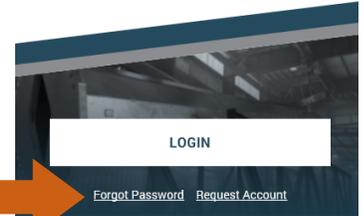


Frequently Asked Questions

1. I forgot my password, how do I reset it?

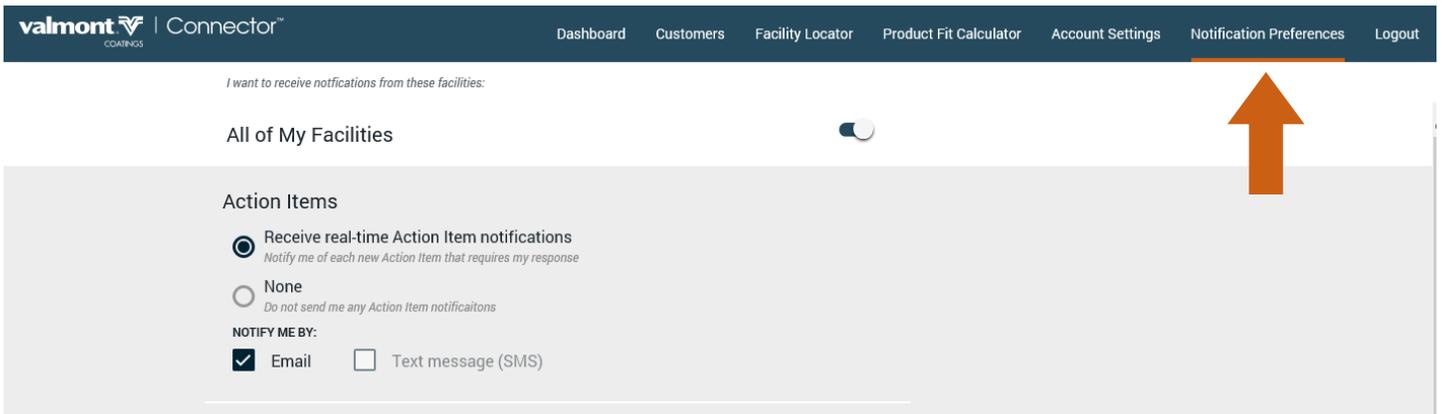
Go to www.valmontcc.com. If you are currently logged in, log out. On the homepage, under the login button, select "Forgot Password." After you type your email address, click "Send Link." You will then receive an email with a link to reset your password.



2. I am getting too many emails, how do I modify my notification preferences?

Login in to your account at www.valmontcc.com. Click on the Notification Preferences tab. From here you can modify the frequency, type, and method of notifications you will receive.

*We strongly recommend keeping **Action Items** and **Other Notifications** on so that we can reach out to you when it is urgent we get a response on an order or to communicate plant specific information.*



3. In notification preferences, what is daily digest vs. all notifications?

If you select "All Notifications" you will receive a text message and/or email for every notification. If you select "Daily Digest" you will receive a summary of all notifications that occurred the previous 24 hours.

4. I requested an account, how soon until I receive my login information?

It depends. If the Valmont Coatings site you do business with is live on the VCC, you should receive the account setup information within 1 business day of the request. If the site has not rolled out the VCC your account request will be processed when the site goes live with the VCC.

5. How soon until all global Valmont Coatings facilities are live on the VCC?

All facilities should be live in 2019. Please reach out to your facility for approximate implementation dates.

Frequently Asked Questions

6. What does "Not Auth" mean?

The Valmont Coatings Connector (VCC) keeps you logged in to your account for 30 days. If a "Not Auth" box appears on your screen, manually log off the VCC and then log back in. You should then remain signed in for 30 days on that device.

7. My VCC page is stuck "thinking"?

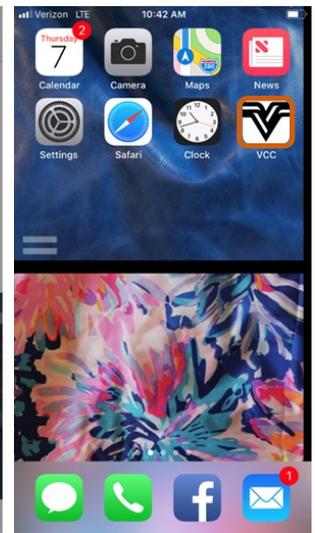
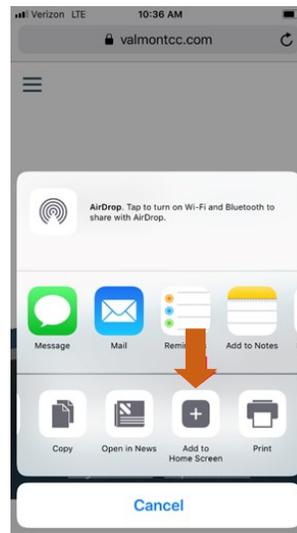
Sometimes with web-apps, the data being stored by your web-browser causes issues with the shortcut. This is rare, but in the event it occurs, you can delete the shortcut to our app from your phone. Go into your phone's settings and clear website and history data under the web browser. You should now be able to navigate to the VCC in your browser <https://valmontcc.com> and set the shortcut again

8. How do I add a shortcut to the VCC on my phone?

Please note these examples should work for most Apple or Android devices, but if not you can Google Search your exact phone type and "How to Add a Home Screen Shortcut" and should find additional instructions.

Apple Device:

1. Open Safari
2. Type in valmontcc.com and push Go (or enter)
3. Push the square with the arrow icon
4. Select "Add to Home Screen"
5. Change name from "Valmont Coatings Connector" to "VCC" or "ValmontCC"



Android Device

1. Open Chrome
2. Type in valmontcc.com and the arrow (or enter)
3. Push the 3 dots at the top right of the screen.
4. Select "Add to Home Screen"
5. Change name from "Valmont Coatings Connector" to "VCC" or "ValmontCC"

