watch a video about MyEmerson?

A An assortment of videos can be found on the MyEmerson website, which provide guidance on the platform's features and functionalities. These videos also showcase demonstrations of engineering tools and offer tips for efficient collaboration with Emerson experts. Visit Emerson.com/MyEmerson to access the video library.

Q Help! I can't log into my account. How do I recover my password?

A To reset your password, please contact the Global Response Center at contactus@emerson.com



To register for a MyEmerson account, visit Emerson.com/MyEmerson

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