

WECOMPLY FAQ'S & TROUBLESHOOTING TIPS

Is my assigned training course available in other languages?

For Alamo Group locations in France, Brazil and Quebec, we have the course both in English and in the local language. To find the course in your local language, go to the "Courses" page and check the "Available Languages" column for the course assigned to you and you should be able to pull down your local language option. Once you have started a course in a specific language, you cannot switch to a different language midway through — you'll need to click the "Re-start" button to begin the course again and choose a different language.

Is the course available in a printed version?

As a general rule, WeComply training courses are available in online form only. There are a few exceptions, so you should check with your human resources representative local human resources representative to determine whether a print version of the course you're taking is available.

What if I leave the course, lose my Internet connection, or my computer crashes in the middle of a training course? Will I have to re-start the course from the beginning?

WeComply's system tracks your progress as you take a training course. If you sign out or otherwise exit the course, our system allows you to resume from where you left off in your earlier visit. If you lose Internet connectivity, close your browser and sign in again once connectivity has been restored.

Do I need to take the entire course from the same computer?

No. You may start a course from one computer and complete it from another. Each time you sign in, you'll be offered the option of resuming from where you last left off.

How do I sign in for a training course?

Visit your organization's sign-in page, which is generally <http://www.wecomply.com/sign-in/yourOrganizationsName.asp>, and enter the username and password that were assigned to you. If you can't find your organization's sign-in page, you may sign in at WeComply's [generic sign-in page](#).

Can I sign in for a course if I don't have an e-mail address?

Alamo Group has assigned every employee a unique username and password in WeComply's system. Your username may be your e-mail address (if you have one) or some other unique identifier, such as an Employee ID or PIN (personal identification number). Contact your supervisor or human resources representative human resources representative to obtain your username and password.

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Are my username and password case-sensitive?

No.

What if I've forgotten my username or password?

If you've forgotten your username, contact your supervisor or human resources representative to obtain it. If you've forgotten your password, click the "Forgot it?" link on the sign-in page to have your password e-mailed to the address on file in WeComply's system.

What should I do if I get a "username not found" or an "incorrect password" error when I try to sign in?

Make sure you're typing your username and password correctly. If you were required to change your password the first time you signed in, you'll need to use this new password to sign in from now on — not the original password shown in your assignment e-mail. If you continue to have trouble signing in, your supervisor or human resources representative can look up your sign-in information and/or walk you through the sign-in process.

What should I do if I get an "account deactivated" error?

Accounts may be deactivated while an employee is either on leave or is no longer with the organization. If you are returning from leave, or if you believe your account has been deactivated in error, please contact your supervisor or human resources representative to determine the cause of the account deactivation and to reactivate it if needed.

I've completed the course, so why am I still receiving reminder e-mails?

To be viewed as "completed" by WeComply's system, you must take the final quiz/game, at the end of which you will see a Certificate of Completion. If you did not complete the quiz/game, our system regards your assignment as "incomplete" and will send you one or more reminder e-mails. If you believe you completed the quiz/game but did not receive a Certificate of Completion, you should speak with your supervisor or human resources representative.

I've signed in successfully, but when I click "Start" to begin a training course, nothing happens.

The course is designed to appear in a new browser window. If this does not happen, your browser may be configured to block pop-up windows. You can disable the popup-blocker in Internet Explorer by selecting Tools -> Pop-up Blocker -> Turn off Pop-up Blocker. If you are not using IE, please refer to your browser's documentation.

If this does not correct the problem, you may also need to disable a pop-up blocker in an external software program, such as an antivirus program or the Google or Yahoo! toolbars. For help with this issue, contact your IT Department or refer to the software's documentation.

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I've signed in successfully, but when I click "Start" to begin a course, the screen just says "Loading..."

Make sure you're using a compatible web browser (see the list above). If you're using a browser on the approved list, there may be a problem with your computer's settings. Here are some things you can do to make sure WeComply courses run smoothly in Internet Explorer (refer to your browser's documentation if you are using a browser other than IE):

- Clear your browser's cache: Select Tools -> Internet Options -> Temporary Internet Files -> Delete Files.

- Check your computer's default Internet Security settings: Select Tools -> Internet Options -> Security tab

- Click "Custom Level"

- The "Reset to" box should be set at Medium. If it is not, select Medium and click Reset.

- Add WeComply to Trusted Sites: Select Tools -> Internet Options -> Security tab

- Under "select a Web content zone..." Click the TRUSTED SITES icon

- Click the SITES button below

- Deselect "require server verification" and type <https://www.wecomply.com> in the "Add this Web site..." field.

- Click ADD and then OK to save changes

If you're using Lotus Notes, copy the link to your organization's sign-in page and paste it into your browser outside of Lotus Notes.

If you have many applications open, close all non-essential applications while you're taking the WeComply course

Why doesn't my name appear in either the "Memorandum" on the first page of the course or in the Certificate of Completion at the end?

If your name does not appear in the Memorandum or Certificate of Completion, your progress is probably not being tracked by WeComply's system. This could be due to a loss of Internet connectivity, or there could be a network setting interfering with your computer's communication with WeComply's system. If you have just started the course, sign out and sign in again once connectivity has been restored. If you have completed the course and your name does not appear in the Certificate, print the Certificate and present a copy to your supervisor or human resources representative.

How do I print a page of a training course?

Right-click in the window where the course is displayed and select "Print" from the pop-up menu or select File -> Print from your browser.

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I'm taking the final quiz, and it seems as though I'm being asked the same questions over and over again.

To complete the final quiz, you must answer a certain number of questions correctly on your first try. If you answer incorrectly, you will be asked a second (and, if necessary, a third or fourth) question on the same general topic. If you continue to answer incorrectly on your first try, you will eventually be asked the same questions a second time.

Why are the videos freezing/playing slowly?

Most video-performance issues can be remedied by clearing the browser cache. In Internet Explorer select Tools -> Internet Options -> Temporary Internet Files -> Delete Files. If you're using a browser other than IE, please refer to your browser's documentation for instructions on clearing the cache.

I've tried everything you said, and I still can't start or complete my assigned training course. What should I do?

Your computer may be set up in a way that we cannot readily troubleshoot. If you have access to a colleague's computer, you might want to try signing in from that computer instead. If you are able to sign in from a colleague's computer, it strongly suggests that your computer's setup is the source of the problem. If you can't complete the course on your colleague's computer, contact your supervisor or human resources representative for further guidance.