Initial Setup of an account receiving VPN Token Code via E-mail

If you want to receive VPN token codes via text messages, see page **Error! Bookmark not defined.** of this document.

Follow these instructions if you want to receive VPN token codes via e-mail:

Step One: Give WCS necessary information to set up your VPN access

To set up initial VPN access, contact one of the following WCS employees:

Karen Dobbins: (432) 525-8687

Lisa Berta: (432) 525-8650

Sherrod Reavis: (214) 587-0389

They will need the following information:

- Your name
- The company name
- Your email address
- Your office phone number

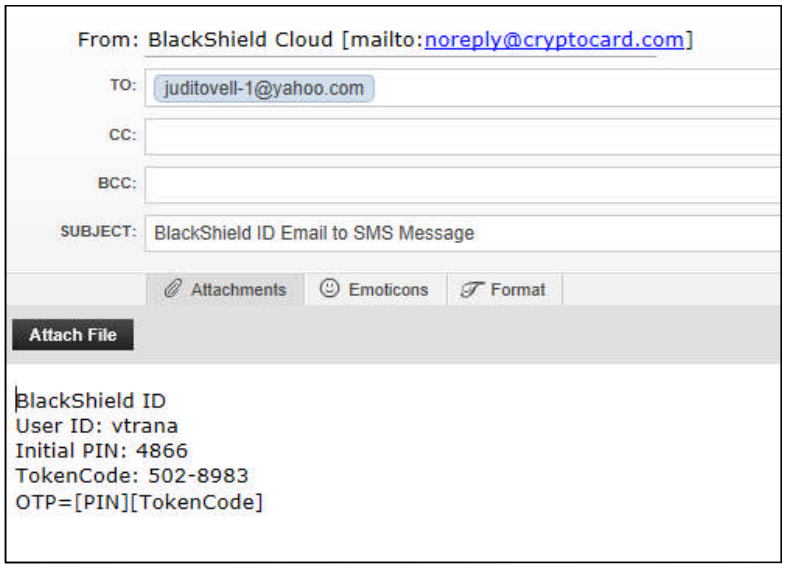
Wait to be contacted by WCS to let you know you that your access has been set up.

Step Two: Use your new VPN access to connect to WCS servers for the first time

When your VPN access has been set up, you will receive notification from WCS. You will also receive information as to your VPN username, VPN token code, and password.

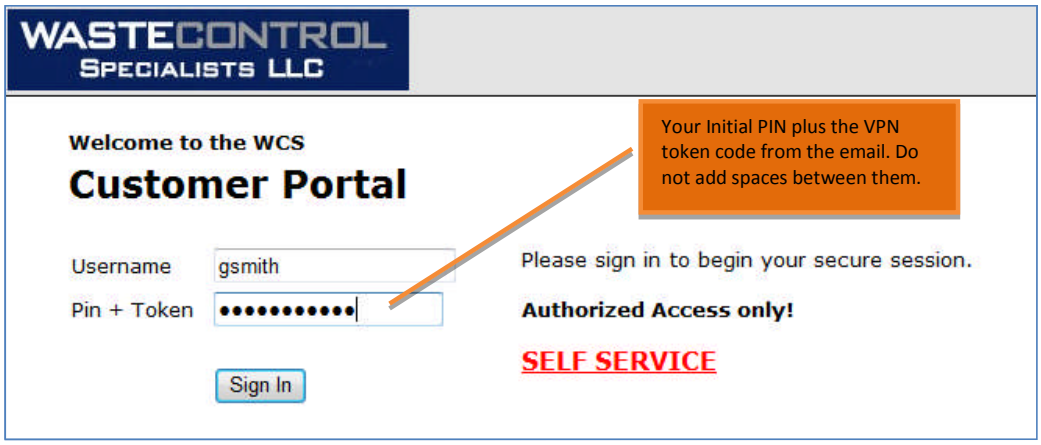
IMPORTANT: The email will be from noreply@cryptocard.com. If you do not receive an email within 2-4 minutes, check your Junk mail folder. If it is in your Junk folder, you will need to mark it as Not Junk or whatever similar setting your email provider uses to identify valid emails. You will not need to do this again in the future.

Sample email with User ID, initial PIN, and token code:



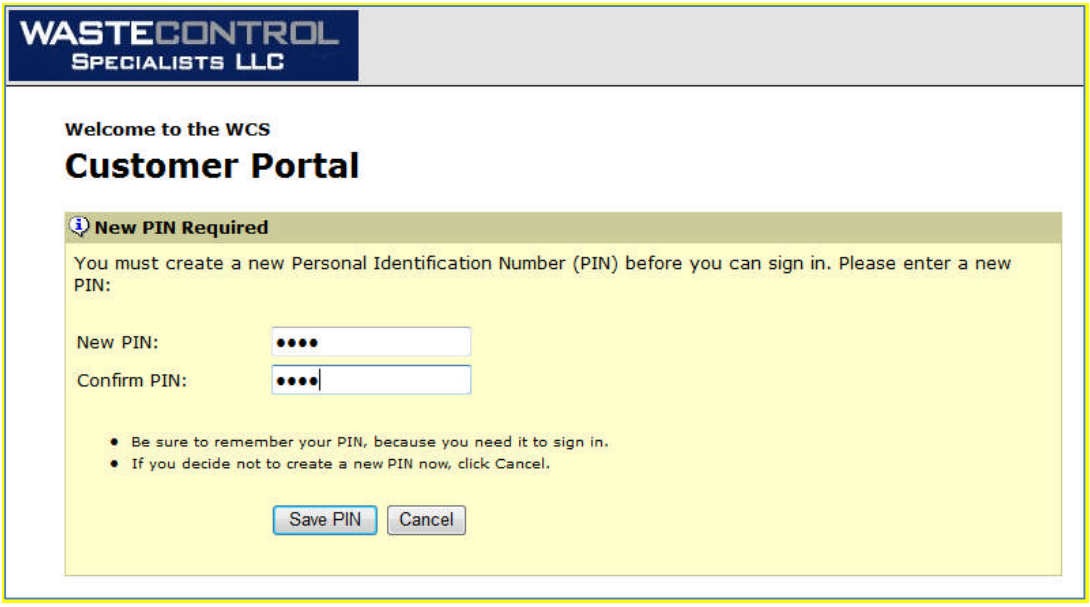
To use your VPN access, follow this procedure:

1	In Internet Explorer, go to https://customer.wcstexas.com Create a bookmark for this URL. You will need it to access ELITE. You will see the following screen:



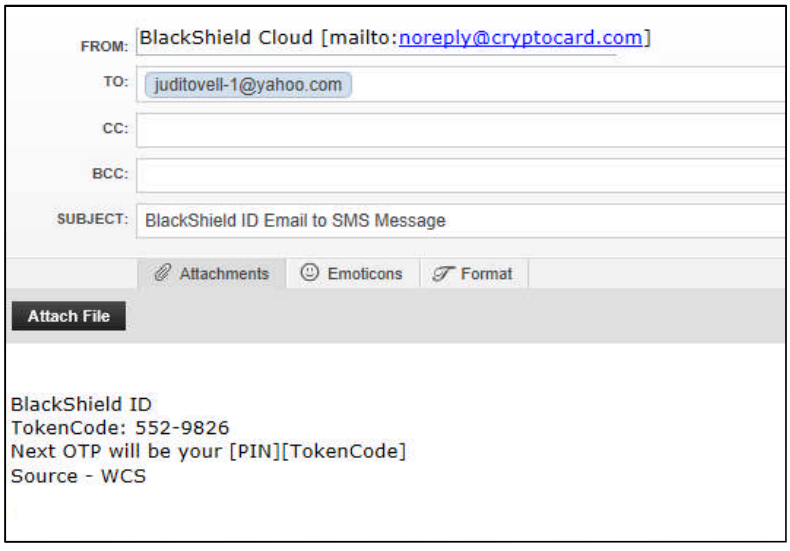
2	**Username:** Type the User ID given to you in the e-mail. This will normally be the first part of your e-mail address. **PIN+token:** Type the initial PIN from the e-mail. Click **Sign In**
3	A screen will appear asking you to change your PIN. Your new PIN must be 4 numbers (no letters). You will be asked to enter it twice.

	NOTE: It is important that you choose a PIN number you can remember, as you will use it in the future whenever you want to access ELITE



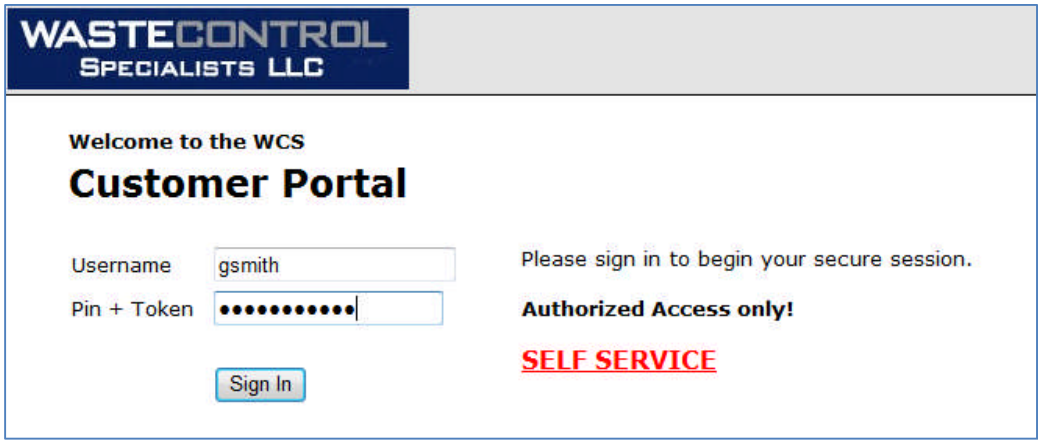
4	After entering your PIN, click **Save PIN** and an e-mail message will be sent to you that contains the VPN token code. The email will look similar to the following:

Sample email with new token code:



Step Three: Use the VPN token code to access WCS servers and then request an ELITE Account

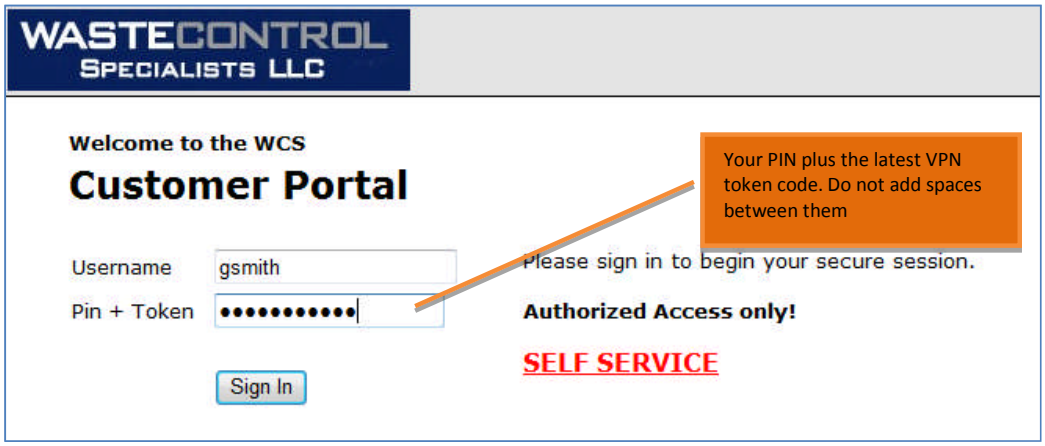
1	In Internet Explorer, go to https://customer.wcstexas.com (same URL as before, so you should already have this Bookmarked) You will see this screen:



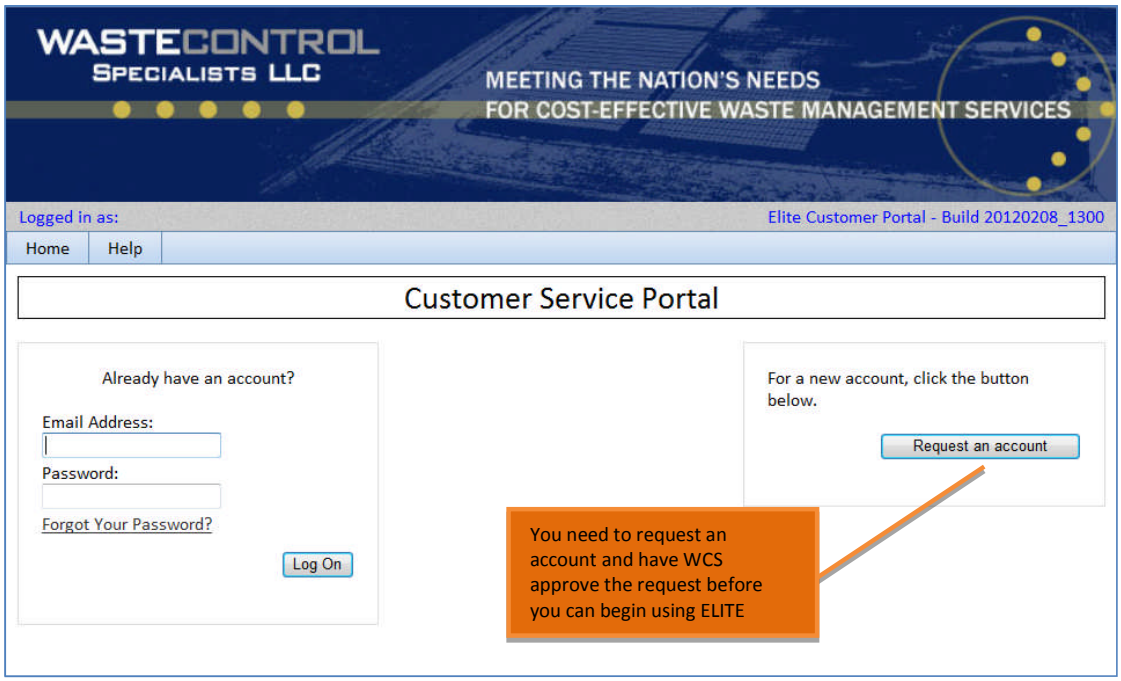
2	**Username:** Type the User ID given to you by WCS **PIN + Token:** Type the PIN you created and the token number from the email with no spaces between them.
3	If you do not receive an email within 2-4 minutes, check your Junk mail folder. If it is in your Junk folder, you will need to mark it as Not Junk or whatever similar setting your email provider uses to identify valid emails. You will not need to do this again in the future.

Step Four: Use the VPN token code you received via e-mail

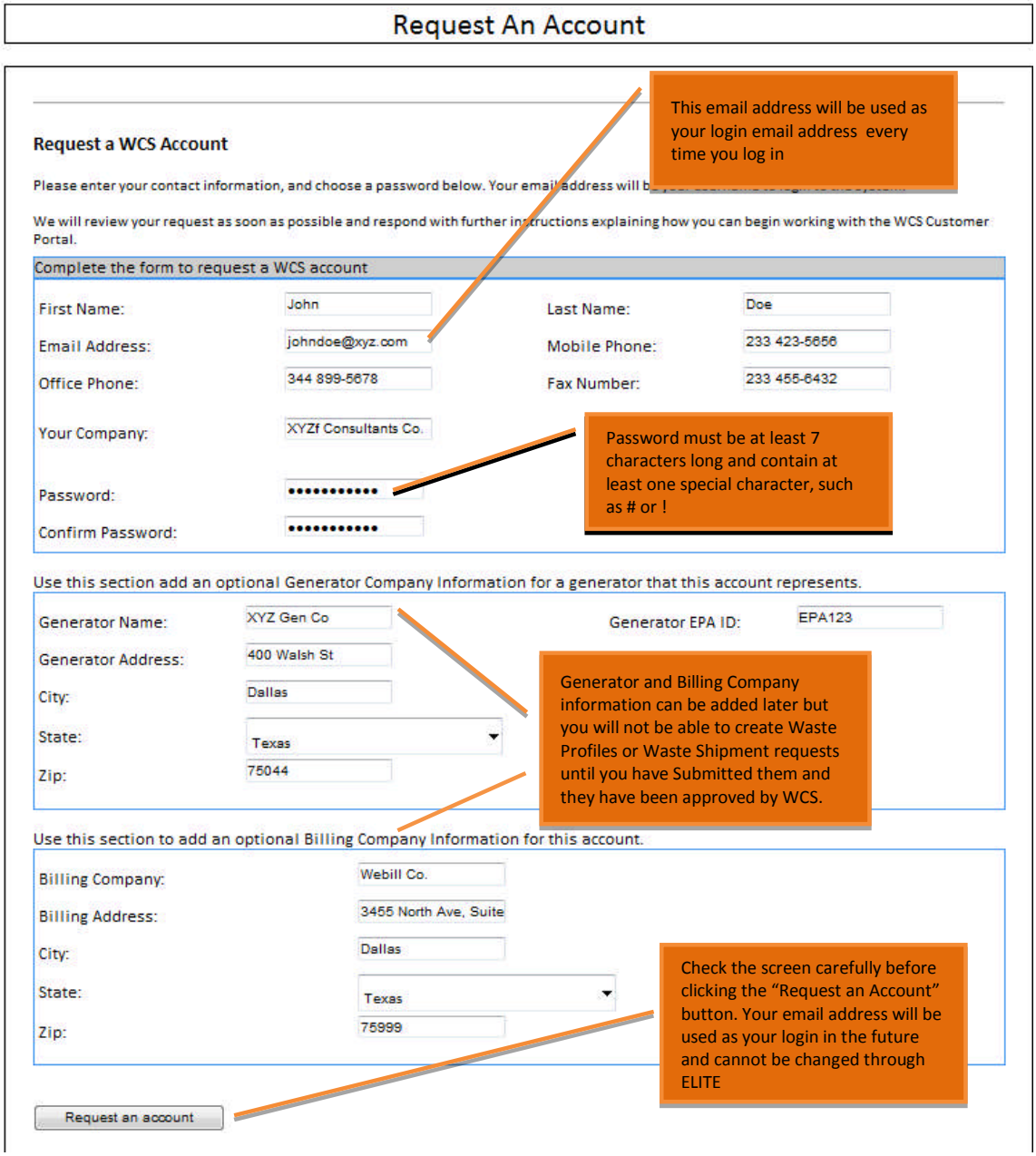
1	Go to https://customer.wcstexas.com (same URL as before, so you should already have this Bookmarked) You will see the following screen:



5	**Username:** Type the user name given to you by WCS **PIN+Token:** Type your VPN PIN number and the VPN token code that you received in the e-mail. For example, if your **PIN** is 5678 and the **VPN token code** is ABC4-KMG, you would enter: 5678ABC4-KMG. This information is case-sensitive.
6	Click the **Sign In** button. After clicking Sign In, you will receive a new e-mail message containing a new VPN token code. DO NOT DELETE THE NEW E-MAIL MESSAGE. This is the token you will use the next time you login. You will see the following screen:

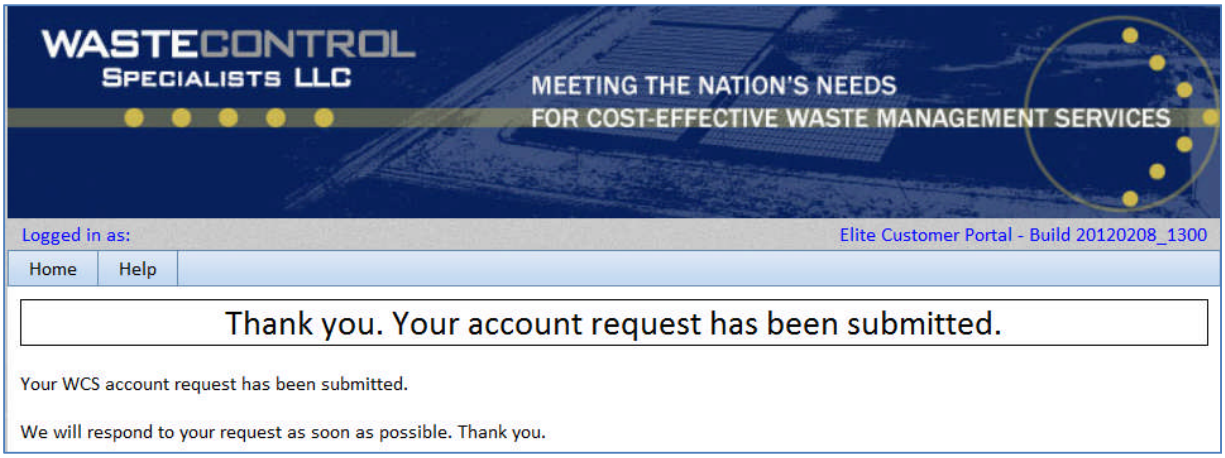


4	**Click the Request an account** button You will see the following screen:



5	Fill in the account information. NOTE: You can add the Generators and Billing Company information later, if you do not want to fill them in now. For more information. See **Error! Reference source not found.** on page **Error! Bookmark not defined.** or **Error! Reference source not found.** on page **Error! Bookmark not defined.** of this manual.
6	Click the **Request an account** button at the bottom of the screen.

	You will see the following screen:



7	Close Internet Explorer and wait for WCS to contact you. WCS will process your account request and e-mail you when it is approved.

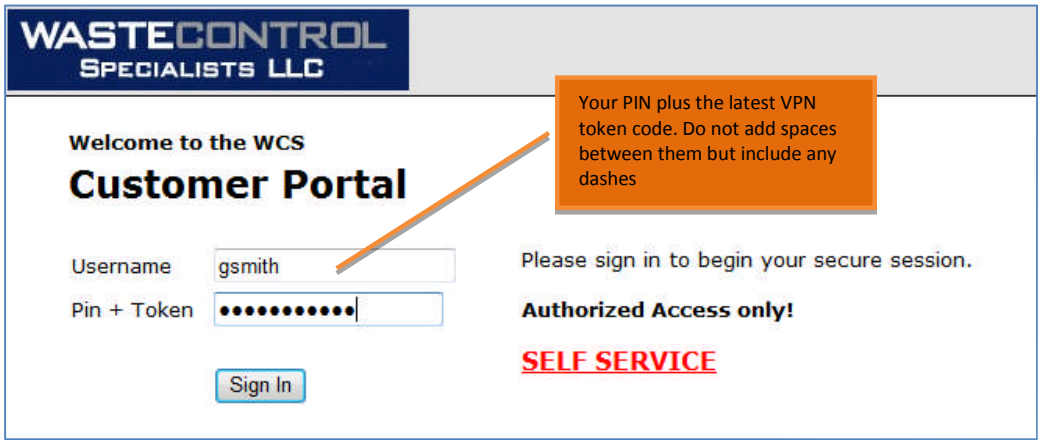
Logging into ELITE After your Initial Setup is always a Two-step process

After following the steps above, you will receive an e-mail notifying you that your account has been approved. From this point forward, you will use a user name and VPN token code to access the WCS server, and then an e-mail address and password to access ELITE.

Step One: Use your username, PIN, and VPN token code to access the WCS server

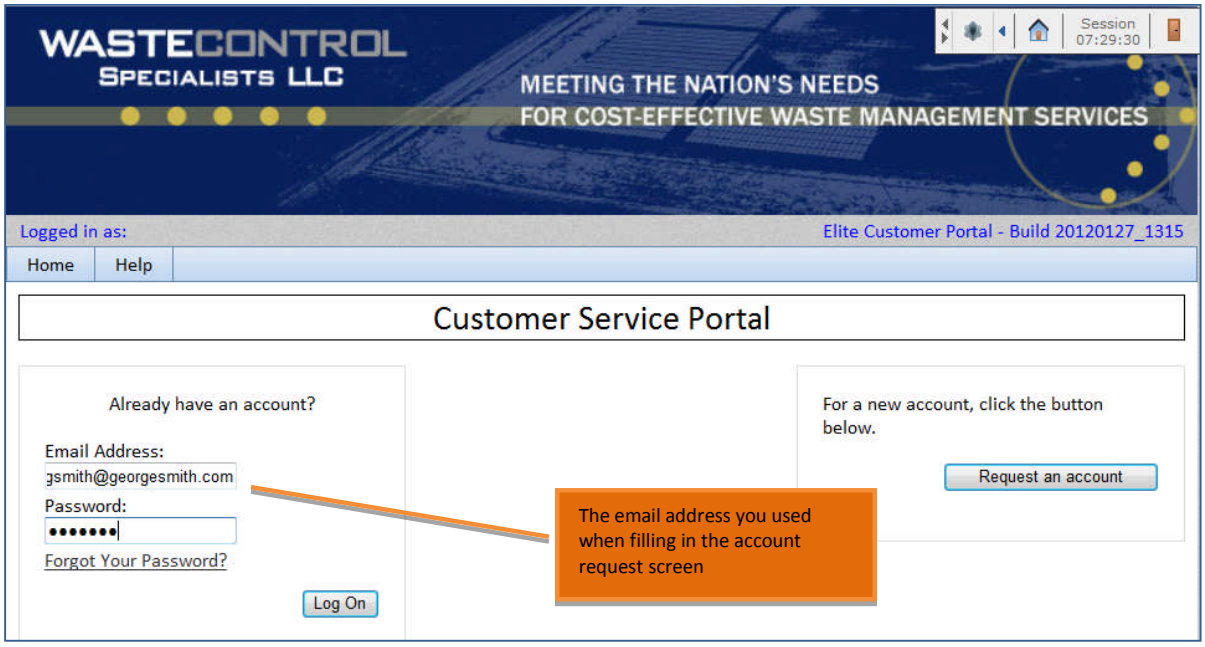
You will never use the same VPN token code twice. Once it is successfully used to accesses ELITE, you will automatically be sent a new VPN token code and the old VPN token code will no longer be valid.

1	In Internet Explorer, go to https://customer.wcstexas.com You should have already created a bookmark for this URL. You will see the following screen:



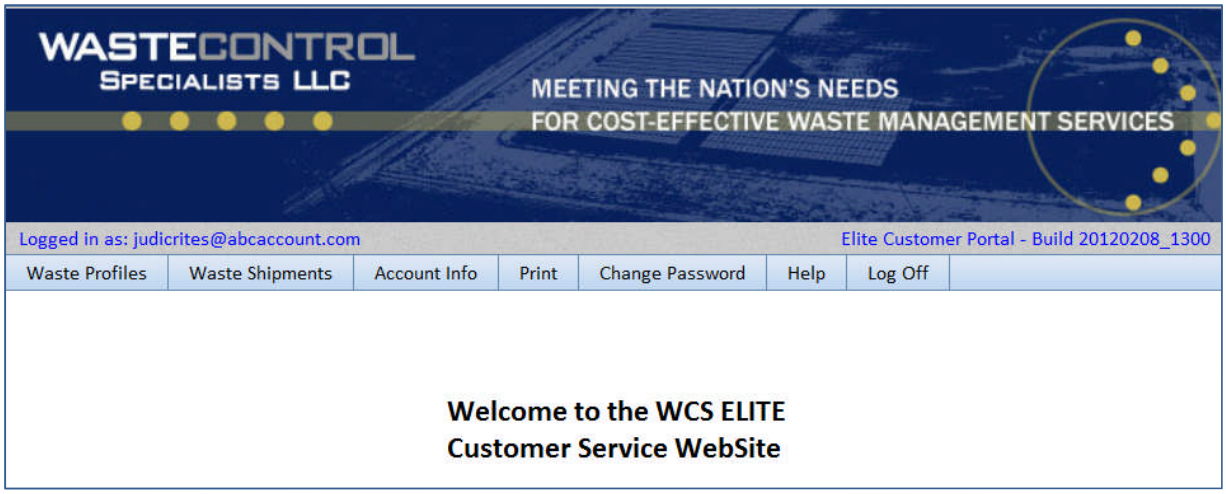
2	**Username:** The username supplied by you in the WCS e-mail, refer to page **Error! Bookmark not defined.** of this document. **Password:** Your four character PIN plus the latest VPN token code that was texted to you. For example: 1234N20-G799
3	Click the **Sign in** button. You will see the ELITE Customer Portal login screen:

Step Two: Use your E-mail Address and Password to access ELITE



1	**E-mail Address:** The e-mail address you used when filling in the Account Request screen **Password:** Your four character PIN plus the latest VPN token code that was texted to you. For example: 1234N20-G799 NOTE: You will be locked out after 3 failed attempts and will need to contact WCS to regain access. If you forget your password, see **Error! Reference source not found.** on page **Error!**

	Bookmark not defined. of this document.
2	Click the **Log On** button. You will see the following screen and can now access all of ELITE's features:

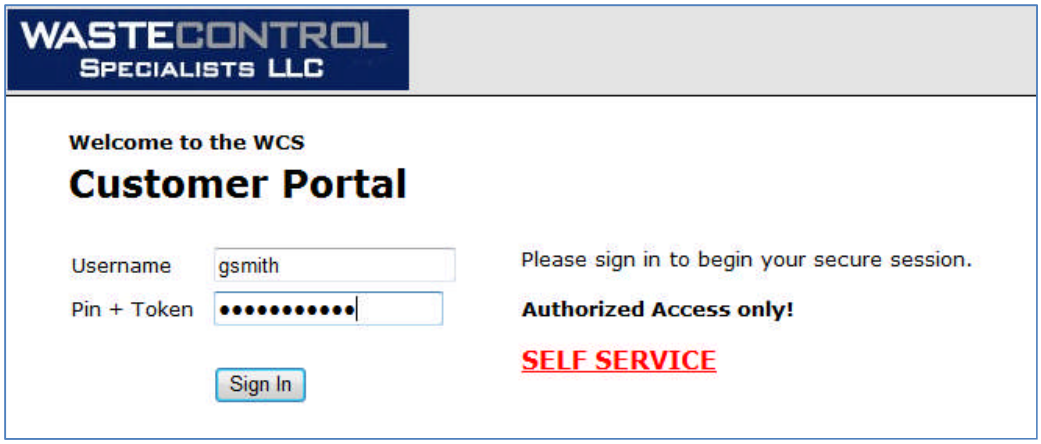


3	Repeat Steps One and Two whenever you want to access ELITE.

Manually requesting a new VPN Token Code

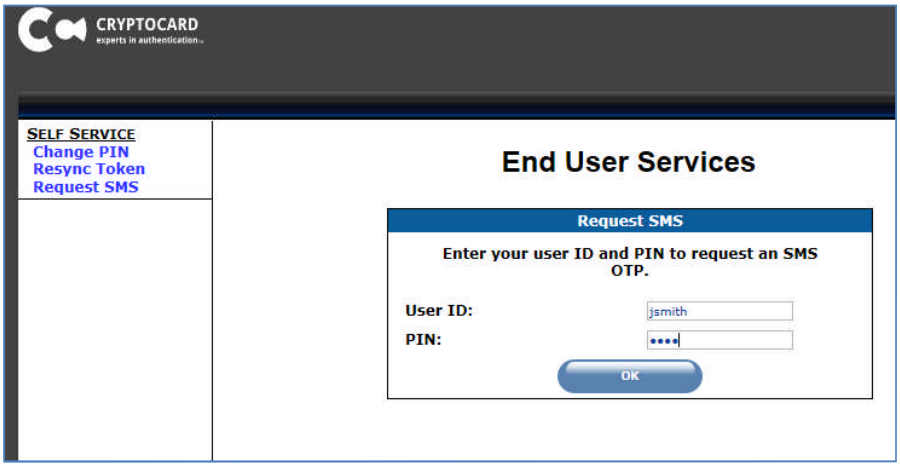
Normally, you will not need to request a new VPN token code as a new code will automatically be sent to you each time you successfully access ELITE. However, if you should accidentally delete the last text message/e-mail or, if for any reason your VPN token code appears not to work, you can manually request a new one.

1	In Internet Explorer, go to https://customer.wcstexas.com You should have already created a bookmark for this URL. You will see the following screen:



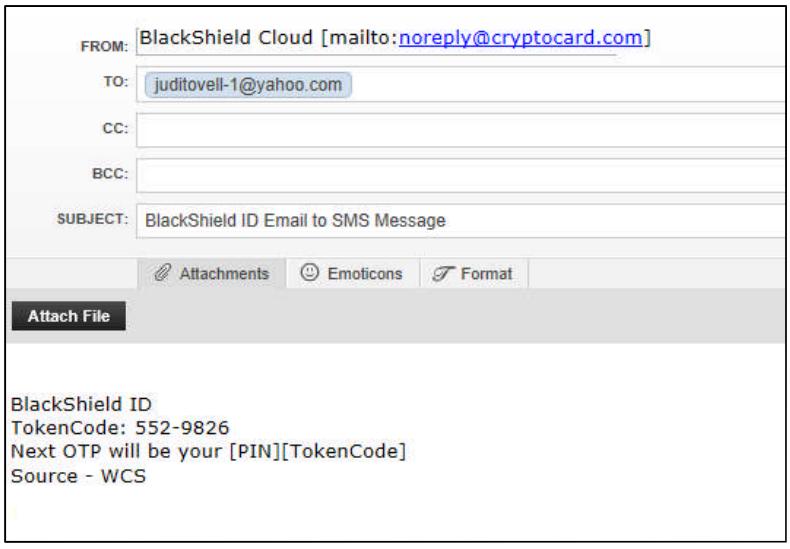
2	Click the SELF SERVICE link

3	Click the Request SMS link. You will see the following screen:



4	**User ID**: This will be the first part of your email address. For example, if it is gsmith@xyz.com you would type gsmith
5	PIN: Type your 4 character **PIN**
6	Click **OK** button You will see a message telling you the new VPN Code was sent. IMPORTANT: The email will be from noreply@cryptocard.com. If you do not receive an email within 2-4 minutes, check your Junk mail folder. If it is in your Junk folder, you will need to mark it as Not Junk or whatever similar setting your email provider uses to identify valid emails. You will not need to do this again in the future.

Sample email with new token code:

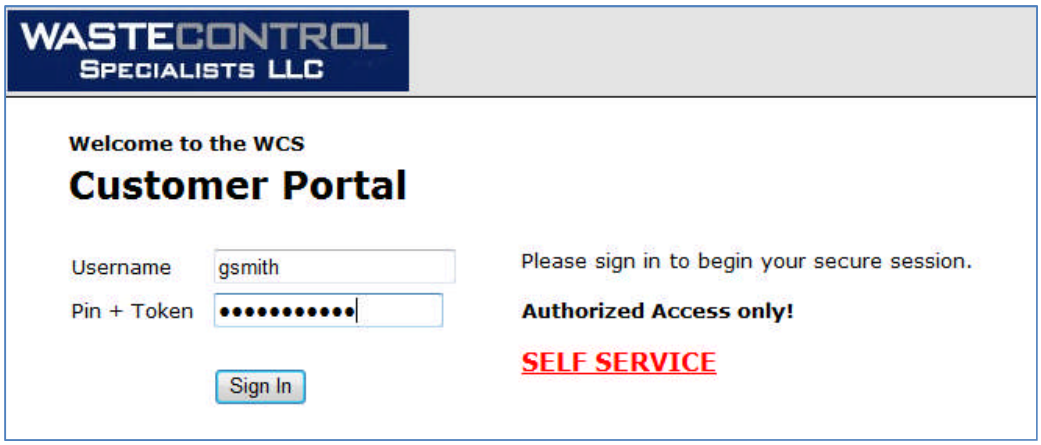


Changing your PIN Number

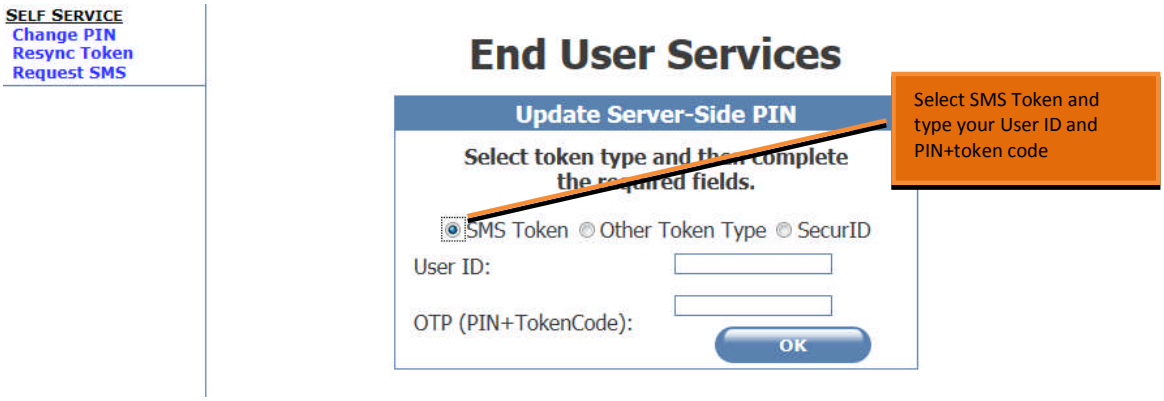
Your PIN number must be 4 characters, but you can change the PIN any time you choose.

1	In Internet Explorer, go to https://customer.wcstexas.com

	You should have already created a bookmark for this URL. You will see the following screen:



2	Click the SELF SERVICE link You will see the following screen:



2	Click the SMS Token radio button
3	Type your **User ID** and PIN=newest **Token Code**
4	Click **OK** button
5	When prompted, enter your new PIN information and click **OK**.