

Rockwell Automation Registered User Guide

VERSION 3.0

Contents

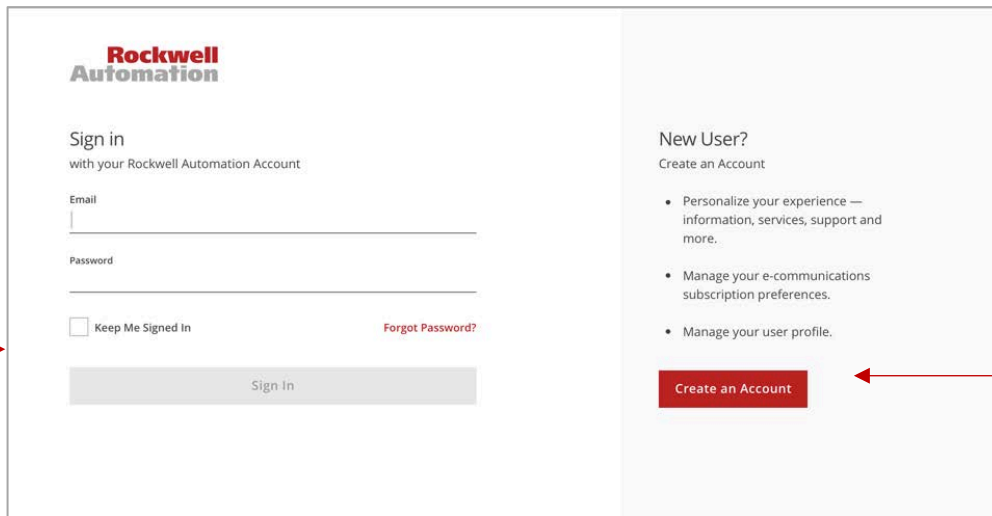
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Purpose

The purpose of this user guide is to provide a high-level, instructional overview of Rockwell Automation's Access Management (AM) platform. The features included in AM are sign on, account creation, password reset, and profile management. Access Management is integrated with Knowledgebase Support Center (KB), MyRockwell, Software Subscription Portal, and FactoryTalk TeamOne mobile application. Additional applications and websites will be iteratively integrated with AM making it the single point of entry for all applications.

Getting Started

For ease of use, the entry points into Access Management and Create an Account are on the same page. If you are an existing user in Knowledgebase Support Center, MyRockwell, Software Subscription, or FactoryTalk TeamOne, please use your existing credentials to sign in.



The screenshot shows the Rockwell Automation login and account creation interface. On the left, under the Rockwell Automation logo, is the 'Sign in' section with the subtext 'with your Rockwell Automation Account'. It includes an 'Email' input field, a 'Password' input field, a 'Keep Me Signed In' checkbox, and a 'Forgot Password?' link. A 'Sign In' button is at the bottom of this section. On the right, under the heading 'New User?', is the 'Create an Account' section. It lists three benefits: 'Personalize your experience — information, services, support and more.', 'Manage your e-communications subscription preferences.', and 'Manage your user profile.' A red 'Create an Account' button is at the bottom of this section. Red arrows point from the text on the right to the 'Create an Account' button and from the text on the left to the 'Sign In' button.

If you do not have an account in KB, Software Subscriptions, MyRockwell, or FactoryTalk TeamOne, please proceed with creating an account.

Signing In

The “Sign In” button will remain inactive (greyed out) until the password and email requirements are satisfied. Once these requirements are satisfied, the button will become active (red) as indicated below.

If you forget your password, please click “Forgot Password?” to be guided through the self-help password reset.

**Rockwell
Automation**

Sign in
with your Rockwell Automation Account

Email

Password

MyPassword123

Hide

Keep Me Signed In

[Forgot Password?](#)

Sign In

New User?

Create an Account

- Personalize your experience — information, services, support and more.
- Manage your e-communications subscription preferences.
- Manage your user profile.

Create an Account

Checking the box to “Keep Me Signed In” will keep you signed into AM, and allow you to bypass this screen when you want to access the applications and sites that are integrated with AM.

Creating an Account

To initiate the Create an Account process, you must supply an Email Address, First Name, Last Name, Country, Phone Number, Create a Password, and agree to Rockwell’s Terms & Conditions and Privacy Policy. As you Create an Account, you will be guided through the process with real-time instructions, success messaging, and error states so that you clearly understand, what the required next steps are. At any time during the flow, you may return to a previous step by clicking “EDIT,” but in order to advance from one step to the next, you must supply the required information.

Step 3, “Advanced Access” is optional. However, supplying additional information at Step 3 can enable access to applications like Knowledgebase, Software & Firmware Downloads, and MyRockwell.

Similar to the “Sign In” button, the “Create an Account” button will remain in an inactive state until the requirements of each field have been met.

If you have mistakenly navigated to this page, and would like to Sign In, please utilize the link at the top of the page.

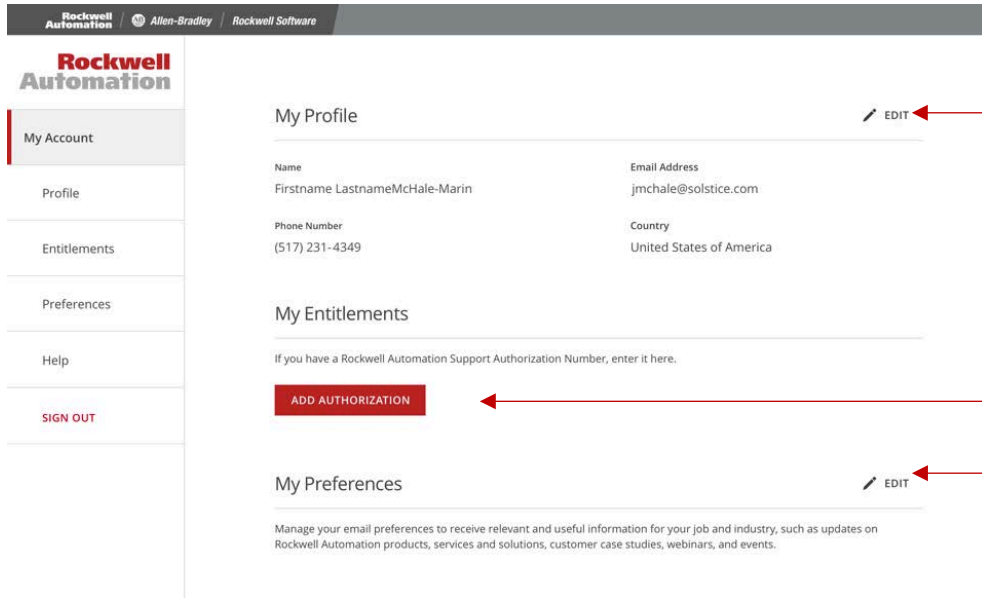
Once you have successfully filled out the page, you will be asked to verify your account via an email that will be sent to the email address you provided when you created your account. This step is necessary to protect your identity and the information that you have supplied to Rockwell Automation.

Your account creation is not complete until you “Verify Your Email Address” by clicking the red button in the email that welcomes you to Rockwell Automation. Once you complete this step, you will be redirected to the sign in page, and prompted to sign in with your newly verified credentials.

My Account

“My Account” can be accessed by clicking links to your profile in Knowledgebase Support Center, MyRockwell, Software Subscriptions, and TeamOne. After navigating to My Account, you can manage your personal information in your profile, provide your Knowledgebase Authorization Number, set your Marketing Preferences, and access detailed Help information.

The tabular menu structure in My Account allows you to quickly navigate and will follow you from page to page in AM.



Your personal profile attributes can be accessed by clicking the “Edit” link.

To connect to your Knowledgebase contract, please click “Add Authorization.”

To manage the emails you receive and stay up to date on relevant information, please click the “Edit” link in My Preferences.

Profile

The first time you sign into AM, you will be taken to your Profile in My Account. There, you will be prompted to complete the rest of your profile. In order to save your profile, you must complete all required fields; optional fields are indicated as (optional).

For access to applications like Knowledgebase Support Center, these required fields should be completed, otherwise access will not be granted and you may experience account issues.

Rockwell Automation | Allen-Bradley | Rockwell Software

Rockwell Automation

My Account

- Profile
- Entitlements
- Preferences
- Help
- SIGN OUT**

Firstname Lastname

Email Address
EmailAddress@Domain.com

First Name
My_first_name_here

Last Name
My_last_name_here

Country
USA

Phone Number
+1.555.123.5555

Company Name
MYCompany Name

Job Title
MYJob Title

Job Level (optional)

Address Line 1
1234 Mainstreet

Address Line 2

City
MYCity

State/Province
WI

ZIP/Postal Code
12345

Language
English

Industry (optional)

Customer Type (optional)

SAVE

ADD PHOTO

Personalize your profile by adding a photo

CHANGE PASSWORD

CHANGE EMAIL ADDRESS

DETELE ACCOUNT

Self-service features you can access from your profile are Change Password, Change Email Address, and Delete Account.

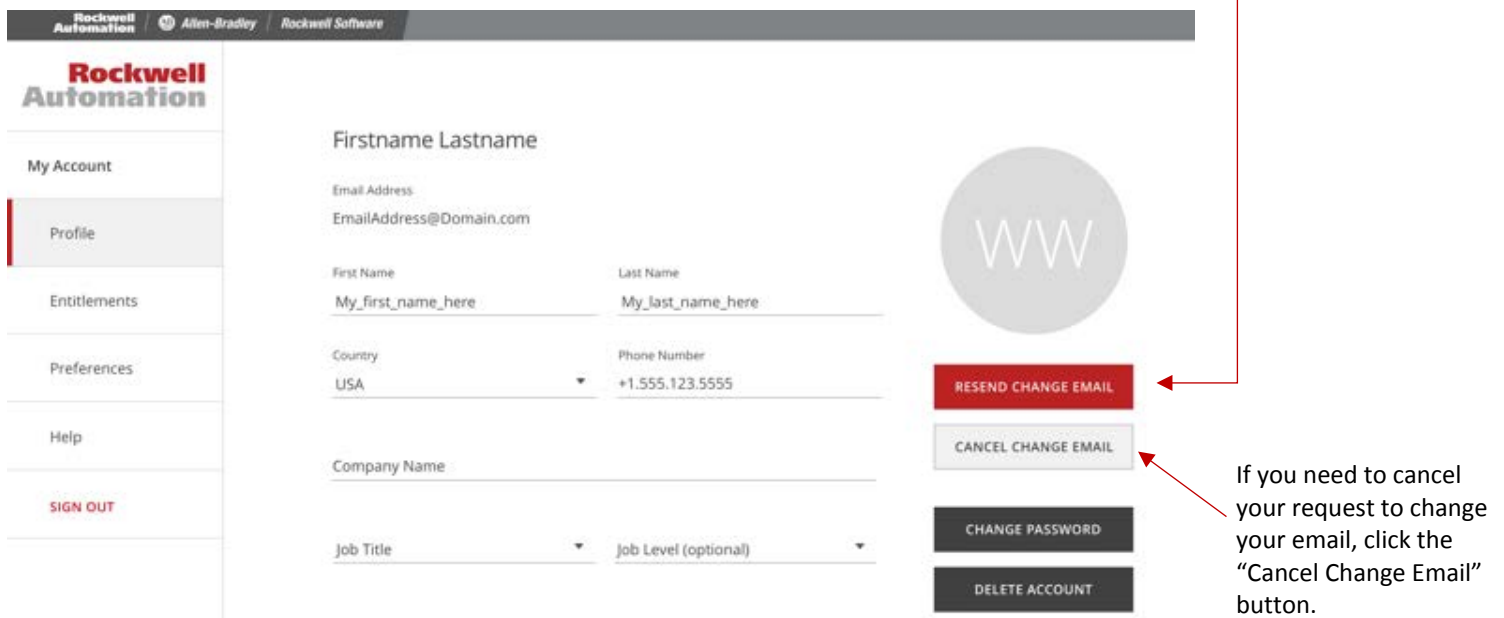
Optional fields are indicated with "optional"

Note: Requesting to delete your account will require review to ensure that your account is not tied to other Rockwell Automation processes, such as SAP.

Changing Your Account Email

If you need to change the email associated with your account for any reason, you can do so by clicking the “Change Email Address” button in your profile. Clicking this button, will initiate the Change Email Process. The first step is to enter in a new email address when prompted. Similar to the Create Account and Change Password flows, you will be required to authenticate by clicking a link that will be sent to your *new* email address. For your security, we will also send an email to your *old* email address to notify you of this change. In order to complete the process, you must click the link sent to your *new* email and successfully sign in when prompted.

In the event that you misplace the link that was sent to your new email address and are unable to verify your new address, you can easily request a verification email to be sent to you again by clicking the “Resend Change Email” button in your profile. To access this state of your profile, you will need to sign in with your current email, **not** your new email address.



The screenshot shows the Rockwell Automation user profile page. The top navigation bar includes the Rockwell Automation logo and the text "Allen-Bradley Rockwell Software". The left sidebar contains a "My Account" menu with options: Profile (highlighted), Entitlements, Preferences, Help, and SIGN OUT. The main content area displays the user's profile information, including Firstname Lastname, Email Address (EmailAddress@Domain.com), First Name (My_first_name_here), Last Name (My_last_name_here), Country (USA), Phone Number (+1.555.123.5555), Company Name, Job Title, and Job Level (optional). On the right side, there is a circular profile picture placeholder with "WWW" and a vertical stack of buttons: RESEND CHANGE EMAIL (highlighted in red), CANCEL CHANGE EMAIL, CHANGE PASSWORD, and DELETE ACCOUNT. A red arrow points from the "CANCEL CHANGE EMAIL" button to a text box on the right that reads: "If you need to cancel your request to change your email, click the 'Cancel Change Email' button."

Need help with resetting your password, having trouble receiving emails, please review the help page [help page](#).