



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 customers to digitally interact, do business and collaborate with Emerson.

Q What value does the MyEmerson digital customer experience deliver?

A With a MyEmerson account, you can access integrated, easier to use digital commerce and procurement tools, engineering tools, and other online services that better connect you with Emerson. This means you can select the products you need faster and easily collaborate with Emerson customer care experts if you need assistance. The current specification tools primarily apply to Emerson's instrumentation portfolio.

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

A To access and utilize a MyEmerson account, the account must be created using your work email address. Once logged into your account, you have the ability to access personalized digital commerce tools, including 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 are migrated into MyEmerson. All you need to do is reset your password the first time you log in.

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 If you're an **engineering** or **purchasing/procurement manager**, MyEmerson provides a single sign-in access point to your account, making it easier to browse, search, and specify instrumentation, add them to in a single cart to generate a quote, save progress and return to it later, and create a purchase order. With live chat, online quote requests with offline access, order status and order history information, and a portfolio of engineering tools, you can easily engage with Emerson to get the answers you need.

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

A If you're a **process engineer** building an application or a **project engineer** architecting a project, MyEmerson delivers a robust instrumentation configurators that size components, make recommendations based on application need, and provide calculators to determine ROI. Other engineering tools included detailed product catalogs, drawings, and sizing/selection and product advisors to help you find the information you need to make informed decisions.

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

A Yes, MyTraining is a component of MyEmerson where you or your employees can find relevant courses, sign-up for classes and track training.

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

A Yes, a variety of videos are available on the MyEmerson website to guide you through the features and functionality of MyEmerson - including demonstrations on the engineering tools and how to effectively collaborate with Emerson experts. Visit Emerson.com/MyEmerson to access the video library.



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

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