

# *My WTC*

*A portal for you to receive specific files and tools for operating and supporting your WTC controls.*

Welcome to WTC's New Web Portal:

The My WTC web portal has been launched with major upgrades along with WTC's open website. If you have an existing portal account, please log in and check the new interface.

Sign In: <https://www.weldtechcorp.com/fileaccess/signin.php> (page 8)

If you do not have an account, then sign up for one.

Sign Up: <https://www.weldtechcorp.com/fileaccess/signup.php> (pages 4 to 7)

If you have an account but you forgot your password – then reset your password.

Forgot Password:

<https://www.weldtechcorp.com/fileaccess/forget-password.php> (pages 9 to 11)

Sign In or Sign Up for a My WTC portal account

The screenshot shows a web browser window with the URL [weldtechcorp.com/index.html](https://www.weldtechcorp.com/index.html). The browser tabs include Google Calendar, Welding Technology Corporation, WTC Web Portal Management, and Google Contacts. The website header features the WTC logo, navigation icons (home, globe, menu), a language selector, and a 'My WTC' account link. A red arrow points to the 'My WTC' link. A white callout box over the 'My WTC' link contains the text: 'CUSTOMERS If you have an account with us, please log in. OR Create a New Account'. The main content area displays a large banner with the text 'ADVANCED SOFTWARE ALGORITHMS for resistance welding' over a background image of a welding process. Below the banner, the text 'WELDING TECHNOLOGY CORP' is visible. The browser's address bar shows <https://www.weldtechcorp.com/fileaccess/signin.php>. The Windows taskbar at the bottom shows the system tray with a temperature of 20°F, search bar, and various application icons. The system clock indicates 8:54 AM on 11/28/2023.

# Register an Account: Sign Up!

The My WTC web portal will use your email address for your login,

Registration as a customer to the portal will require the following four entries as a minimum:

- 1) Email Address (for login)
- 2) Name
- 3) Company Name
- 4) Country (from a drop-down selection list)

Then you will enter a password of your choice. The interface states the password requirements – at least:

- One small letter
- One capital letter
- One number
- One of these six special character **@ # & \* \_ +**
- 8 characters

**Note: Special characters are limited to those shown above. Some characters like the exclamation mark (!) are not accepted.**

The screenshot shows the registration interface for WTCO. At the top right is the WTCO logo and a 'SIGN UP' button. The form fields are: Name (John Doe), E-mail Address (john.doe@acme.com), Company (Acme Compan), and Country (United States of). Below these are Password and Password Confirmation fields. A password requirements section lists: At least one small letter, At least one capital letter, At least one number, At least one special character @ # & \* \_ +, and Be at least 8 characters. A 'Password does not match!' error is shown. There is a 'Sign Up' button and a checkbox for 'I agree with terms of use'. At the bottom, there is a link for 'Already have an account? Sign In!' and a copyright notice: © Copyright 2023. All Rights Reserved.

# Register an Account: Sign Up!

You will need to authenticate the account by entering an OTP code that is sent to the email that you registered. Check your emails and then copy the OTP code and submit

The image shows a screenshot of an email client interface. On the left, an email titled "WTC Signup OTP" is selected, with the sender listed as "noreply <noreply@weldtechcorp.com>". The email body contains the text: "Hello | **John Doe**", "Your OTP for verification is **715510**. Please do not share your OTP with anyone.", and "Welding Technology Corp." Below the email are buttons for "Reply", "Reply to All", "Forward", and "More". On the right, a web form for "WTC WELDING TECHNOLOGY CORP" is shown. The form has a "SIGNUP" button in the top right corner. A green success message reads: "✓ Success! An OTP has been sent to your email. Please enter the OTP and proceed". Below this is a text input field labeled "Enter OTP" with a red arrow pointing to it from the email text. A red "Submit" button is located below the input field, and a link "Already have an account? Sign In!" is at the bottom.

# Register an Account: Sign Up!

You will not be able to log into your account until a manager activates your account. Wait for an email message that your account has been activated.

Once you get an email like the one shown here, you will be able to log into your account and start receiving links to files and tools for your WTC controls.

From: [noreply@weldtechcorp.com](mailto:noreply@weldtechcorp.com)

11/02/2023, 9:53 AM

To: [john.doe@acme.com](mailto:john.doe@acme.com)

Subject: New File Notification

Hello John Doe,

New file(s) have been added to your available file list by WTC Client File Access. The following file have been added:

- **Welcome**
  - Welcome to WTC New Web Portal.pdf

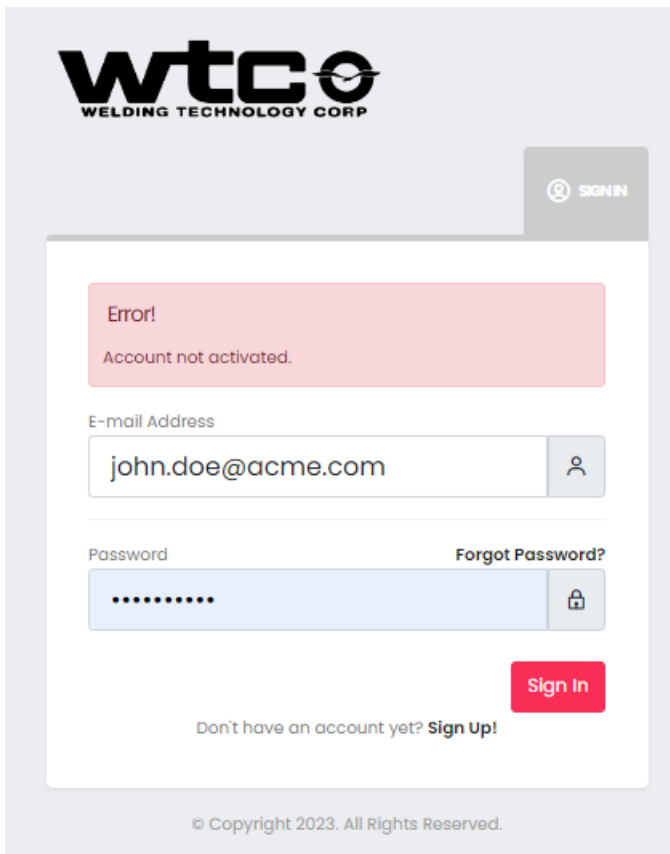
To view any of the above files, please log into your File Access account at <https://www.weldtechcorp.com/fileaccess/>

The file(s) may be accessed from various ways; Files or Groups or Part Number

Thank you.

Welding Technology Corp.

# Register an Account: Sign Up!



If you try to log into your account before your account has been activated, you will get this error message during your log in attempt:

Error!  
Account not activated

We appreciate your patience until one of our managers activates your account.

# Log into your My WTC account: Sign In

WTC  
WELDING TECHNOLOGY CORP

SIGN IN

E-mail Address  
john.doe@acme.com

Password  
.....

Forgot Password?

Sign In

Don't have an account yet? [Sign Up!](#)

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Log into your account.

If you do not have an account, then sign up for one.



# Forgot Password



The screenshot shows the WTCO login interface. At the top left is the WTCO logo (WELDING TECHNOLOGY CORP). At the top right is a 'SIGN IN' button with a user icon. The main form contains an 'E-mail Address' field with the text 'john.doe@acme.com' and a user icon. Below it is a 'Password' field with a lock icon and a 'Forgot Password?' link. A red 'Sign In' button is positioned below the password field. At the bottom of the form, it says 'Don't have an account yet? Sign Up!'. At the very bottom of the page, there is a copyright notice: '© Copyright 2023. All Rights Reserved.' A blue arrow points from the yellow text box to the 'Forgot Password?' link.

If you do not remember your password, select [Forgot Password?](#) link

# Forgot Password



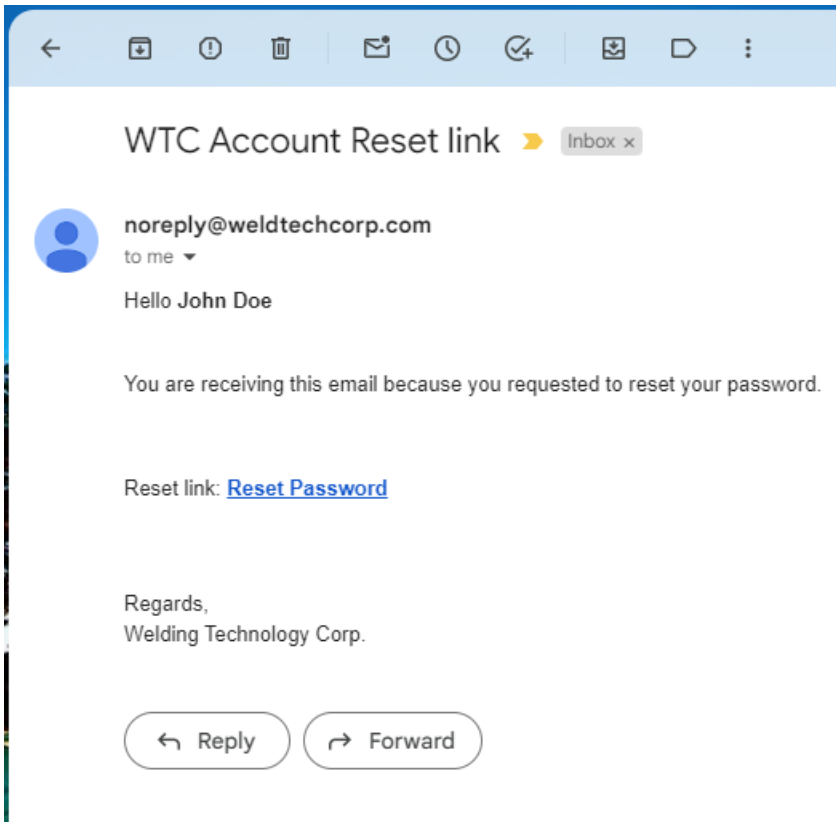
*Registered customers who have forgotten their password can reset it by pressing the “Forgot Password” link on the sign in page.*

*The customer will then have to type in their email address in the box then press the Reset Password button.*

*Look into your emails for a message from WTC.*

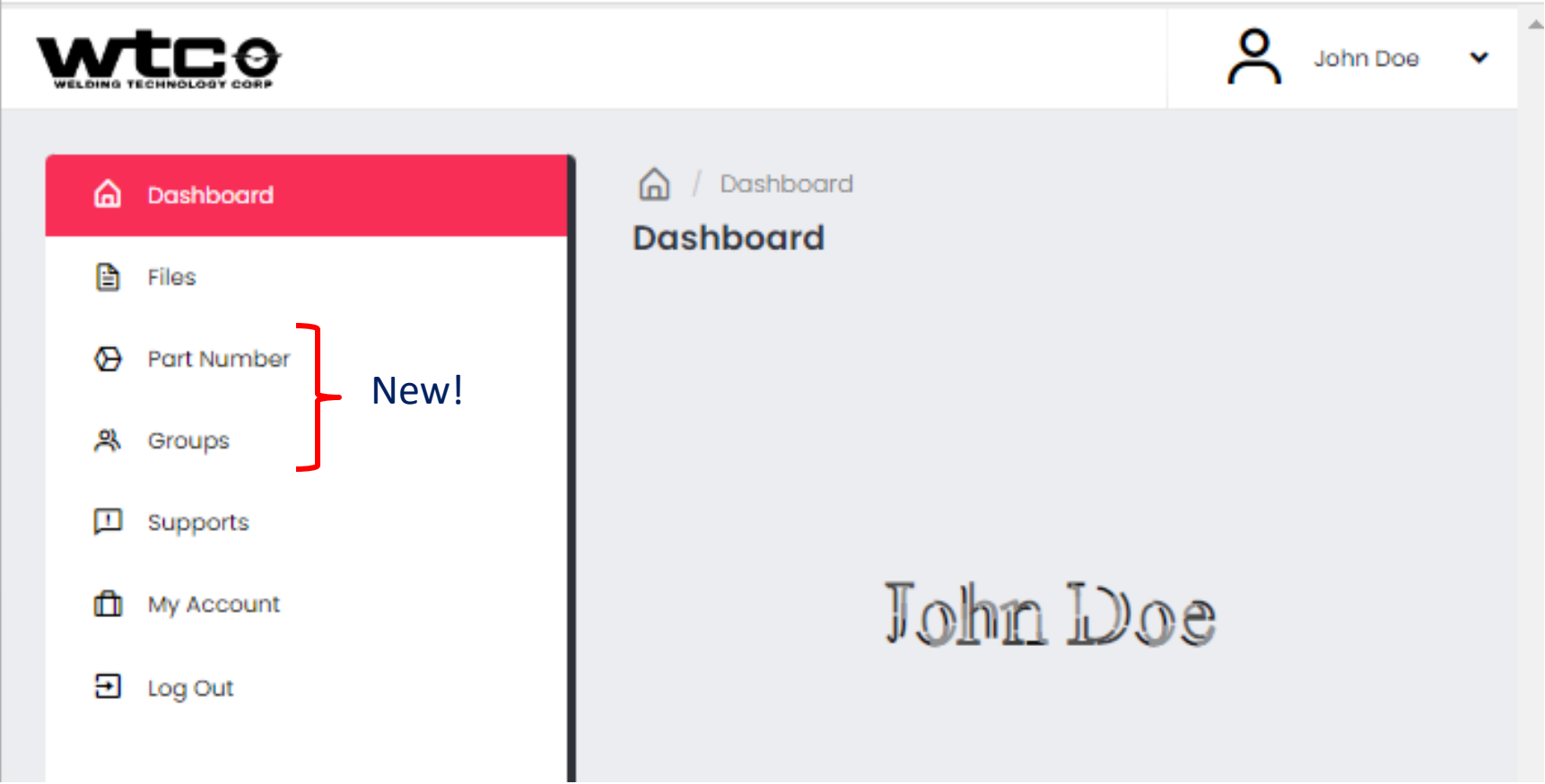


# Forgot Password



*Click on the Reset Password link and follow the directions given by the portal.*

# Customer Dashboard



The main dashboard will have all existing Action Items of the previous web portal however there will be two new action items that will make it easier for you to retrieve documents. Besides the Files action that will list files that are connected to your account, there will be Part Numbers and Groups that your account used to categorize your documents.

# Customer Viewing “Support”

The screenshot displays the WTCO customer support portal. On the left is a navigation menu with options: Dashboard, Files, Part Number, Groups, **Supports**, My Account, and Log Out. The main content area is titled 'Supports' and includes a green 'Add New' button. Below this is a 'Supports List' section with a dropdown for '10 records per page' and a search bar. A table with columns 'Date', 'Reason', 'Message', 'Status', and 'Action' is shown, but it is empty with the message 'No data available in table'. At the bottom of the table are 'Previous' and 'Next' buttons. The user 'John Doe' is logged in, as indicated by the profile icon and name in the top right.

All users can send a request for support as shown here:

Files

Part Numbers

Groups

Support (*Highlighted because it is the selected view*)

My Account

Log Out

In this view, John Doe can see that there is no previous Support Requests in his history.

John Doe can add a request by clicking on “Add New” button

The original WTC portal had a “Support” request interface that allowed you to send requests.

The new portal however has a list of all open and closed issues on the panel for you to see your historical requests.

# Customer Creating Support Request

The screenshot shows a web interface for WTCO (Welding Technology Corp). At the top left is the WTCO logo. At the top right, a user profile for 'John Doe' is visible. A left-hand navigation menu includes links for Dashboard, Files, Part Number, Groups, Supports, My Account, and Log Out. The main content area is titled 'Support' and 'Add New Support'. It contains a form with the following fields: 'Support Information' section with 'Your Email \*' (containing 'john.doe@acme.com') and 'Reason for contact\*' (a dropdown menu with 'Request more files' selected). Below this is a 'Message \*' text area containing the text: 'Message: I need to download a T2050 manual pdf format from your website, please help'. A red 'Send' button is located at the bottom right of the form.

Email is automatically entered; you need to select the reason for contact from a drop-down list and then compose your message as to the details of your support request.

Once completed, press SEND to register the request.

# Customer Creating Support Request

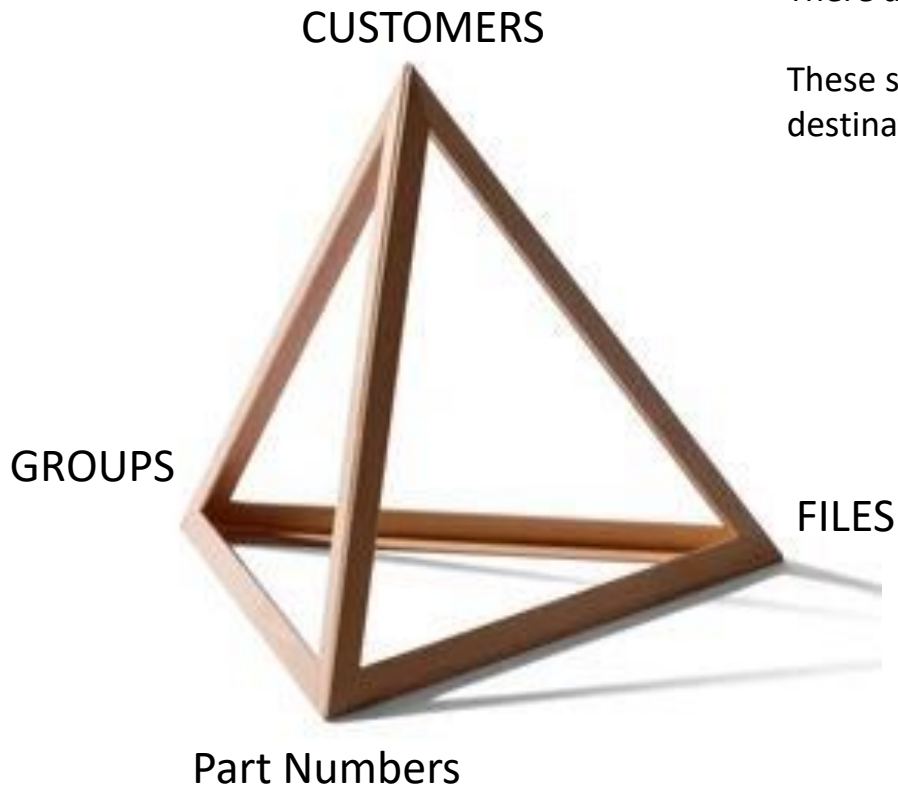
The screenshot shows the WTCO customer support portal interface. At the top left is the WTCO logo (WELDING TECHNOLOGY CORP). At the top right is a user profile for John Doe. A left sidebar contains navigation links: Dashboard, Files, Part Number, Groups, **Supports** (highlighted in red), My Account, and Log Out. The main content area is titled 'Supports' and includes an 'Add New' button. A green success message box states 'Success! Request sent successfully'. Below this is a 'Supports List' section with a dropdown for '10 records per page' and a search bar. A table displays one support request:

Date ↑↓	Reason ↑↓	Message ↑↓	Status ↑↓	Action ↑↓
11-12-2022	Request more files	Message: I need to download a T2050 manual pdf format from your website, please ...	Open	<a href="#">Details</a>

At the bottom of the table are 'Previous', '1', and 'Next' navigation buttons.

# Customers Accessing Files

## Spokes of the Tetrahedron: Linking Customers, Files, Groups, and Part Numbers



There are six spokes in this model that create linkages

These spokes are vectors, however since the start and destinations can be reversed, we can think of twelve vectors.

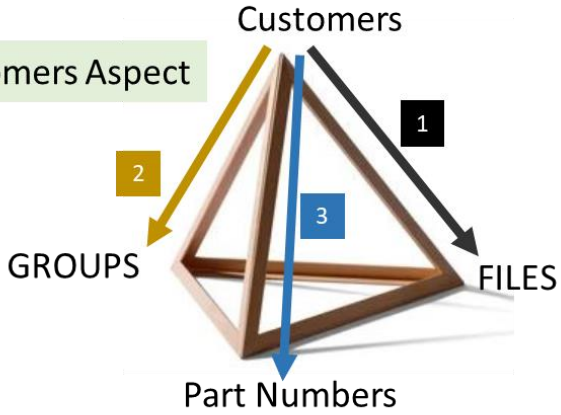
1. Customers to Files
2. Customers to Groups
3. Customers to Part Numbers
4. Files to Customers
5. Files to Groups
6. Files to Part Numbers
7. Part Numbers to Customers
8. Part Numbers to Files
9. Part Numbers to Groups
10. Groups to Customers
11. Groups to Files
12. Groups to Part Numbers

All these twelve links (vectors) are established by web portal managers in different panels of the web portal to serve you!

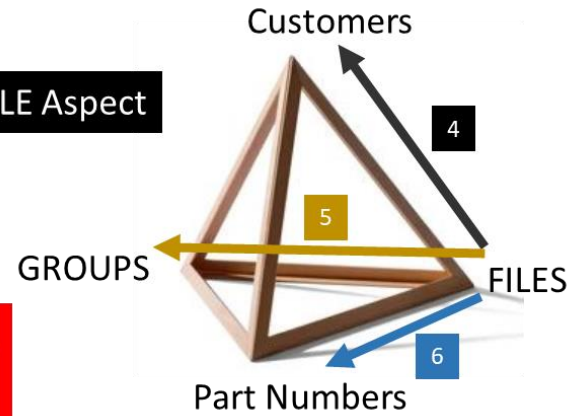


# The Twelve Vectors Creating Links

Customers Aspect

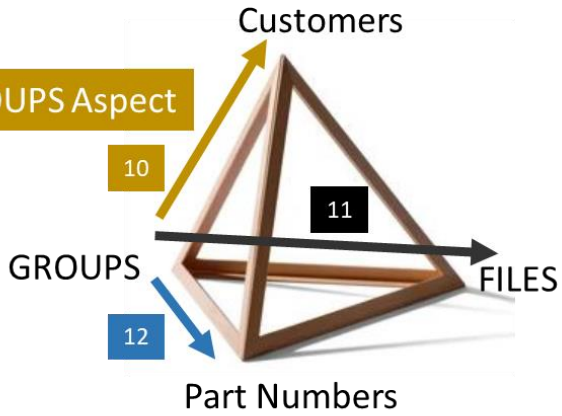


FILE Aspect

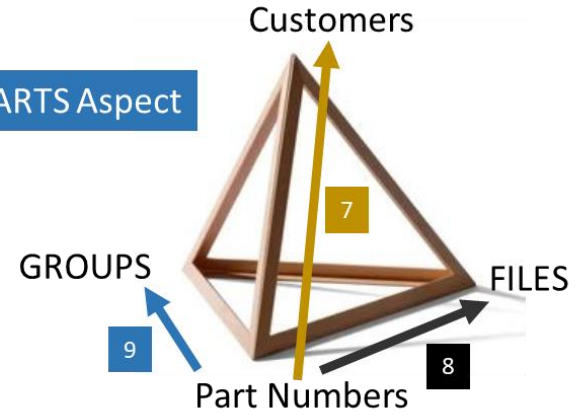


12 Vectors over 4 Aspects

GROUPS Aspect

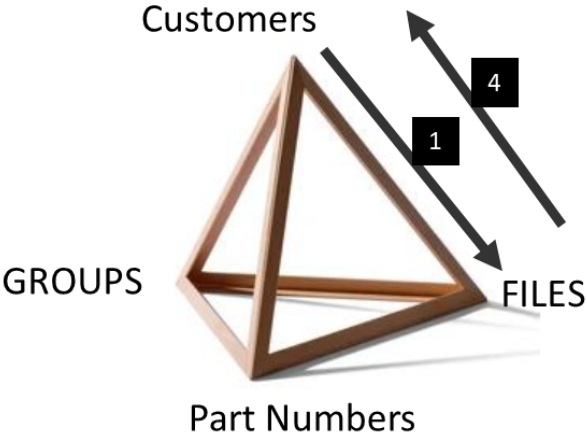
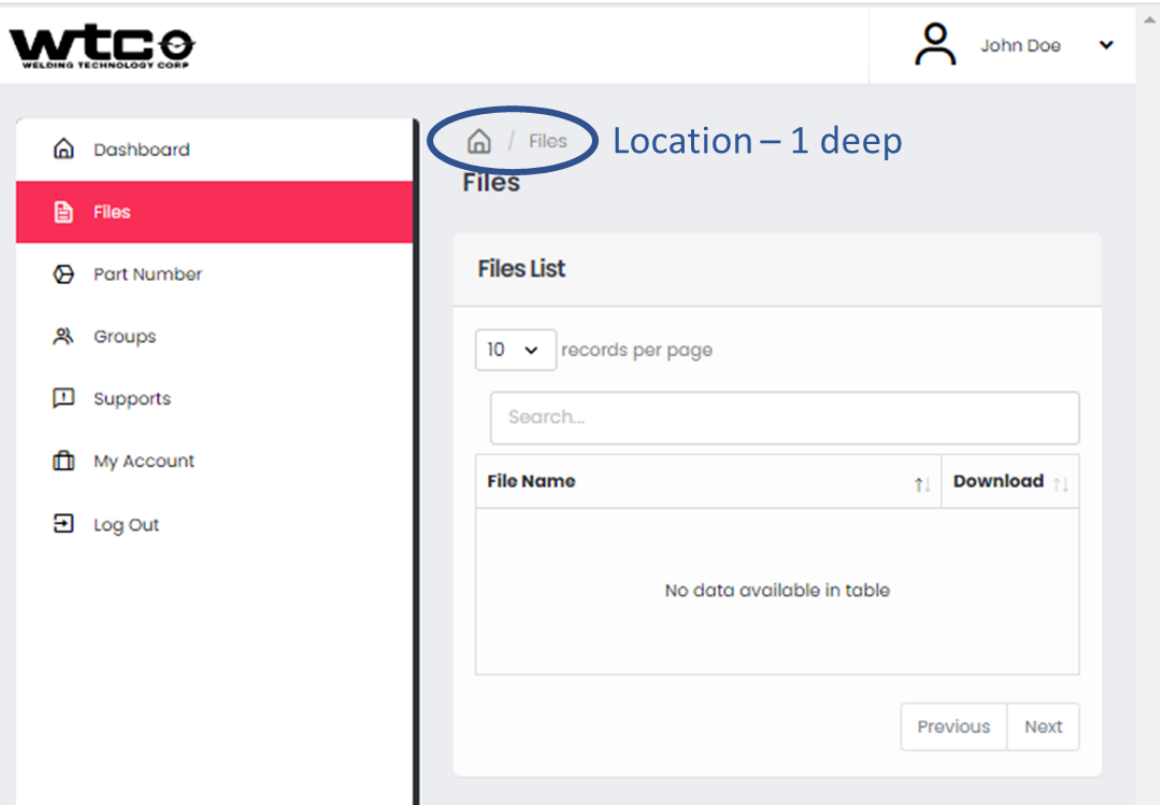


PARTS Aspect



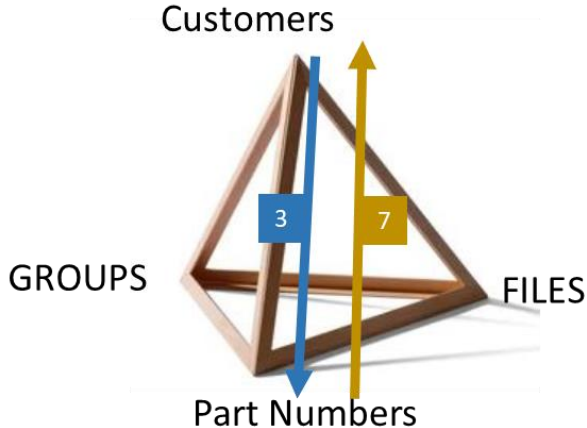
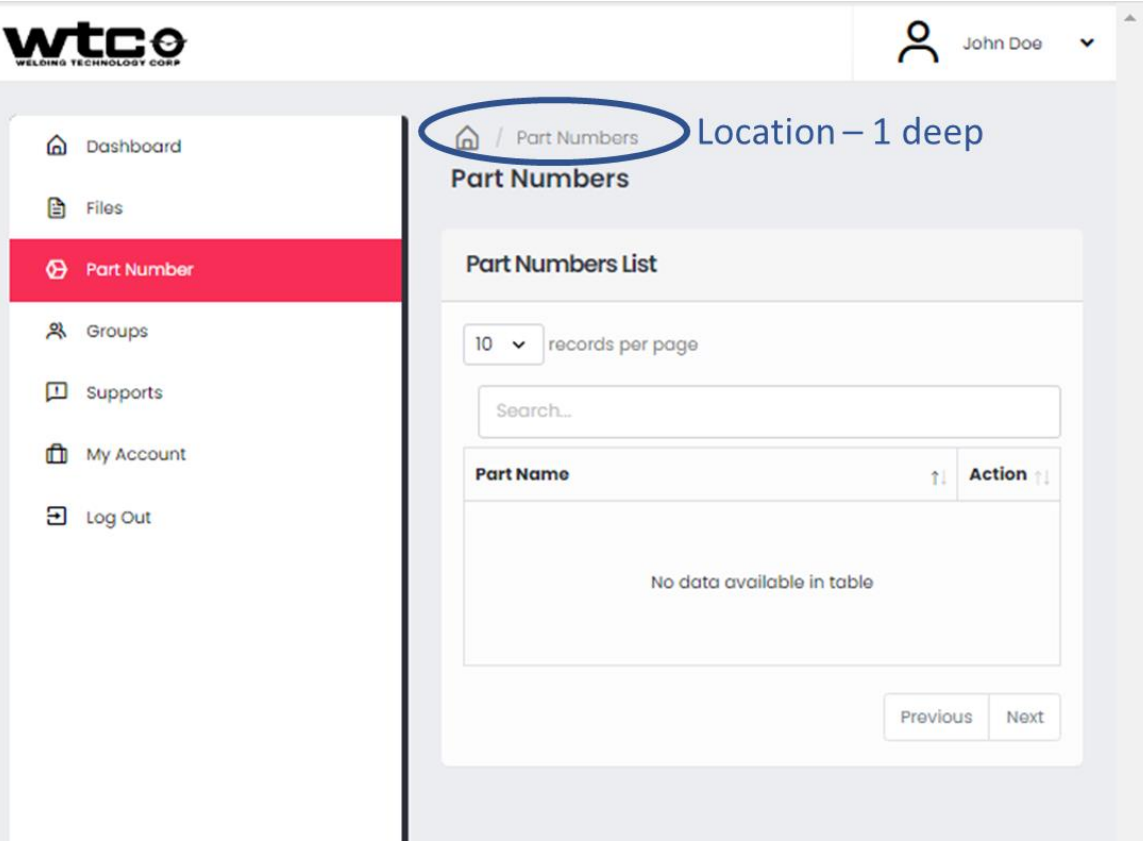
There are many ways to link up a customer to a file

# Customer Links to Files (Direct & Indirect)



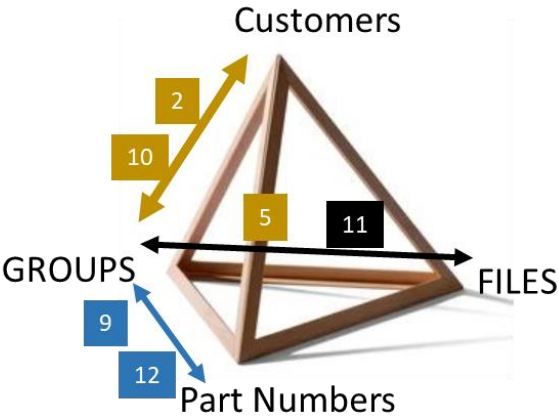
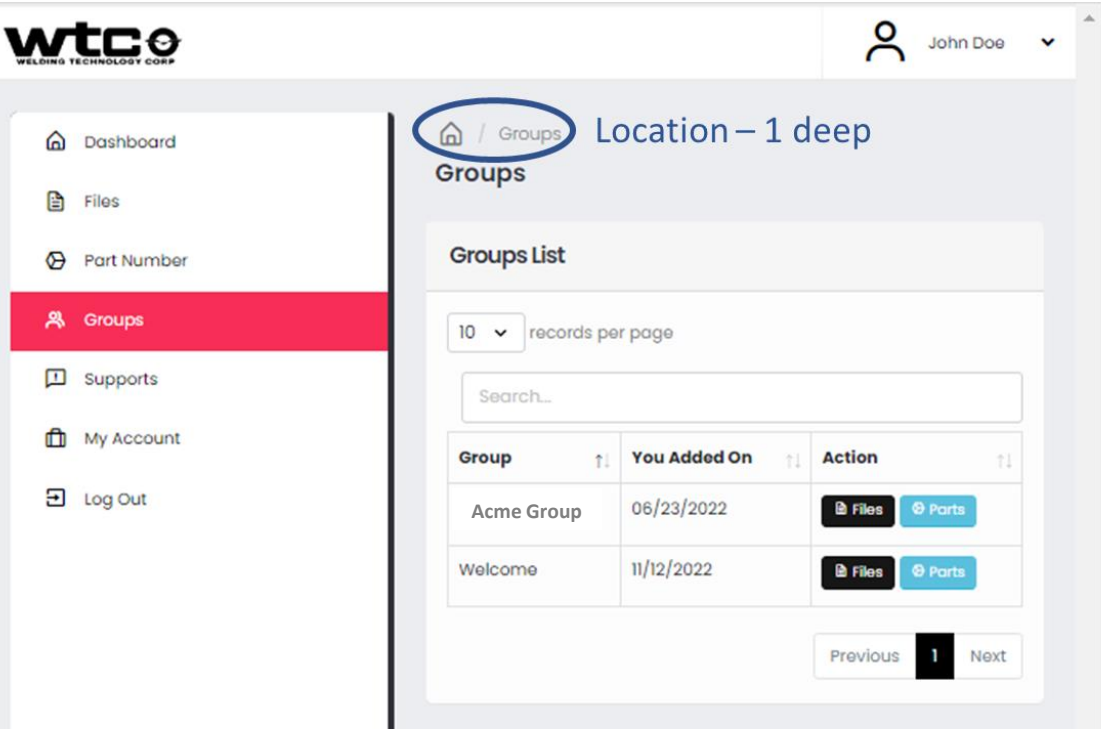
John Doe is looking to see if he has any links to FILES in his account. The Box in the Files List is empty meaning that there is no linkage on vectors 1 or 4. Files may be available to John Doe by other vector combinations. If there were vectors 1 or 4 linkages to the John Doe customer account, then a list of files would appear in the Files List.

# Customer Links to Files (Direct & Indirect)



John Doe is looking to see if he has any links to PARTS in his account. The Box in the Part Numbers List is empty meaning that there is no linkage on vectors 3 or 7. Files may be available to John Doe by other vector combinations. If there were vectors 3 or 7 linkages to the John Doe customer account, then a list of files that may be link to such parts would appear as an ACTION button.

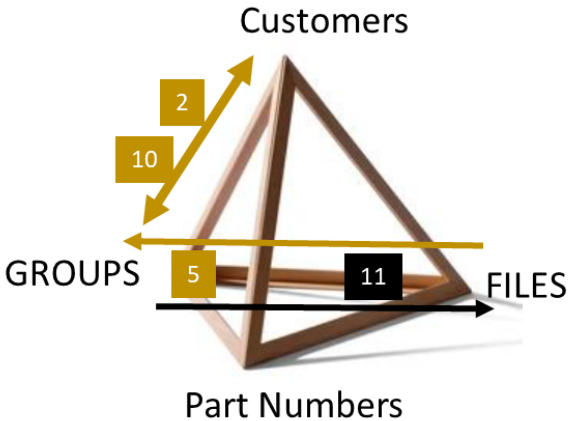
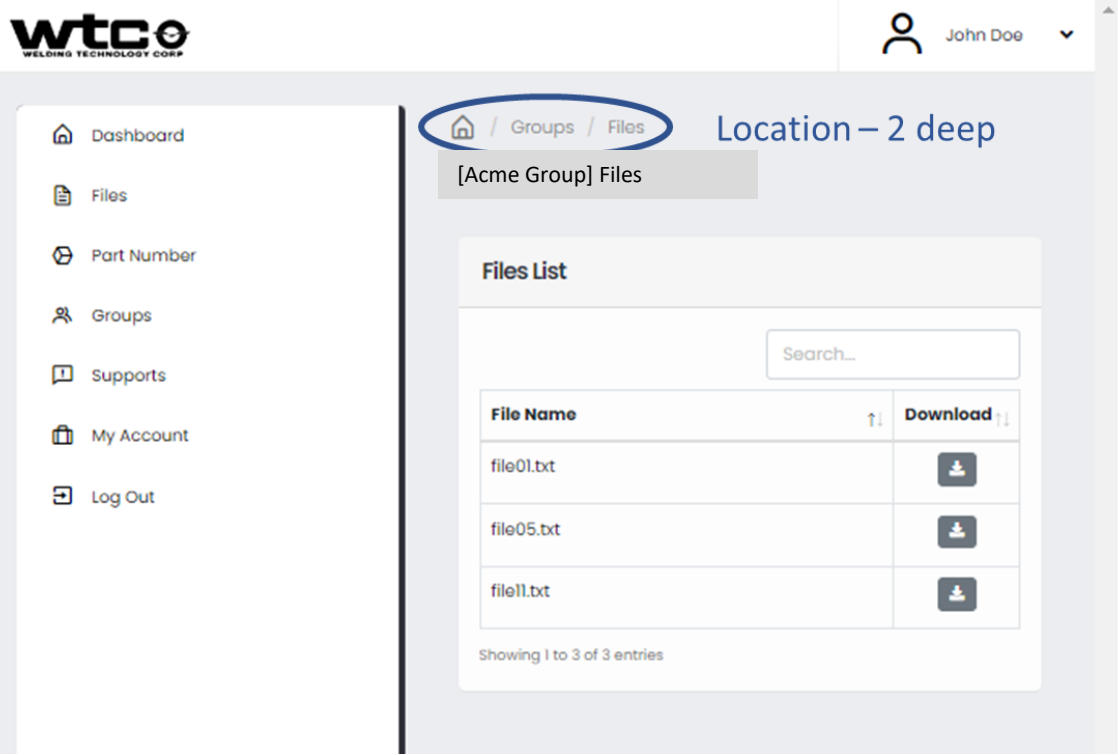
# Customer Links to Files (Direct & Indirect)



Although John Doe does not have direct links to FILES or PARTS, he is looking to see if he has any links to FILES by way of GROUPS that he may belong to. The Box in the Groups List has content. He can see that he has links to files from the combination of vectors (2 or 10) and (5 or 11).

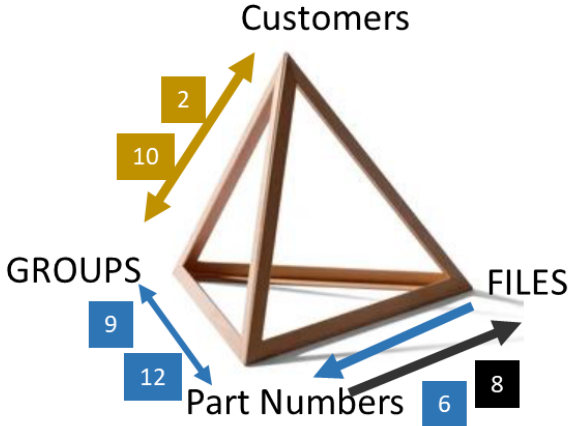
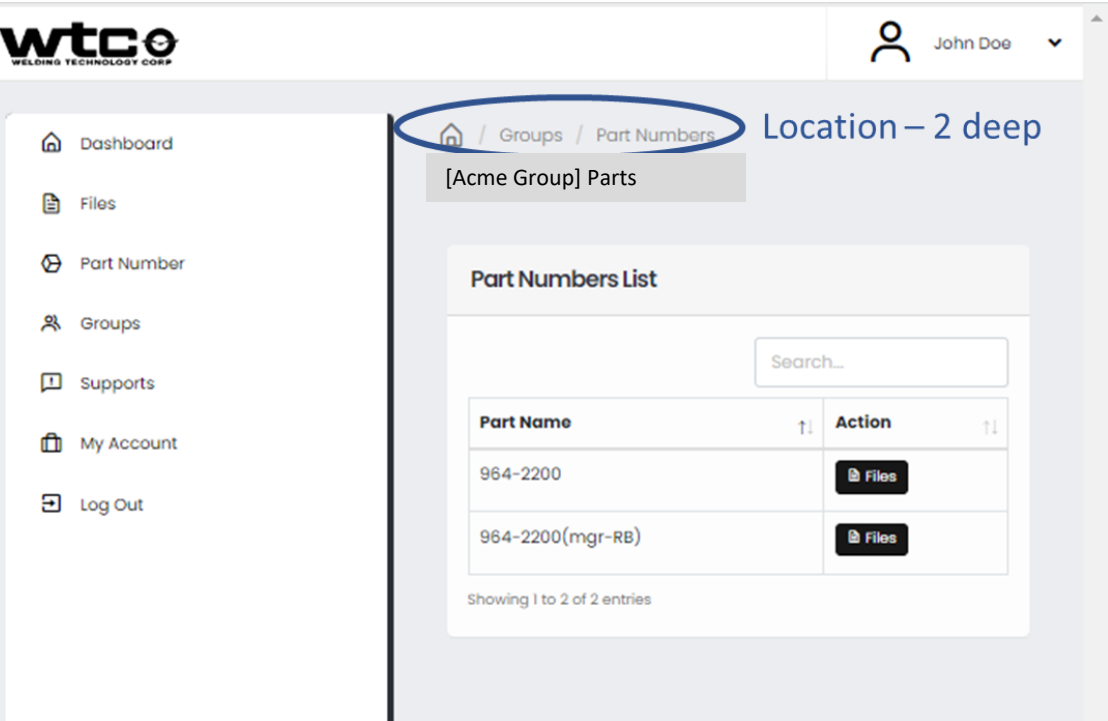
From the Files action button (black button), he can see that there may be a list of files available. Also, from the combination of vectors (2 or 10) and (9 or 12), there is connection to Parts and perhaps another vector can provide some more files between PARTS and FILES.

# Customer Links to Files (Direct & Indirect)



John Doe can see that he has links to files from the combination of vectors (2 or 10) and (5 or 11).  
From the Files action button on the [Acme Group] group, he can see that there is a list of files available to download.

# Customer Links to Files (Direct & Indirect)



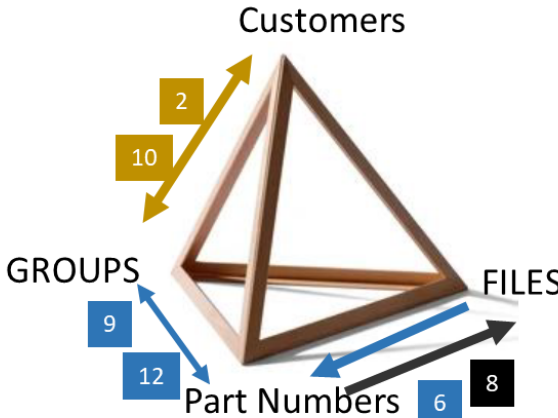
John Doe can see that he has links to files from the combination of vectors (2 or 10) then (9 or 12) and then (6 or 8).  
From the Files action button, he can see that there is a list of files available to download.

# Customer Links to Files (Direct & Indirect)

The screenshot shows the WTCO web application interface. At the top left is the WTCO logo (WELDING TECHNOLOGY CORP). At the top right is the user profile 'John Doe'. A breadcrumb trail is highlighted with a blue oval: [Home](#) / [Groups](#) / [Part Numbers](#) / [Files](#). Below the breadcrumb is the text 'Location - 3 deep' and '[964-2200] Files'. The main content area is titled 'Files List' and includes a dropdown for '10 records per page', a search bar, and a table of files.

File Name	Download
file01.txt	
file06.txt	
file08.txt	
WTC-building.jpg	

At the bottom of the file list are 'Previous', '1', and 'Next' navigation buttons.



Results of the complex connection:  
User to Group to Part Numbers to Files

This would be a typical linkage for customers belonging to large groups that have standardized with an array of WTC part numbers.