

## Wabtec Customer Web Center (CWC)



## Training Guide - Wabtec Employee Registration Process

## Table of Contents

- 1. Introduction .....3
  - 1.1 Scope .....3
  - 1.2 Intended Users.....3
- 2. CWC Account Registration .....3
  - 2.1 Wabtec Employee with valid Wabtec account credentials .....3
  - 2.2 Lobby page .....7
- 3. Forgot Password .....8
  - 3.1 CWC – Recover Password Reset Via Email .....9
  - 3.2 CWC – Recover Password Reset Via SMS..... 11
  - 3.3 CWC – Recover Password Reset Voice Call ..... 13
- 4.0 Self - Reactivation..... 15

Version	Version Date	Types of Changes	Owner/Author
1.0	October, 2020	Creation	Wabtec CWC Support Team

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## 1. Introduction

### 1.1 Scope

This document provides users with instructions on the following:

1. Registration to CWC application
2. How the user is authenticated and authorized to access CWC application
3. Forgot Password
4. Self-Reactivation

### 1.2 Intended Users

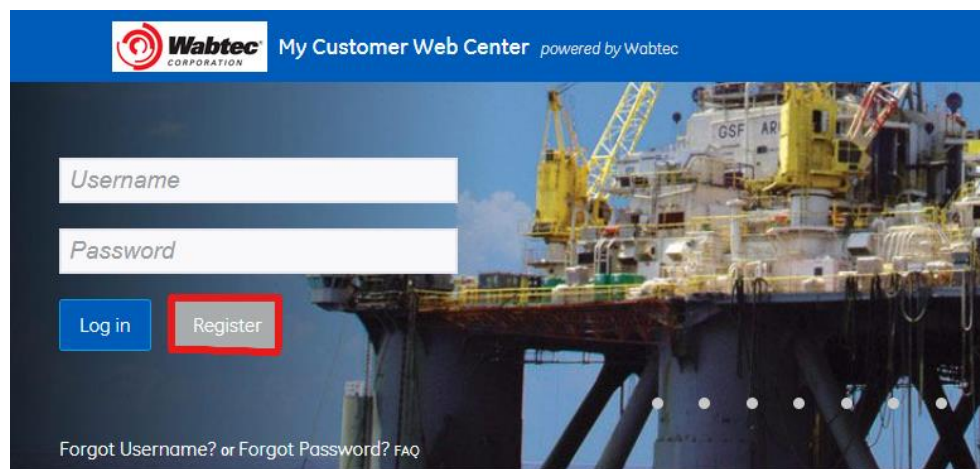
All Wabtec Employee users who would like to have an access to the CWC Application will use this document for detailed instructions on how to create a new CWC account profile in order to access the CWC application.

## 2. CWC Account Registration

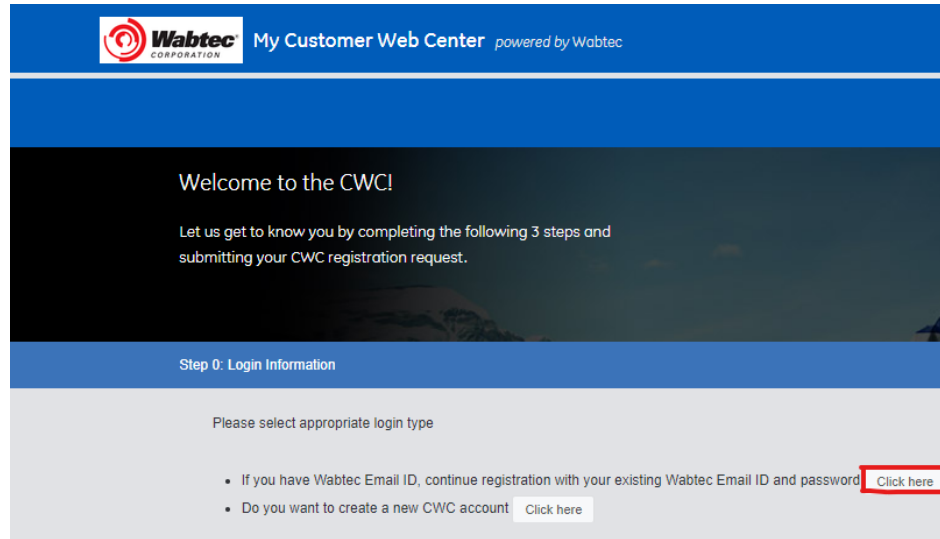
### 2.1 Wabtec Employee with valid Wabtec account credentials

If you are a Wabtec employee with an existing Wabtec Okta account and **do not** have access to CWC application then you should register to the CWC application. Follow the below instructions to register to the CWC application:

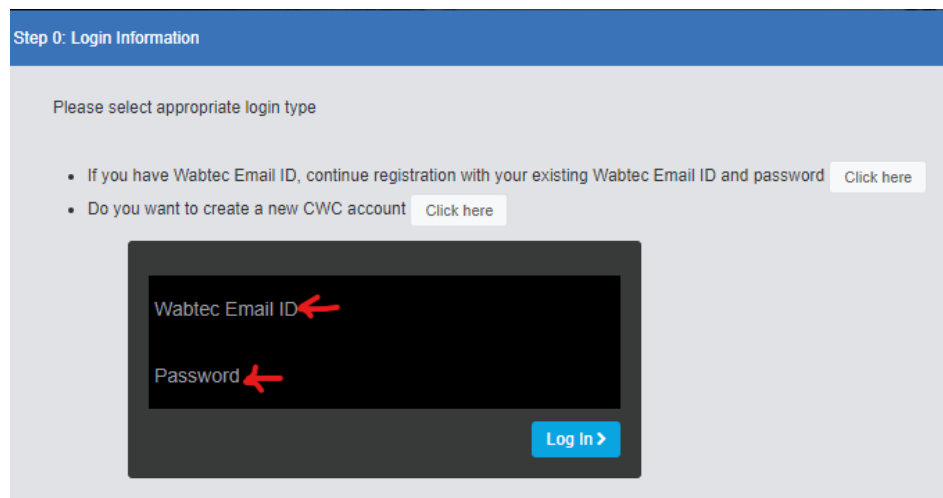
1. Click on the URL <https://customer.wabtec.com/> you will be redirected to CWC Login page. Click on 'Register' button



2. Select the first option shown on the login information screen: 'If you have Wabtec Email ID, continue registration with your existing Wabtec Email ID and password'

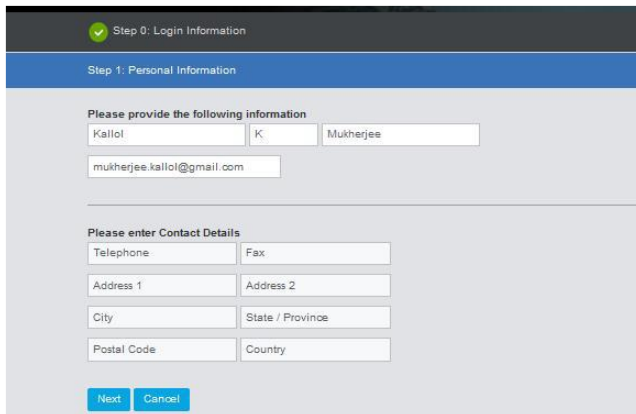


3. Introduce your Wabtec Email ID and your Wabtec's account password

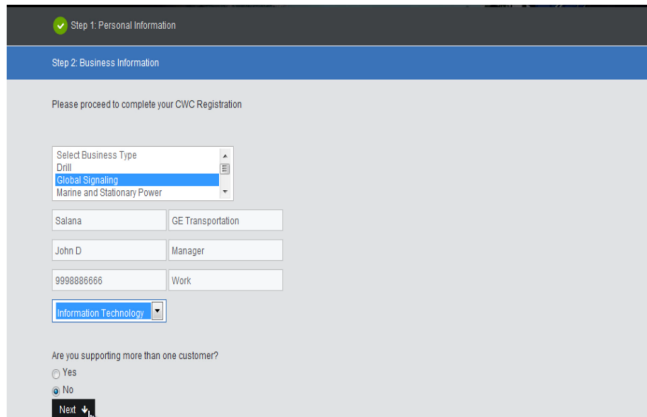


- Enter the personal information and click 'Next'. Enter your business information, If you want to access more than one business types then press 'ctrl' on the keyboard and select all the business types you want to access and click on 'Next'

*Caution: If the data entered is wrong or incomplete the form will not move to the next stage. The incomplete/wrong fields will be highlighted in red and the missing details will be shown in the top of the page. Correct the details and click on 'Next'.*

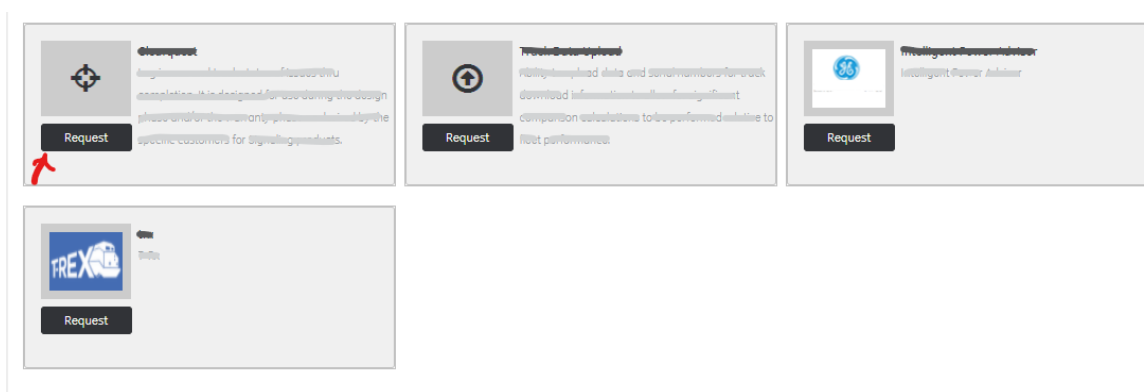


The screenshot shows two parts of the registration process. The top part is 'Step 0: Login Information' with a green checkmark. Below it is 'Step 1: Personal Information' with a blue header. The form asks for personal details: Name (Kallol K Mukherjee), Email (mukherjee.kallol@gmail.com), Telephone, Fax, Address 1, Address 2, City, State / Province, Postal Code, and Country. There are 'Next' and 'Cancel' buttons at the bottom.

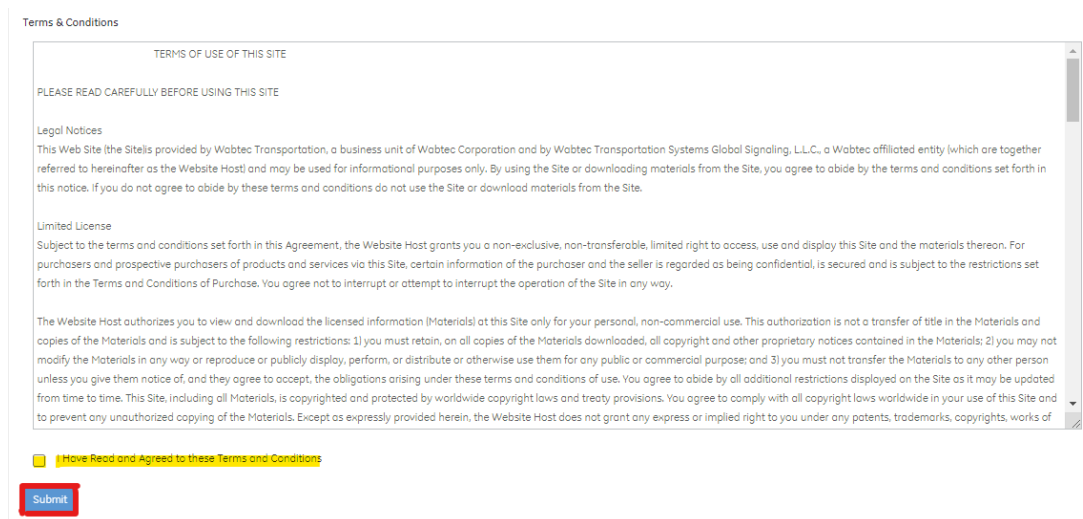


The screenshot shows 'Step 2: Business Information' with a blue header. It asks to complete CWC Registration. Fields include: Select Business Type (Global Signaling, Marine and Stationary Power), Salana (GE Transportation), John D (Manager), 999888666 (Work), and Information Technology. A question asks 'Are you supporting more than one customer?' with 'Yes' and 'No' radio buttons. A 'Next' button is at the bottom.

- List of Applications based on your business profile will be shown on the screen, you can select the applications that you want to access; the selected applications will be highlighted with green. Unselect the application by clicking on previously selected application and highlighted green color will be removed



6. Go through the terms and conditions on the screen and select 'I have read terms and conditions' checkbox. To verify previously entered details you can click on 'Back' button. Click on 'Submit' button.



The screenshot shows a 'Terms & Conditions' window with the following content:

**TERMS OF USE OF THIS SITE**

PLEASE READ CAREFULLY BEFORE USING THIS SITE

**Legal Notices**  
This Web Site (the Site) is provided by Wabtec Transportation, a business unit of Wabtec Corporation and by Wabtec Transportation Systems Global Signaling, L.L.C., a Wabtec affiliated entity (which are together referred to hereinafter as the Website Host) and may be used for informational purposes only. By using the Site or downloading materials from the Site, you agree to abide by the terms and conditions set forth in this notice. If you do not agree to abide by these terms and conditions do not use the Site or download materials from the Site.

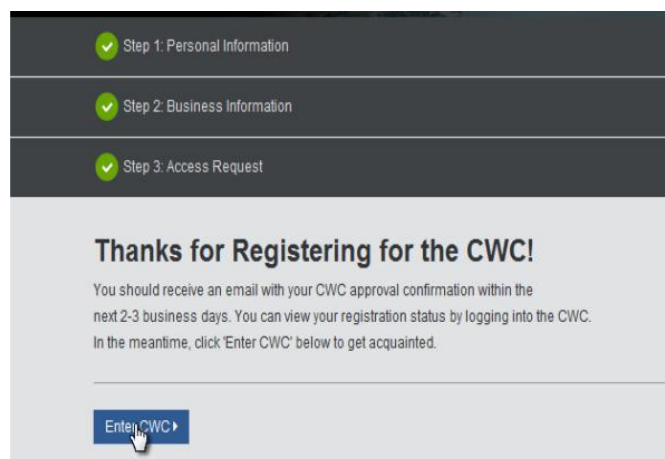
**Limited License**  
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Move Read and Agreed to these Terms and Conditions

**Caution:** *If the data entered is wrong or incomplete then the form will not move to the next stage. The incomplete/wrong fields will be highlighted in red and the missing details will be shown in the top of the page. Correct the details and click on 'Submit'.*

7. After successful submission you will receive an email from CWC admin, you will also get the confirmation message on the screen and an additional button: 'Enter CWC', Press 'Enter CWC' button and you will be directed to the Lobby Page



The screenshot shows a confirmation screen with the following content:

- Step 1: Personal Information
- Step 2: Business Information
- Step 3: Access Request

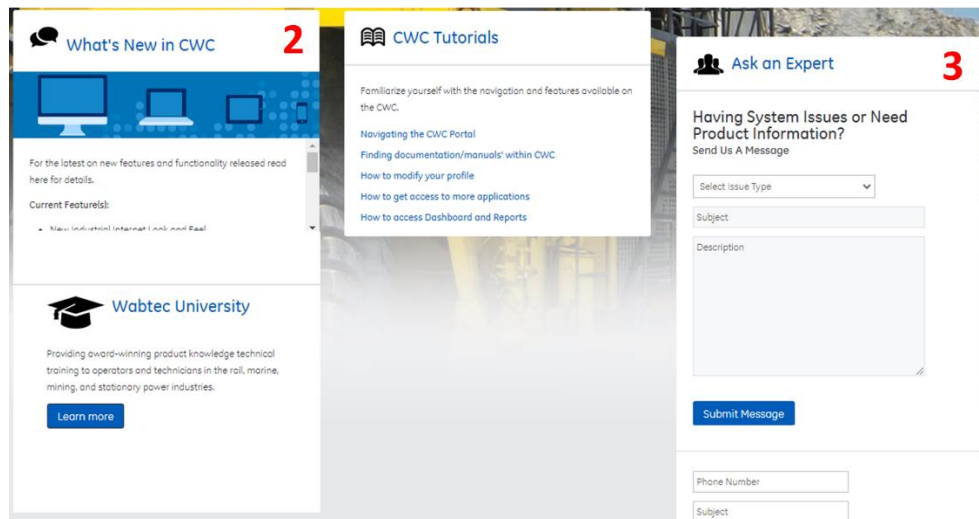
**Thanks for Registering for the CWC!**

You should receive an email with your CWC approval confirmation within the next 2-3 business days. You can view your registration status by logging into the CWC. In the meantime, click 'Enter CWC' below to get acquainted.

**NOTE:** *If you are a Wabtec employee and you do not need access to 'Order Placement' you will be directly given access to CWC Portal*

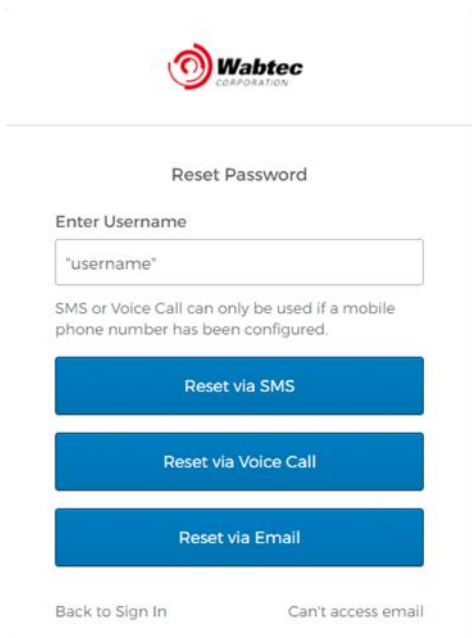
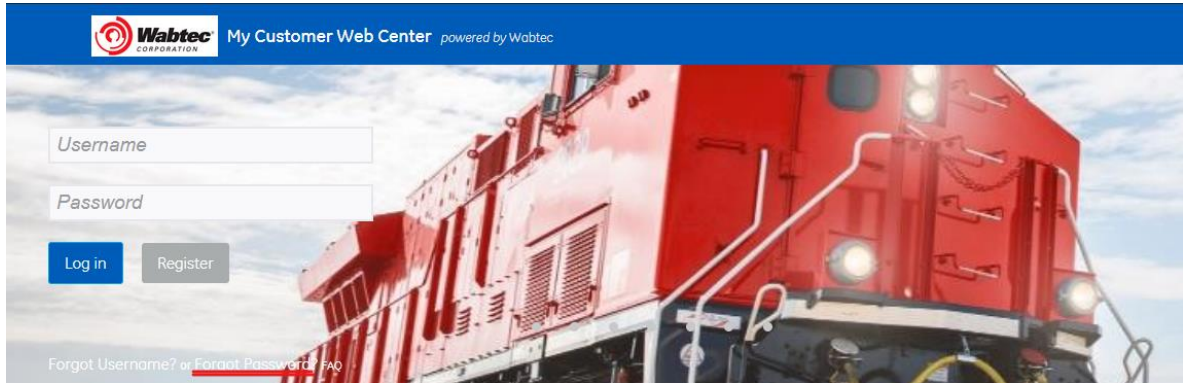
## 2.2 Lobby page

1. You will be directed to lobby page when
  - a) You complete the registration for CWC and click on 'Enter CWC' button
  - b) You log in to CWC application using Wabtec account credentials but your CWC access request is not yet approved
2. You can view following things on Lobby page: Latest news for your selected business types, 'CWC Tutorials', Latest blogs, 'Connect with Us' widget.
3. You can also reach out to customer service representative using following options:
  - a) Send us a message: Type a message in a given text box and click on 'Submit Message' button. Customer service representative will reach back to you within 2-3 business days.



### 3. Forgot Password

If you forget your password and cannot login to the CWC application. Click on 'Forgot Password' link on the CWC login page <https://customer.wabtec.com>, you will be redirected to Okta password reset page as shown below. You can reset your password in 3 ways.



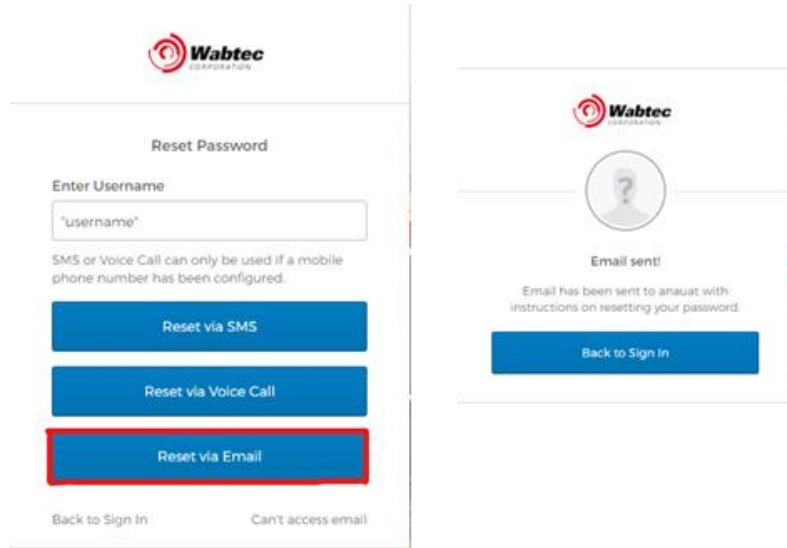
Introduce your email address and select one of the following options:

1. Reset Via Email – Recommended for the first password reset.
2. Reset Via SMS – only works if a phone number has been configured
3. Reset via Voice Call - only works if a phone number has been configured



### 3.1 CWC – Recover Password Reset Via Email

Introduce your email address and click on select “Reset Via Email” a confirmation page will be displayed.



You will receive an email with instructions, click on “Reset Password”

#### Account password reset

WS Wabtec SSO <noreplysso@wabtec.com>  
To

If there are problems with how this message is displayed, click here to view it in a web browser.

EXTERNAL EMAIL: Do not click links or open attachments unless you recognize the sender and know the content is safe.



Wabtec - Authentication Password Reset Requested

Hi "Wabtec User",

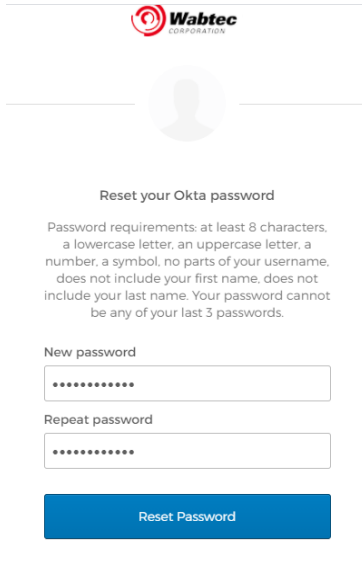
A password reset request was made for your Okta account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset the password for your username, "username":

[Reset Password](#)  
This link expires in 2 hours.

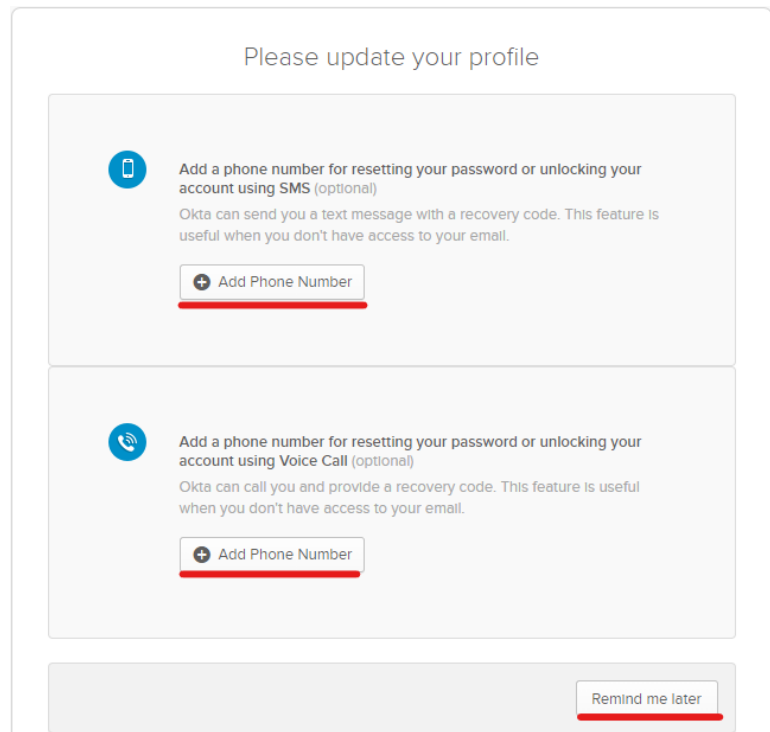
If you experience difficulties accessing your account, send a help request to your administrator.

Go to your [Sign-in Help](#) page. Then click the Request help link.



A new window will be opened. Introduce password that matches requirements & click "Reset Password".

Profile update will be prompted if additional information is missing, this can be skipped.



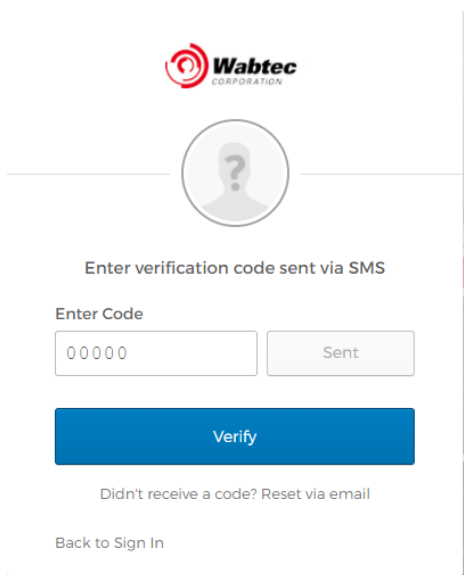
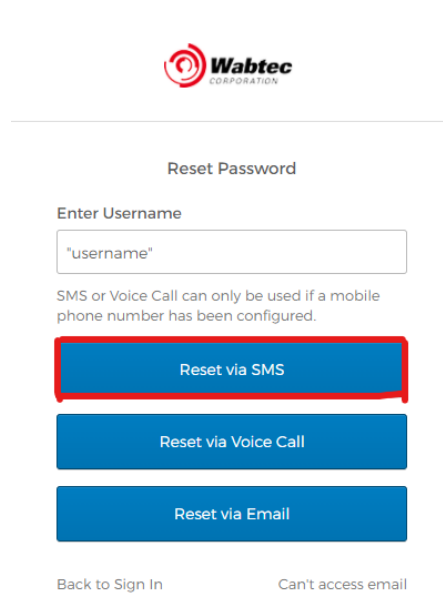
Once Completed go back to CWC login page <https://customer.wabtec.com> and login using email address and new password

### 3.2 CWC – Recover Password Reset Via SMS

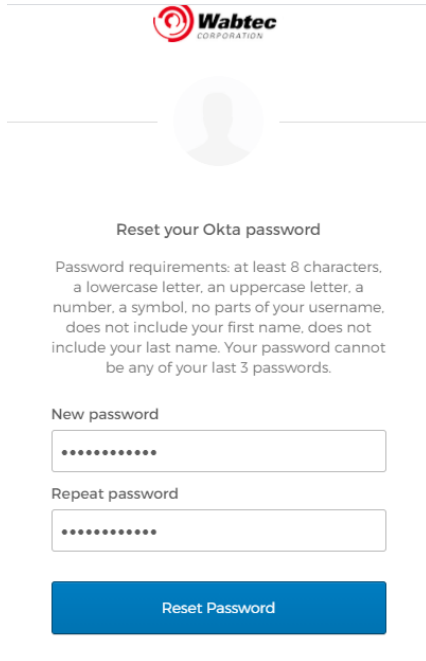


Reset Via SMS will only work if Phone Number was previously provided on Okta account settings

Introduce your email address and click on select "Reset Via SMS" a confirmation page will be displayed.

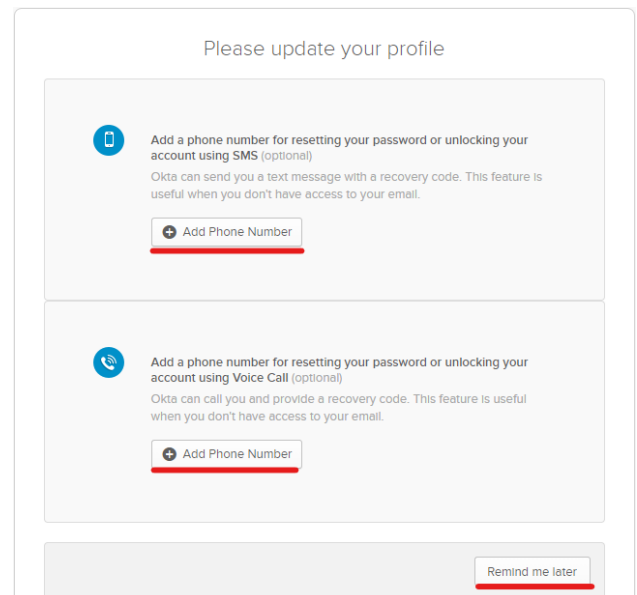


Introduce the Code received by SMS and click Verify



A new window will be opened. Introduce password that matches requirements & click "Reset Password".

Profile update will be prompted if additional information is missing, this can be skipped.



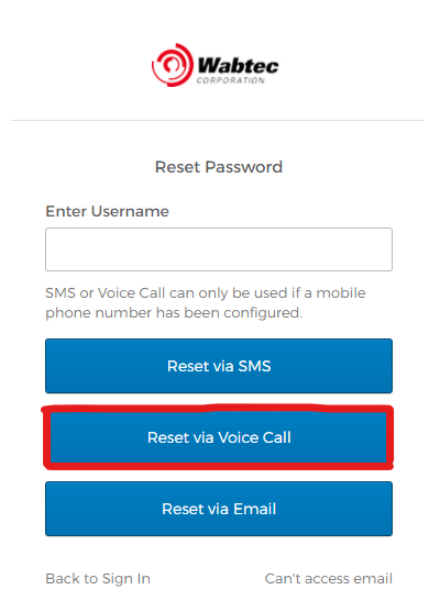
Once Completed go back to CWC login page <https://customer.wabtec.com> and login using email address and new password

### 3.3 CWC – Recover Password Reset Voice Call

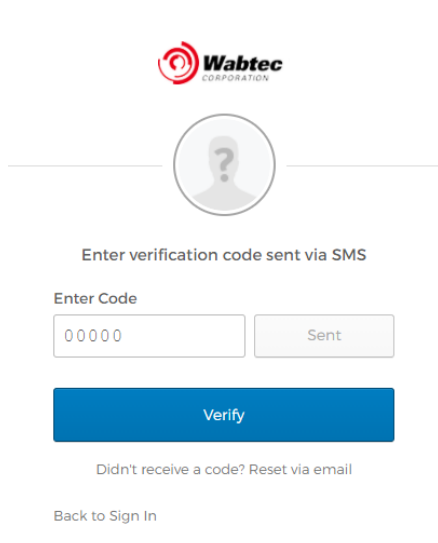


Reset Via Voice Call will only work if Phone Number was previously provided on Okta account settings

Introduce your email address and click on select "Reset Via Voice Call" a confirmation page will be displayed.



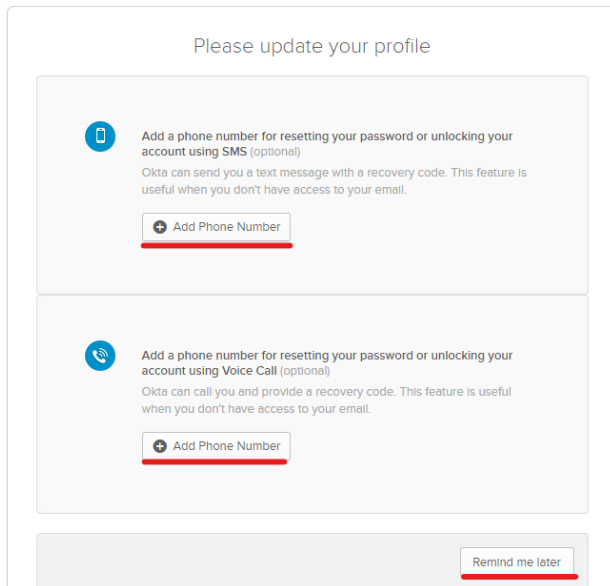
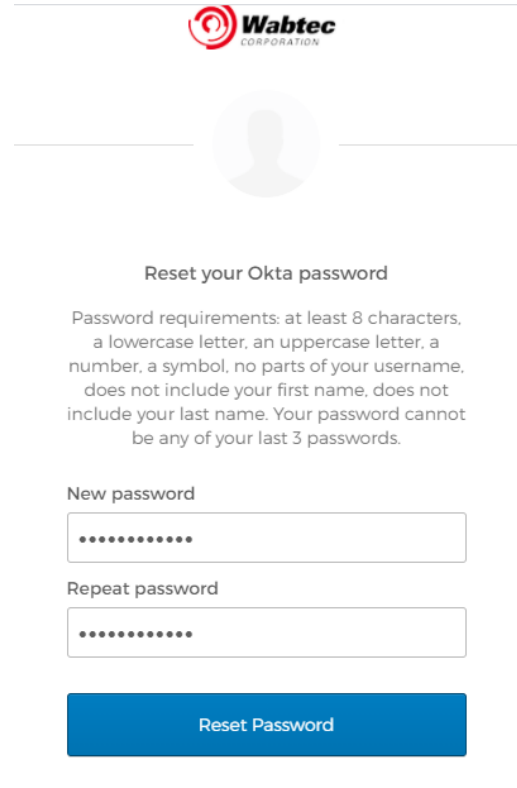
The screenshot shows the 'Reset Password' page with the Wabtec logo at the top. Below the logo is the heading 'Reset Password' and a text input field labeled 'Enter Username'. A note states: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are three blue buttons: 'Reset via SMS', 'Reset via Voice Call' (highlighted with a red border), and 'Reset via Email'. At the bottom, there are links for 'Back to Sign In' and 'Can't access email'.



The screenshot shows the verification code entry page with the Wabtec logo at the top. Below the logo is a circular icon with a question mark. The heading is 'Enter verification code sent via SMS'. There is a text input field labeled 'Enter Code' with the value '00000' and a 'Sent' button. A large blue 'Verify' button is below. At the bottom, there is a link 'Didn't receive a code? Reset via email' and a 'Back to Sign In' link.

Introduce the Code received by Voice Call and click Verify

A new window will be opened. Introduce password that matches requirements & click "Reset Password".



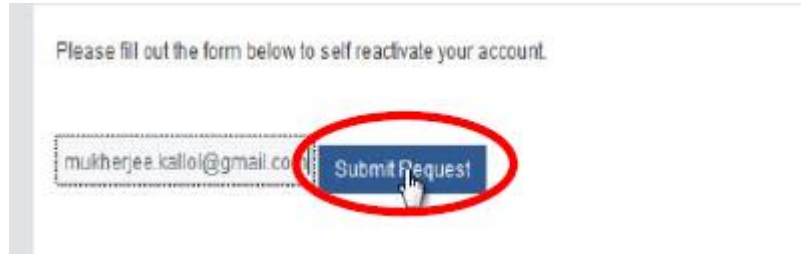
Profile update will be prompted if additional information is missing, this can be skipped.

Once Completed go back to CWC login page <https://customer.wabtec.com> and login using email address and new password

## 4.0 Self - Reactivation

You will be directed to self-reactivation page when you have not logged in to the CWC application for more than a year.

1. After you logged in, you will be redirected to the self-reactivation page. You can give the email address which was given during the registration process.




2. You will receive an email.

Customer Web Center - User Self Reactivation



cwc-admin@wabtec.com  
To ○ ○ ○

 If there are problems with how this message is displayed, click here to view it in a web browser.

**Dear Valued Customer,**

You have submitted a request for self-reactivation in CWC Application.  
Please click on the Reactivate link below to reactivate your account.

[here](#)

After you click on the link your account will be reactivated, and you will be able login to the application.  
In case of any further issues please contact your Customer Service Representative or send email to 'GETaskcwc.trans@Wabtec.com'.

**Thank you,  
The Wabtec Transportation CWC Team**

**Note: This is a system generated email; please do not reply to this email.**

3. Click on the link received in the email to reactivate your account
4. You'll see the following message "Your CWC account is successfully reactivated. Please click here to access "My Customer Web Center".

5. Clicking on the Link will take you to the landing page

