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

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.

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@ SIGN UP

Name
John Doe

E-mail Address
john.doe@acme.com

Company
Acme Compan

Country
United States of

Password
••••••••••

Password Confirmation

Password must meet the following requirements:

✔ At least **one small letter**
✔ At least **one capital letter**
✔ At least **one number**
✖ At least **one special character** @ # & * _ +
✔ Be at least **8 characters**
✖ **Password does not match !**

☐ I agree with terms of use

Sign Up

— OR —

Already have an account? **Sign In!**

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

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   11/02/2023, 9:53 AM
To: 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**
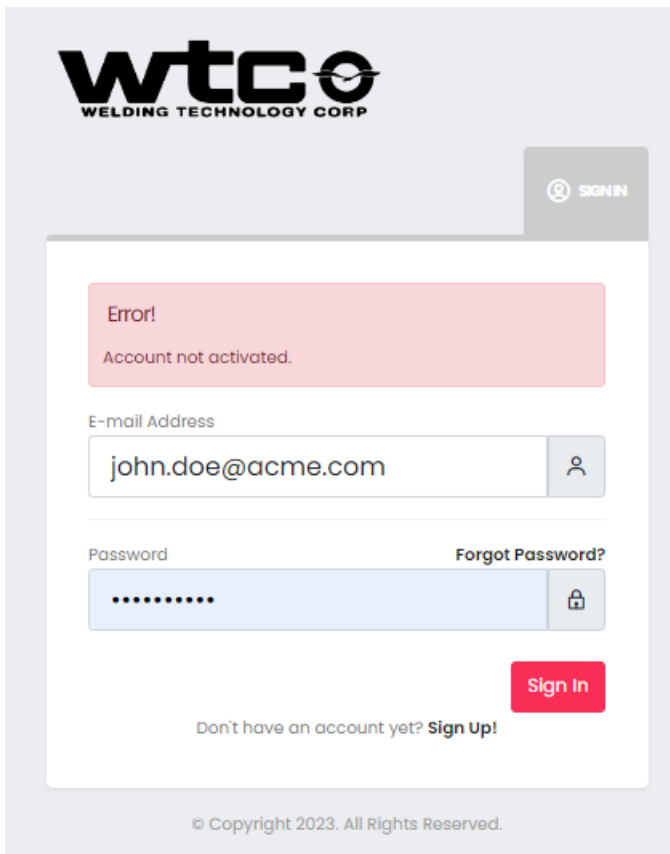 - Welcome to WTC New Web Portal.pdf

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

Log into your account.

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

Forgot Password

If you do not remember your password, select Forgot Password? link
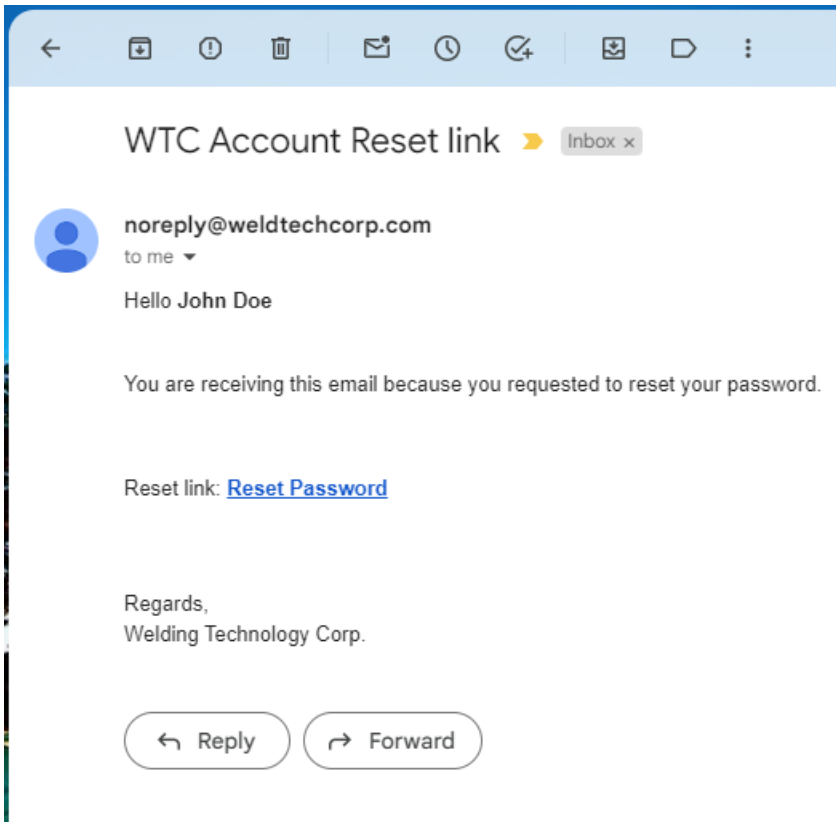
Forgot Password

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.
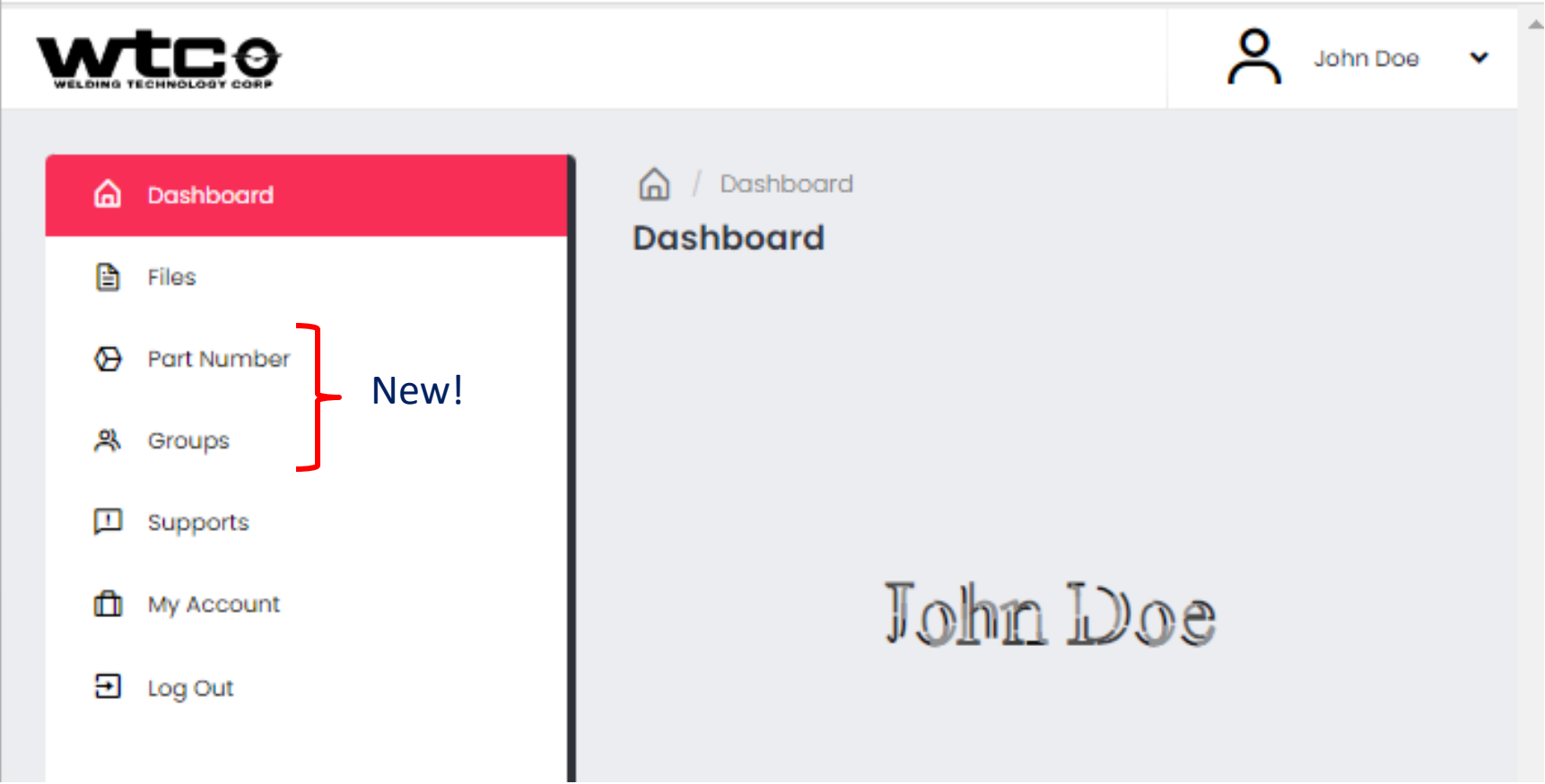
Look into your emails for a message from WTC.

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"

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

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.
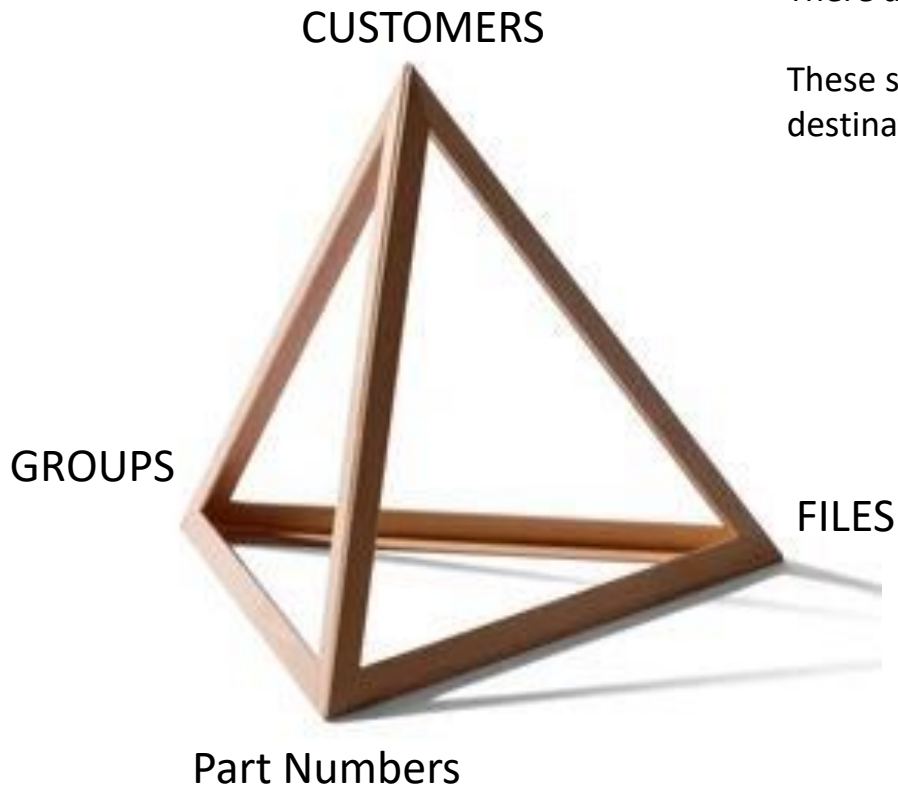
Customer Creating Support Request

Customers Accessing Files

CUSTOMERS

GROUPS

FILES

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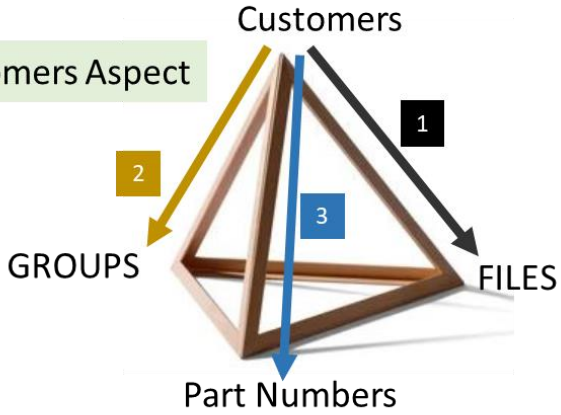
1. Customers to Files
2. Customers to Groups
3. Customers to Part Numbers
4. Files to Customers
5. Files to Groups
6. Files to Part Numbers
7. Part Numbers to Customers
8. Part Numbers to Files
9. Part Numbers to Groups
10. Groups to Customers
11. Groups to Files
12. Groups to Part Numbers

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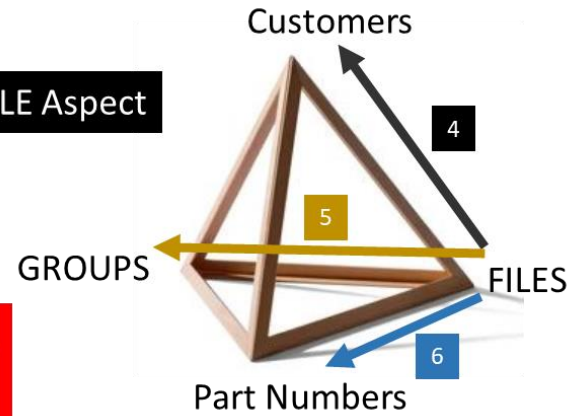
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The Twelve Vectors Creating Links

12 Vectors over 4 Aspects

Customers Aspect

Customers
GROUPS
FILES
Part Numbers
1
2
3

FILE Aspect

Customers
GROUPS
FILES
Part Numbers
4
5
6

GROUPS Aspect

Customers
GROUPS
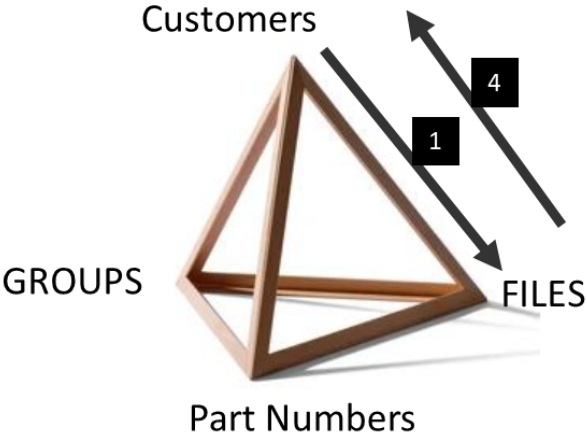FILES
Part Numbers
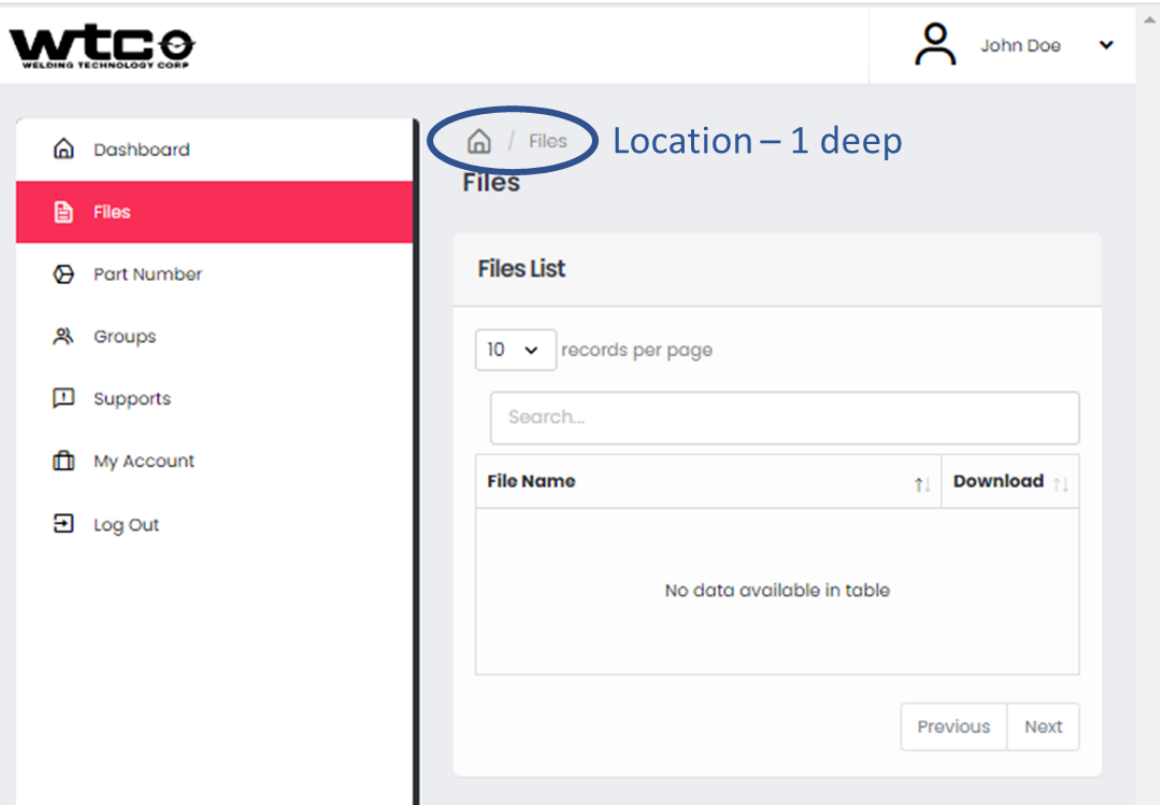10
11
12

PARTS Aspect

Customers
GROUPS
FILES
Part Numbers
7
8
9
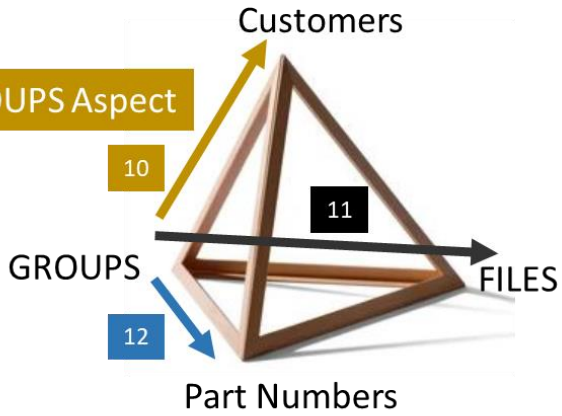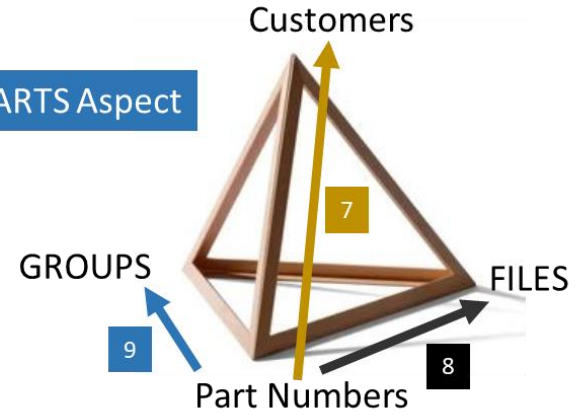
There are many ways to link up a customer to a file

# *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)
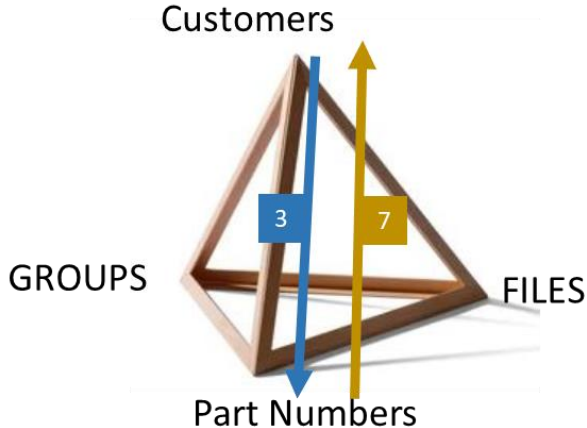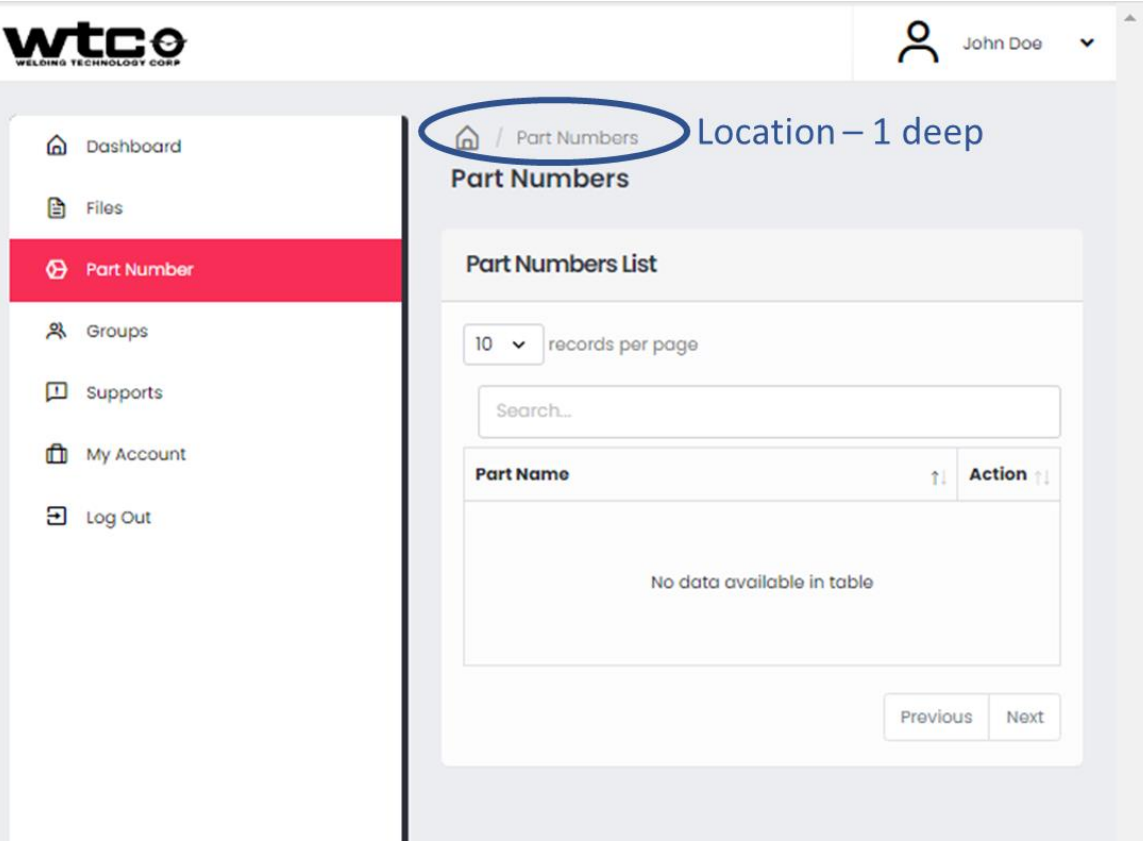
John Doe is looking to see if he has any links to PARTS in his account. The Box in the Part Numbers List is empty meaning that there is no linkage on vectors 3 or 7. Files may be available to John Doe by other vector combinations. If there were vectors 3 or 7 linkages to the John Doe customer account, then a list of files that may be link to such parts would appear as an ACTION button.
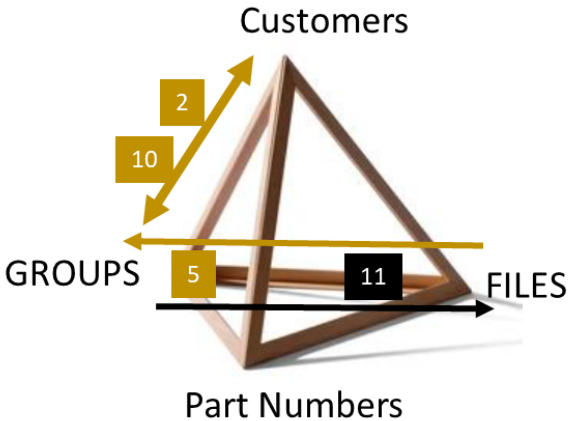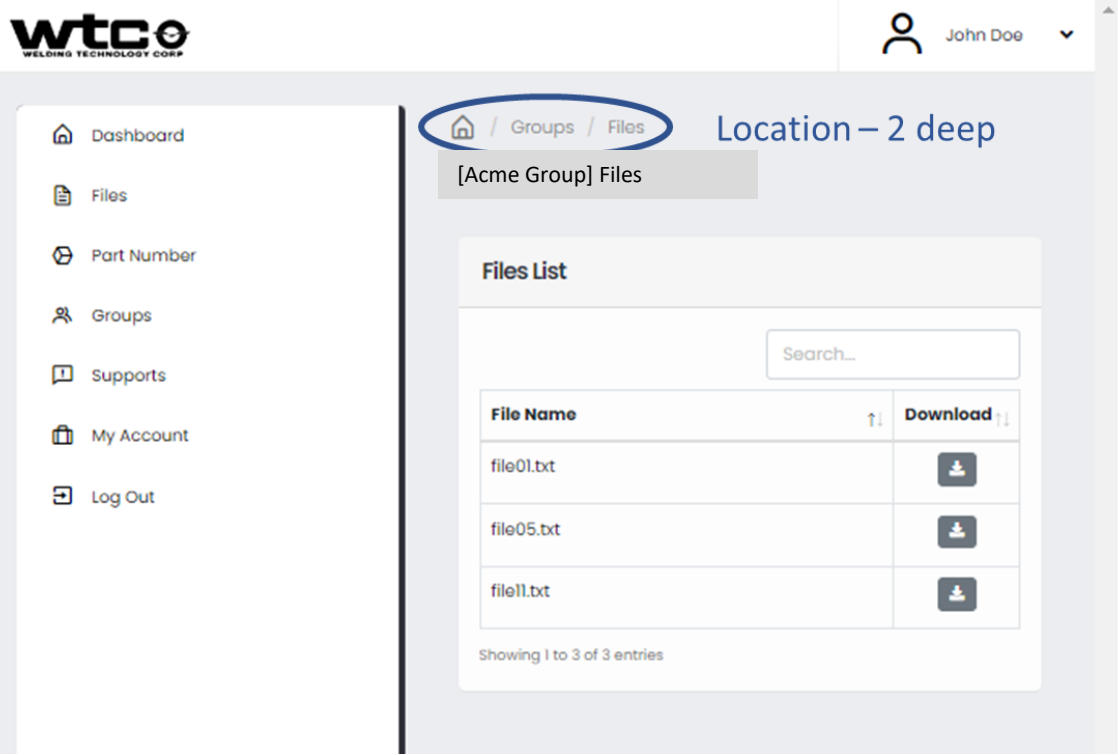
Customer Links to Files (Direct & Indirect)
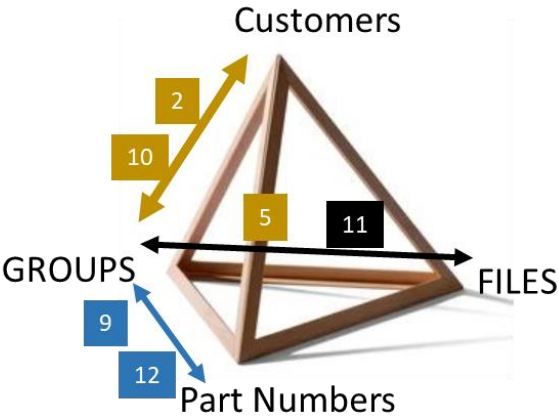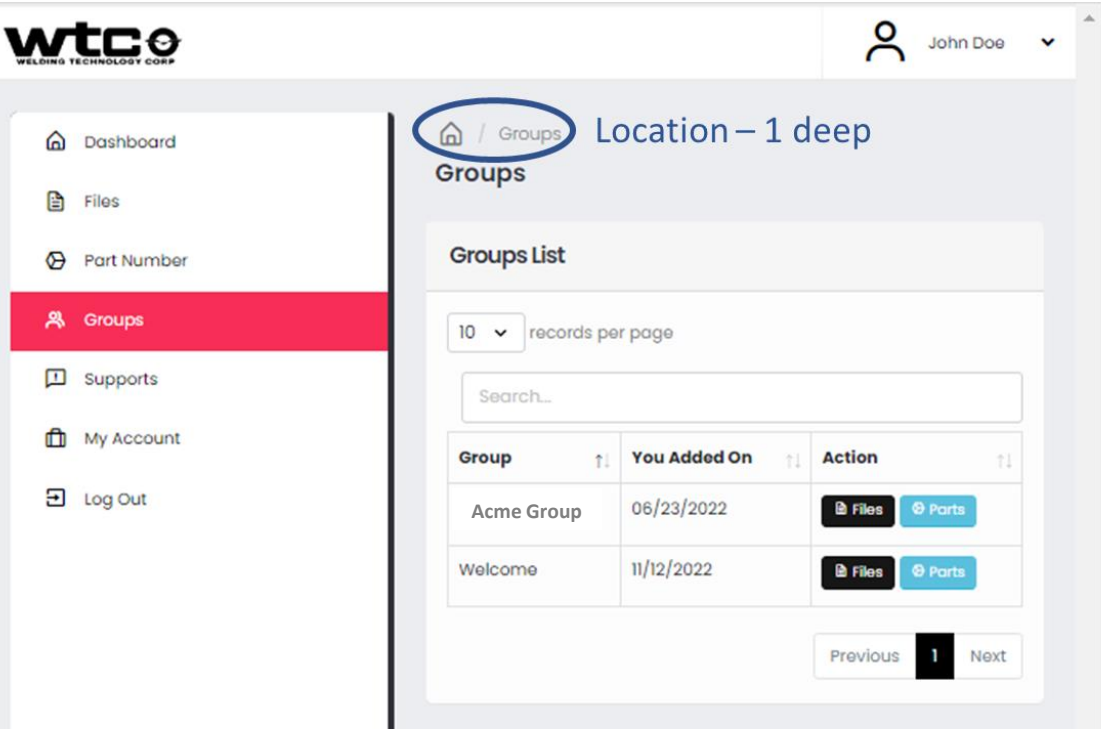
Although John Doe does not have direct links to FILES or PARTS, he is looking to see if he has any links to FILES by way of GROUPS that he may belong to. The Box in the Groups List has content. He can see that he has links to files from the combination of vectors (2 or 10) and (5 or 11).
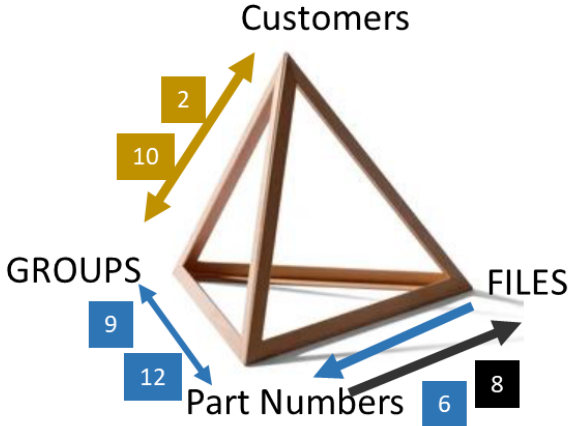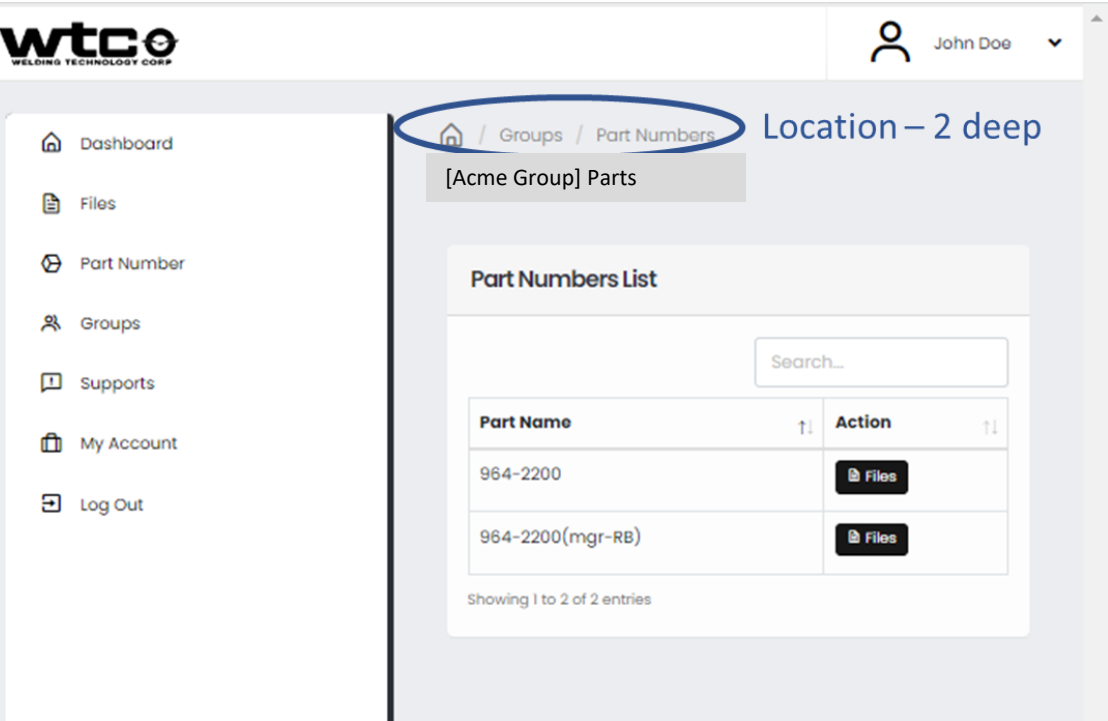
From the Files action button (black button), he can see that there may be a list of files available. Also, from the combination of vectors (2 or 10) and (9 or 12), there is connection to Parts and perhaps another vector can provide some more files between PARTS and FILES.

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.

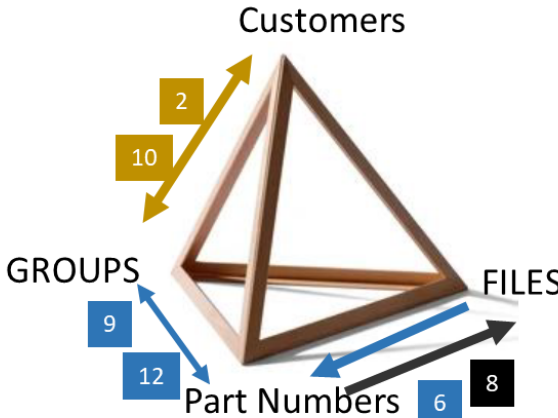# *Customer Links to Files (Direct & Indirect)*

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)

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