

New mySchneider Admin Console User Guide

Central Access Management

Presented by: NAM mySchneider team

©2026 Schneider Electric. All Rights Reserved.

Guide sections:

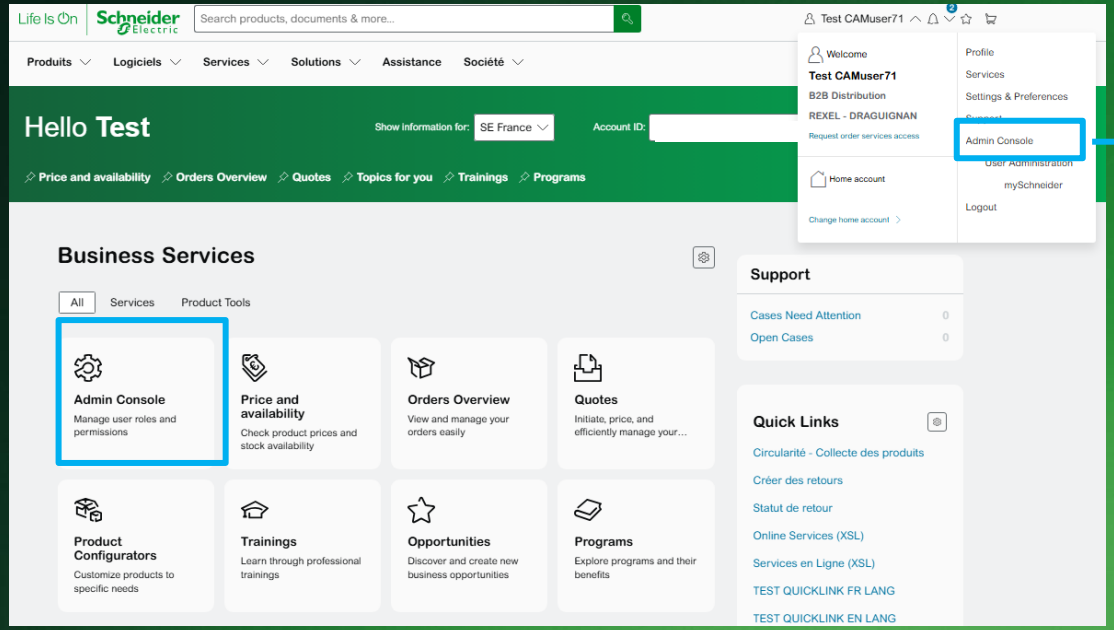
1. The **Role of the Admin**
   - ❖ Check your admin status by searching for the console
2. **Admin** Console:
   - ❖ **Company Admin Guide**
     - Navigating the mySchneider Admin page
     - Invite a Colleague
     - Approve, deny or revoke access to mySchneider
     - Assign member to a Company admin role
     - Download User Report
   - ❖ **Order Admin Guide**
     - Navigating the Order Admin page
     - Approve, update or deny access to Order Services
     - Assign member to an Order admin role
3. Managing **Rewards Access** – Company Administrator (only available for specific users)
4. **Requesting access** to digital services thru the **NEW Services section (All users)**
5. **APC** – Requesting access
6. Need **Support?**

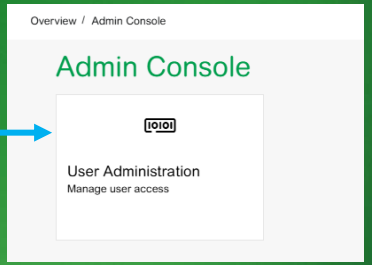
©2026 Schneider Electric. All Rights Reserved.

Public

Access the Admin Console

Access to the admin console is available via the Business services area on your overview page or by choosing it from the drop-down menu located under your avatar.





If you do not see this service you are not the admin. Please reach out to your admin or ACM to have them assign you as one.

©2026 Schneider Electric. All Rights Reserved.

Public

The Role of the Admin

Schneider Electric

The Role of the Administrator

As the administrator for your company in mySchneider, you are responsible for managing your company's online profile and your employees' access to important features. There are 2 types of administrators:

❖ **mySchneider Admin -** **Rule: There can be up to 2 user administrators for only 1 account, administrator cannot manage multiple accounts.**

Role:

- Invite a Colleague to register to mySchneider
- Approve, deny and revoke access to mySchneider platform
- Maintain your company's business information up-to-date and manage its public profile under **Profile** in the **Company Information** tab

❖ **Orders Admin – Rule: Up to 2 order administrators can support multiple accounts but must also be company administrators for 1 account.**

Role:

- Approve or deny employees' access to Order Services (Price & Availability, Order Management, SPA, Returns)
- Assign access roles for Orders Services (Viewer, Editor, Admin or Custom)
- Revoke access to Order Services

Public

mySchneider Admin

Navigating the mySchneider Admin page

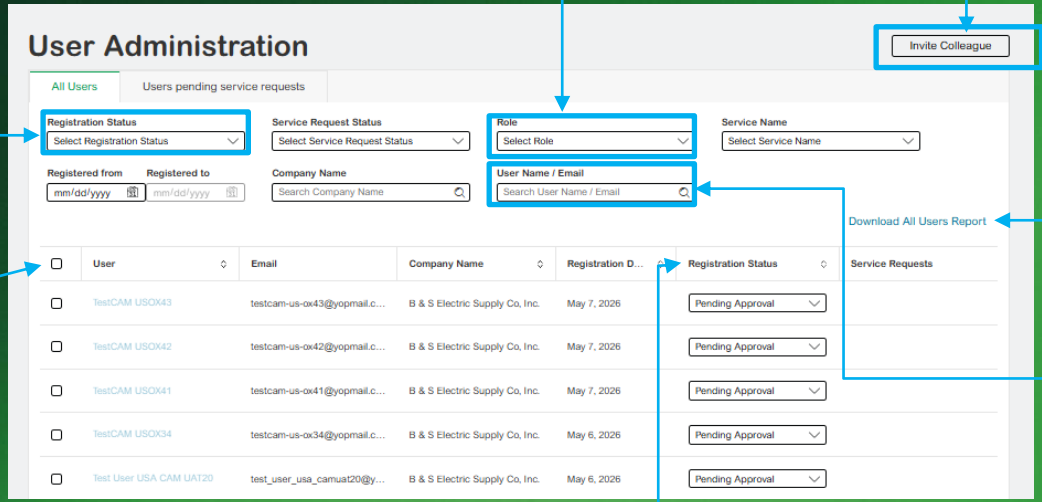
The relevant filters for mySchneider admins are highlighted in blue

Role
Filters assigned roles

For mySchneider admin only: filters for other mySchneider admins

Invite Colleague
Allows mySchneider admin to invite users to their home account

Registration Status Filter
Filters users' registration status to mySchneider platform



Download All Users Report
Report in excel format that allows you to download and view all the users' status

Select All
Click here to select all users and update all statuses

User Name / Email
Search user by name or email

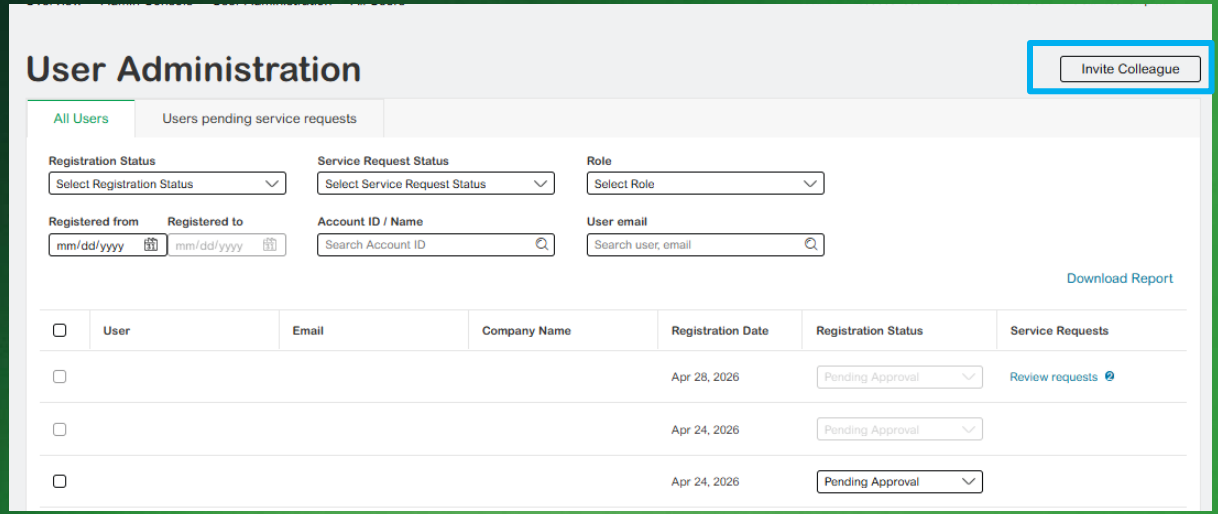
Registration Status
View a user's registration status to mySchneider platform

Public

Invite a Colleague: *Now in the console*

- Click **Invite colleagues** to invite them to your company's account in mySchneider.
- Enter their **email address**
- Click **Send** and that's it. When they register, they will be automatically approved

Attention: This does not grant the user Order Services, the user must still request it and the Order admin must approve the access

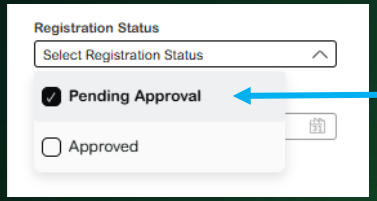


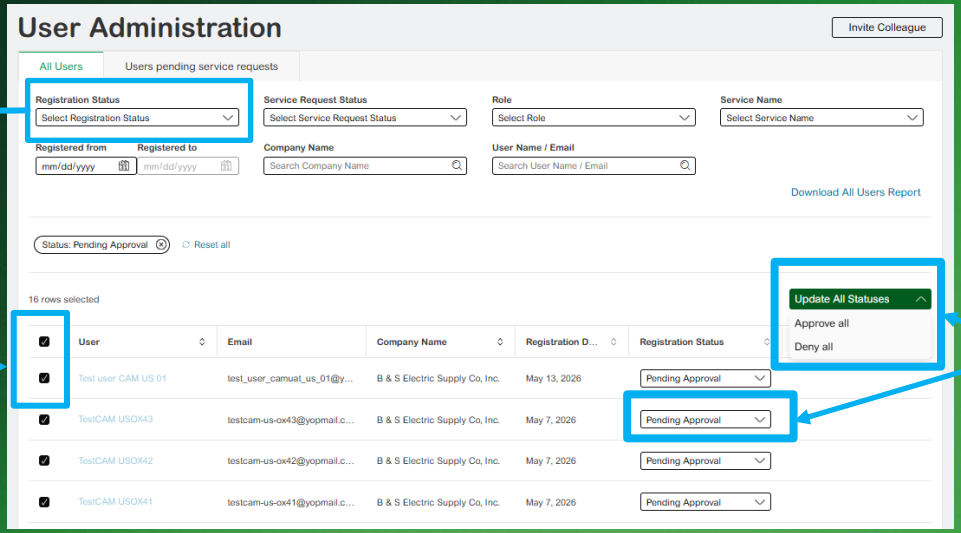
Public

Approve or Deny users to mySchneider platform

Grants access to mySchneider platform including Training, Programs and Opportunities

To approve or deny users to mySchneider platform, filter **Registration Status** to **'Pending Approval'**





Select **one or more** users to approve

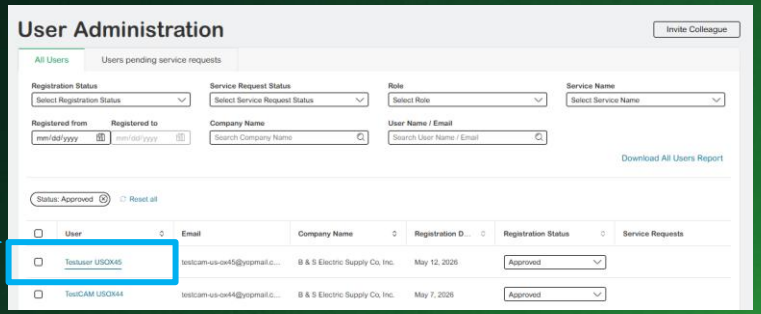
Click **Update All Statuses** or click on **Pending Approval** dropdown and select **Approve or Deny** user

Public

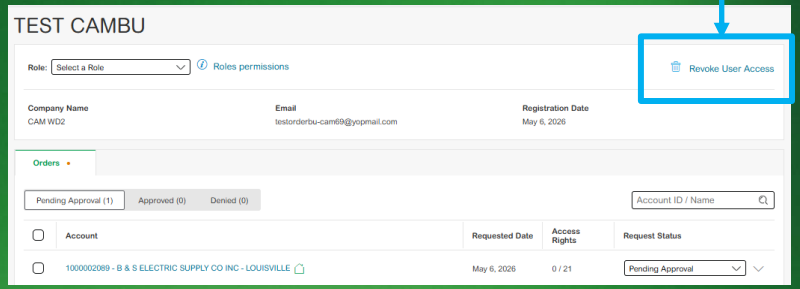
Revoke access to ALL mySchneider

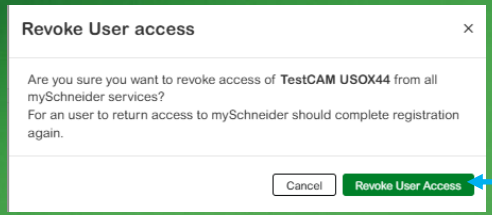
To revoke access, click on the user's name and select 'Revoke User Access'

Click on the user to be **removed from mySchneider**



Click Revoke User Access





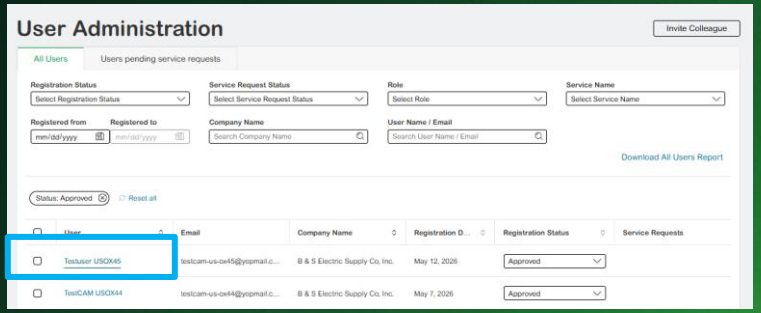
Confirm selection and the user will be removed from your company

Public

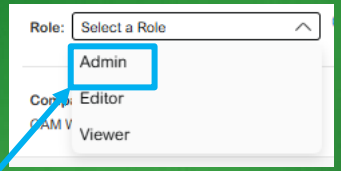
Assigning a new or additional mySchneider admin

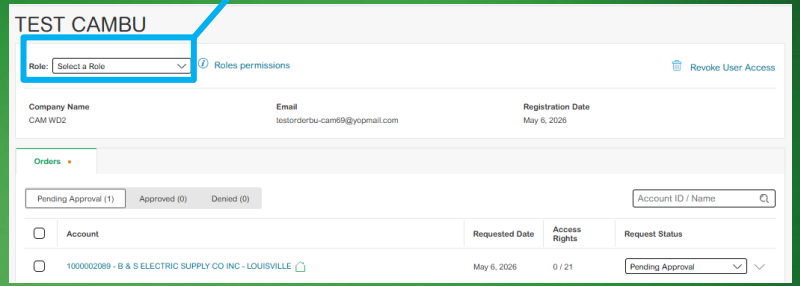
An account can now have multiple mySchneider admins, however these can only be assigned to one account

Click on the user to be **assigned as company admin**



Go to **Role** and select **Admin**

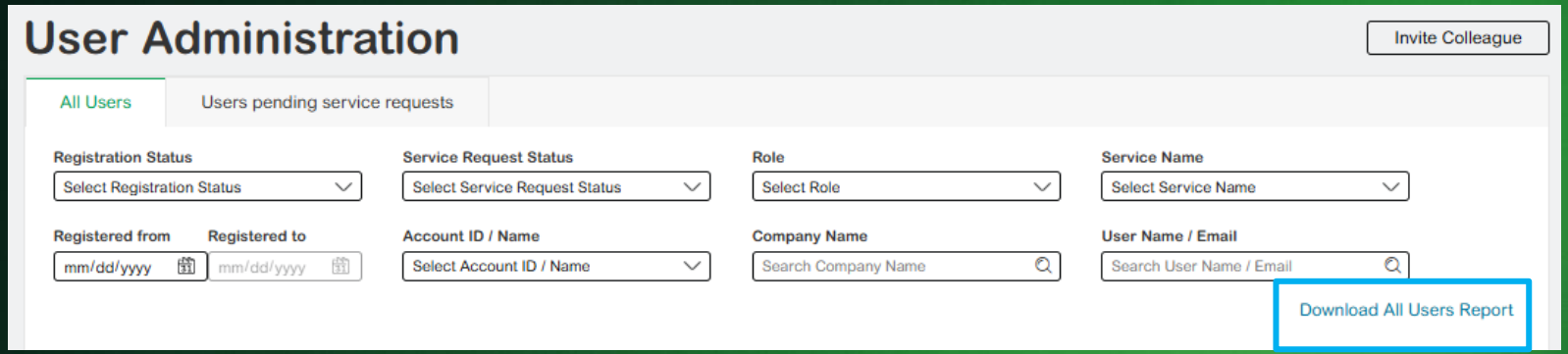




Public

Download User Report

To review all users and their statuses in an excel file, click '**Download All Users Report**'



Public

Orders Administrator

Public

Order Admin User Administration Page

Each account can have two order admins, and order admins may be assigned to several accounts. Additionally, an order admin also serves as a mySchneider admin for one of the accounts they oversee.

User pending service request tab
Access all users with pending requests to mySchneider services

Service Request Status
Filters users' status to any service requests.

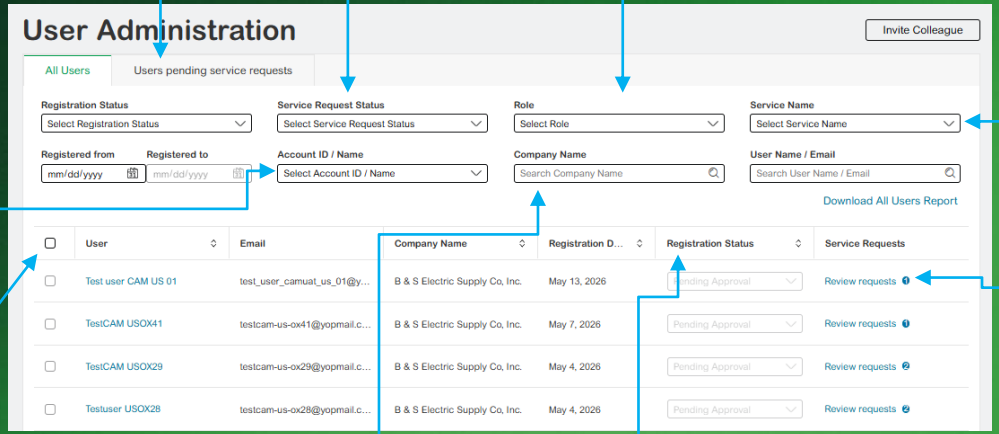
For mySchneider admins: rewards, if applicable

For Order admins: Order access

Role
Filters assigned roles

For mySchneider admin only: filters for other mySchneider admins

For Order admins: filters for Order and mySchneider admins, Editor and Viewer roles



Service Name
Filter Services available for your Business Type

Account ID / Name
This information is intended solely for Order administrators to see which Order Accounts users are associated with.

Service Requests
Review **Service Pending Requests** for a particular user

Select All
Click here to select all users and update all statuses

Company Name
This filter identifies the company name associated with a user's registration. It is useful for organizations that operate multiple companies under different names but are overseen by a single Order administrator.

Registration Status
The registration status can be viewed for all users who have requested Order access to the accounts you oversee as an order admin. However, changing the registration status will only be available for those users who are under the Home Account you manage as a mySchneider admin.

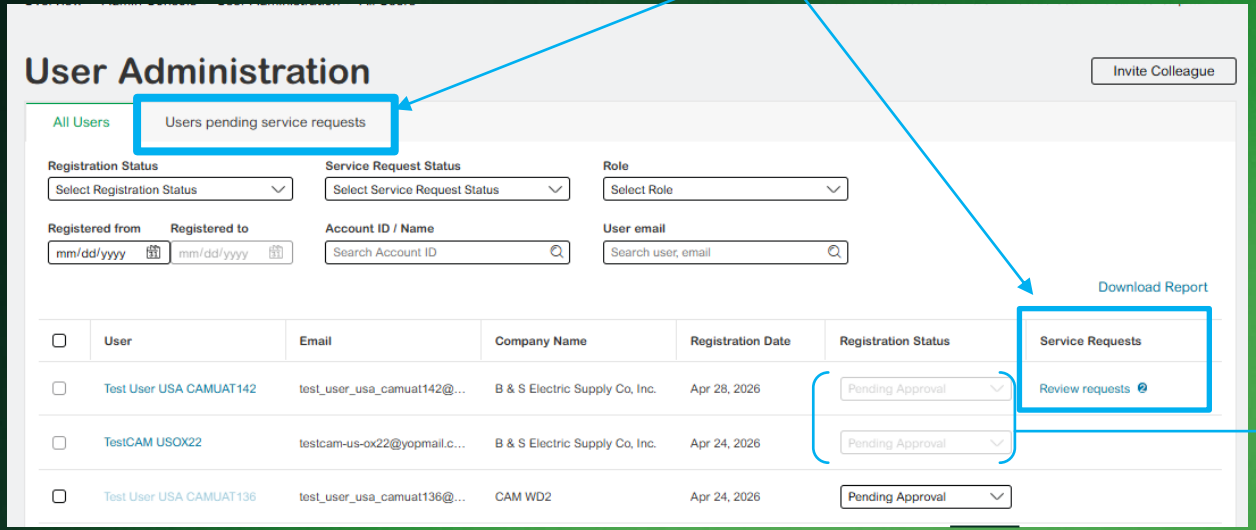
Public

Order Admin or Other business services admin

Order admins will have access to additional sections in the Admin console.

- **Users pending service requests**
- **Service Request Column**

Click on any to view any pending order requests from users.

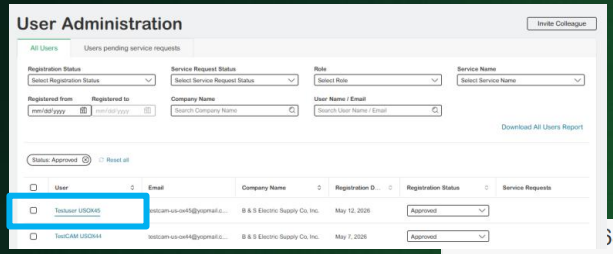


If you are an orders admin for a user but not the mySchneider admin, the registration status will appear grey and you won't be able to take any action. Only the mySchneider admin for that user has the authority to manage their status.

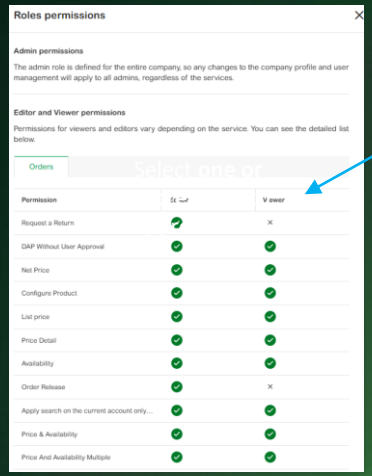
Public

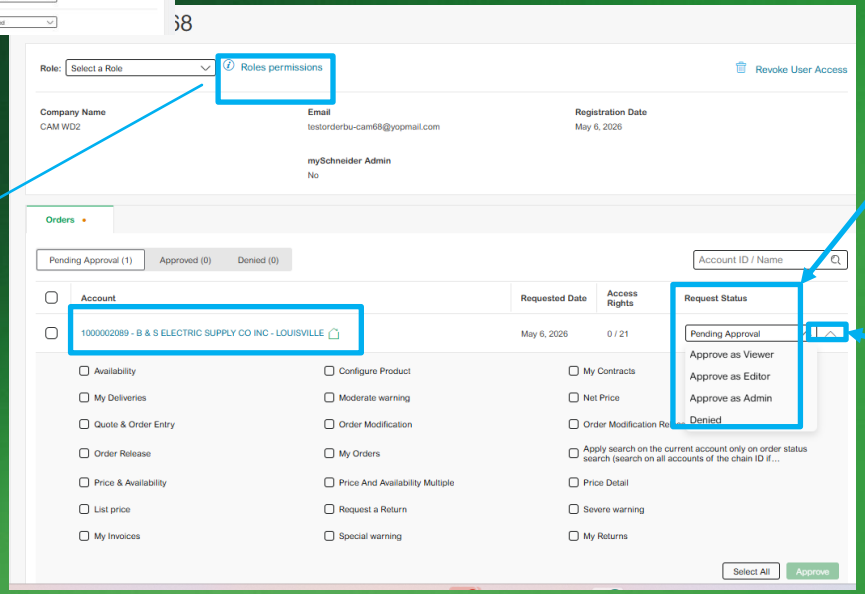
Modifying Order access from the User Details Page

Click on the user's name to go to the **User's detail page**



View the predefined Role permissions





Choose one of the predefined roles: **Admin** (accessible only if the user shares the same Home Account as the Order admin), **Editor, or Viewer**.

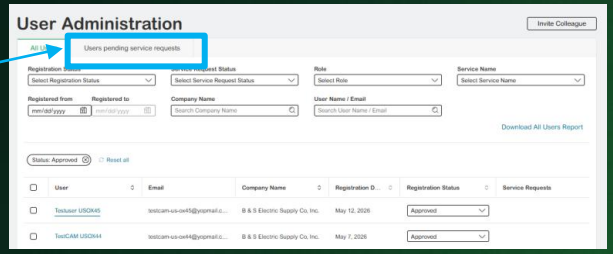
Or

Customize the Access rights to Order Services under the dropdown

Public

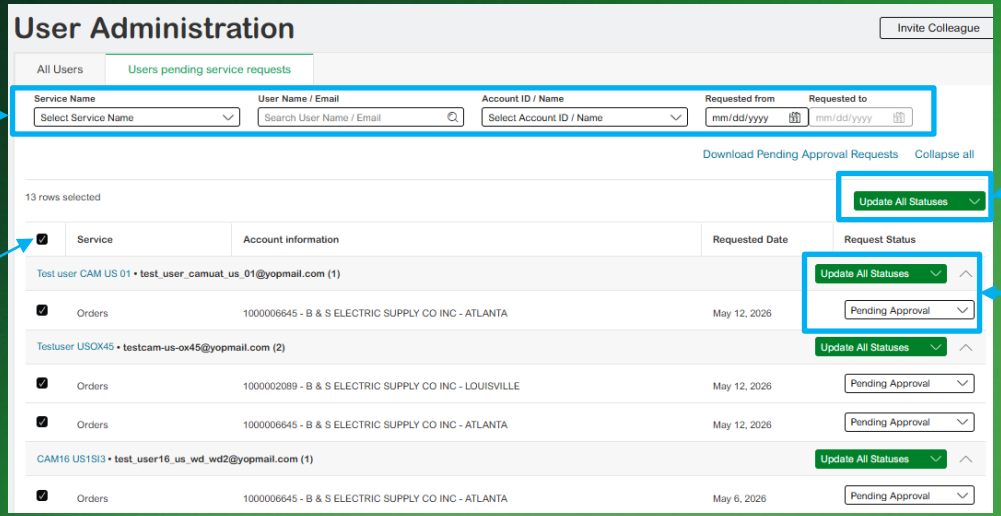
Modifying Order access from the Users pending services request tab

Click on the Users Pending Services Request tab



Apply one of the filters when necessary to narrow down your results.

Select **one or more** users to approve



Update All Statuses of the selected users to a specific predefined role: **Editor or Viewer**

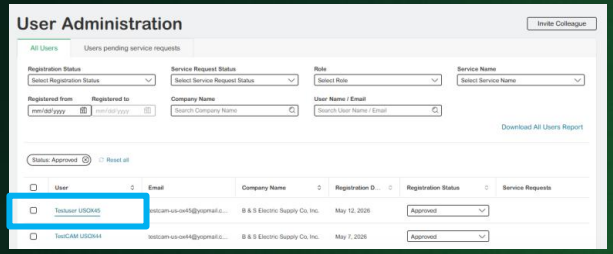
Or

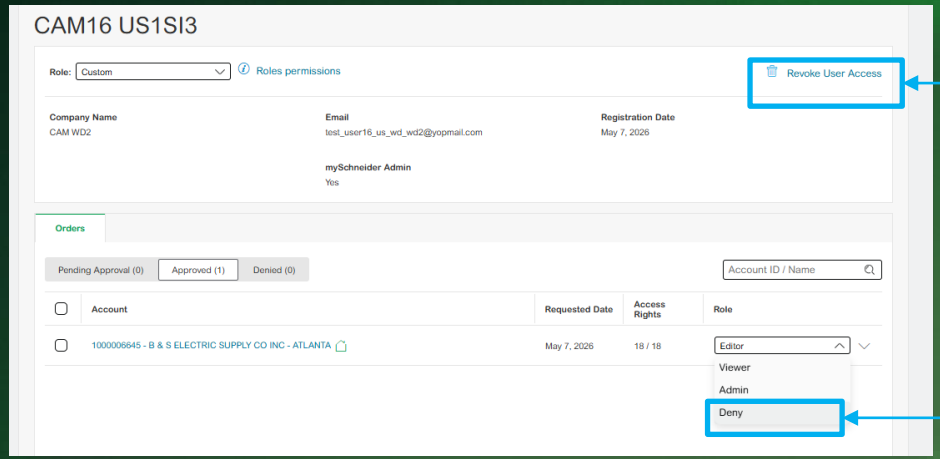
Update All Statuses for one user or update the status of each specific account

Public

Removing Order Access for a user

Click on the user's name to go to the **User's detail page**





If you are the order AND company admin of the user, you will be able to revoke access to the entire platform by clicking on **Revoke User Access**

If you are only the Order admin, you can **Deny** access to Orders and **contact the Company admin to remove user from mySchneider platform**

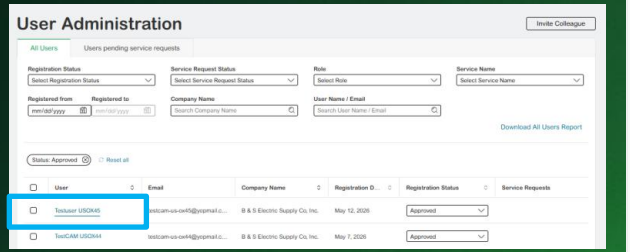
Public

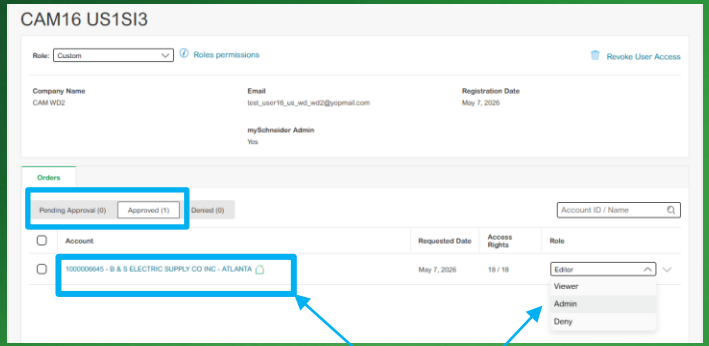
Assigning an Order Admin

Limit 2 order admins per account.

An order admin is permitted to assign another order admin only if the individual is part of the same Home Account. If not, to assign an admin, you need to reach out to the CCC through chat or email at partnercommercial@se.com.

Click on the user's name to go to the **User's detail page**





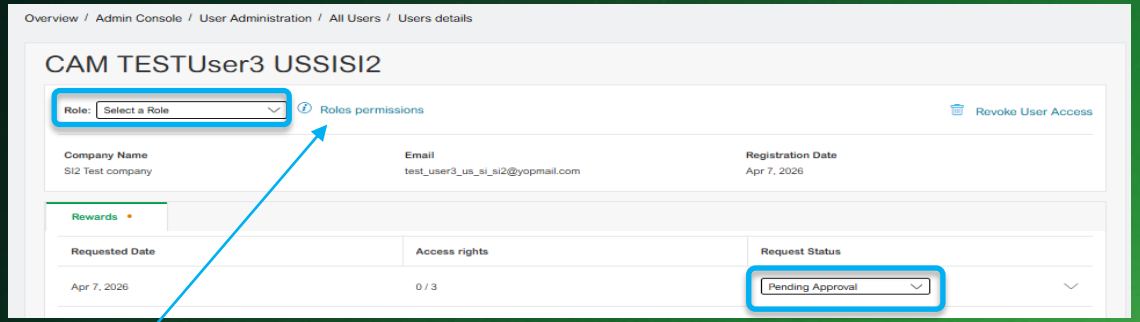
Select the account under the **Pending Approval** or **Approved** section. Select **Admin** under the dropdown.

Public

Rewards Admin (for OEM and CPB)

Public

Company Administrator: Rewards access



Company Administrators can give rewards access by changing registration status to approved.

Company Administrators can make a user a redeemer by setting status to approve as a redeemer

See tooltips for role descriptions:

Admin – will turn the user to a new Company admin and allow them to redeem.

Editor/viewer – Will approve user to have access to rewards

Public

NEW – Services Section

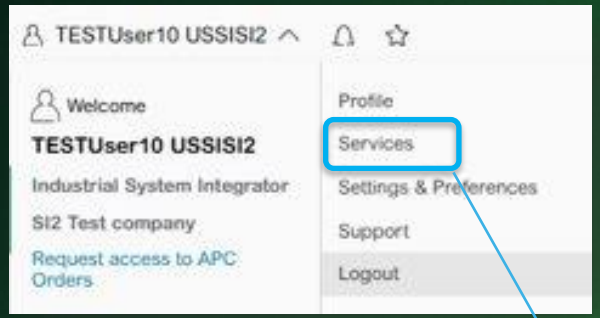
Please share this guide with others in your organization to direct them how to request access to services.

Public

All users – New Services Section

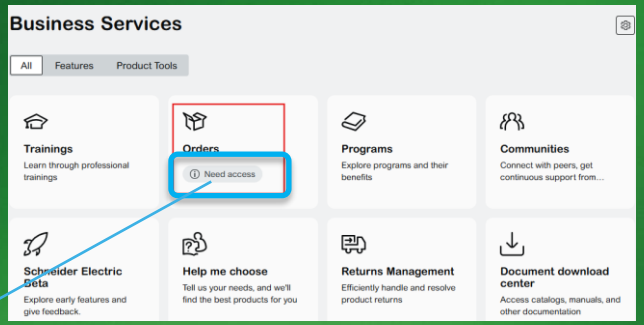
Requesting and viewing status of your service access

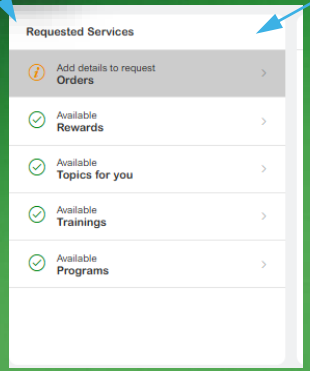
- To go to the new Services section
- Select **Services**



OR

- To go to the Homepage
- Select **Need Access** under any of the services where you don't need access



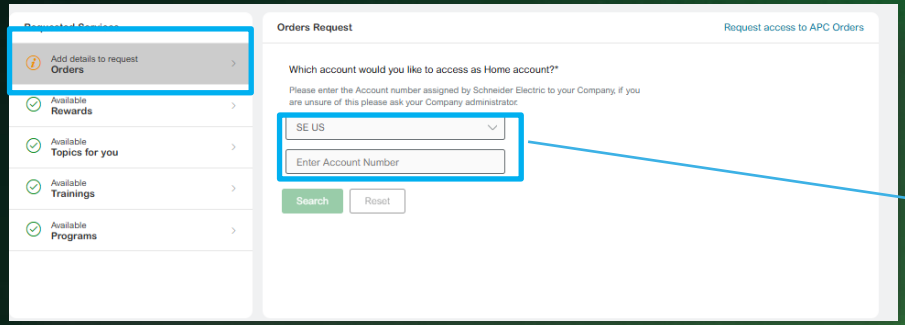


Requesting Access to Order Services

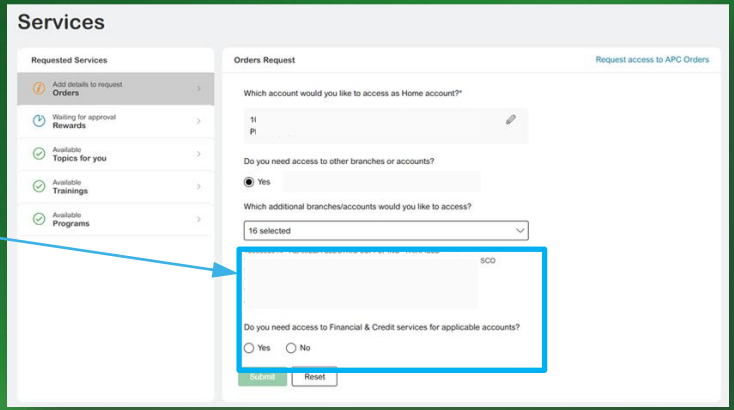
Under Orders, select:

- SE US for US Orders Access
- SE CA for Canada Order Access
- APC for Secure Power

Enter your Account ID and click SEARCH



- If you need access to additional accounts / branches, select **Yes**
- **Select** all the accounts you need access to orders
- Click **Submit**



- Your Order access has been requested, and your **Order Admin(s) will approve your access**

Public

APC –Requesting access

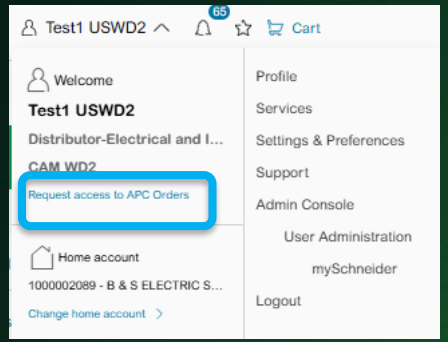
Currently, APC order experience has not been transferred to the CAM platform. Access to APC orders continues to be managed in the same way as before. Additional details can be found in the following slides.

Public

Requesting access to Order Services

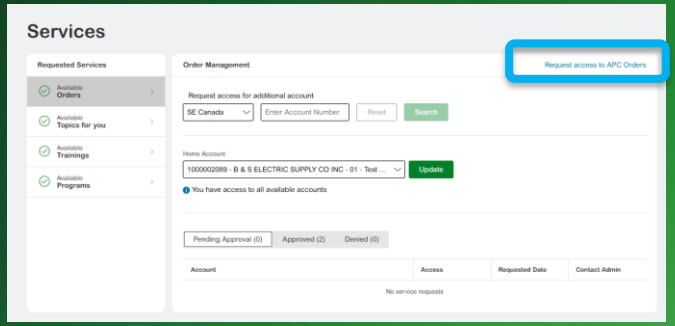
How to request access to APC – Secure Power (if applicable)

Click Avatar (name in top right corner) and select **Request access to APC orders**

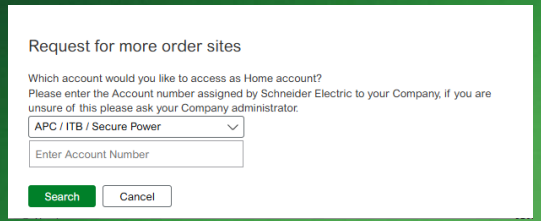


OR

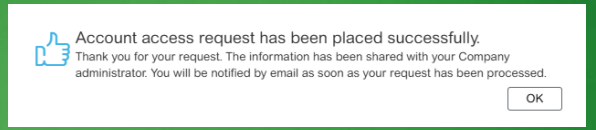
From the Services page, under Orders, select **Request access to APC orders**



Add Secure Power account ID and click **Submit**



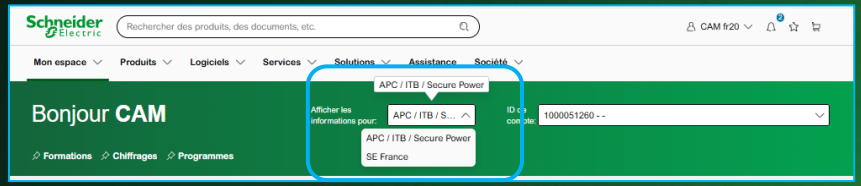
Your Secure Power Order admin will approve your request

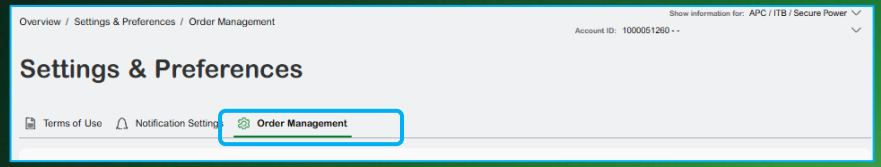


Public

APC account navigation

When switching away from the APC account users will lose the order management tab and have to navigate to the services console.





Public

Need Support?

For mySchneider admin support contact
partnerportalsupportnam@se.com

For Orders admin support chat via
mySchneider or contact
partner.commercial@se.com

Schneider Electric

Schneider Electric™

se.com

©2026 Schneider Electric. All Rights Reserved.
Schneider Electric trademark is the property of Schneider Electric,
its subsidiaries, and affiliated companies.
All other trademarks are the property of their respective owners