



ABS MyFreedom™ Client Portal

Frequently Asked Questions (FAQs)

This document will provide answers to your frequently asked questions regarding the **ABS MyFreedom™ Client Portal** workflows.

Q: How do I enroll in the ABS MyFreedom™ Client Portal?

A: Initial access to the client portal is granted by an ABS Administrator. An Administrator or Account Manager is designated for your organization based on the information provided in the registration form.

You can access the registration form here: [ABS MyFreedom Client Portal Registration Form](#).

If your organization already has an Account Manager, they can directly manage and grant access to other users without requiring the registration form. The Account Manager is responsible for managing internal user access within your organization.

Q: Who should I contact for account administrative support?

A: For any administrative support, including access changes or additional access requests, please contact your organization's designated Account Manager.

Q: Who can assist with password resets or account deletion?

- A:**
- **Password Reset:** Navigate to **My Account > Change Password** to reset your password.
 - **Update Profile Information:** Use **My Account > Edit Profile** to update your name, email address, or linked phone numbers.
 - **Account Deletion or Transfer:** For account deletion or transferring users between administrator accounts, please contact your organization's Account Manager.

Q: How can I add or remove vessels from my portal account?

A: Access to specific assets such as vessels, fleets, and projects is managed by your Account Manager or Administrator. Please contact them to modify your access.

If you are an Account Manager and need to update vessel or fleet access, please contact ABS Support at: ABSServiceDesk@eagle.org.

**Q: How do I add more users to a project or project group?**

A: Administrators and Account Managers can create new users or assign existing users to fleets, vessels, projects, or project groups using the **Access Manager** feature in the client Portal. For detailed instructions, please refer to the [Walkthrough of Access Manager Guide](#).

Q: How do I subscribe or unsubscribe from ABS email notifications for vessel activity and updates?

A: To manage your email subscriptions:

1. Go to **My Account** under your user ID.
2. Scroll to the **Vessel Access** section.
3. Click on the **Notifications** tab.
4. Select or deselect the events you wish to subscribe to or unsubscribe from.
5. Click **Submit** to save your changes.

Q: How do I request Oversight Access for vessel-based projects?

A: ABS has simplified the oversight access process. It no longer requires ABS intervention or any action from the oversight customer for vessel-based projects.

The **drawing submission customer** can directly grant oversight access through their **ABS MyFreedom Client Portal** account.

For detailed instructions, please refer to the [Granting and Modifying Oversight Permissions Guide](#).

Q: How do I request a quote or a new project?

A: For requesting a new project or a quote, please refer to the [Requesting a New Quote and Project Guide](#).

Q: How do I submit a response to findings?

A: Responding to findings is now supported with or without submission of new and/or revised drawings, reference documents, etc.

Please refer to the [Accessing and Responding to Findings Guide](#) for detailed instructions.



Q: How do I build a drawing list?

A: Building a drawing list helps you schedule drawings for the project duration and manage submission workloads as well as overall project timelines.

ABS provides a template for easily managing your drawing lists for each project. Refer to the [Scheduling a Drawing List & Maintenance Guide](#) for detailed steps.