



DEALER RESOURCES

Getting set up on the Emtek customer portal

Emtek ordering, order status, invoices and returns run through Fortune Brands' Customer Connect portal. Getting set up happens in two parts: you request access, Emtek approves it, then you create your login. If you get stuck anywhere, call us and we'll walk you through it.

PART 1 Request access

- 01 Open the registration form
Go to this address, ideally on a computer.
customerconnect.fbin.com/registration
 - 02 Fill in your details
Your business email, first and last name, job title and company name. Phone number is optional. Use the work email you want to sign in with, because you will need the exact same address again in step 7.
 - 03 Choose your role and brand, and add your account number
Pick your role from the list, choose Emtek as the brand, and enter your Emtek account number. Your account number and role come from Emtek, so if you don't have them handy, check with Emtek.
 - 04 Agree to the terms and click "Create Account"
That sends your request to Emtek.
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Then wait 1 to 2 business days.

Emtek reviews your request and completes the setup on their end. You'll get an email when it's approved, and Part 2 starts from that email.

PART 2 Create your login

- 05 Open the email from Emttek and click "Accept Invite"
It arrives once your request is approved, from the Customer Portal Onboarding Team.
 - 06 Click "Redeem Code", then "Customer/Sales Agency Rep"
The invitation code is already filled in for you.
 - 07 Click "Sign up" and create your login
Find it under "Don't have an account?". Enter your first and last name, the same email you used on the registration form, and a password with at least 8 characters, an uppercase and a lowercase letter, and a number. It can't include any part of your username.
 - 08 Set up your sign-in check
You will be asked how to confirm it's you each time you sign in. We recommend Phone: enter your mobile number, tap "Receive a code via SMS", then type in the code you get by text and click Verify.
 - 09 Click "Continue". You're in.
The next screen offers extra options you can skip. We suggest adding Email too, so you can still get back in if you ever change phones.
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ONE REQUEST PER COMPANY

The registration form sets up your company. Once you're approved, you can add more users to your account from inside the portal, so one person can get the store set up for everyone.

USED AA CONNECT BEFORE?

Customer Connect is what used to be AA Connect, from when Emttek moved from ASSA ABLOY to Fortune Brands.

NEED A HAND?

We set dealers up on this all the time. Call or email and we'll get you sorted.

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