

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 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:

From: BlackShield Cloud [mailto:noreply@cryptocard.com]

TO: juditovell-1@yahoo.com

CC:

BCC:

SUBJECT: BlackShield ID Email to SMS Message

Attachments Emoticons Format

Attach File

BlackShield ID
 User ID: vtrana
 Initial PIN: 4866
 TokenCode: 502-8983
 OTP=[PIN][TokenCode]

To use your VPN access, follow this procedure:

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

WASTECONTROL
SPECIALISTS LLC

Welcome to the WCS
Customer Portal

Username

Pin + Token

Please sign in to begin your secure session.

Authorized Access only!

SELF SERVICE

Your Initial PIN plus the VPN token code from the email. Do not add spaces between them.

- | | |
|---|--|
| 2 | <p>Username: Type the User ID given to you in the e-mail. This will normally be the first part of your e-mail address.</p> <p>PIN+token: Type the initial PIN from the e-mail.
 Click Sign In</p> |
| 3 | <p>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.</p> |

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

WASTECONTROL
SPECIALISTS LLC

Welcome to the WCS
Customer Portal

New PIN Required

You must create a new Personal Identification Number (PIN) before you can sign in. Please enter a new PIN:

New PIN:

Confirm PIN:

- Be sure to remember your PIN, because you need it to sign in.
- If you decide not to create a new PIN now, click Cancel.

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:

FROM: BlackShield Cloud [mailto:noreply@cryptocard.com]

TO: juditovell-1@yahoo.com

CC:

BCC:

SUBJECT: BlackShield ID Email to SMS Message

Attachments Emoticons Format

Attach File

BlackShield ID
TokenCode: 552-9826
Next OTP will be your [PIN][TokenCode]
Source - WCS

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.wctexas.com (same URL as before, so you should already have this Bookmarked) You will see this screen:
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WASTECONTROL
SPECIALISTS LLC

Welcome to the WCS
Customer Portal

Username Please sign in to begin your secure session.

Pin + Token **Authorized Access only!**

SELF SERVICE

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.wctexas.com (same URL as before, so you should already have this Bookmarked) You will see the following screen:
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WASTECONTROL
SPECIALISTS LLC

Welcome to the WCS
Customer Portal

Username

Pin + Token

Please sign in to begin your secure session.

Authorized Access only!

SELF SERVICE

Your PIN plus the latest VPN token code. Do not add spaces between them

- | | |
|---|---|
| 5 | <p>Username: Type the user name given to you by WCS</p> <p>PIN+Token: Type your VPN PIN number and the VPN token code that you received in the e-mail.</p> <p>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.</p> |
| 6 | <p>Click the Sign In button.</p> <p>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.</p> <p>You will see the following screen:</p> |

WASTECONTROL
SPECIALISTS LLC

MEETING THE NATION'S NEEDS
FOR COST-EFFECTIVE WASTE MANAGEMENT SERVICES

Logged in as: Elite Customer Portal - Build 20120208_1300

Home Help

Customer Service Portal

Already have an account?

Email Address:

Password:

[Forgot Your Password?](#)

For a new account, click the button below.

You need to request an account and have WCS approve the request before you can begin using ELITE

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

Request An Account

Request a WCS Account

Please enter your contact information, and choose a password below. Your email address will be used as your login email address every time you log in.

We will review your request as soon as possible and respond with further instructions explaining how you can begin working with the WCS Customer Portal.

Complete the form to request a WCS account

First Name: <input type="text" value="John"/>	Last Name: <input type="text" value="Doe"/>
Email Address: <input type="text" value="johndoe@xyz.com"/>	Mobile Phone: <input type="text" value="233 423-5656"/>
Office Phone: <input type="text" value="344 899-5678"/>	Fax Number: <input type="text" value="233 455-6432"/>
Your Company: <input type="text" value="XYZ Consultants Co."/>	
Password: <input type="password" value="*****"/>	
Confirm Password: <input type="password" value="*****"/>	

Use this section add an optional Generator Company Information for a generator that this account represents.

Generator Name: <input type="text" value="XYZ Gen Co"/>	Generator EPA ID: <input type="text" value="EPA123"/>
Generator Address: <input type="text" value="400 Walsh St"/>	
City: <input type="text" value="Dallas"/>	
State: <input type="text" value="Texas"/>	
Zip: <input type="text" value="75044"/>	

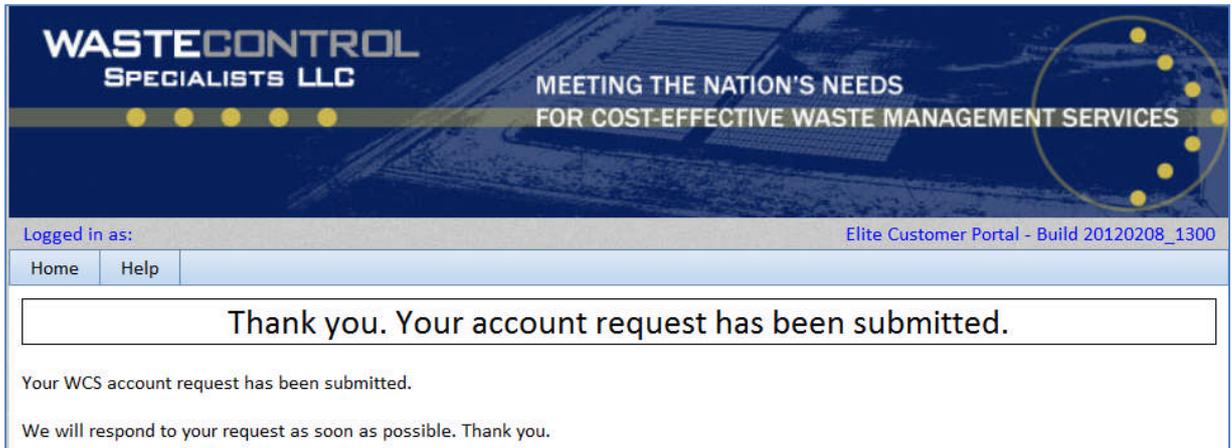
Use this section to add an optional Billing Company Information for this account.

Billing Company: <input type="text" value="Webill Co."/>	
Billing Address: <input type="text" value="3455 North Ave. Suite"/>	
City: <input type="text" value="Dallas"/>	
State: <input type="text" value="Texas"/>	
Zip: <input type="text" value="75999"/>	

- 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 access 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.

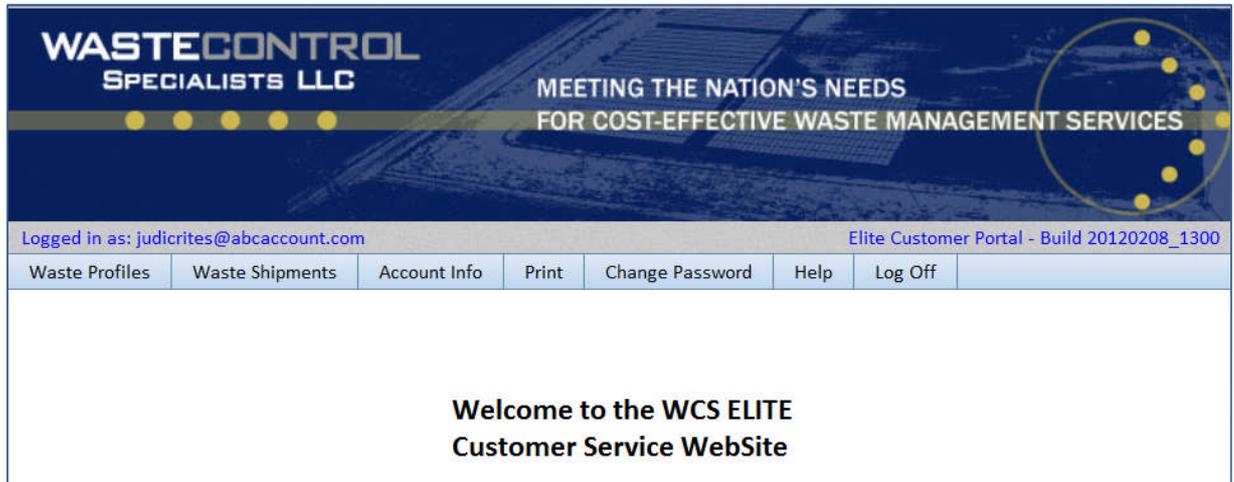
You will see the following screen:

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

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

- | | |
|---|--|
| 1 | <p>E-mail Address: The e-mail address you used when filling in the Account Request screen</p> <p>Password: Your four character PIN plus the latest VPN token code that was texted to you. For example: 1234N20-G799</p> <p>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!</p> |
|---|--|

	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.
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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.wctexas.com>
You should have already created a bookmark for this URL.

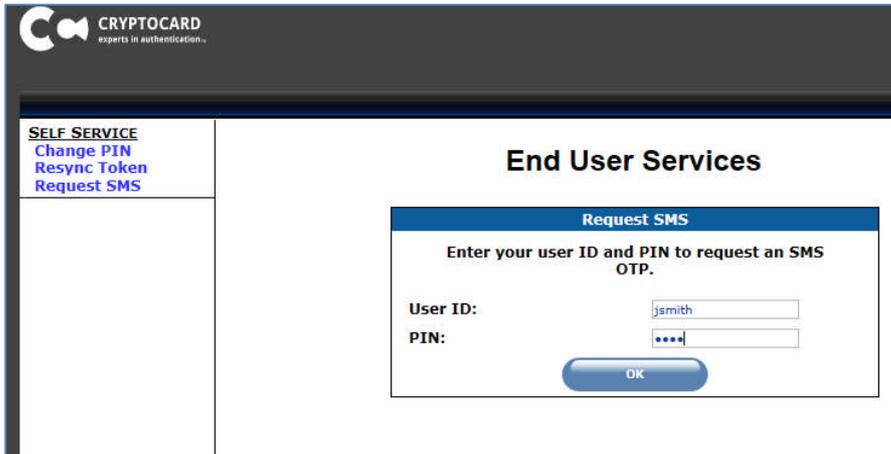
You will see the following screen:

The screenshot shows the login page for WASTECONTROL SPECIALISTS LLC. The header includes the company name. Below the header, it says "Welcome to the WCS Customer Portal". There are two input fields: "Username" with the value "gsmith" and "Pin + Token" with a masked input. To the right of the inputs, it says "Please sign in to begin your secure session." and "Authorized Access only!". Below the inputs is a "Sign In" button. To the right of the "Sign In" button is a red link labeled "SELF SERVICE".

- 2 Click the [SELF SERVICE](#) link

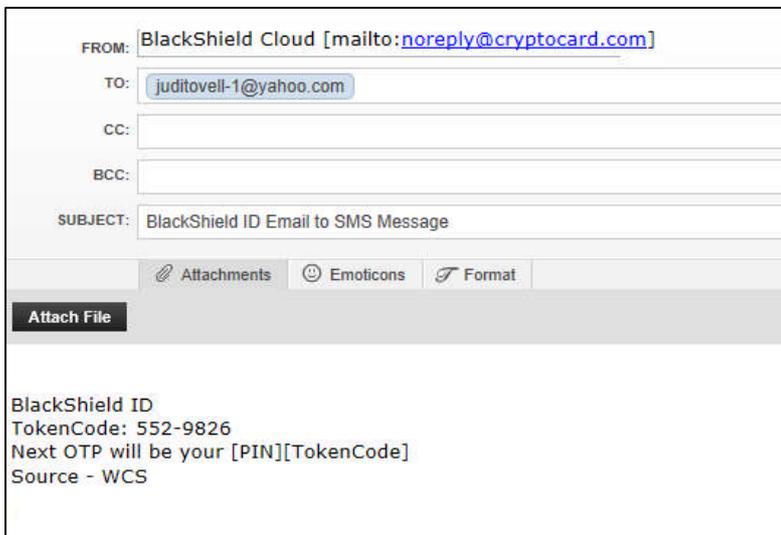
The screenshot shows the "End User Services" page for CRYPTOCARD. The header includes the CRYPTOCARD logo and the tagline "experts in authentication". On the left side, there is a "SELF SERVICE" menu with three links: "Change PIN", "Resync Token", and "Request SMS". An orange callout box with an arrow pointing to the "Request SMS" link contains the text "Click the Request SMS link to continue".

- 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	<p>Click OK button</p> <p>You will see a message telling you the new VPN Code was sent.</p> <p>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.</p>

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
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You should have already created a bookmark for this URL.

You will see the following screen:

The screenshot shows the Waste Control Specialists LLC Customer Portal. At the top left is the logo "WASTECONTROL SPECIALISTS LLC". Below the logo, it says "Welcome to the WCS Customer Portal". There are two input fields: "Username" with the value "gsmith" and "Pin + Token" with a masked value of "●●●●●●●●". A "Sign In" button is located below the input fields. To the right of the input fields, it says "Please sign in to begin your secure session." Below that, it says "Authorized Access only!" and a red link labeled "SELF SERVICE".

2 Click the [SELF SERVICE](#) link

You will see the following screen:

The screenshot shows the Cryptocard End User Services page. At the top left is the Cryptocard logo with the tagline "experts in authentication". Below the logo, there is a "SELF SERVICE" section with a list of links: "Change PIN", "Resync Token", and "Request SMS". To the right of this list, it says "End User Services". An orange callout box with an arrow pointing to the "Change PIN" link contains the text "Click the Change PIN link".

SELF SERVICE
Change PIN
Resync Token
Request SMS

End User Services

Update Server-Side PIN

Select token type and then complete the required fields.

SMS Token Other Token Type SecurID

User ID:

OTP (PIN+TokenCode):

OK

Select SMS Token and type your User ID and PIN+token code

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 .