

Wabtec Customer Web Center (CWC)



Training Guide - External Customers Registration Process



Table of Contents

1. In	troduction	3
1.1	Scope	3
1.2	Intended Users	3
2. CV 2.1	NC Account Registration New user without a Wabtec Account credentials:	3 3
2.2	Existing user with valid Wabtec B2B account credentials	9
2.3	Lobby page	13
3. For	got Password	14
3.1	CWC – Recover Password Reset Via Email	15
3.2	CWC – Recover Password Reset Via SMS	17
3.3	CWC – Recover Password Reset Voice Call	19
4.0	Self - Reactivation	21

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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'



3. Enter your personal information and click on Next.



- 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'
 - $\circ~$ If username is available, you will see the following message 'You can use this Username'

Username	Check	You can use this Username
----------	-------	---------------------------



- 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.

Password	
Confirm Password	

- 6. Introduce the following data and click Next
 - Mobile number for SMS to reset Password
 - o Confirm Mobile number
 - Contact Details
 - Security Check Code

	<u>k</u>	
Confirm Mobile nu	mber	
Confirm Mobile num	Der	
Please enter Conta	nct Details 🕊	
Telephone	Fax	
Address 1	Address 2	
City	State / Province	
Postal Code	Country	
Security (2 W f lease type the text yo	Check	
Security 2 W f Please type the text yo Can't read this? get ne	see in the picture above.	

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

Science Business Type	-	
Vabtec Contact	Company Name	
upervisor Name	Supervisor Title	
upervisor Phone	Reason for Request	
Select Department	~	



9. 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



10. 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.

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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 <u>https://customer.wabtec.com/</u> 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'.

Step 1. Personal Info	rmation	
Please provide the fi	ollowing informatio	on
Kallol	K	Mukherjee
mukheriee kallol@or	mail.com	
Please enter Contact	t Details	
Please enter Contact Telephone	t Details Fax	
Please enter Contact Telephone Address 1	t Details Fax Address 2	
Please enter Contact Telephone Address 1 City	t Details Fax Address 2 State / Pro	ovince

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

Select Business Type	~	
Wabtec Contact	Company Name	
Supervisor Name	Supervisor Title	
Supervisor Phone	Reason for Request	
Select Department	~	

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

Request	Request Request	Request
Request		



 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.

т	erms & Conditions	
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	PLEASE READ CAREFULLY BEFORE USING THIS SITE	I
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[Hove Read and Agreed to these Terms and Conditions Submit:	

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'.

8. 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.

What's New in CWC 2	CWC Tutorials	Ask on Expert 2
For the lotest on new fectures and functionality released readhere for details. Current FectureIsI: New individual integrated Losin and East	Pamiliarize yourself with the novigation and features available on the CWC. Novigating the CWC Portal Finding documentation/manuals/ within CWC. How to modify your profile How to get access to more applications How to access Dashboard and Reports	Having System Issues or Need Product Information? Send Us A Message Select Issue Type V Subject Description
Providing oward-winning product knowledge technical training to operators and technicians in the roll, morine, mining, and stationary power industries.		Submit Message Phane Number Subject



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.

	My Customer Web C	enter powered by W	'abtec				
Username		N	A			2	
Password		A		17	1	SA	
Log in Register				10-	0.1		
Forgot Username? or <mark>For</mark> g	at Passyot As	······································		TK	R		8

|--|--|

. .

"username"	
MS or Voice Call can o hone number has bee	nly be used if a mobile in configured.
Reset	via SMS
Reset vi	a Voice Call
Reset	via Email

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.

	Reset Password Enter Username "username" SMS or Voice Call can only be used if a mobile phone number has been configured. Reset via SMS Reset via Voice Call		Wabtec	
			(?)	
			Email sent! Email has been sent to anauat with instructions on resetting your password. Back to Sign In	
Reset via Email		a Email		
	Back to Sign In	Can't access email		
You will receive an en instructions, click or Password"	mail with 1 "Reset	Account password in Wabtec SSO <n To O To O</n 	reset noreplysso@wabtec.com> how this message is displayed, dick here to view it in a web browser. terement of the second secon	



Wabtec	
Reset your Okta password Password requirements: at least & characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 3 passwords. New password	A new window will be opened. Introduce password that
Repeat password Reset Password	matches requirements & click "Reset Password".
	Please update your profile
Profile update will be prompted if	Add a phote infinite in the secting your password of unlocking your account using SMS (optional) Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.
additional information is missing, this can be skipped.	Add a phone number for resetting your password or unlocking your account using Voice Call (optional) Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email. Add Phone Number
	Remind me later

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

	CORPORATION	
	Reset Password	
	Enter Username	
.	"username"	
"Reset Via SMS" a confirmation page will be	SMS or Voice Call can only be used if a mobile phone number has been configured.	
displayed.	Reset via SMS	
	Reset via Voice Call	
	Reset via Email	
	Back to Sign In Can't access email	
Enter verification code sent via SMS	Introduce the Code received by SMS and cl	
Enter Code	Verify	
00000 Sent		
Verify		
Didn't receive a code? Reset via email		
Back to Sign In		



Control Control </th <th>A new window will be opened. Introduce password that matches requirements & click "Reset Password".</th>	A new window will be opened. Introduce password that matches requirements & click "Reset Password".
Profile update will be prompted if add information is missing, this can be ski	itional pped. Itional pped.

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

Sent

Verify

Didn't receive a code? Reset via email



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

	Reset Password
Introduce your username and click on select "Reset Via Voice Call" a confirmation page will	SMS or Voice Call can only be used if a mobile phone number has been configured.
be displayed.	Reset via SMS
	Reset via Voice Call
	Reset via Email
	Back to Sign In Can't access email
Wabtec	
~~~~~	Introduce the Code received by Voice Call and
Enter verification code sent via SMS	click Verify
Enter Code	

Back to Sign In



A new window will be opened. Introduce password that matches requirements & click "Reset Password".	Reset your Okta password         Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username, does not include your first name, does not include your last name. Your password cannot be any of your last 3 passwords.         New password         Repeat password	
	Reset Password	
Please update your profile		
Add a phone number for resetting your password or unlocking your account using SMS (optional)     Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.     Add Phone Number	Profile update will be prompted if additiona	
<ul> <li>Add a phone number for resetting your password or unlocking your account using Voice Call (optional)</li> <li>Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.</li> <li>Add Phone Number</li> </ul>	information is missing, this can be skipped.	
Remind me later		

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

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# 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



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



