



The MyEmerson Digital Customer Experience

Frequently Asked Questions

Q What is the MyEmerson digital customer experience?

A The MyEmerson digital customer experience is a new way for Emerson.com site users 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 Why has Emerson invested in a new digital customer experience?

A Digital transformation is reshaping the workplace and work habits by delivering online tools and services that reduce complexity to simplify (and accelerate) tasks. We are committed to delivering on your expectations for digital interactions by developing tools and services that make it easier and faster to get the information you need.

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

A No, anyone can access the content on Emerson.com. However, a MyEmerson account enhances your experience with access to personalized digital commerce tools for our instrumentation portfolio, including order history and status, sizing and configuration tools, and access to Emerson customer care experts.

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

A Good news! Users who already have a profile on Emerson.com were automatically migrated into the new MyEmerson digital customer experience. All you need to do is reset your password the first time you log in.

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

A If you are an **engineering or purchasing/procurement manager**, the new digital customer experience provides a single sign-in access point to your MyEmerson 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 are a **process engineer** building an application or a **project engineer** architecting a project, the new digital customer experience delivers 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 Are there any online training courses I can view to learn more?

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

Q I'm ready to create a MyEmerson account. Where do I start?

A Visit **Emerson.com/MyEmerson** to create a new profile – or sign in with your current Emerson.com credentials and reset your password.

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