

## **Waygate Inspection Academy: Frequently Asked Questions**

This is an interactive FAQ. You may click any subject or question below to jump to it, or simply scroll down. You will also notice some links to other sections as you read.

### **Registration**

[How do I register?](#)

[Why do I need to register?](#)

[What is the difference between \*registration\* and \*enrollment\*?](#)

[What happens after I submit my registration?](#)

[What is an “account number or customer code” and why am I being asked for it?](#)

[I am registering as an individual \(not affiliated with a company\). Does this limit what I can do?](#)

[I haven’t received my username and password. What can I do?](#)

[I registered as an individual, and now I would like to add my company information. How can I do this?](#)

### **Enrollment**

[How do I enroll in classroom or eLearning courses?](#)

[I need to enroll other people in courses, not myself. Can I do this?](#)

[I can’t find eLearning courses in the website. Where are they?](#)

[Do you have information about the location where my Classroom course will be held \(facility, nearby hotels, etc.\)?](#)

[Are the books on the Recommended Reading list required to complete my eLearning course?](#)

### **Customer Manager Feature**

[How do I register other people?](#)

[What if the person I need to manage is already registered for the website?](#)

[How do I enroll other people in courses?](#)

### **Payment methods**

[I need to get the cost approved before I can enroll. How can I find the price?](#)

[I’m interested in purchasing a course to be held at my company’s site. How can I get a quote?](#)

[How do I pay by credit card?](#)

[Am I required to use a company credit card?](#)

[When will my credit card be charged?](#)

[How do I pay by purchase order \(PO\)?](#)

[I need to pay by purchase order, but PO is not available as a payment option. What do I do?](#)

[How do I pay by check?](#)

[How do I pay by wire transfer?](#)

### **Certificates**

[What kind of certificate will I receive?](#)

[When will I have access to my certificate for an eLearning course?](#)

[When will I have access to my certificate for a classroom course?](#)

[How do I access my certificate?](#)

### **Have a question that isn’t answered here?**

Contact us by phone at 832-325-4368 between 7:00am-6:00pm US Central Time, or send us an email at [Waygateinspectionacademy.com](mailto:Waygateinspectionacademy.com) and we’ll be happy to help!

## **Registration**

### **How do I register?**

You will begin your registration by clicking “Register New User” immediately below the login box on [waygateinspectionacademy.com](http://waygateinspectionacademy.com). Once you complete and submit the form, you will be emailed your username and password. If you have any questions during the registration process, please call us at 832-325-4368 between 7:3000-6:00pm US Central Time.

### **Why do I need to register?**

Registering for the website creates an account for you, enabling you to:

- Enroll in both classroom and eLearning\* courses
- Access certificates from courses you complete
- Manage your employees' training, including registration and enrollment

You will be able to learn a lot about Waygate Inspection Academy before you ever register for the website. You can view Course Offerings and more (such as Calendar, Locations, and Prices) using the links on the top of our home page.

\*eLearning courses limited to certain countries depending on local laws.

### **What is the difference between *registration* and *enrollment*?**

Registering creates your account in the website and provides you with a username and password to log in. It **does not** enroll you in any courses. To [enroll in a course](#), you must first be logged into the website.

### **What happens after I submit my registration?**

When your registration is submitted, your username and a temporary password will be emailed to you. You will be able to set your own password the first time you log in.

Once you log in, you will be able to enroll in courses using a credit card immediately. If you register using your company information, other payment methods (PO, check, wire transfer) can be added to your account after a short processing period of about 1 business day.

### **What is an “account number or customer code” and why am I being asked for it?**

If your company is already a Waygate customer, you may have a 6-digit account number or customer code that identifies you in our system. This number can be found at the bottom of a Waygate Inspection Technologies invoice. You are not required to provide this number, but if you choose to, it can help us confirm your information and get other payment methods (PO, check, wire transfer) added to your account more quickly.

### **I am registering as an individual (not affiliated with a company). Does this limit what I can do?**

Yes, Individual registration is not accepted, Your Company must be registered with Inspection Academy for you to enroll in any of our courses (both Classroom and eLearning\*).

### **I haven't received my username and password. What can I do?**

Check your spam or junk folder (or check with your company's IT department). You will need to ensure that emails from “[admin@waygateinspectionacademy.com](mailto:admin@waygateinspectionacademy.com)” are not blocked. If you are still unable to find this email, please contact us at [support@waygateinspectionacademy.com](mailto:support@waygateinspectionacademy.com).

### **I registered as an individual, and now I would like to add my company information. How can I do this?**

Please contact us at [Waygateinspectionacademy.com](http://Waygateinspectionacademy.com) to provide your company information, and we would be happy to update your account. Once we update your account with company information, you will be able to pay by other methods, such as Purchase Order and check, and you will be able to purchase equipment from Waygate Inspection Technologies.

## **Enrollment**

### **How do I enroll in classroom or eLearning courses?**

To enroll in courses, you must first [be registered](#) for the Waygate Inspection Academy website. Then:

- Log in using your username and password
- Select your desired course (from the Course Catalog or from the Calendar)
- Click the “Click here to enroll” button
- Add the course to your Shopping Cart and proceed to checkout

Your enrollment will not be processed until you have completed checkout.

### **I need to enroll other people in courses, not myself. Can I do this?**

No, we will be happy to assist you with registering students for both eLearning and classroom courses. You will need to provide list of students to [Waygateinspectionacademy.com](http://Waygateinspectionacademy.com).

### **I can't find eLearning courses in the website. Where are they?**

The eLearning Courses can be found in the first section of the Course Catalog, listed above the Classroom Courses. (The Course Catalog is the first page you arrive at after you log in.) If you are unable to see the eLearning courses, they may not be available for purchase in your country due to local laws. Please contact us at [832-325-4368](tel:832-325-4368) or [waygateinspectionacademy.com](http://waygateinspectionacademy.com) to inquire.

### **Do you have information about the location where my Classroom course will be held (facility, nearby hotels, etc.)?**

Yes, on our [Locations page](#), you can find information for each of our facilities. Locate the desired facility in the list and click the “More Information” link below the facility address.

### **Are the books on the Recommended Reading list required to complete my eLearning course?**

No, they are not required. We have recommended these selections because they may be helpful for gaining a better understanding of the topic.

## **Payment methods**

### **I need to get the cost approved before I can enroll. How can I find the price?**

To have a price sheet emailed to you, please select “Request Course Price Sheet” from the “More” dropdown on our home page and submit a request. If you need any additional information or documentation, please contact us at [waygateinspectionacademy.com](http://waygateinspectionacademy.com).

### **I'm interested in purchasing a course to be held at my company's site. How can I get a quote?**

Many of our standard courses can be held at your site to accommodate your team for a group rate. To request a quote, please send the following information to [waygateinspectionacademy.com](http://waygateinspectionacademy.com):

- Course Name / Solution Requested
- Number of Students
- Location(s)
- Preferred Dates

### **How do I pay by credit card?**

If you are paying by credit card, you will be prompted to enter the card information during the checkout process. To keep your information secure, we do not save or store any card information.

*Please note that if you are purchasing multiple classroom courses by credit card, each must be purchased separately. This ensures that we are able to refund you accurately if necessary.*

### **Am I required to use a company credit card?**

You can pay using any credit card; it does not need to be a company card. You will have the opportunity to enter the appropriate billing address during the checkout process.

### **When will my credit card be charged?**

Your credit card will be charged immediately for eLearning courses, and approximately 2 weeks before the course start date for classroom courses.

### **How do I pay by purchase order (PO)?**

To pay by PO, you will select PO during the checkout process. You will then need to email a copy of your PO to [Waygateinspectionacademy.com](mailto:Waygateinspectionacademy.com) at least 2 weeks prior to the course start date. (You may also send a fax; fax number available upon request.) You will be invoiced during the course for classroom courses or within 3 days for eLearning courses.

Our vendor/seller information is:

Waygate Technologies  
721 Visions Drive  
Skaneateles, NY 13152

### **I need to pay by purchase order, but PO is not available as a payment option. What do I do?**

If you would like to pay by PO, but this option does not appear in the Payment Method drop-down menu, please contact us at [Waygateinspectionacademy.com](mailto:Waygateinspectionacademy.com) or by phone at 1 (855) 232-7470. If you registered as an Individual, you will need to add a company affiliation before you will be able to pay by PO; please contact us to make this change.

### **How do I pay by check?**

To pay by check, please make your check out to GE Inspection Technologies. Optionally, you may email a copy of your check to [Waygateinspectionacademy.com](mailto:Waygateinspectionacademy.com) (fax number also available upon request). This is solely for confirmation purposes; the check must still be sent by mail.

Please mail your check to:

Waygate Technologies USA, LP  
14348 Collections Center Drive  
Chicago, IL 60693

Unfortunately, we are not currently able to issue advance invoices for check payments. However, your Enrollment Confirmation may be used as confirmation of the amount of your order. Your Enrollment Confirmation can be found by doing the following:

- Log in to the website using your username and password
- Select the "My Profile" tab on the gray bar
- Click on "Order History"
- Select the order for which you would like to view the confirmation

### **How do I pay by wire transfer?**

To pay by wire transfer (also known as bank transfer or Electronic Funds Transfer), you will select “Wire” as your payment method during the checkout process. Please retain any confirmation you receive for the transaction, as this will need to be provided to GE.

Please direct your payment to:

JP Morgan Chase Bank, N.A  
1 Chase Manhattan Plaza  
New York, NY 10005 (USA)  
Account Number 550359738  
Routing Number ABA 021000021  
Swift Code CHASUS33

You will then need to email the confirmation of the transaction to [Waygateinspectionacademy.com](http://Waygateinspectionacademy.com)

### **How do I pay by ICH? (Waygate Technologies Employees only)**

To pay by ICH (internal billing codes), please select “Wire” as your payment method during the checkout process. You will then need to email your ICH to [Waygateinspectionacademy.com](http://Waygateinspectionacademy.com)

## **Certificates**

### **What kind of certificate will I receive?**

When you successfully complete a classroom or eLearning course with a passing grade, you will be able to download your Certificate of Completion for that course from the Inspection Academy website. This certificate will contain your name, the course name, and our program instructor’s ASNT information and signature. eLearning certificates will also contain the date of completion, while classroom course certificates will contain the number of hours for the course and the course dates.

### **When will I have access to my certificate for an eLearning course?**

You will have access to your certificate of completion for an eLearning class immediately upon passing the course.

### **When will I have access to my certificate for a classroom course?**

You will have access to your certificate of completion for a classroom course within 1 week of passing the course. If you are unable to access a certificate for a course that was completed more than 1 week ago, please contact us at 832-325-4368 or [www.waygateinspectionacademy.com](http://www.waygateinspectionacademy.com).

### **How do I access my certificate?**

To access your certificate:

- Log in to the website at [www.waygateinspectionacademy.com](http://www.waygateinspectionacademy.com).
- Find the “Learning History” section on the right-hand side of the page, and click on the red certificate symbol
- *(If you do not see the “Learning History” section, you may also go to My Profile > Learning History from the gray toolbar at the top of the page.)*
- Click on to the certificate symbol for any course to view your certificate.

The certificates are in pdf format and may be saved and/or printed directly from the website if desired.

