

Wabtec Customer Web Center (CWC)



Training Guide - External Customers Registration Process

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1. Introduction

1.1 Scope

This document provides users with instructions on the following:

1. Creation of Wabtec Okta account for new user
2. Registration to CWC application
3. How the user is authenticated and authorized to access CWC application
4. Forgot Password
5. Self-Reactivation

1.2 Intended Users

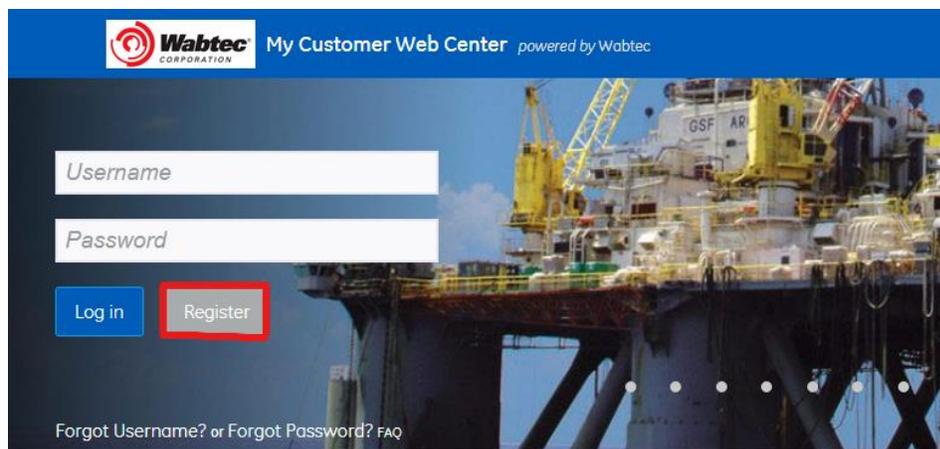
All users who would like to have an access to the CWC Application will use this document for detailed instructions on how to create a new CWC account profile in order to access the CWC application.

2. CWC Account Registration

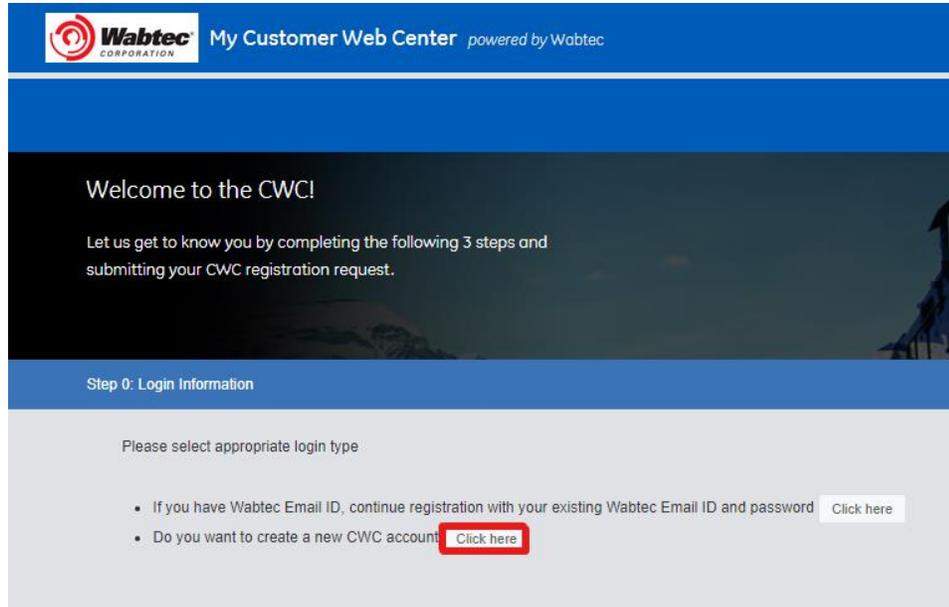
2.1 New user without a Wabtec Account credentials:

If you are a new B2B user (External Customer) without a Wabtec account and do not have an access to CWC application then you should first create a Wabtec account and then register to the CWC application. Follow the below instructions to create a Wabtec account and to register the CWC application:

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

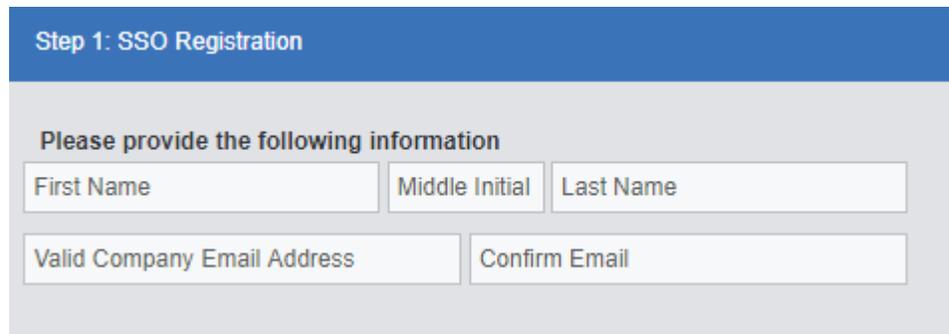


2. Select the second option shown on the login information screen: 'Do you want to create a new CWC account'



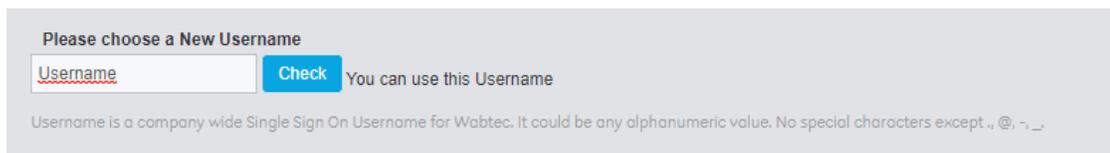
The screenshot shows the 'My Customer Web Center' interface. At the top, it says 'Welcome to the CWC!' and 'Let us get to know you by completing the following 3 steps and submitting your CWC registration request.' Below this, a blue bar indicates 'Step 0: Login Information'. The main content area asks the user to 'Please select appropriate login type' and provides two options: 'If you have Wabtec Email ID, continue registration with your existing Wabtec Email ID and password' with a 'Click here' button, and 'Do you want to create a new CWC account' with a 'Click here' button that is highlighted with a red box.

3. Enter your personal information and click on Next.



The screenshot shows the 'Step 1: SSO Registration' screen. It asks the user to 'Please provide the following information' and features five input fields: 'First Name', 'Middle Initial', 'Last Name', 'Valid Company Email Address', and 'Confirm Email'.

4. Introduce your desired username and click check
 - If the username is already used you will see the following message 'This Username is already taken, please use another Username'
 - If username is available, you will see the following message 'You can use this Username'



The screenshot shows a 'Please choose a New Username' screen. It has a text input field labeled 'Username' with a red dashed underline, a blue 'Check' button, and the text 'You can use this Username'. Below the input field, there is a note: 'Username is a company wide Single Sign On Username for Wabtec. It could be any alphanumeric value. No special characters except ., @, -, _'.

5. Introduce a Password and confirm same. Password must comply with the following:

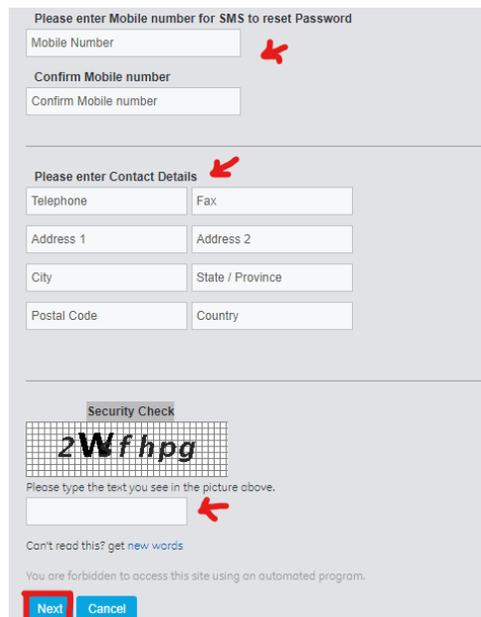
- Password is case-sensitive
- Must be at least 8 characters long
- Must contain upper case and lower case letters
- Must contain at least one number
- Must contain at least one special character
- Do not include your username, first name, or last name
- Your password cannot be any of your last 3 passwords.
- At least 1 day(s) must have elapsed since you last changed your password.



The screenshot shows a registration form with two input fields. The first field is labeled 'Password' and the second is labeled 'Confirm Password'. Both fields are currently empty.

6. Introduce the following data and click Next

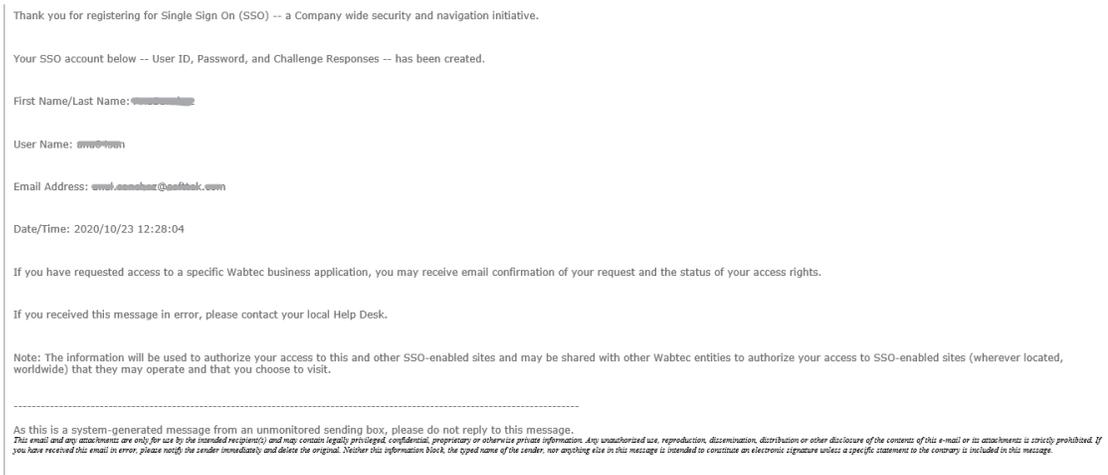
- Mobile number for SMS to reset Password
- Confirm Mobile number
- Contact Details
- Security Check Code



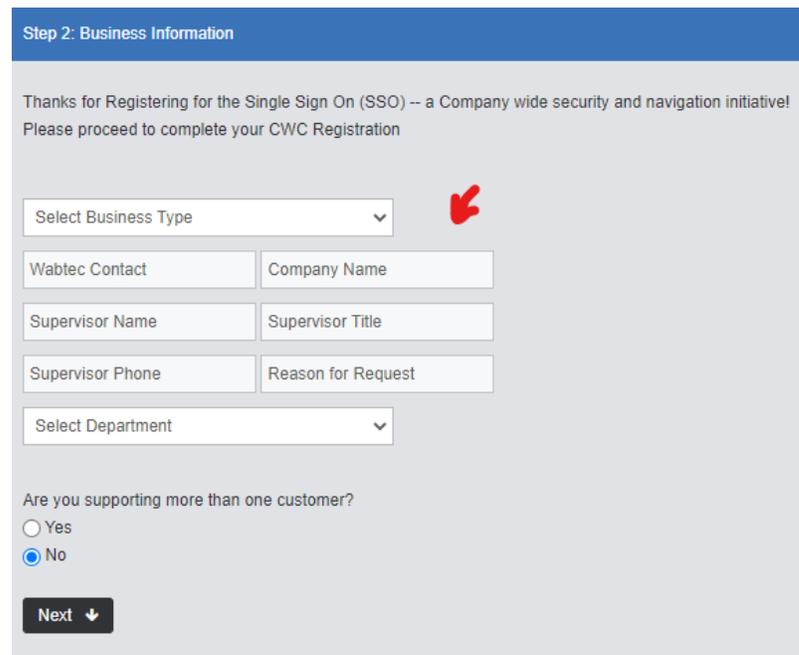
The screenshot shows a registration form with several sections. Red arrows point to the 'Mobile Number' field, the 'Contact Details' section, and the 'Security Check' input field. The 'Contact Details' section includes fields for Telephone, Fax, Address 1, Address 2, City, State / Province, Postal Code, and Country. The 'Security Check' section includes a CAPTCHA image with the text '2Wf hpg' and a text input field below it. At the bottom, there are 'Next' and 'Cancel' buttons.

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. An Account Registration email will be received



8. Introduce your Business Information and click Next



Step 2: Business Information

Thanks for Registering for the Single Sign On (SSO) -- a Company wide security and navigation initiative!
Please proceed to complete your CWC Registration

Select Business Type 

Wabtec Contact Company Name

Supervisor Name Supervisor Title

Supervisor Phone Reason for Request

Select Department

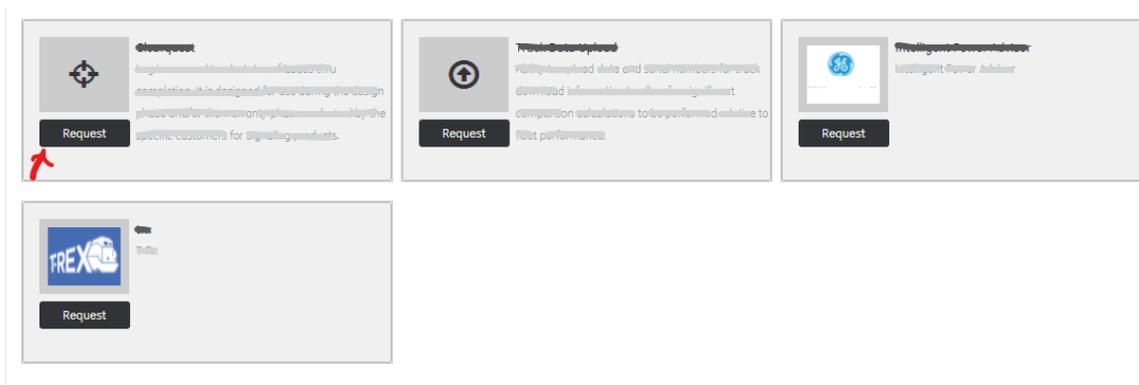
Are you supporting more than one customer?

Yes

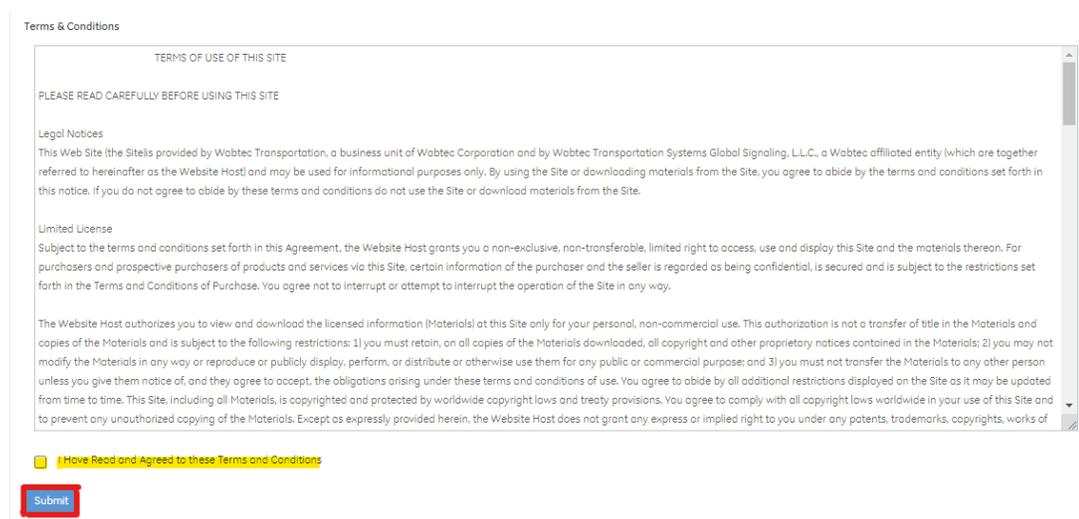
No

Next ↓

- 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



- 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.



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'.

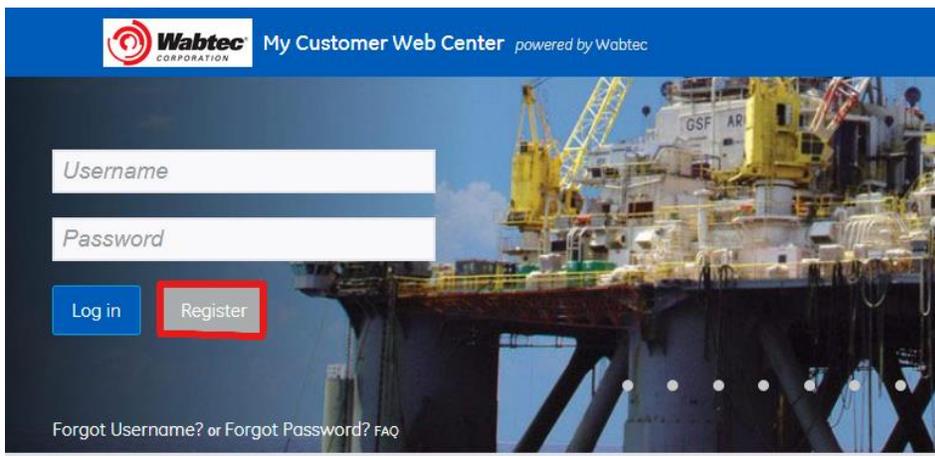
11. After successful submission you will receive an email from CWC admin, you will also get the confirmation message on the screen and an additional button: 'Enter CWC', Press 'Enter CWC' button and you will be directed to the Lobby Page



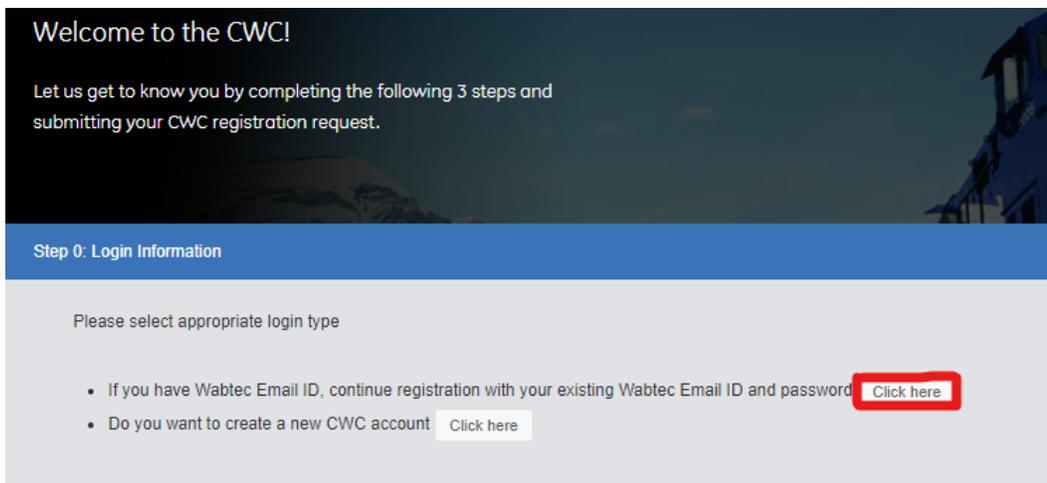
2.2 Existing user with valid Wabtec B2B account credentials

If you are a B2B user (External Customers) with an existing Wabtec account and **do not** have access to CWC application then you should register to the CWC application. Follow the below instructions to register the CWC application:

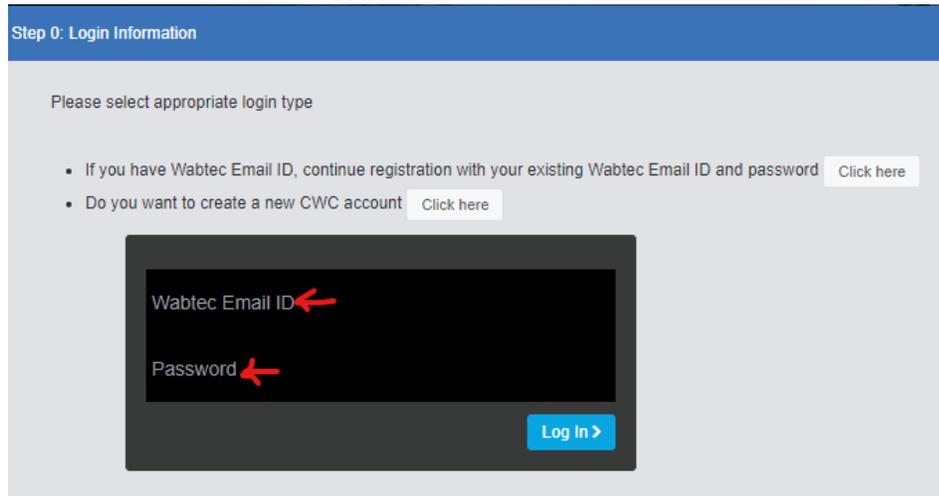
1. Click on the URL <https://customer.wabtec.com/> you will be redirected to CWC Login page. Click on 'Register' button



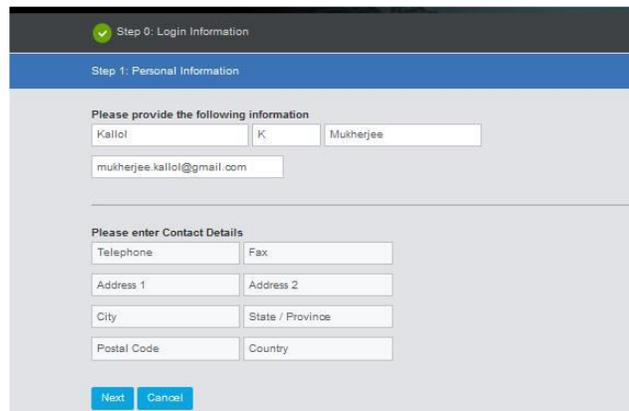
2. Select the first option shown on the login information screen: 'If you have Wabtec Email ID, continue registration with your existing Wabtec Email ID and password'



3. Enter your username and password in the login screen.

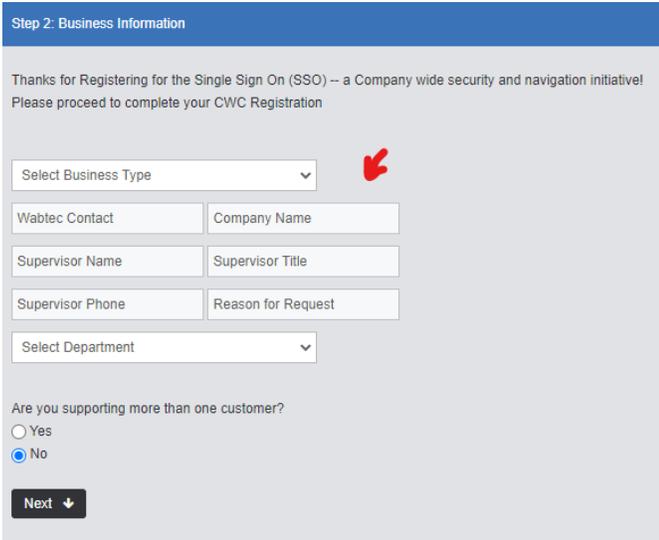


4. Enter the personal information and click 'Next'.



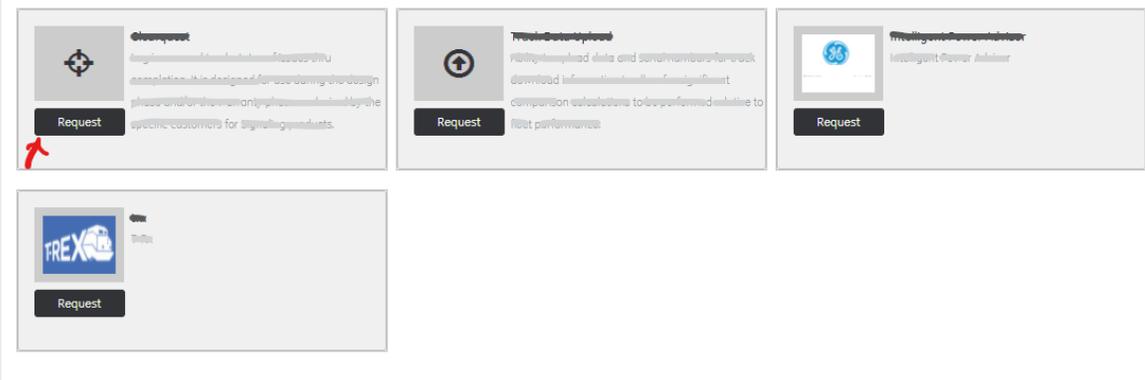
Caution: If the data entered is wrong or incomplete the form will not move to the next stage. The incomplete/wrong fields will be highlighted in red and the missing details will be shown in the top of the page. Correct the details and click on 'Next'.

5. Introduce your Business Information and click Next

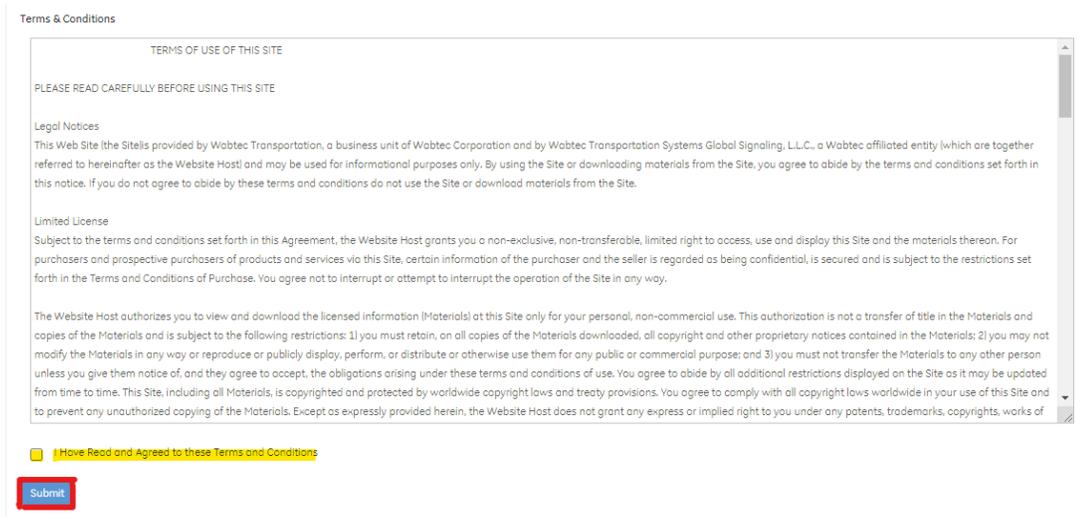


The screenshot shows a registration form titled "Step 2: Business Information". It includes a message: "Thanks for Registering for the Single Sign On (SSO) -- a Company wide security and navigation initiative! Please proceed to complete your CWC Registration". The form contains several input fields: "Select Business Type" (with a dropdown arrow and a red arrow pointing to it), "Wabtec Contact" and "Company Name" (text boxes), "Supervisor Name" and "Supervisor Title" (text boxes), "Supervisor Phone" and "Reason for Request" (text boxes), and "Select Department" (with a dropdown arrow). At the bottom, there are radio buttons for "Are you supporting more than one customer?" with "No" selected, and a "Next" button with a dropdown arrow.

6. 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

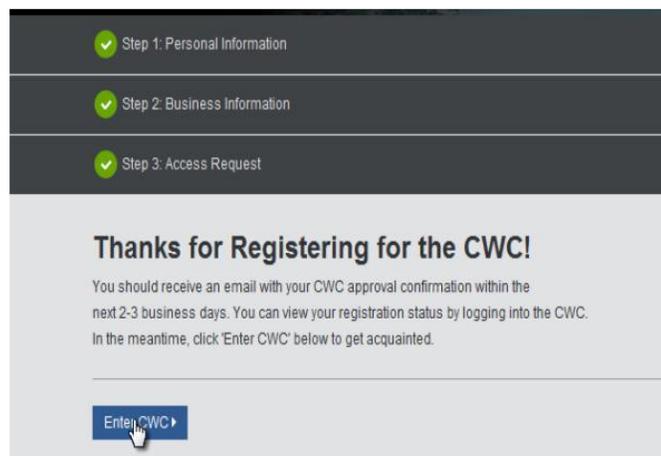


- Go through the terms and conditions on the screen and select 'I have read terms and conditions' checkbox. To verify previously entered details you can click on 'Back' button. Click on 'Submit' button.



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'.

- 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

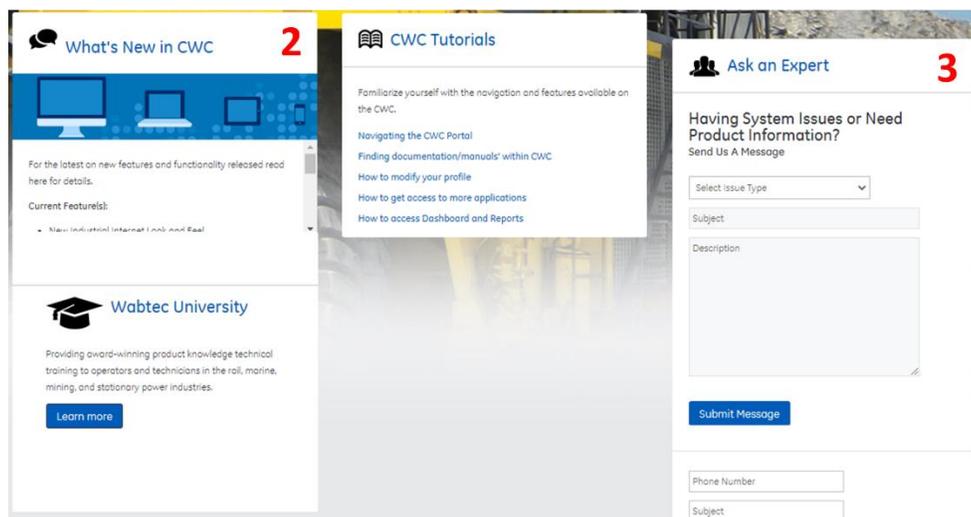


2.3 Lobby page

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

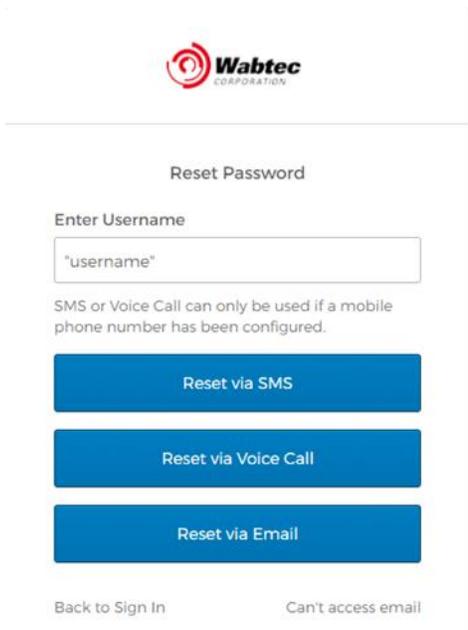
2. You can view following things on Lobby page: Latest news for your selected business types, 'CWC Tutorials', Latest blogs, 'Connect with Us' widget.

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.

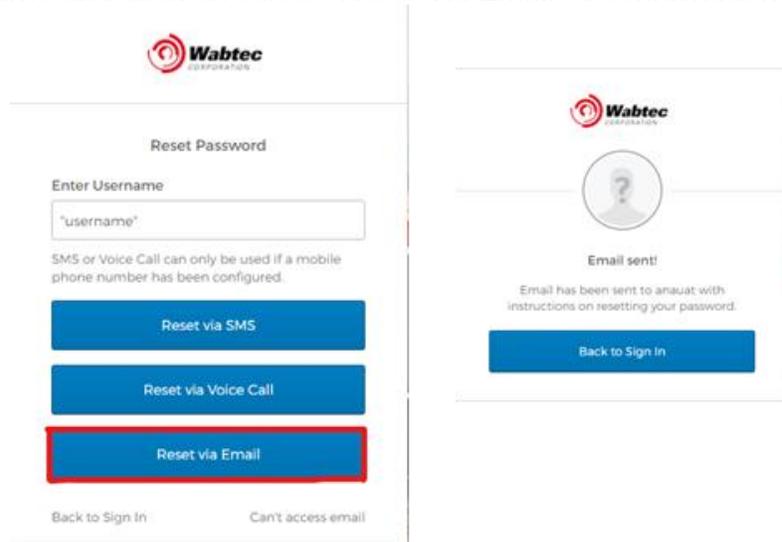


Introduce your username and select one of the following options:

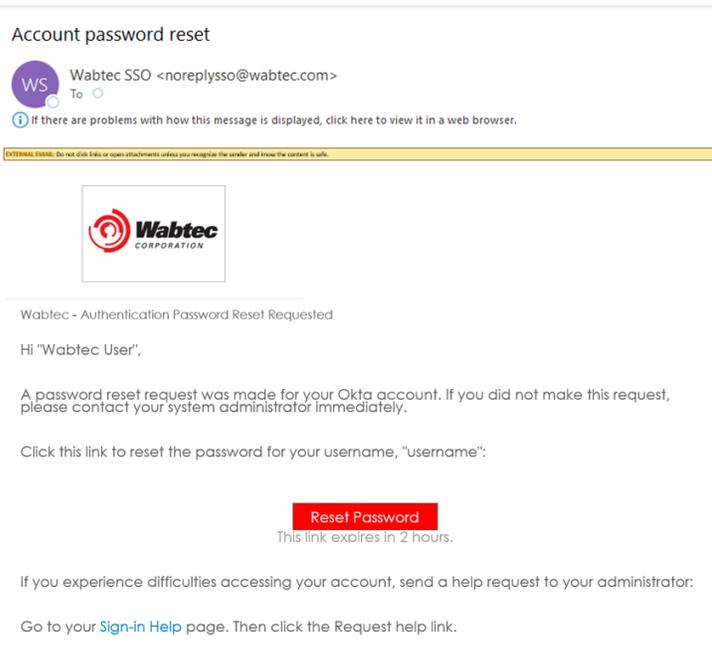
1. Reset Via Email – Recommended for the first password reset.
2. Reset Via SMS – only works if a phone number has been configured
3. Reset via Voice Call - only works if a phone number has been configured

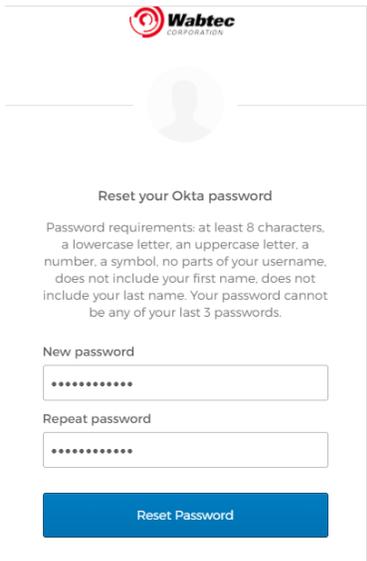
3.1 CWC – Recover Password Reset Via Email

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



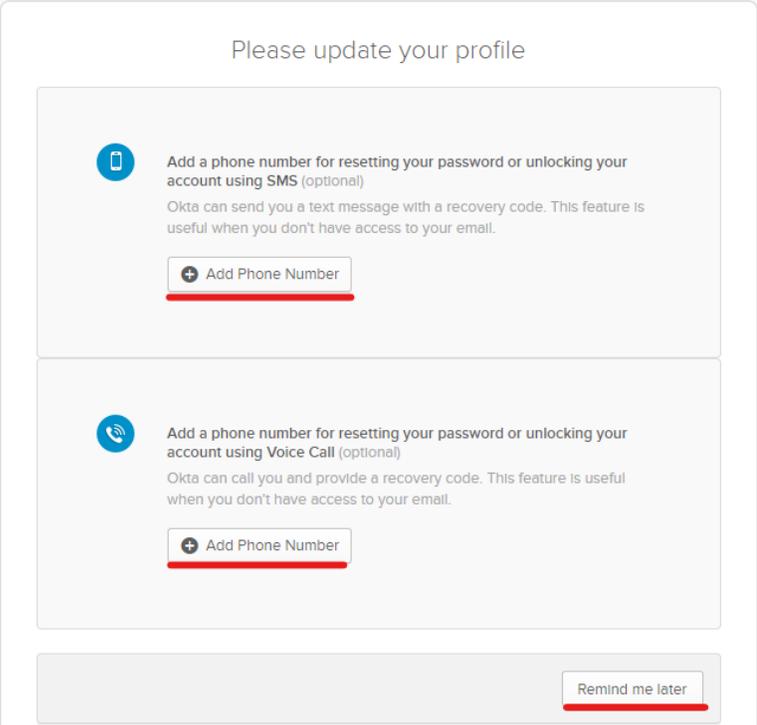
You will receive an email with instructions, click on “Reset Password”





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.



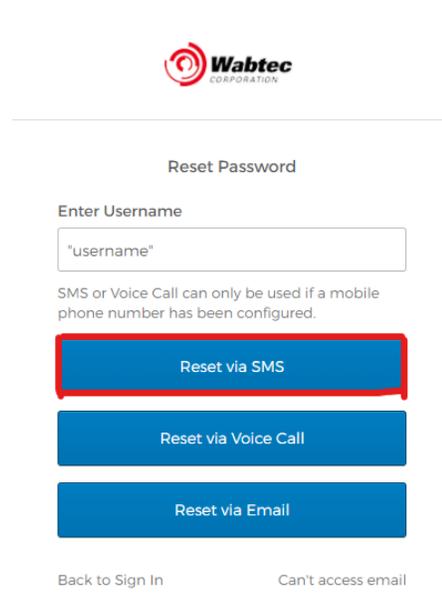
Once Completed go back to CWC login page <https://customer.wabtec.com> and login using username and new password

3.2 CWC – Recover Password Reset Via SMS

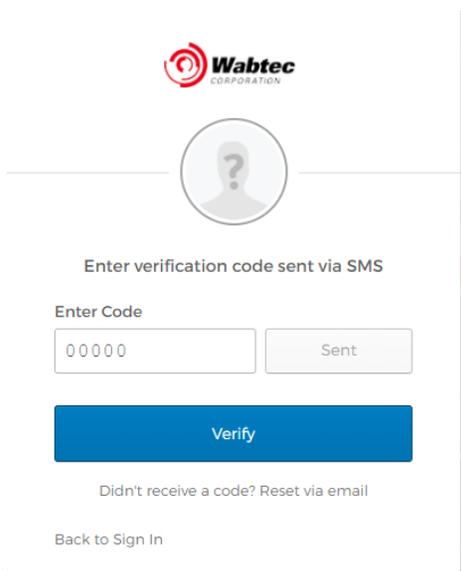


Reset Via SMS will only work if Phone Number was previously provided on Okta account settings

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

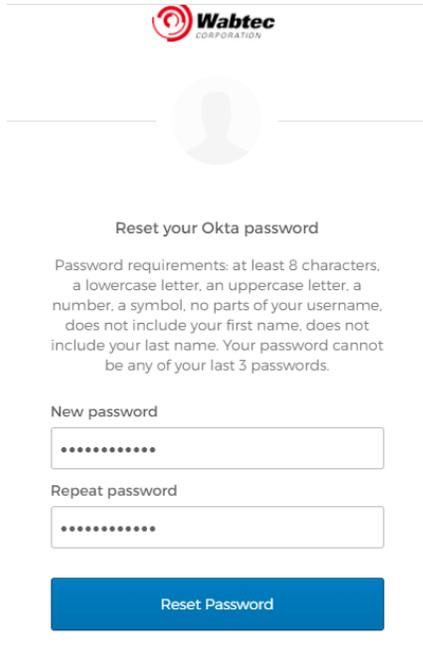


The screenshot shows the Wabtec Corporation logo at the top. Below it is the heading "Reset Password". There is a text input field labeled "Enter Username" containing the placeholder text "username". Below the input field is a note: "SMS or Voice Call can only be used if a mobile phone number has been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



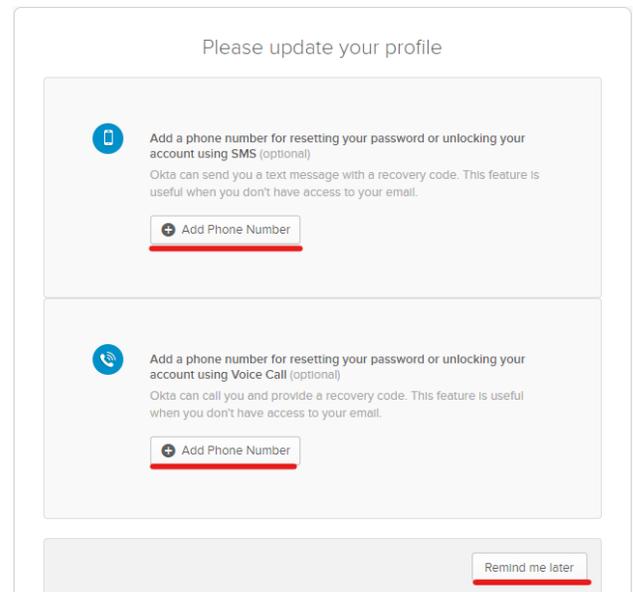
The screenshot shows the Wabtec Corporation logo at the top. Below it is a circular icon with a question mark. The heading is "Enter verification code sent via SMS". There is a text input field labeled "Enter Code" containing "00000" and a "Sent" button. Below the input field is a large blue "Verify" button. 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 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.



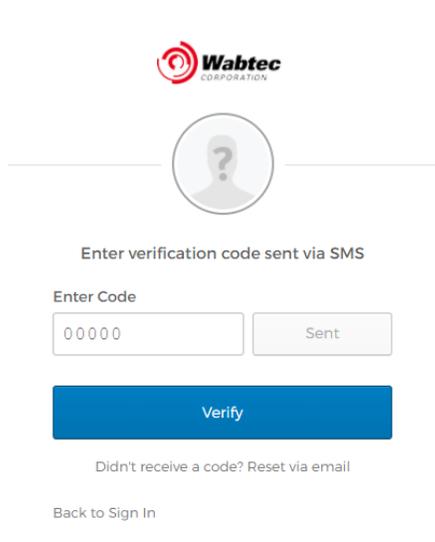
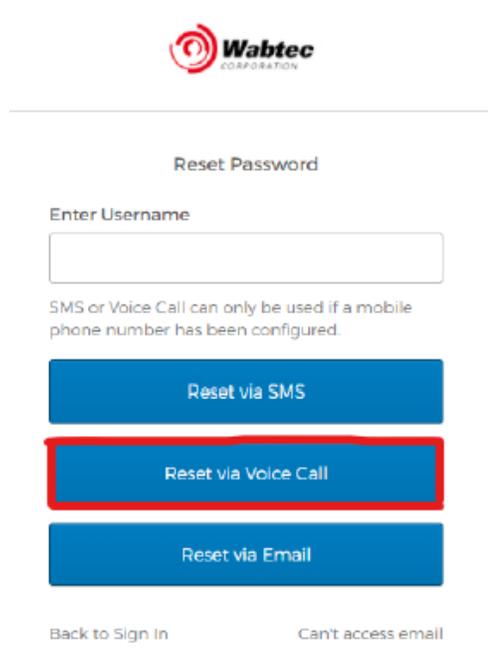
Once Completed go back to CWC login page <https://customer.wabtec.com> and login using username and new password

3.3 CWC – Recover Password Reset Voice Call



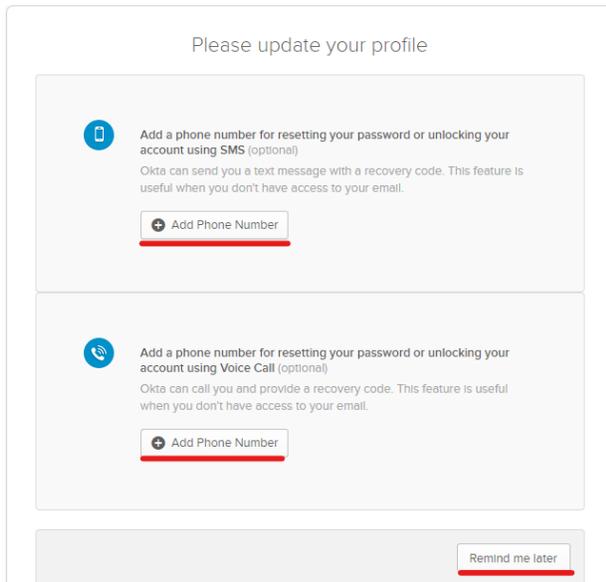
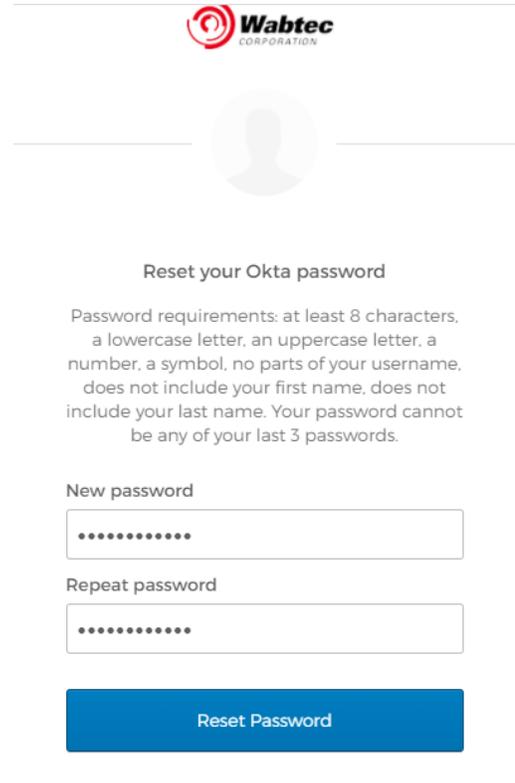
Reset Via Voice Call will only work if Phone Number was previously provided on Okta account settings

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



Introduce the Code received by Voice Call and click Verify

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



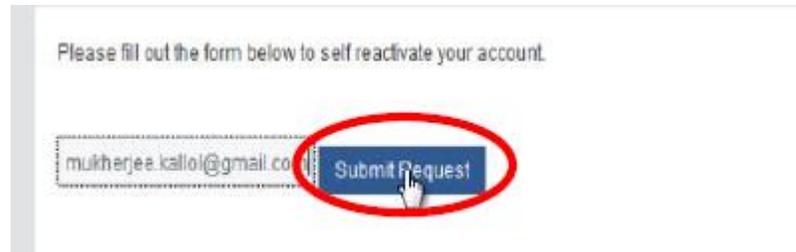
Profile update will be prompted if additional information is missing, this can be skipped.

Once Completed go back to CWC login page <https://customer.wabtec.com> and login using username 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

