

# *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](http://weldtechcorp.com/index.html). The browser's address bar and tabs are visible at the top. The website header includes the WTC logo, navigation icons, a language selector, and a 'My WTC' link. A red arrow points from the text above to the 'My WTC' link. The main content area features a large banner with the text 'ADVANCED SOFTWARE ALGORITHMS for resistance welding' over a background image of a welding process. To the right of the banner is a 'CUSTOMERS' section with a sign-in prompt. The footer contains the company name 'WELDING TECHNOLOGY CORP' and a taskbar with system information.

Google Calendar - Week of 27 In x Welding Technology Corporation x WTC Web Portal Management x Google Contacts x +

← → ↻ [weldtechcorp.com/index.html](http://weldtechcorp.com/index.html) 🔒

**wctco**  
WELDING TECHNOLOGY CORP

🏠 🌐 ☰

Select Language ▼ My WTC

**ADVANCED**  
SOFTWARE ALGORITHMS  
for resistance welding

**CUSTOMERS**  
If you have an account with us, please log in.  
OR  
Create a New Account

<https://www.weldtechcorp.com/fileaccess/signin.php>

WELDING TECHNOLOGY CORP

20°F Cold weather Search

8:54 AM 11/28/2023

# Register an Account: Sign Up!

## REACHING OUT TO WTC TO REGISTER MY WTC WEB PORTAL ACCOUNT

Registering your own My WTC portal account will allow you to access manuals, drawings, software and other types of files to support WTC products that are in use in your manufacturing environment. Entering a WTC part number or serial number of a weld control in the optional boxes below will help us identify some of the relevant files that you may need.

Fill out the form below by entering information in all the boxes then press "Submit" button:



Captcha code is 4 characters – alpha numeric

To submit this form, please enter the characters you see in the image in the first box below.  
If you cannot decipher the 4 Alpha-Numeric characters, please refresh the page as often as you need to obtain a new Captcha code that you can decipher.  
If you make an error entering the code, you will receive a notification - DO NOT GO BACK - the code will be expired.

Enter Captcha code here

NAME: (REQUIRED)	<input type="text" value="John Doe"/>
EMAIL ADDRESS: (REQUIRED)	<input type="text" value="jdoe@acme.com"/>
COUNTRY: (REQUIRED)	<input type="text" value="USA"/>
COMPANY NAME: (REQUIRED)	<input type="text" value="Acme Company"/>
WTC PART NUMBER: (OPTIONAL)	<input type="text" value="964-2430V1"/>
SERIAL NUMBER: (OPTIONAL)	<input type="text"/>
PLEASE ENTER YOUR MESSAGE:	<input type="text" value="I need drawings and manuals for our WTC controls that we use in our factory."/>

Once all your information is entered, press the Submit button.

A form will appear for you to fill out.

First you will need to enter the Captcha code in the first box. If you cannot decipher the code, refresh the web page to obtain a new Captcha code.

Next enter at a minimum the next four required boxes (Name, Email Address, Country and Company Name. If you fail to enter any of these, you will be notified of a failed submission and you will have to go back, refresh the page for a new Captcha code and re-enter your information.

# Register an Account: Sign Up!

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

Hello John,

I created your account with password "????".

Login and in My Account in your dashboard, you can change your password.

<https://www.weldtechcorp.com/fileaccess/signin.php>

I linked your account with the Acme Company group where many files are available for you.

On 2/7/2025 10:47 AM, John Doe wrote:

email: jdoe@acme.com

realname: John Doe

Country: USA

Company: Acme Company

Part\_Number: 964-2430V1

Serial\_Number:

mesg: I need drawings and manuals for our WTC controls that we use in our factory.

# Register an Account: Sign Up!

The My WTC portal manager will link your account to Files, Parts and Groups.

After you have signed up, you may receive more emails when our Web Portal Manager links your account to Files, or Parts, or even Groups.

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

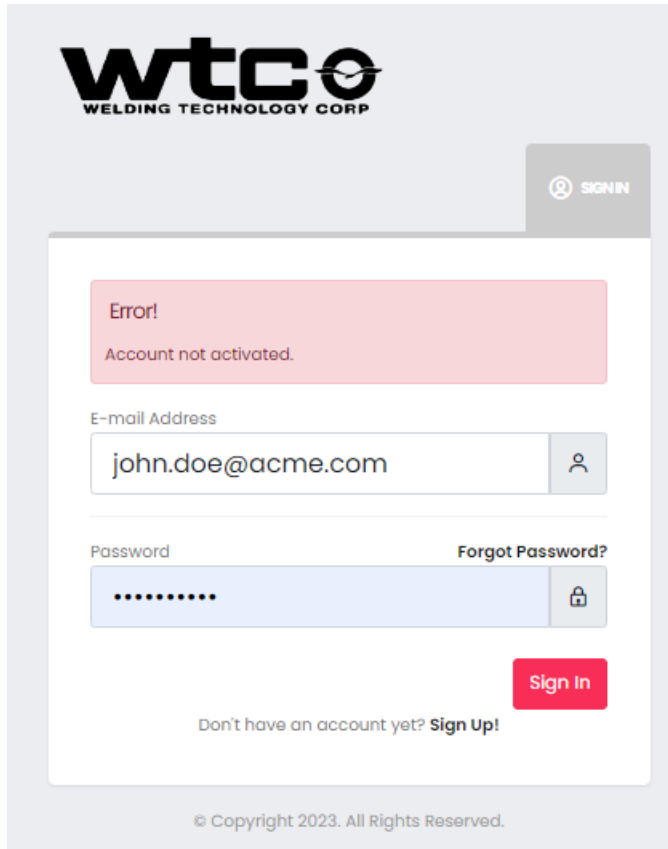
To view any of the above files, please log into your File Access account at <https://www.weldtechcorp.com/fileaccess/>

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!



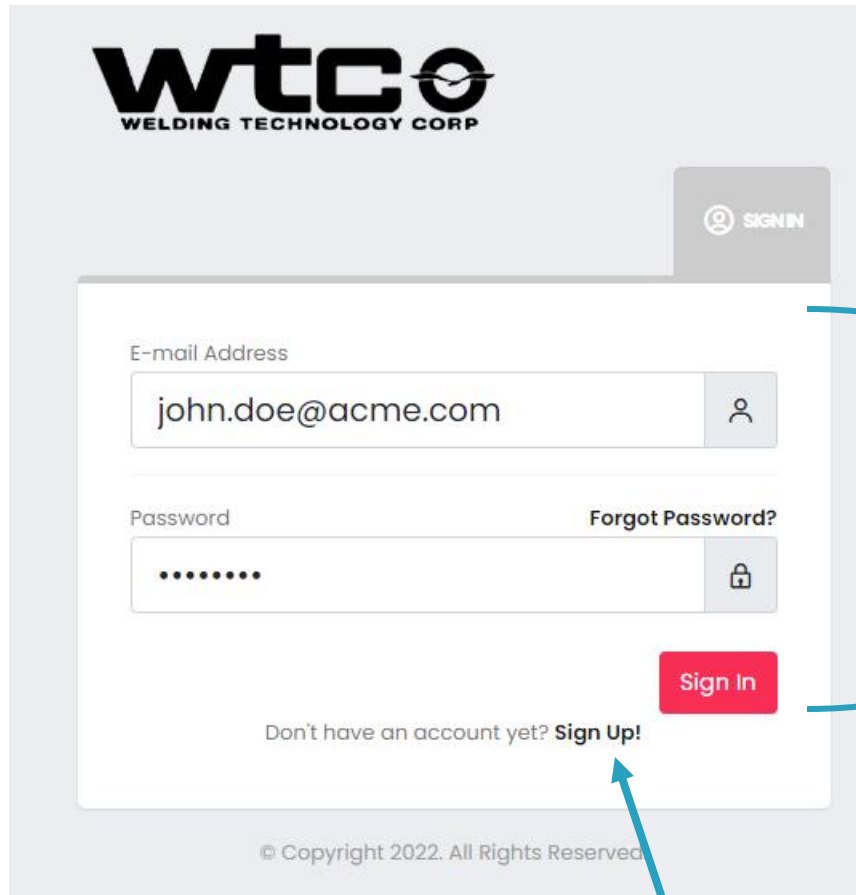
The screenshot shows the WTCO (Welding Technology Corp) login interface. At the top left is the WTCO logo. At the top right is a 'SIGN IN' button. Below the logo is a red error message box that reads 'Error! Account not activated.' Below this is a form with two input fields: 'E-mail Address' containing 'john.doe@acme.com' and 'Password' with masked characters. To the right of the password field is a 'Forgot Password?' link. Below the password field is a red 'Sign In' button. At the bottom of the form is a link that says 'Don't have an account yet? Sign Up!'. At the very bottom of the page is a copyright notice: '© Copyright 2023. All Rights Reserved.'

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



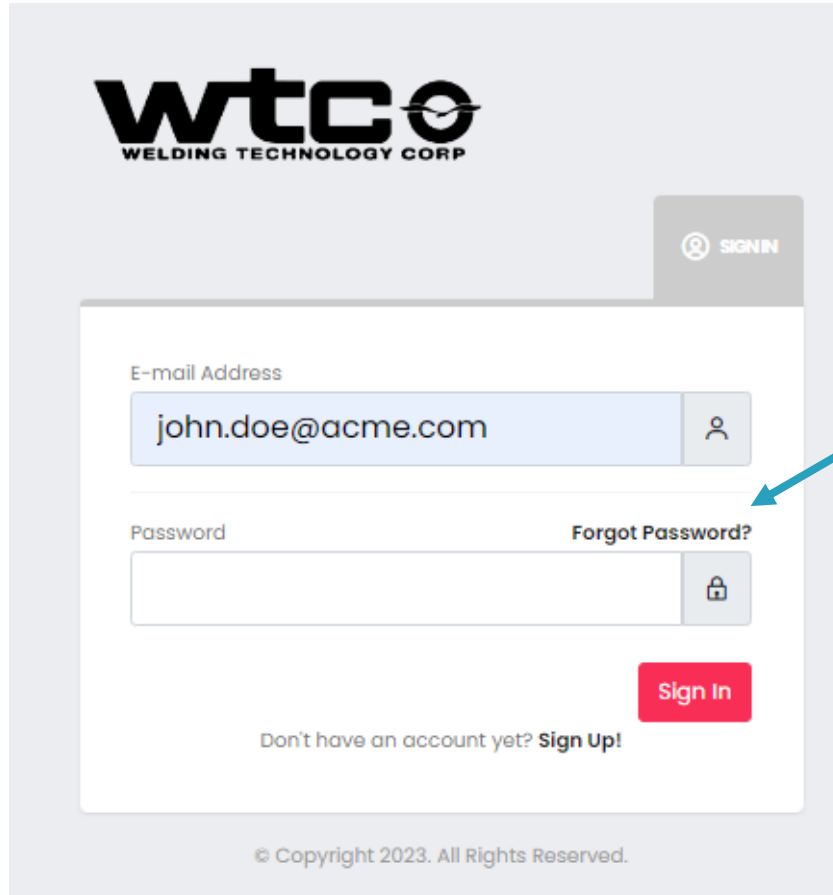
The screenshot shows the WTC login interface. At the top left is the WTC logo with the text 'WELDING TECHNOLOGY CORP'. In the top right corner, there is a 'SIGN IN' button with a user icon. The main login form contains an 'E-mail Address' field with the text 'john.doe@acme.com' and a user icon, a 'Password' field with masked characters '.....' and a lock icon, and a 'Forgot Password?' link. Below the password field is a red 'Sign In' button. At the bottom of the form, there is a link that says 'Don't have an account yet? Sign Up!'. A blue bracket on the right side of the form groups the email, password, and 'Sign In' button fields. A blue arrow points from the 'Sign Up!' link to a yellow box at the bottom of the slide.

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 with the text 'WELDING TECHNOLOGY CORP' below it. At the top right is a 'SIGN IN' button with a user icon. The main login form contains an 'E-mail Address' field with the text 'john.doe@acme.com' and a user icon, and a 'Password' field with a lock icon. To the right of the password field is a 'Forgot Password?' link. Below the password field is a red 'Sign In' button. At the bottom of the form is the text 'Don't have an account yet? Sign Up!'. At the very bottom of the page is the copyright notice '© Copyright 2023. All Rights Reserved.'.

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

# Forgot Password



WELDING TECHNOLOGY CORP

RECOVER PASSWORD

To reset your password, please fill Out the fields below

E-mail

Reset password


Remembered? Sign In!

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*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.*



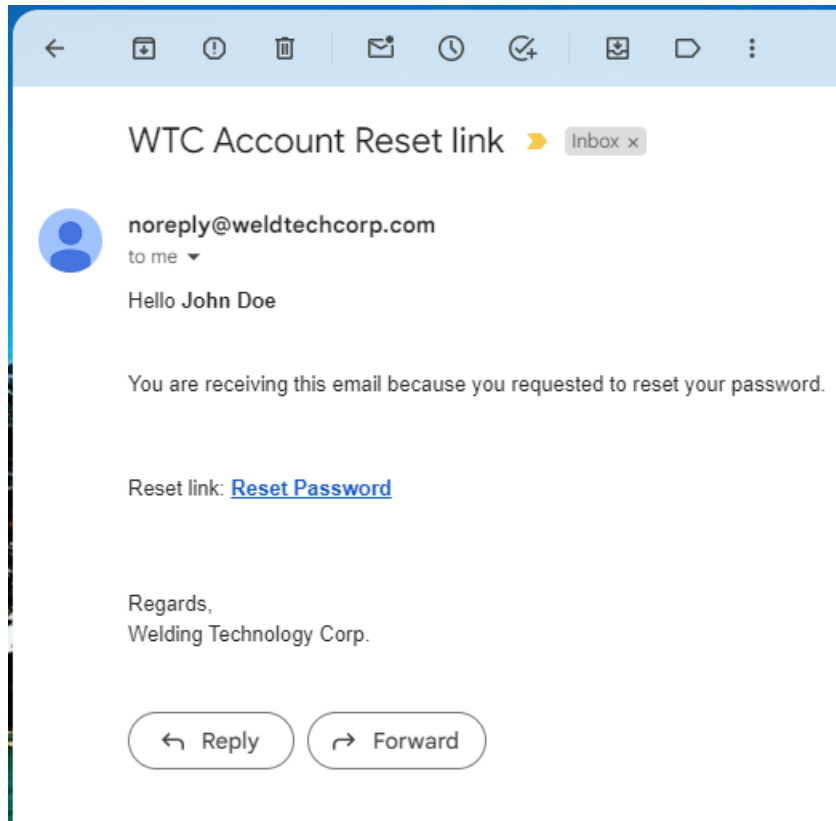
WELDING TECHNOLOGY CORP

RECOVER PASSWORD

✓ Success!  
Reset link sent to your email.

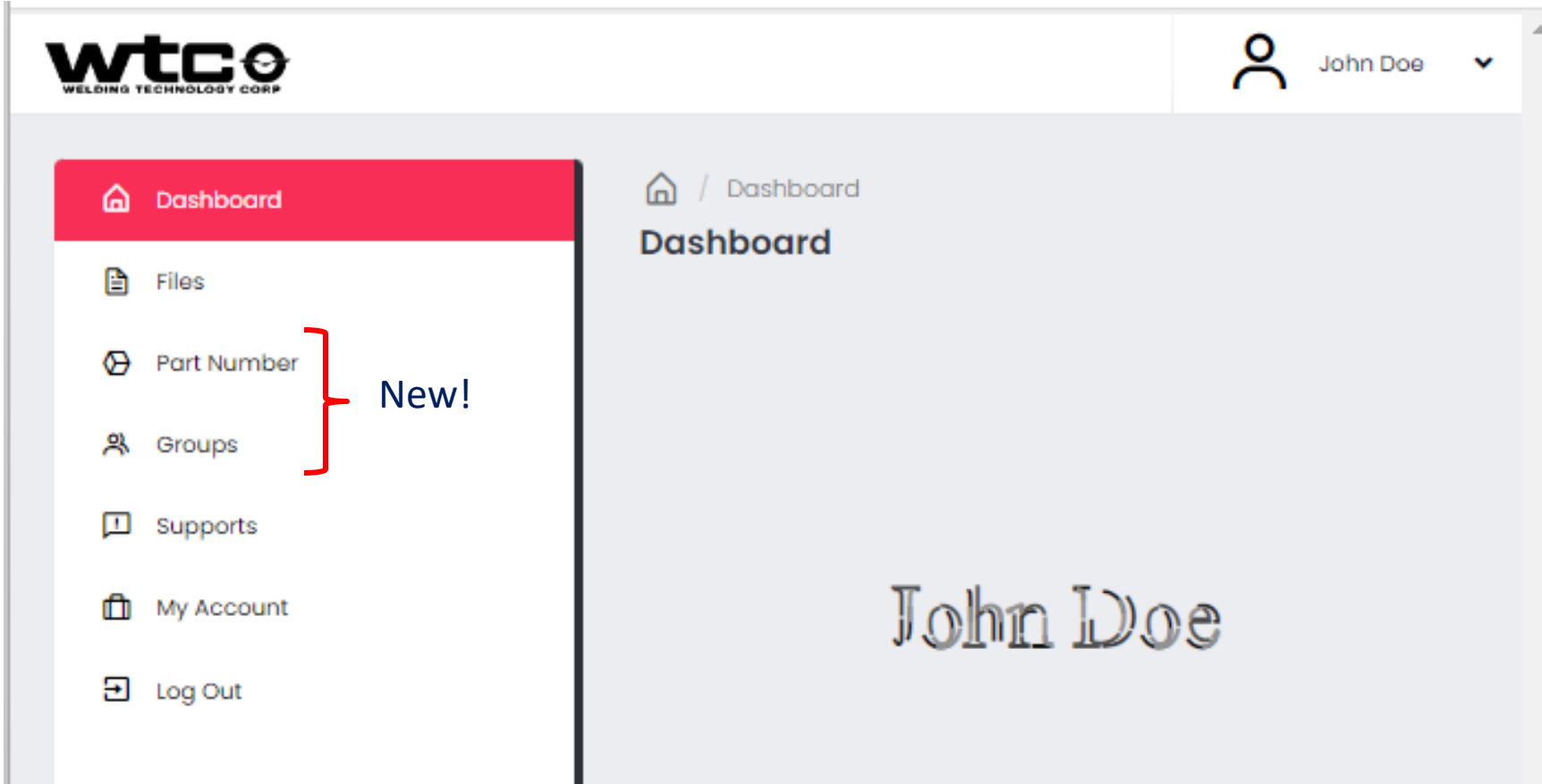
© Copyright 2021. All Rights Reserved.

# Forgot Password



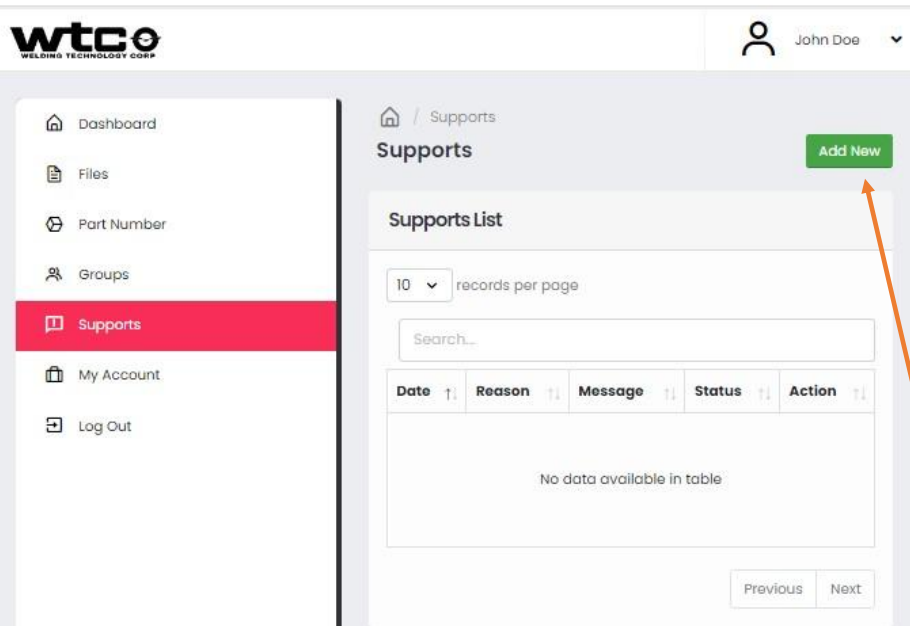
*Click on the Reset Password link and follow the directions given by the portal.*

# 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

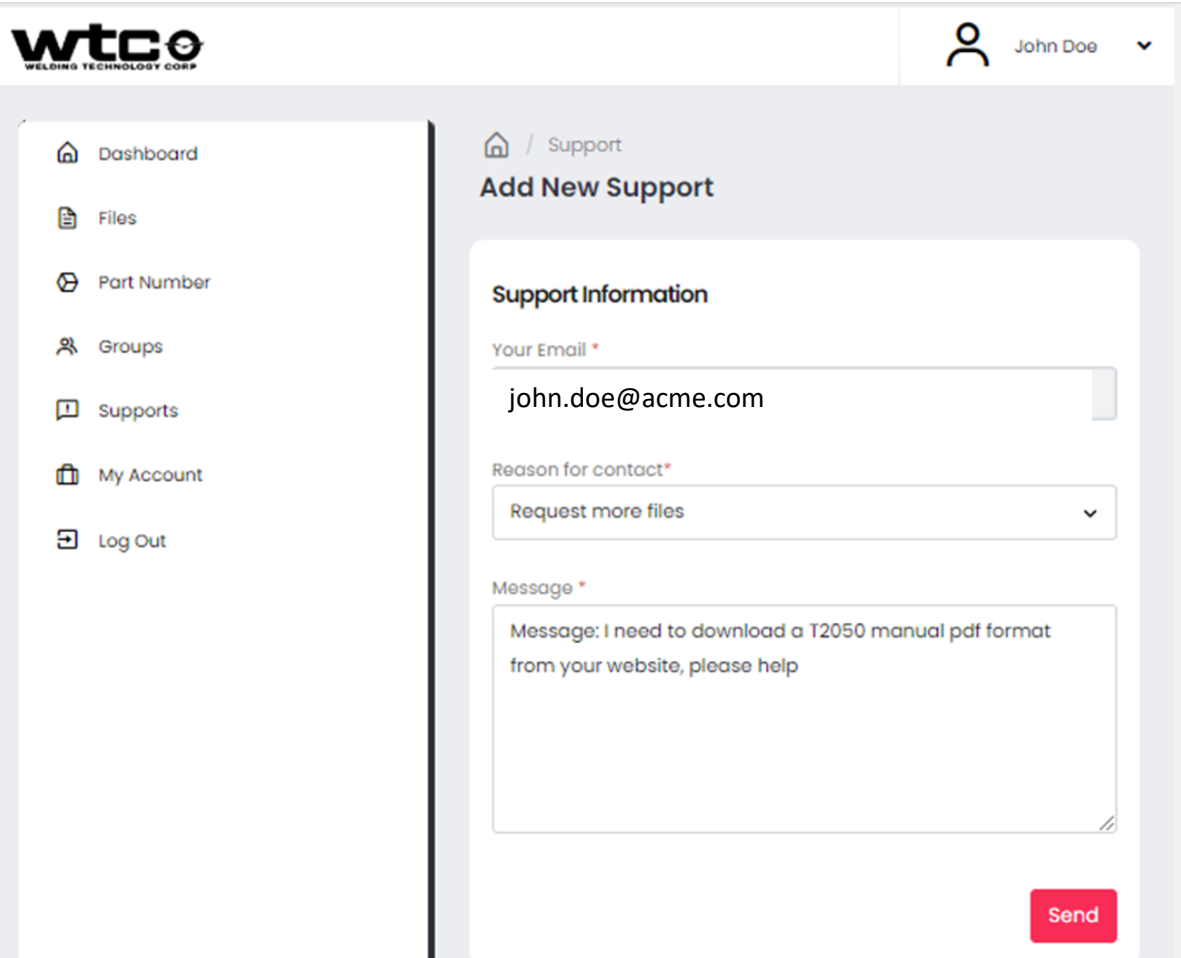
In this view, John Doe can see that there is no previous Support Requests in his history.

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




The screenshot shows a web application interface for Wtco Welding Technology Corp. The top navigation bar includes the Wtco logo on the left and a user profile icon labeled "John Doe" on the right. A left sidebar contains a menu with the following items: 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 three sections: "Support Information" with a "Your Email \*" field containing "john.doe@acme.com"; "Reason for contact\*" with a dropdown menu showing "Request more files"; and "Message \*" with a text area containing "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

WELDING TECHNOLOGY CORP

John Doe

Dashboard

Files

Part Number

Groups

**Supports**

My Account

Log Out

Supports

Add New

✓ Success!  
Request sent successfully

Supports List

10 records per page

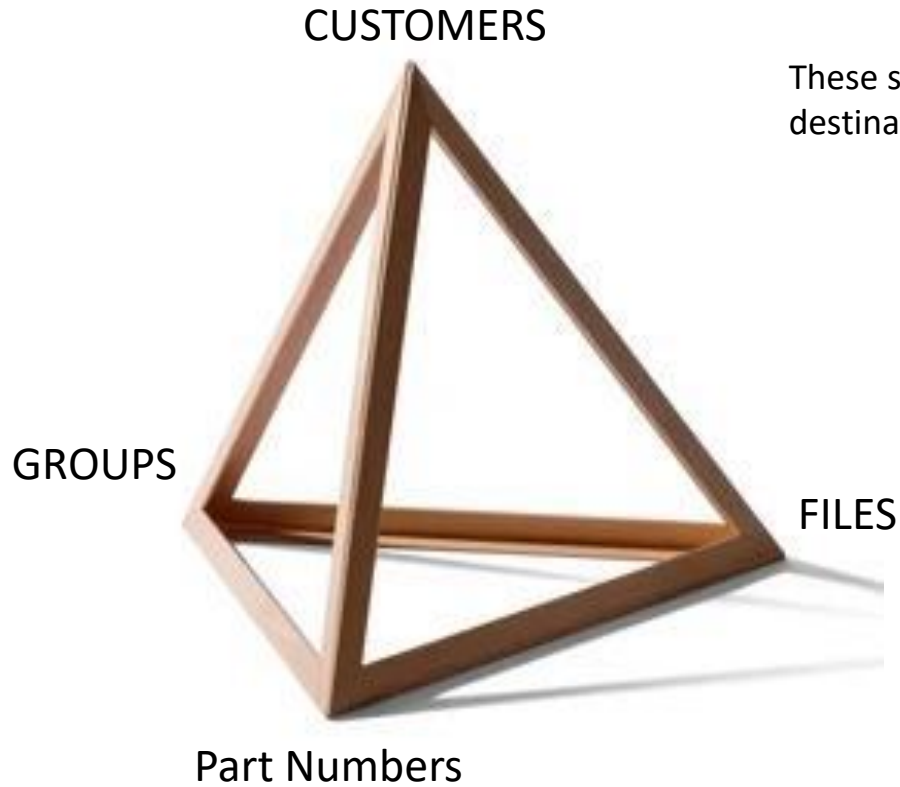
Search...

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	<div>Details</div>

Previous 1 Next

# Customers Accessing Files

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



There are six spokes in this model that create linkages

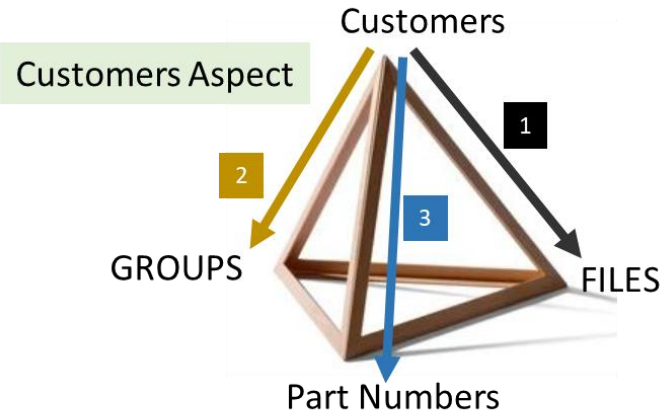
These spokes are vectors, however since the start and destinations can be reversed, we can think of twelve vectors.

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

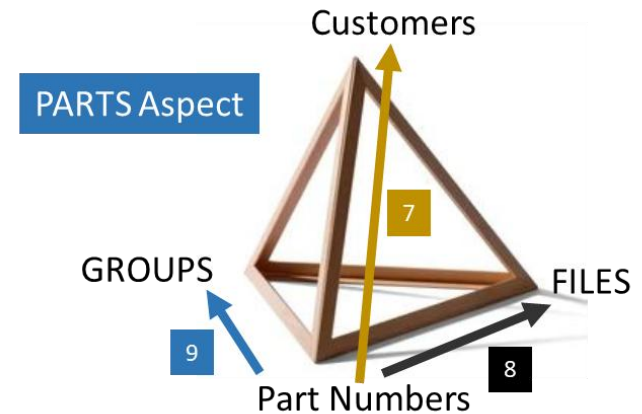
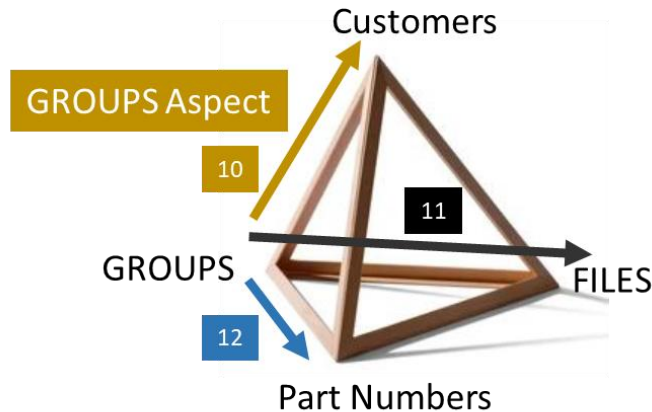
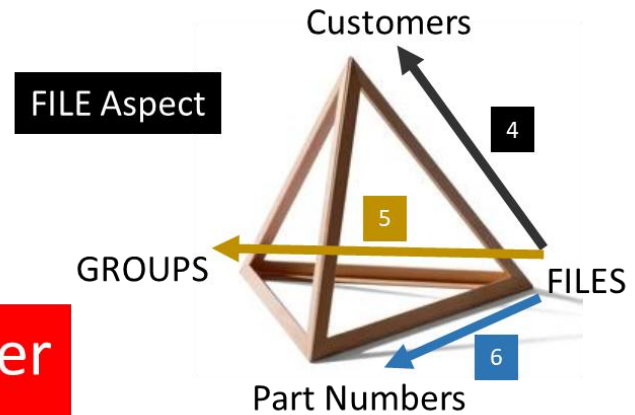
All these twelve links (vectors) are established by web portal managers in different panels of the web portal to serve you!



# The Twelve Vectors Creating Links

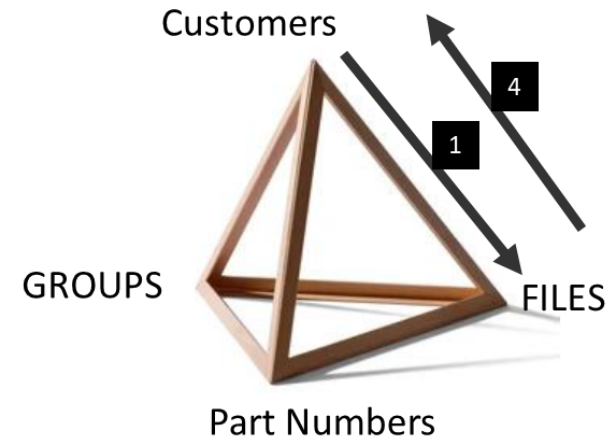
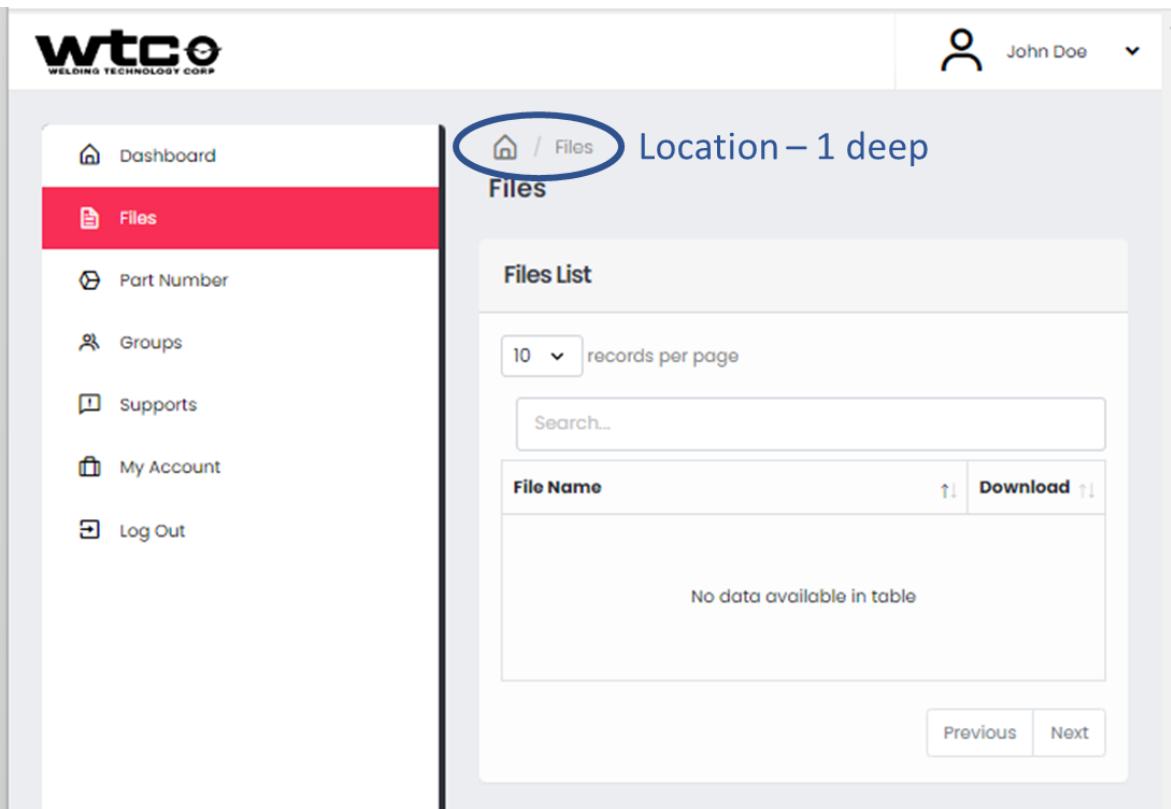


12 Vectors over  
4 Aspects



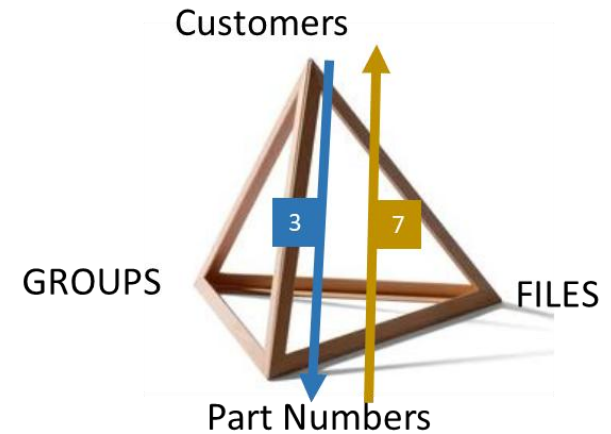
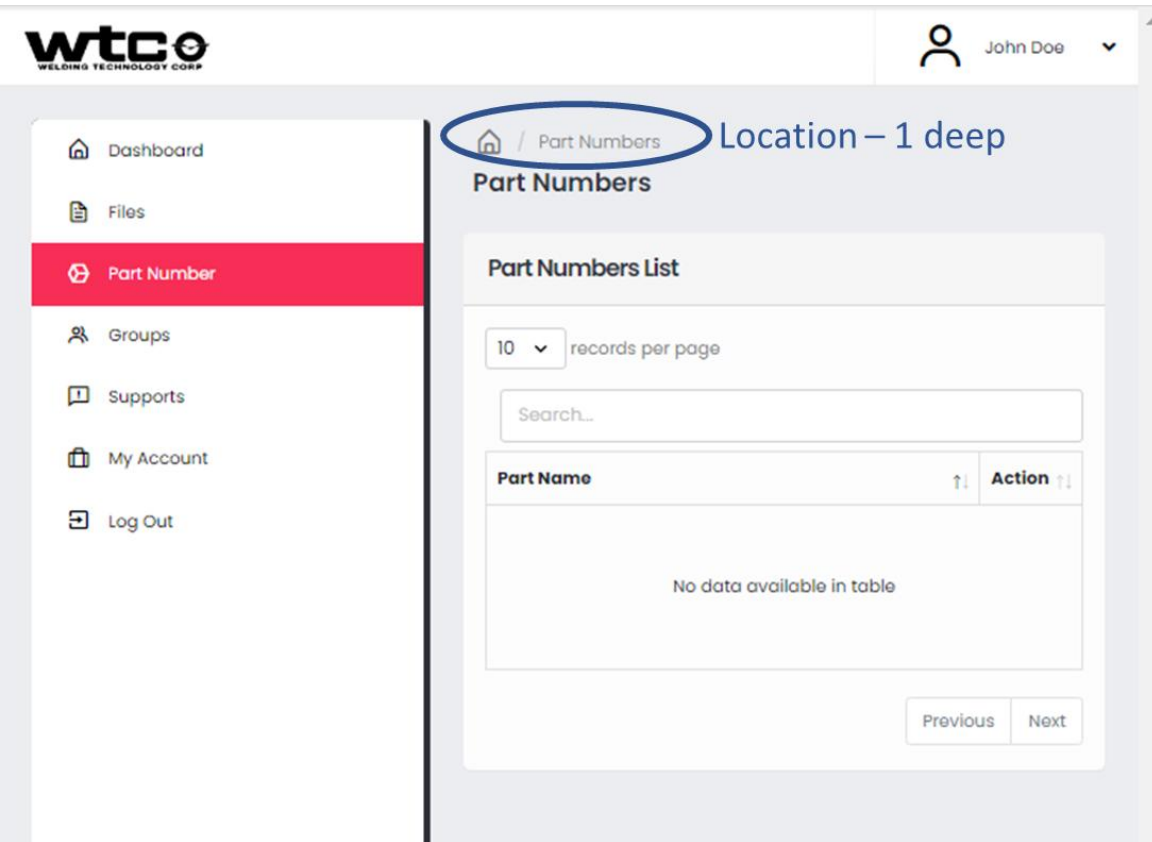
There are many ways to link up a customer to a file

# 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)

WTCO WELDING TECHNOLOGY CORP

John Doe

Dashboard

Files

Part Number

**Groups**

Supports

My Account

Log Out

Location - 1 deep

Groups

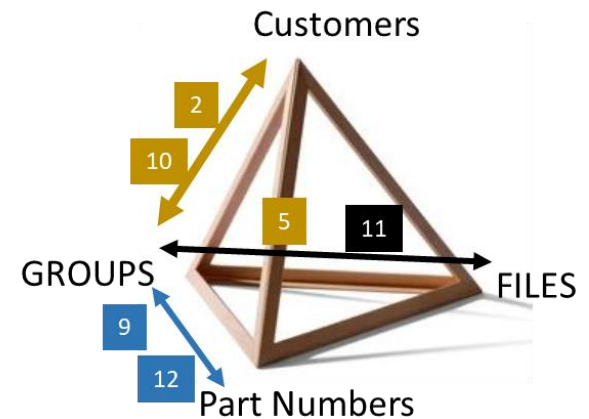
Groups List

10 records per page

Search...

Group	You Added On	Action
Acme Group	06/23/2022	<b>Files</b> Parts
Welcome	11/12/2022	Files Parts

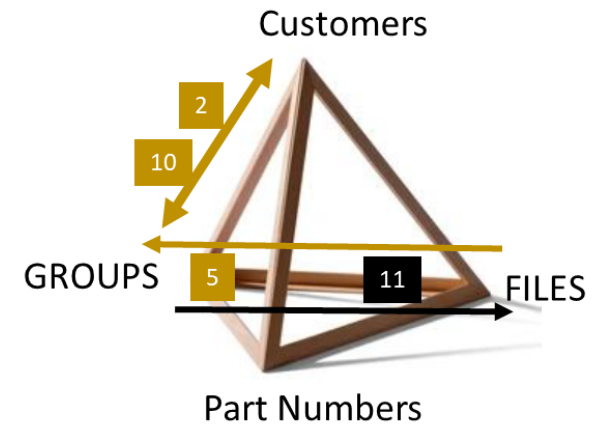
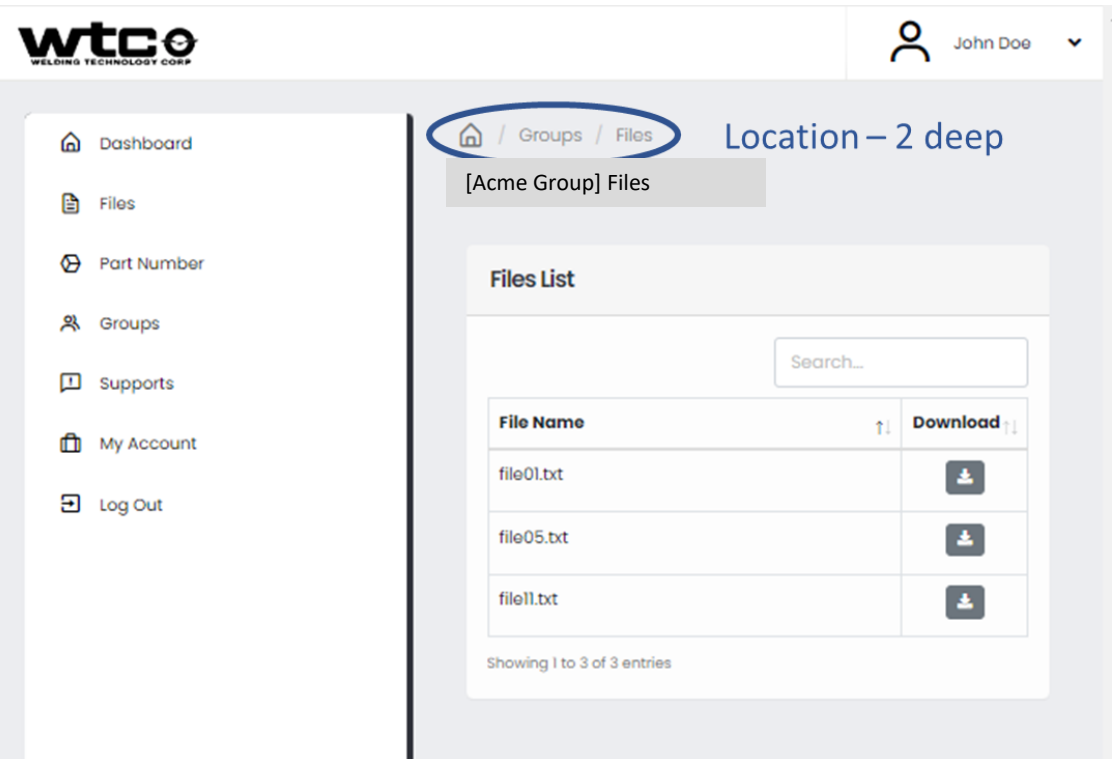
Previous 1 Next



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.

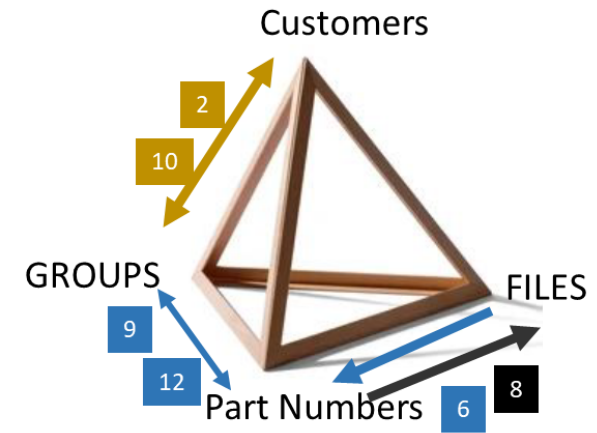
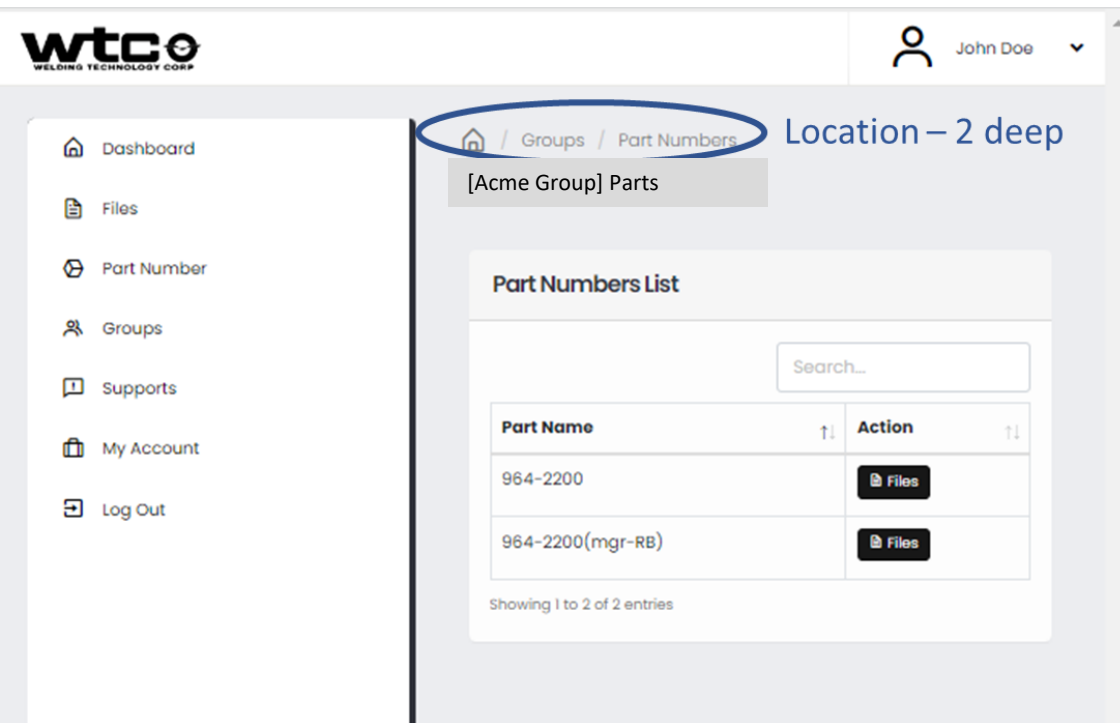
# Customer Links to Files (Direct & Indirect)



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.

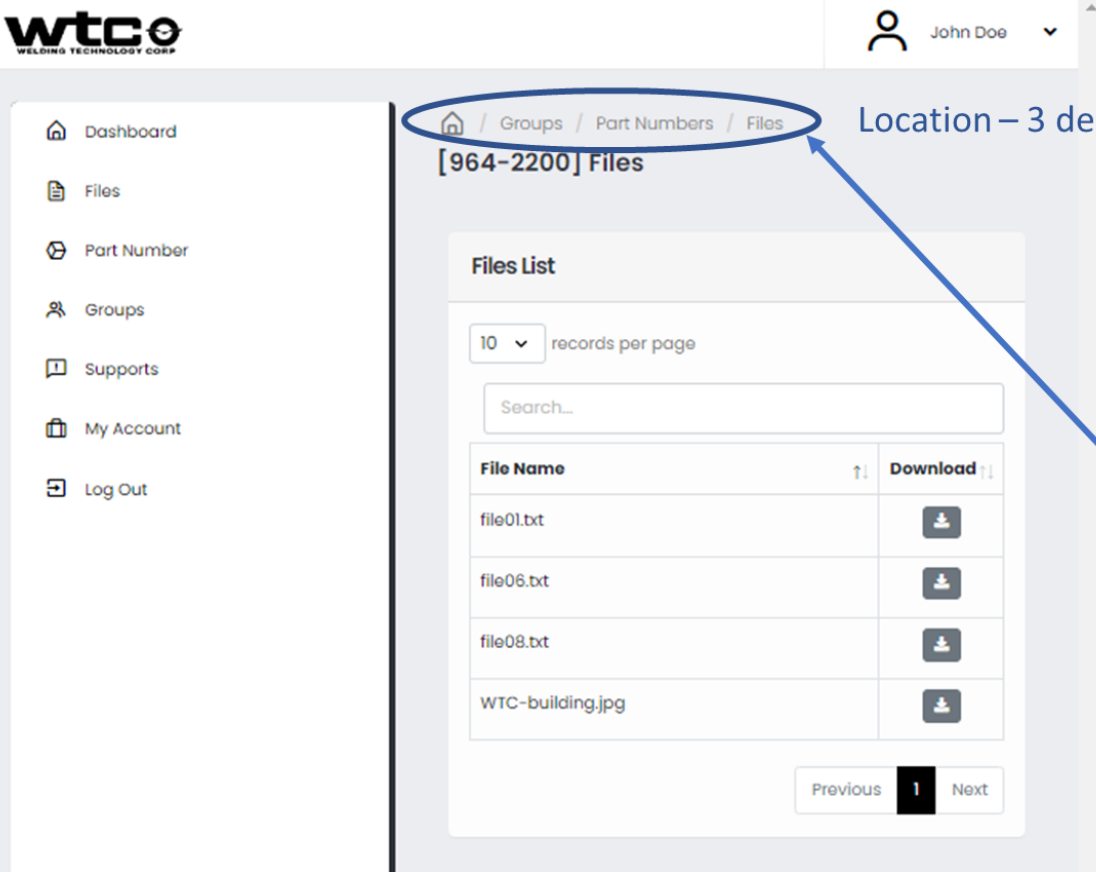
# Customer Links to Files (Direct & Indirect)



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).

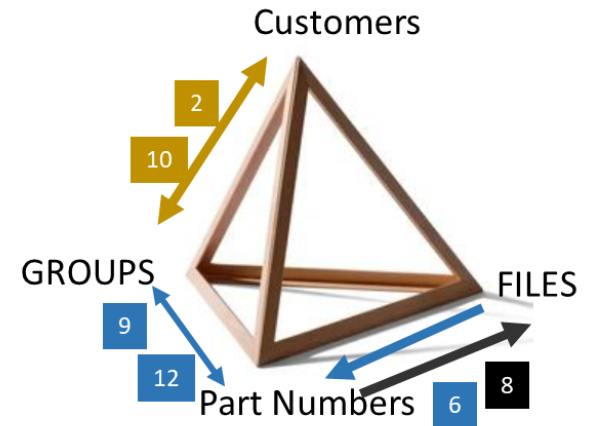
From the Files action button, he can see that there is a list of files available to download.

# Customer Links to Files (Direct & Indirect)



The screenshot shows the WTCO web application interface. The breadcrumb trail at the top is: [Home](#) / [Groups](#) / [Part Numbers](#) / [Files](#). The "Files" link is circled in blue. Below the breadcrumb trail, the text "[964-2200] Files" is displayed. The "Files List" section shows a table with columns "File Name" and "Download". The table contains four rows: "file01.txt", "file06.txt", "file08.txt", and "WTC-building.jpg". The "Download" column contains download icons for each file. The "Records per page" dropdown is set to "10". The "Page 1 of 1" indicator is shown at the bottom.

Location – 3 deep



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.