



Waygate Technologies

a Baker Hughes business

InspectionWorks Connect

Global

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InspectionWorks Global

Waygate Technologies InspectionWorks Connect is a live streaming software platform that supports live collaborations, connecting the inspector to a remote subject matter expert for immediate assistance anywhere in the world through real-time video and advanced collaboration tools.



IW Connect – Global vs. Local + Control

Global – MVIQ live streaming from Product to PC (inspectionworks.com required)



Grey Handset – Only Global (Connect) Available

- Live Stream Video and Live Chat from Product to PC



Flame Handset – Both Global and Local + Control Available

- Live Stream Video and Live Chat from Product to PC
- Live Stream Video and Control the System from an IOS Device

InspectionWorks – Connect, Global



Waygate Technologies Grey Handset

Inspection Works Connect
Use SW rev. 3.19 or higher



Inspection Works Connect
is only supported when
using the Chrome Browser



Waygate Technologies Flame Handset

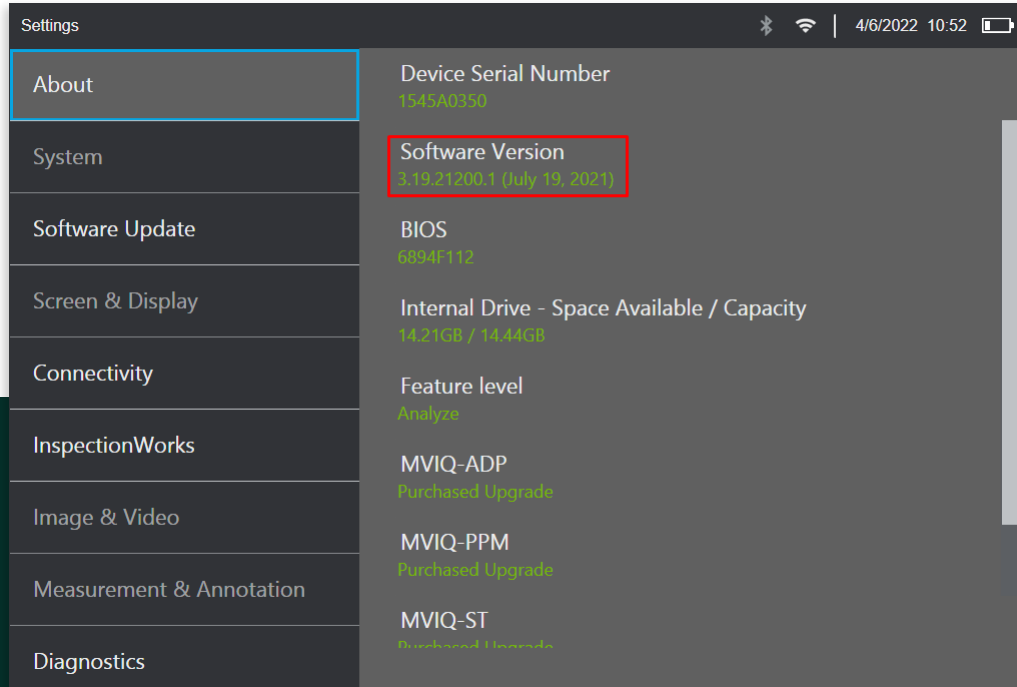
Inspection Works
Global & Local + Control
Use SW rev. 3.60 or higher

IW – Checklist for Success

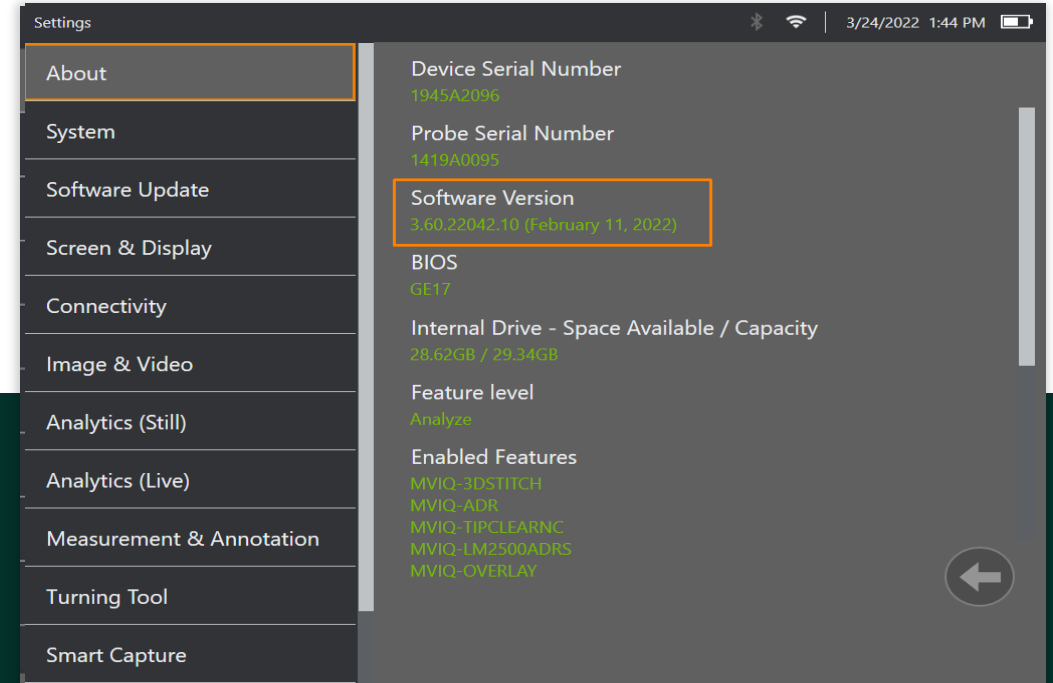
1. Software updated ?
2. Verify license
3. Wi-fi connectivity
4. Perform a network test
5. Browser/website
6. Start a session



MViQ Handset – IW Connect, Global



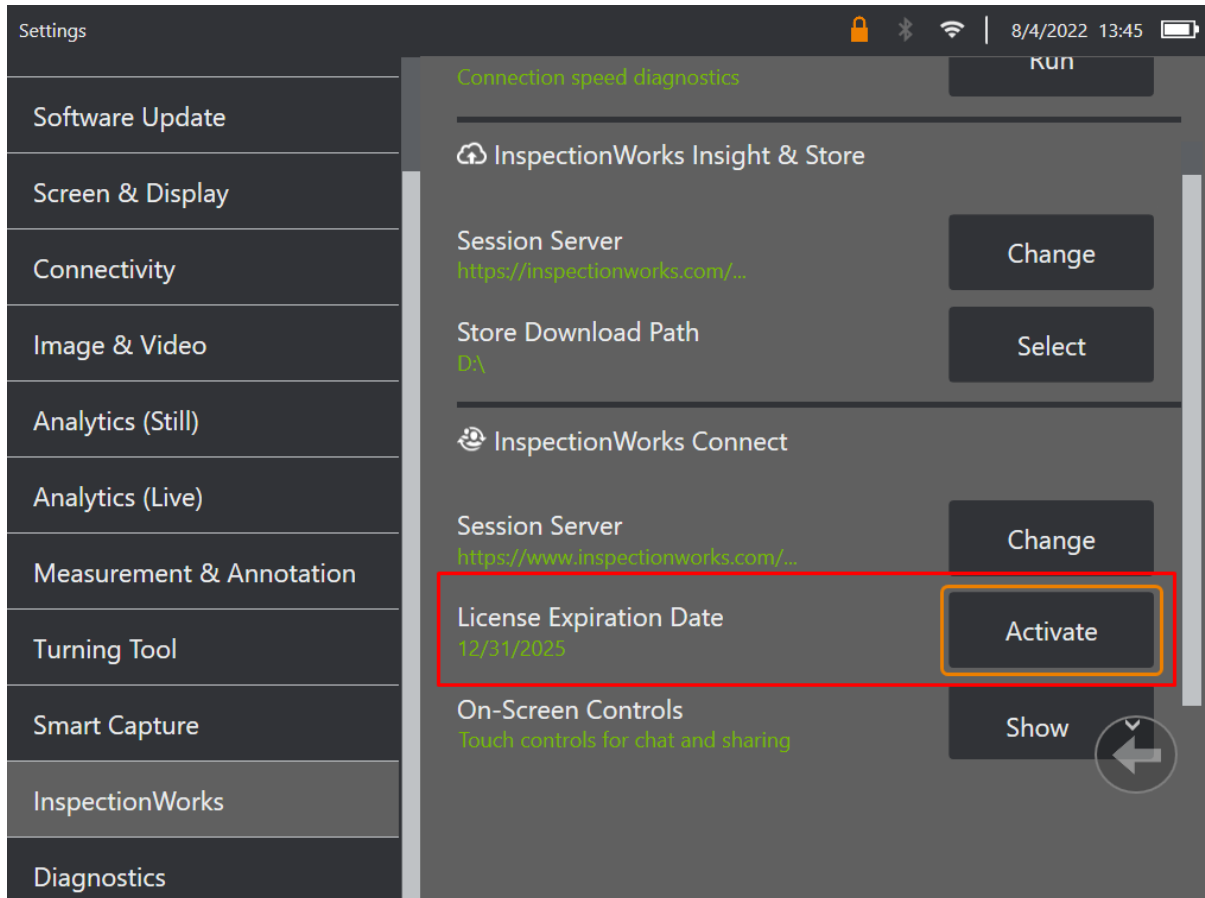
Verify Grey Handset Software Revision is Updated: **3.19 or Higher** See *Appendix A*



Verify Flame Handset Software Revision is Updated: **3.60 or Higher** See *Appendix B*

Software Version 3.19/3.60 or Higher is Required for a Connect Session, Update Software now if Necessary.

MViQ Handset – IW Connect, Global



Verify the license is activated and not expired.

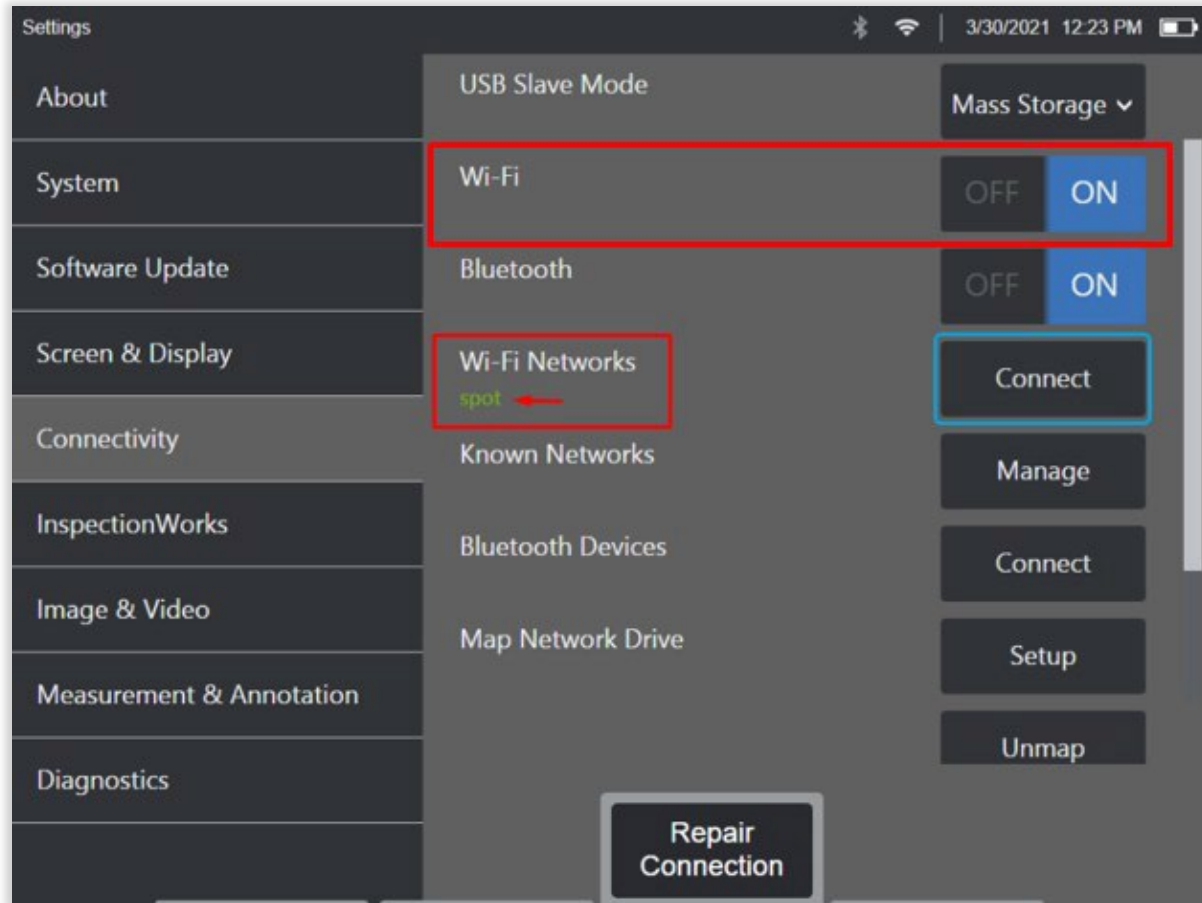
On product check please note:

1. Current unexpired license – continue
2. Expired license – double check by serial number

An active license is required to continue. Proceed when license is active.

The license expiration date will not be updated until the user successfully establishes a session.

MViQ Handset – IW Connect, Global



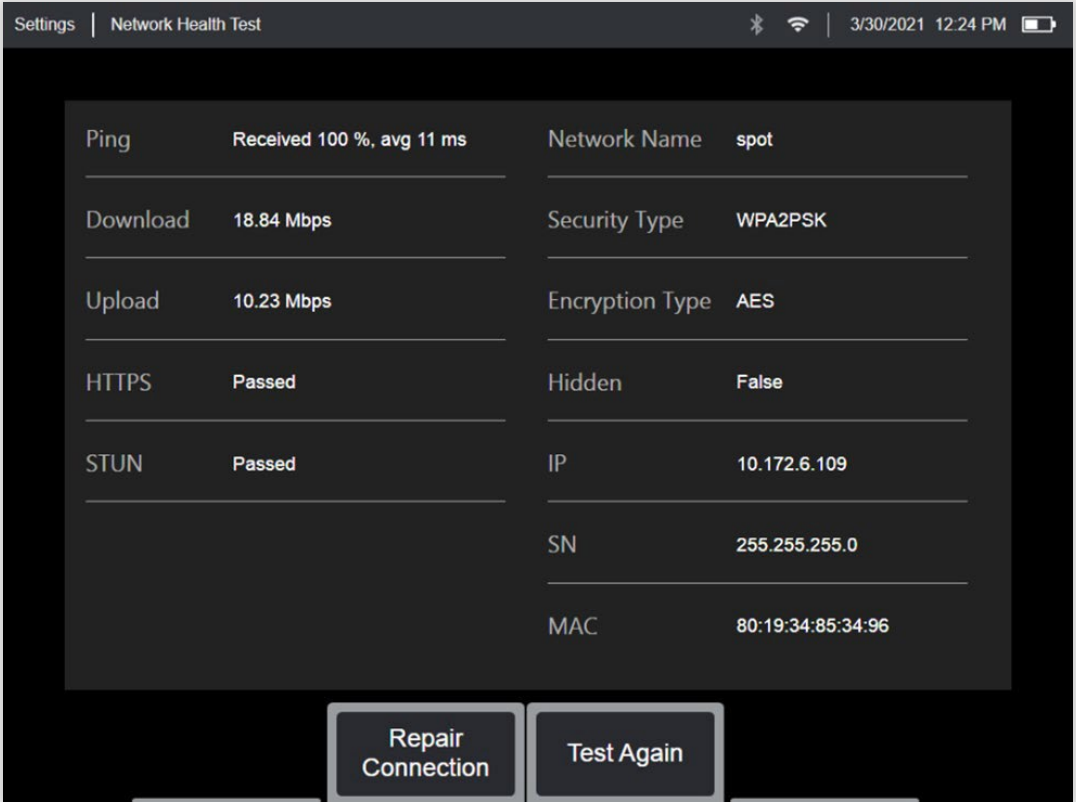
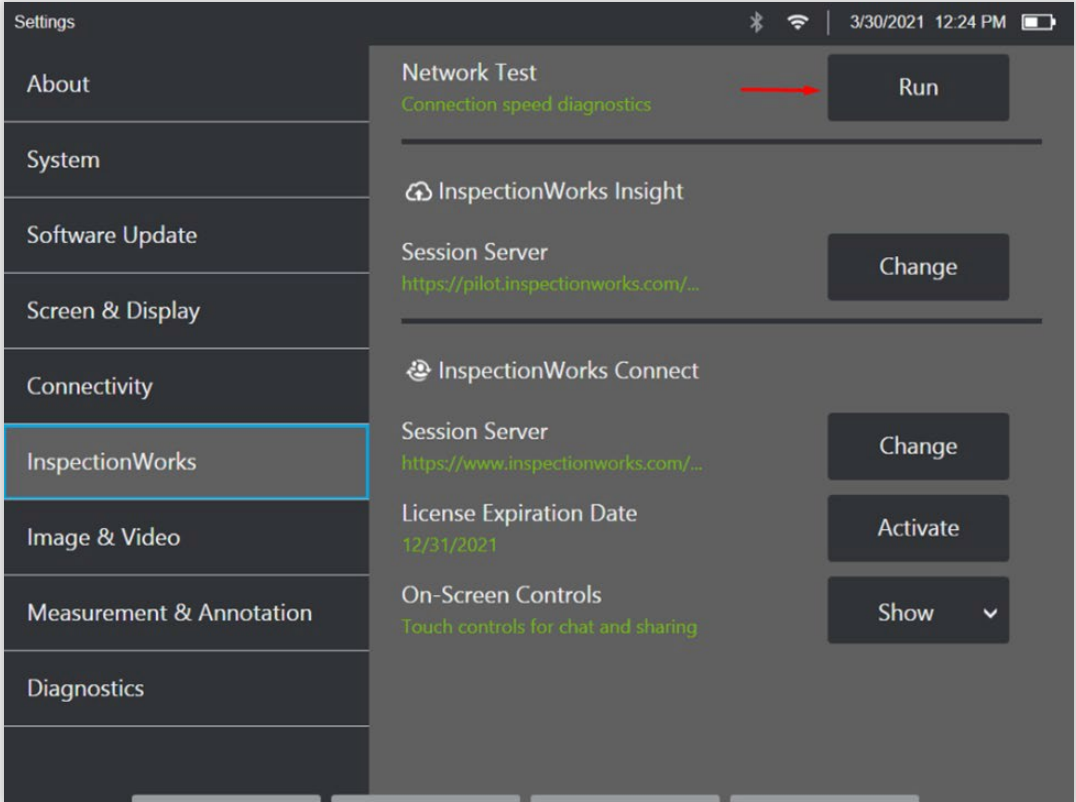
**Connectivity – Wi-Fi ON,
Network FOUND**

Please Note:

1. Wi-Fi or Ethernet Connection Required
2. Public Guest Network or Hotspot Required

MViQ Handset – IW Connect, Global

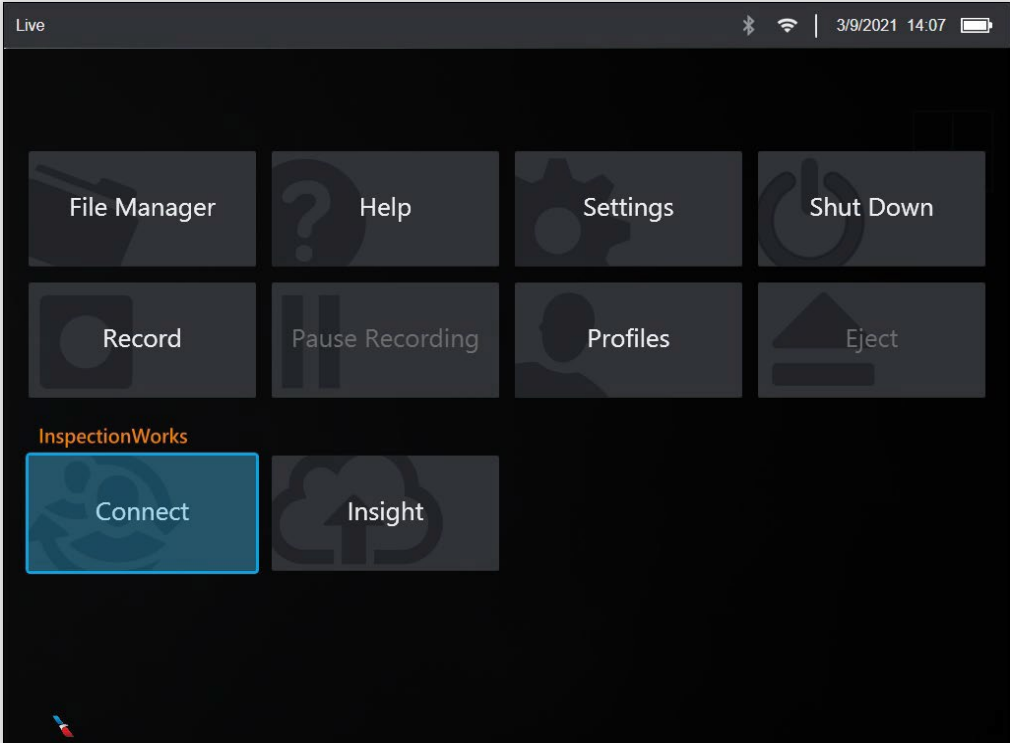
Network Test – On Product



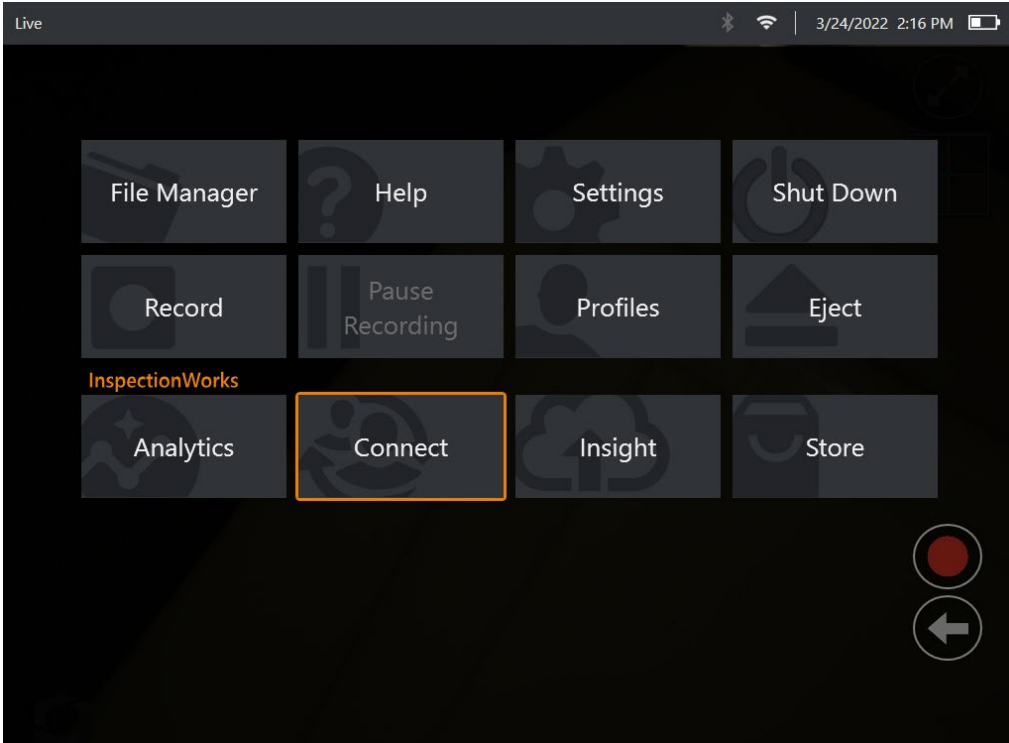
IW Connect – Global

Global – Start a Session

1. Go to Global Menu and Select Connect

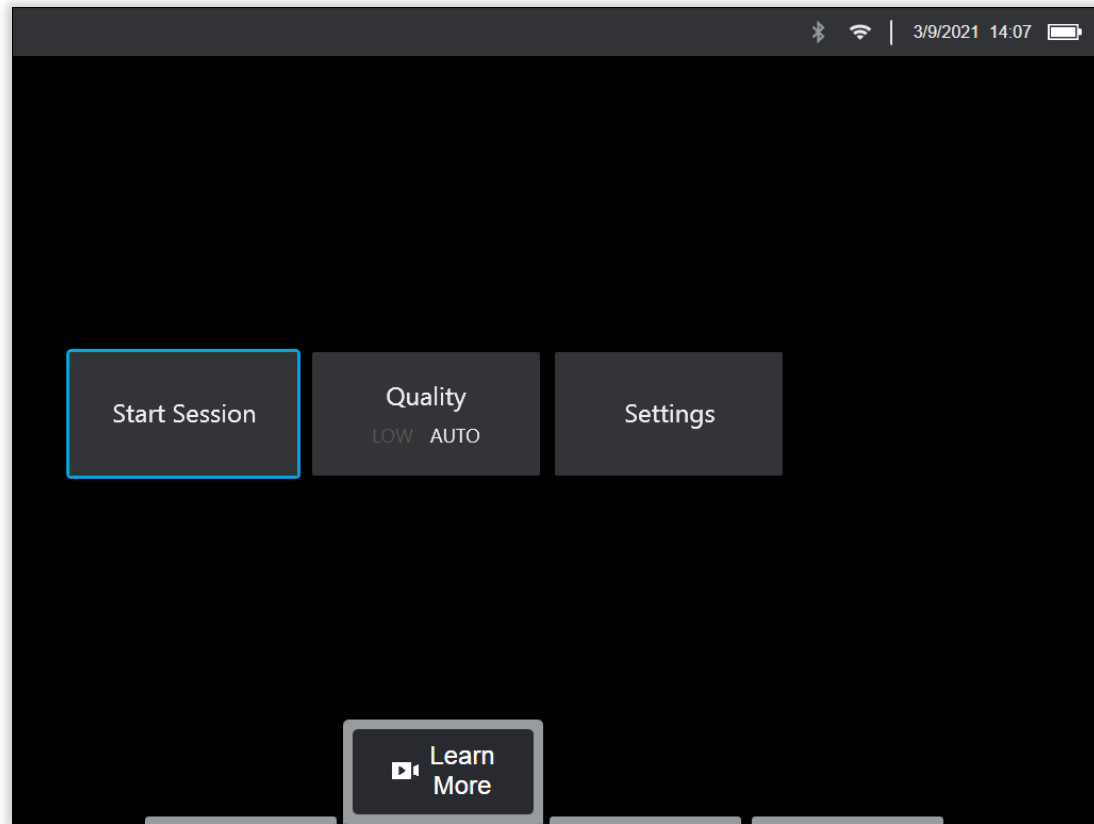


Grey Handset

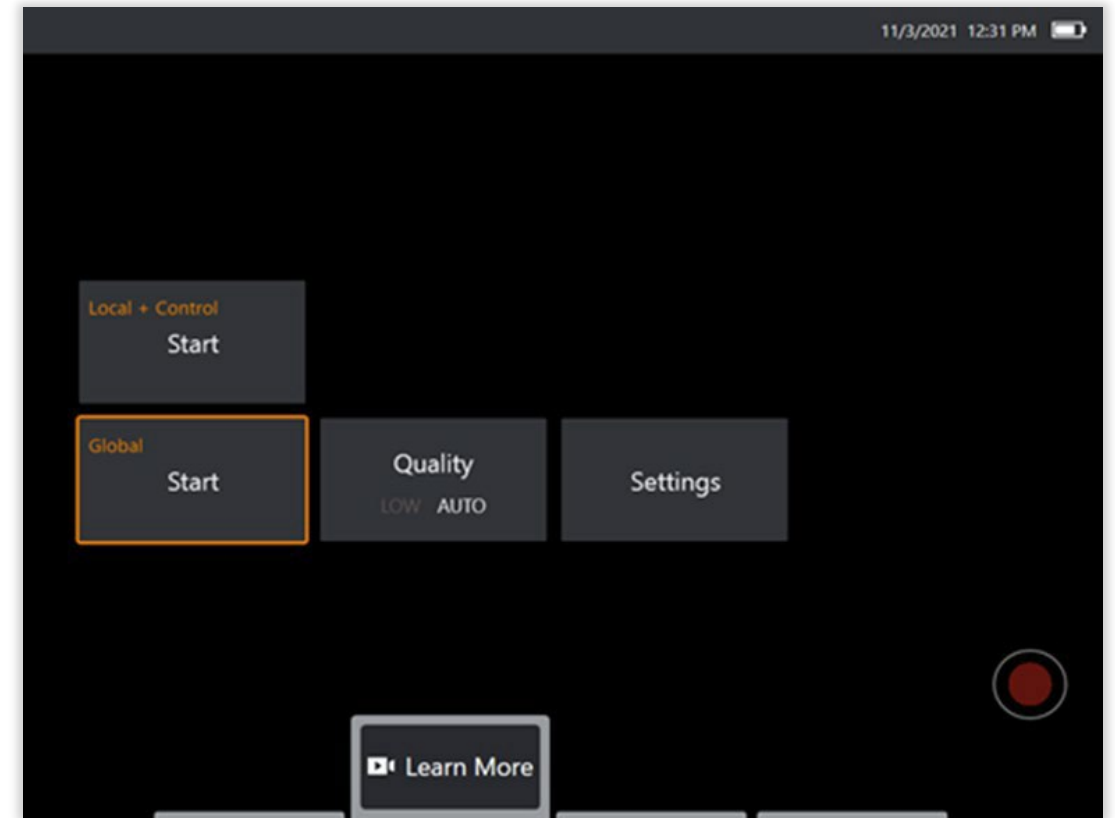


Flame Handset

IW Global – Start a Session



2. Select Start Session & Agree to Terms of Use (Grey Handset)

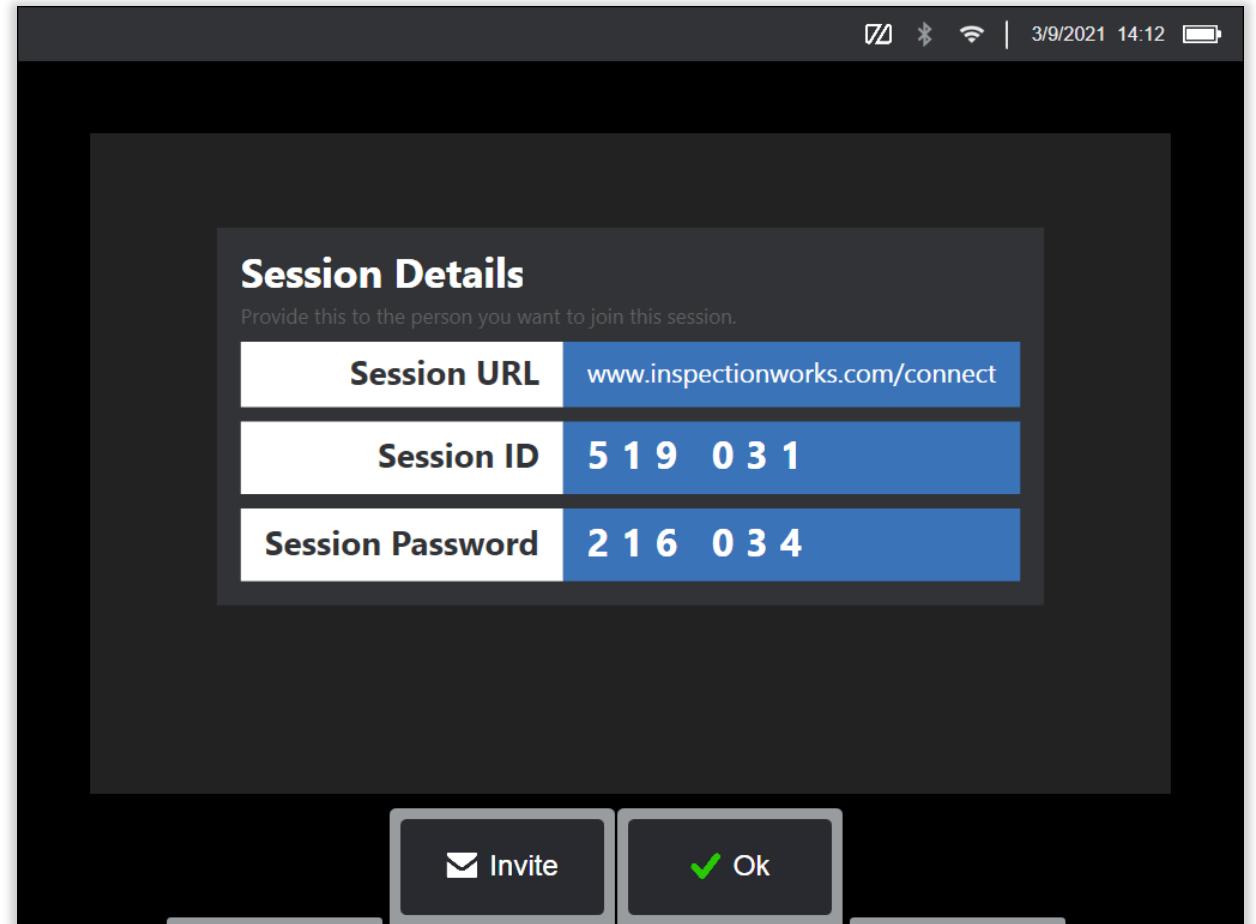


- Select Start Global & Agree to Terms of Use (Flame Handset)

IW Global – Start a Session

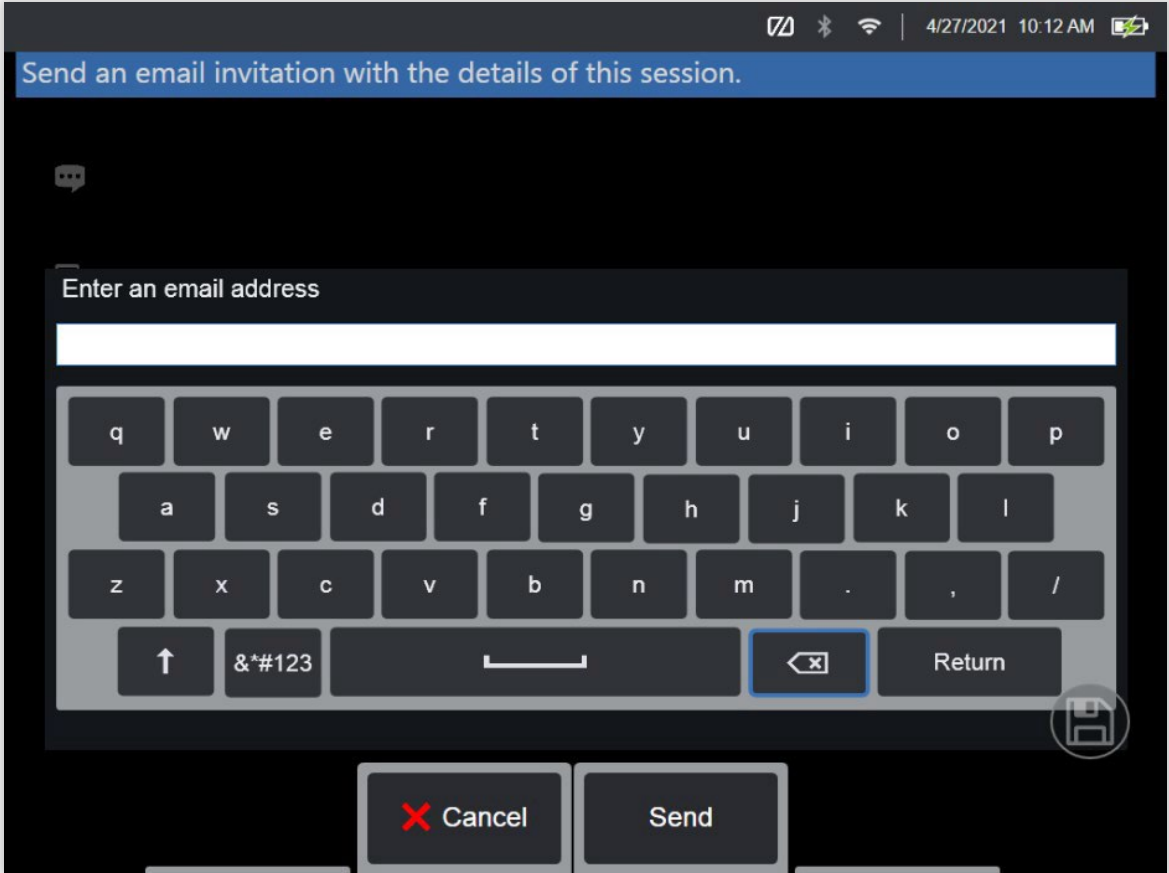
3. Make Record of Session Details:
ID and Password

Please Note: Invite Soft Key for
Email Invitation (Optional)



IW Global – Start a Session

- 4. Invite remote experts (PC side) by Email via Invite Softkey or Send Session ID and Session Password via text or chat message for collaboration



InspectionWorks

Join a live Connect session

Hello geoff.carvey@bakerhughes.com,

You have been invited to the following **InspectionWorks Connect live session**:

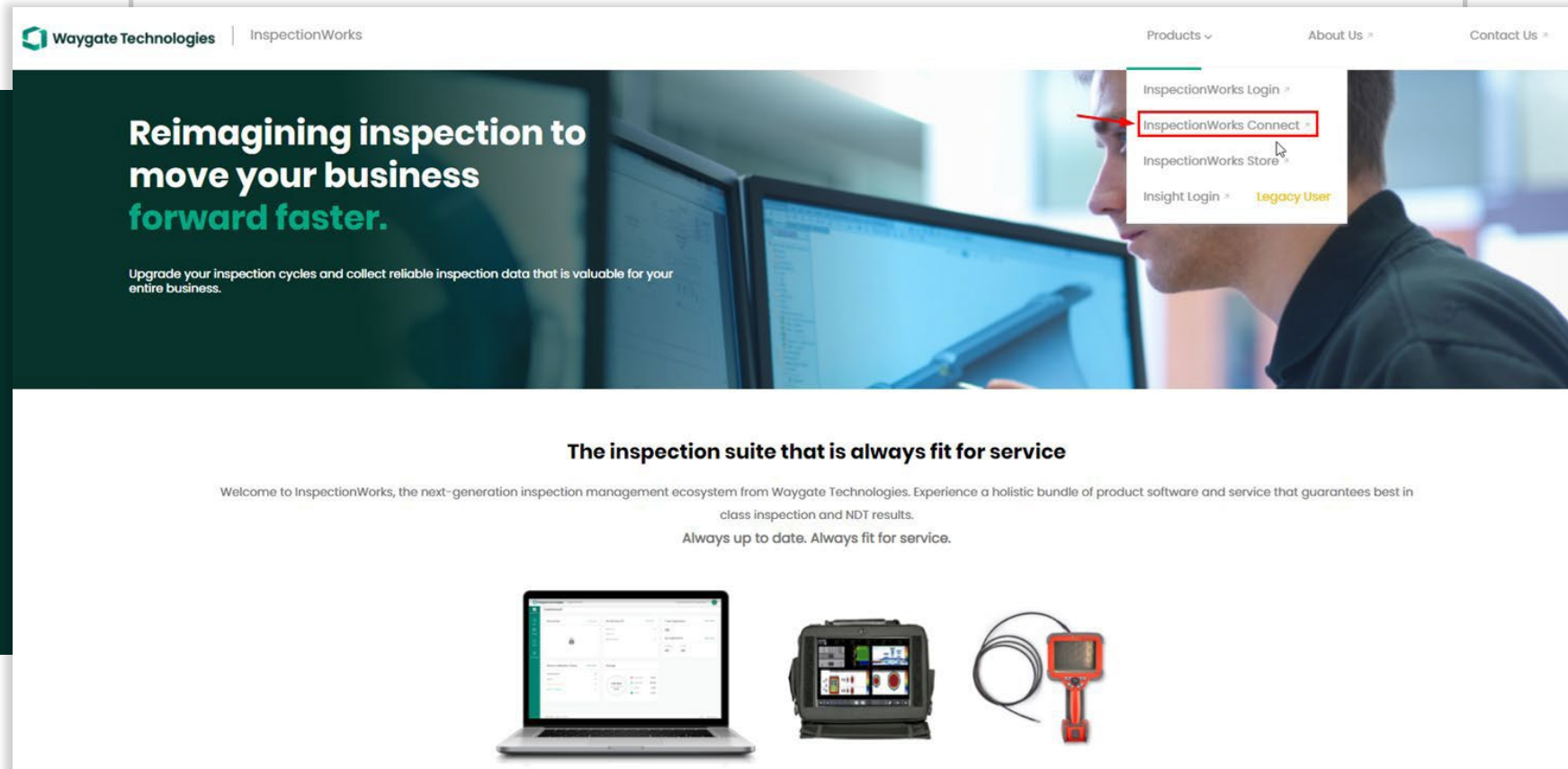
Topic: InspectionWorks Connect live session
Date & Time: Tue Apr 27 14:11:50 UTC 2021
Session ID: 859347
Password: 450874

Please click the following link to join your meeting:
<https://www.inspectionworks.com/connect/#!/?session=qcu7GW4zsNmzHBxsyMGAB%2Bkdq09XjRZ6gRWbN3NvCNLFpBr2%2BOe0SSAA1PblMnzn8AjbJpTd1qxLSohAIUXmw%3D%3D>

Note: InspectionWorks Connect currently supports the following web browser(s) for use in a live session:
[Google Chrome](#)

IW Global – Start a Session

5. Go to www.inspectionworks.com (Chrome Browser Required)



The screenshot shows the InspectionWorks website homepage. The top navigation bar includes the Waygate Technologies logo, the text "InspectionWorks", and links for "Products", "About Us", and "Contact Us". A dropdown menu is open under "Products", listing "InspectionWorks Login", "InspectionWorks Connect" (highlighted with a red box and a red arrow), "InspectionWorks Store", "Insight Login", and "Legacy User". The main content area features a large banner with the text "Reimagining inspection to move your business forward faster." and a sub-headline "The inspection suite that is always fit for service". Below this is a paragraph of introductory text and three images: a laptop displaying the software interface, a rugged tablet, and a handheld inspection device.

Waygate Technologies | InspectionWorks

Products ▾ About Us » Contact Us »

InspectionWorks Login »
InspectionWorks Connect »
InspectionWorks Store »
Insight Login » Legacy User

Reimagining inspection to move your business forward faster.

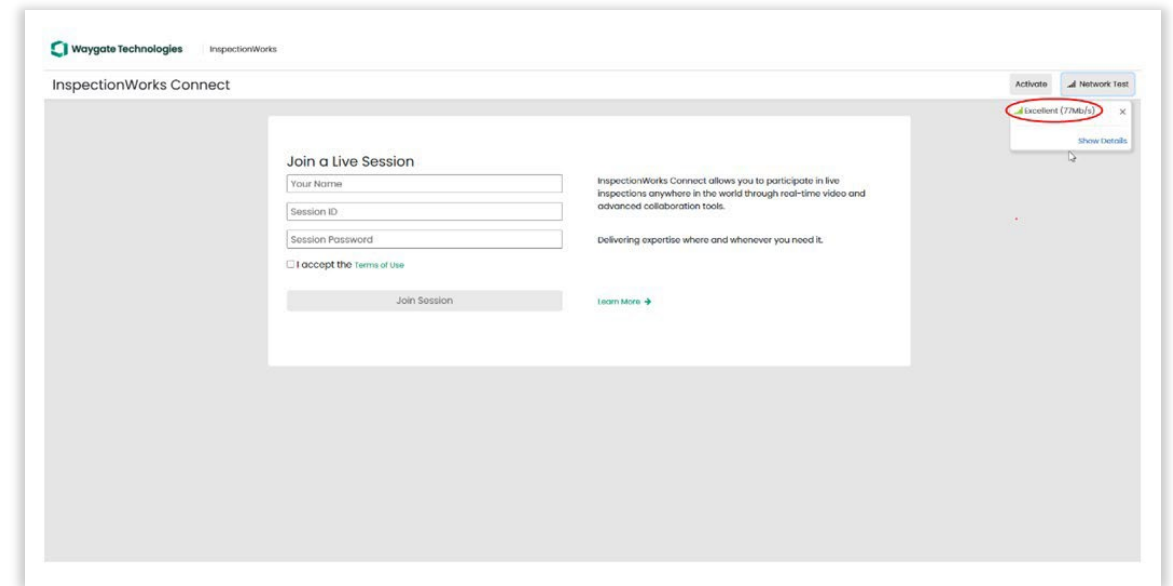
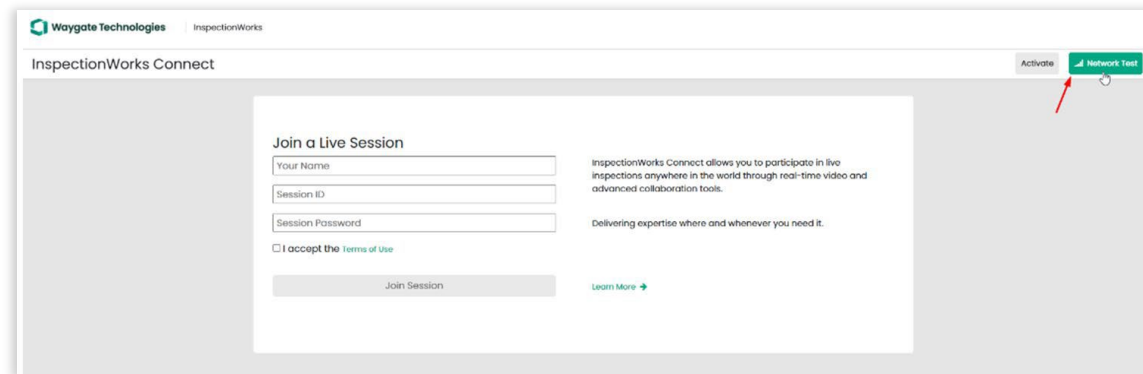
Upgrade your inspection cycles and collect reliable inspection data that is valuable for your entire business.

The inspection suite that is always fit for service

Welcome to InspectionWorks, the next-generation inspection management ecosystem from Waygate Technologies. Experience a holistic bundle of product software and service that guarantees best in class inspection and NDT results.
Always up to date. Always fit for service.

InspectionWorks Website

Perform Network Test – On PC



IW Global – Start a Session

6. Enter Name
7. Enter Session ID (no spaces)
8. Enter Session Password (no spaces)
9. Accept Terms of Use and Press Join Session

Join a Live Session

I accept the [Terms of Use](#)

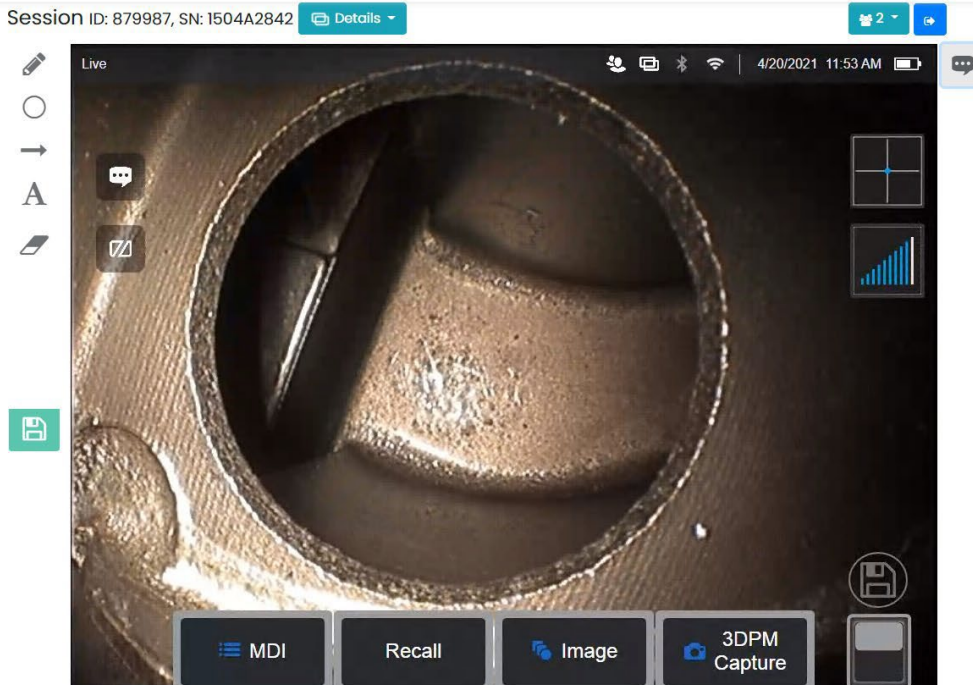
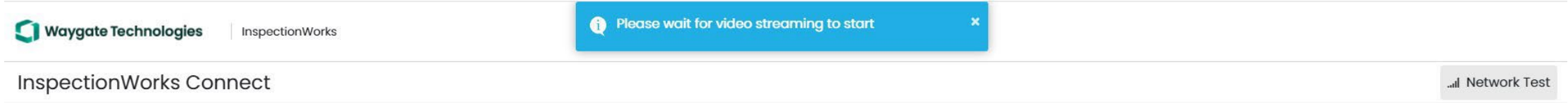
Join Session

InspectionWorks Connect allows you to participate in live inspections anywhere in the world through real-time video and advanced collaboration tools.

Delivering expertise where and whenever you need it.

[Learn More](#) →

Wait for Connection - Verify Live Streaming



Troubleshooting Tips

Issue:

Black Screen on PC Indicative of problem with Customer's Network – Network Security or Firewall Issue

Solutions:

1. Clear Customer's Chrome History Cache and Verify any AD Blockers are Turned Off in Chrome Settings.
2. Please Reference the Troubleshooting Guide See Appendix A
3. Start a Session with customer using Product and Technical Support using Baker Hughes PC

Poor Network Connection Speed will Cause Video Streaming Lag.

Assistance – Technical Support

For more assistance, please contact technical support.

A remote service case can be opened by:

Phone – +1 866-243-2638

Email – remoteservice@bakerhughes.com

For more assistance, please see the appendices.

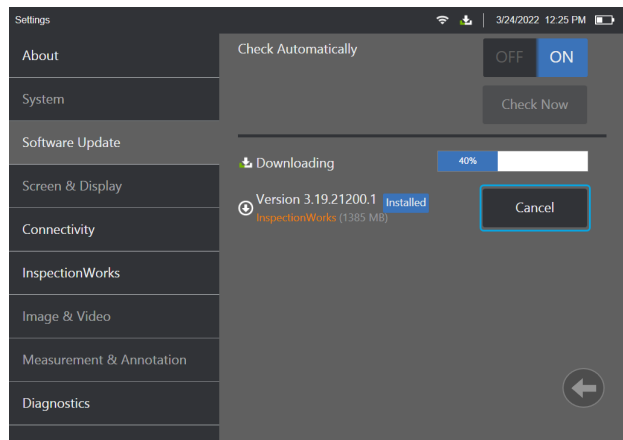
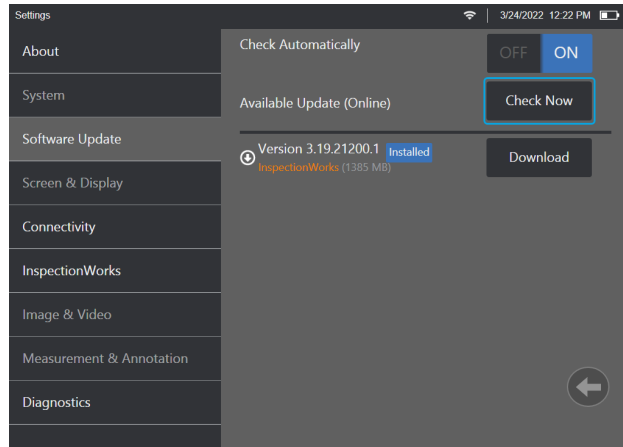
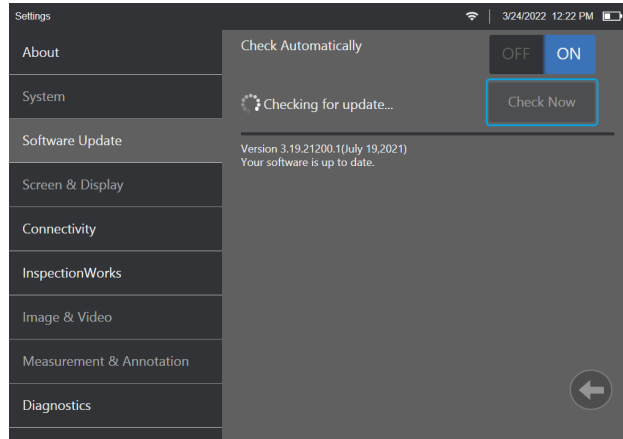
Appendix A – Updating Software 3.19 or Higher (Grey)

Appendix B – Updating Software 3.60 or Higher (Flame)

Appendix C – IW Troubleshooting Guide

Appendix A

Grey Handset Software Update



OTA

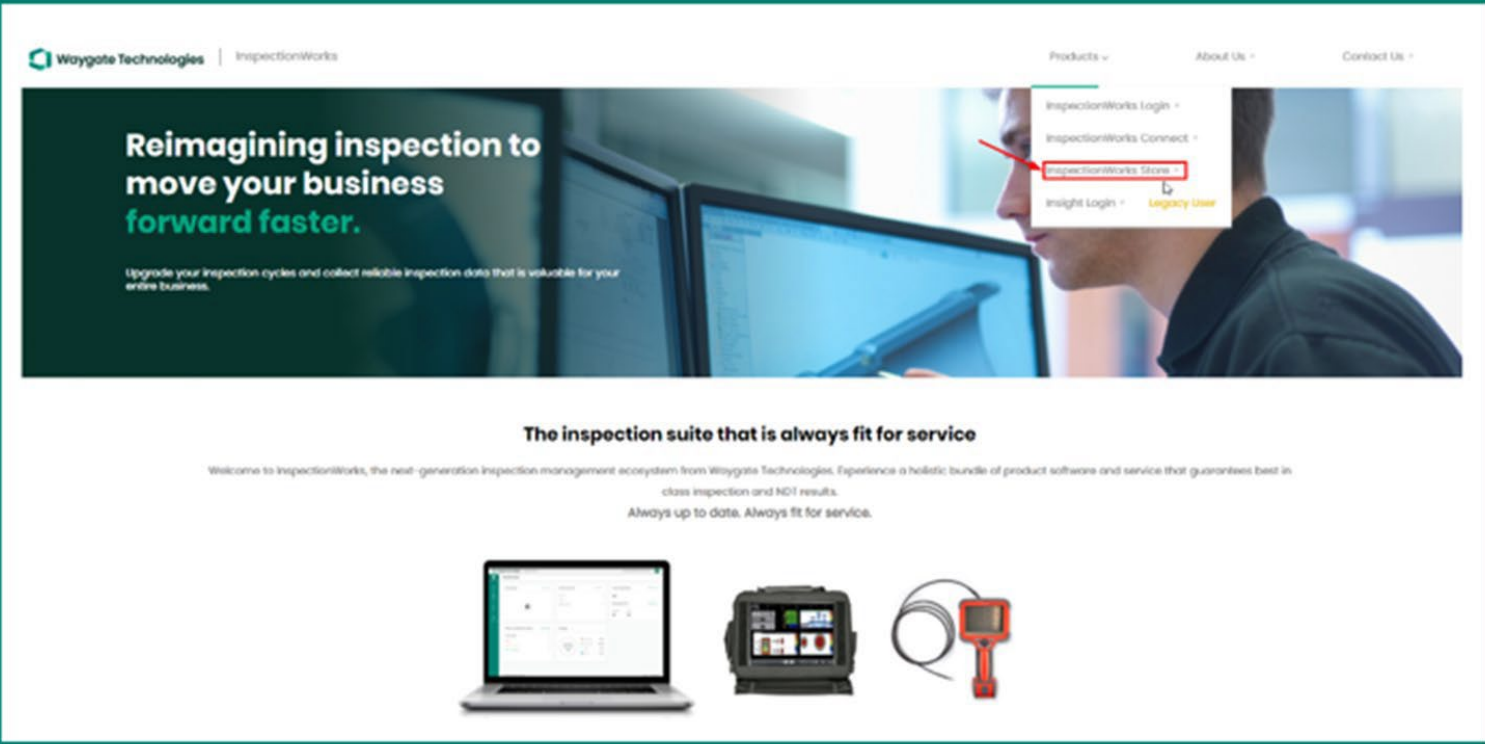
An Over The Air (OTA) Incremental update is supported on the system handset (grey) as long as the software revision is at 3.19 or higher.

Any issues updating the system software can be remedied by utilizing the best practice recommendations on the next slide.

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

Update Grey Handset Software Instructions:



The screenshot shows the Waygate Technologies website. The main navigation bar includes 'Waygate Technologies | InspectionWorks', 'Products', 'About Us', and 'Contact Us'. A dropdown menu is open under 'Products', with 'InspectionWorks Update' highlighted by a red box and a red arrow. Below the navigation, a hero section features the text 'Reimagining inspection to move your business forward faster.' and 'Upgrade your inspection cycles and collect reliable inspection data that is valuable for your entire business.' The sub-header reads 'The inspection suite that is always fit for service'. A welcome message states: 'Welcome to InspectionWorks, the next-generation inspection management ecosystem from Waygate Technologies. Experience a holistic bundle of product software and service that guarantees best in class inspection and NDT results. Always up to date. Always fit for service.' At the bottom, there are three images: a laptop displaying the software interface, a rugged handheld device, and a handheld device with a cable.

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

Update Grey Handset Software Instructions:

Store

All Categories: All | All Modalities: All Modalities | All Products: All Products

Software (9)

- Mentor Visual IQ - Flame... 3.50.20310.3
- Mentor Visual IQ - Gray... 3.18.20252.1**
- Inspection Manager 3.40
- Mentor EM 2.2.0
- Mentor Create 4.3
- Mentor PC 3.4
- Mentor UT 3.4

Applications (24)

- Weld with DGC 2.0
- Rotary Mode 3.0
- User Docs 3.0
- Weld Dual Frequency 5.0
- Phasec Mode 3.0
- Weld Mode 3.0
- Conductivity 2.0

Appendix A

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

The screenshot shows the software store interface for 'Mentor Visual IQ - Gray Handset'. It includes a sidebar with a 'Store' icon, a breadcrumb trail (Store > Public > Device Softwares > Mentor Visual IQ - Gray Handset), and a main content area. The main area is split into two columns: the left column contains an image of the device and its specifications (Uploaded Date: 12/11/2020, Modality: RVI, Product: Mentor Visual IQ, Device Processor Type: Haswell); the right column shows the current version (3.19.2I200.1, Latest Version), release date (24/02/2022), updated date (03/03/2022), and package type (Full (No Dependencies)). A green 'Download' button with a download icon and 'File Size (7.46 GB)' is highlighted with a red arrow. Below this is a table of 'Available Versions (5)' with columns for Software Version, Release Date, Package Type, Dependent On, and Actions.

Software Version	Release Date	Package Type	Dependent On	Actions
3.19.2I200.1	04/08/2021	Incremental (With Dependencies)	3.18.20252.1	Download
3.19.2I200.1	24/02/2022	Full (No Dependencies)		Download

Appendix A

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

The screenshot displays the 'Mentor Visual IQ - Gray Handset' software page on the InspectionWorks platform. The page includes a breadcrumb trail: Store > Public > Device Softwares > Mentor Visual IQ - Gray Handset. The main content area features an image of the handheld device and the following specifications: 'Mentor Visual iQ - Gray Handset', 'Uploaded Date: 12/11/2020', 'Modality: RVI', 'Product: Mentor Visual iQ', and 'Device Processor Type: Haswell'. To the right, the version '3.19.21200.1 Latest Version' is highlighted, with 'Release Date: 24/02/2022' and 'Updated Date: 03/03/2022' listed below. The 'Package Type' is 'Full (No Dependencies)'. A 'Download Options' panel is open on the right, showing the 'Mentor Visual IQ - Gray Handset : Version - 3.19.21200.1 (Latest Version)' and a 'Software Package' section. A red arrow points to a download icon next to the file 'MViQ_Update_3.19...' which is 7.46 GB in size.

Follow MViQ Software Update Instructions

Mentor Visual iQ software update instructions

Install this software update to get the latest features and functionality.

1. Ensure that the handset to be updated has a full battery charge or is plugged into AC power.
2. Plug the USB drive into the handset and power on the device.
3. Press the Menu button and select Settings.
4. Select the About screen and verify your current software version is not later than the version to which you would like to update.
5. On the Software Update screen select Install to begin the software update. If you wish to not start the software update then press the large Exit arrow (on/off button) to exit without upgrading.

Note—if Shut Down is selected, the upgrade can be attempted again at a later time.

6. Once the update completes, the Reboot button appears. At that point, it's safe to remove any USB drives and press Reboot.
7. The system will now reboot multiple times to finish the update process.

Note—The update has completed when the initial language selection or Live video screen is shown.

Special cases:




1. Update software indicates that a failure occurred during the update.
 - a.** Verify that no errors occurred when copying the update file to the USB drive and press "Retry" to attempt the update again.
 - b.** If the update fails multiple times, contact customer support.
2. Update is interrupted (due to e.g. power loss or removal of USB during update)
 - a.** Attempt to perform the update again; the update software will attempt to resume the update.
 - b.** An in-progress update must be completed before an update to a different version can be started.
 - c.** Contact customer support if the handset does not boot or the update software indicates that the system is corrupted.

107M1213 Rev. C

Appendix A

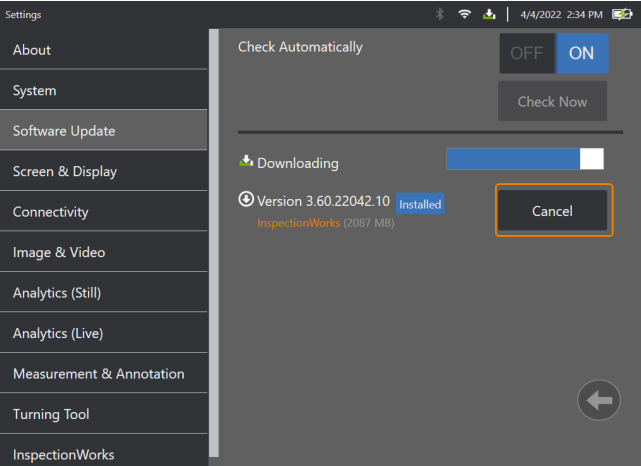
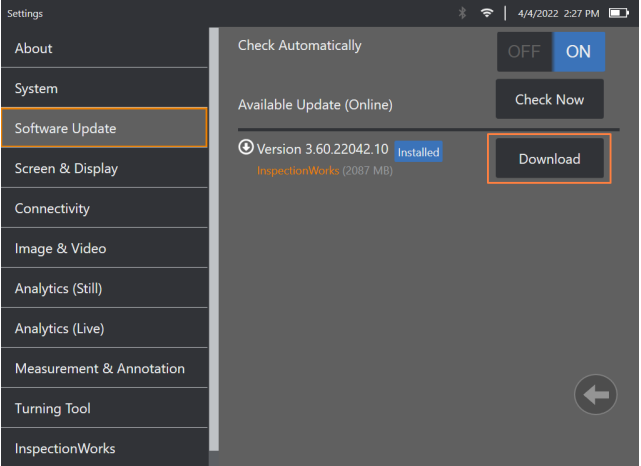
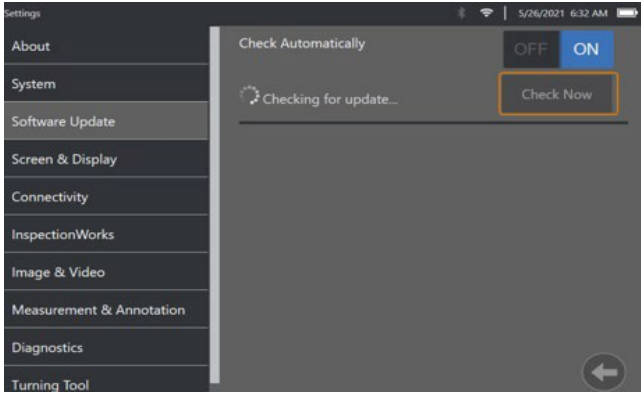
File download

Please Note the Following Files from Software Download will need to be Copied to the Top Level of a Clean USB Drive.

 EFI	File folder				
 MViQ_Update_3.19.21200.1.pkg.000	000 File	4,117,425 KB	No		4,194,304 KB
 MViQ_Update_3.19.21200.1.pkg.001	001 File	3,075,149 KB	No		3,076,102 KB

Appendix B

Flame Handset Software Update



An Over The Air (OTA) Incremental Update can be performed.

- System must be connected by Wi-Fi or Hot Spot (Flame only)
- Update is recognized and available for download.

Note: If current update is not identified please continue to best practice recommendations.

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

Update Flame Handset Software Instructions:

The screenshot shows the InspectionWorks website interface. At the top left, the logo for Waygate Technologies and InspectionWorks is visible. The main header area features the slogan "Reimagining inspection to move your business forward faster." and a sub-header "Upgrade your inspection cycles and collect reliable inspection data that is valuable for your entire business." On the right side of the page, there is a navigation menu with links for "Products", "About Us", and "Contact Us". Below these links is a dropdown menu containing "InspectionWorks Login", "InspectionWorks Connect", "InspectionWorks Store" (highlighted with a red box and a red arrow), "Insight Login", and "Legacy User". Below the main header, there is a section titled "The inspection suite that is always fit for service" with a welcome message: "Welcome to InspectionWorks, the next-generation inspection management ecosystem from Waygate Technologies. Experience a holistic bundle of product software and service that guarantees best in class inspection and NDT results. Always up to date. Always fit for service." At the bottom of the page, there are three images: a laptop displaying the software interface, a rugged handheld device, and a handheld device with a probe.

Best practice recommendation
Download full software update








Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

Update Flame Handset Software Instructions:








Store

All Categories: All | All Modalities: All Modalities | All Products: All Products

Software (9)

- Mentor Visual IQ - Flame... 3.50.20310.3 
- Mentor Visual IQ - Gray ... 3.18.20252.1 
- Inspection Manager 3.4.0 
- Mentor EM 2.2.0 
- Mentor Create 4.3 
- Mentor PC 3.4 
- Mentor UT 3.4 

Applications (24)

- Rotary Mode 3.0 
Basic Rotary Mode.
- Phasec Mode 3.0 
2.0
- Weld Dual Frequency 5.0 
Dual Frequency Weld Inspection.
- Weld Mode 3.0 
This Workflow contains panels f...
- Weld with DGC 2.0 
This workflow is for the inspectio...
- User Docs 3.0 
Mentor EM User Documentation.
- Conductivity 2.0 
General purpose relative condu...

Appendix B

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

The screenshot shows the product page for 'Mentor Visual IQ - Flame Handset' on the Waygate Technologies InspectionWorks platform. The page includes a navigation sidebar, a product image, technical specifications, version information, and a table of available versions. A red arrow points to a 'Download' button with a file size of 10.34 GB.

Waygate Technologies | InspectionWorks

Store | [Mentor Visual IQ - Flame Handset](#)

Store > Public > Device Softwares > Mentor Visual IQ - Flame Handset

Mentor Visual IQ - Flame Handset
Uploaded Date: 13/11/2020
Modality: RVI
Product: Mentor Visual IQ
Device Processor Type: Skylake

3.60.22042.10 Latest Version
Release Date: 22/02/2022
Updated Date: 31/03/2022
Package Type: Full(No Dependencies)

[Download](#)
File Size (10.34 GB)

Available Versions (9)

Software Version	Release Date	Package Type	Dependent On	Actions
3.60.22042.10	22/02/2022	Full(No Dependencies)		Download
3.60.22042.10	17/02/2022	Incremental(With Dependencies)	3.42.20267.1	Download

Appendix B

Best practice recommendation
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

The screenshot shows the 'Mentor Visual IQ - Flame Handset' product page on the Waygate Technologies InspectionWorks platform. The page includes a breadcrumb trail: Store > Public > Device Softwares > Mentor Visual IQ - Flame Handset. The product details are as follows:

- Product Name:** Mentor Visual IQ - Flame Handset
- Uploaded Date:** 13/11/2020
- Modality:** RVI
- Product:** Mentor Visual iQ
- Device Processor Type:** Skylake
- Version:** 3.60.22042.10 (Latest Version)
- Release Date:** 22/02/2022
- Updated Date:** 31/03/2022
- Package Type:** Full (No Dependencies)

A 'Download Options' panel is open on the right side of the page, showing the software package 'LatestSkylakeOnlyF...' with a size of 10.34 GB. A red arrow points to the download icon next to the package name.

Follow MViQ Software Update Instructions

MViQ Operating system update instructions for update via downloaded files to a thumb drive

For the **full** version upgrade, use this section. For incremental upgrade, use the next section.







1. Ensure that the handset to be upgraded has a full battery charge and is plugged into AC power.
2. Download the full upgrade version from [InspectionWorks.com](https://www.inspectionworks.com) to a Windows PC.
3. Use Windows to unzip the full update file. There should be a folder called "EFI" and two files related to the version. These files should be copied to a 16GB or larger thumb drive. It's best to have no other files on the thumb drive.
4. Plug the USB drive into a handset and power on the device while holding both trigger buttons on the underside of the Handset handle.
 - a. The trigger buttons can be released once the Baker Hughes or Waygate logo appears on the screen.
Note—If the trigger buttons aren't held firmly, the upgrade will not proceed. Please repeat Step 4.
5. The upgrade software will automatically search for upgrade files once it starts up. If no upgrade files found, select "Search Again," in combination with removing/inserting the upgrade drive or using a different USB upgrade device.
6. The upgrade SW will not display the current system version. It will, however, display the upgrade SW version in the upper right. Press "Upgrade System" to begin the upgrade. Press "Shutdown" to exit without upgrading.
Note—If "Shutdown" is selected the upgrade can be attempted again at a later time.
7. Once the upgrade completes, the "Reboot" button appears.
 - a. At that point, it's safe to remove any USB drives.
 - b. Press "Reboot."
8. The system will now reboot multiple times to finish the upgrade process.
Note—The upgrade has completed when the initial language selection or Live video screen is shown.

For the incremental upgrade use this section

1. Ensure that the handset to be upgraded has a full battery charge and is plugged into AC power.
2. Download the incremental upgrade version from InspectionWorks.com to a Windows PC.
3. Use Windows to unzip the incremental update file. There should be a "ivp" file related to the version. This file should be copied to an 8GB or larger thumb drive. It's best to have no other files on the thumb drive.
4. Plug the USB drive into a handset and power on the device. A message will be shown onscreen indicating an upgrade is available. Open the Main Menu and then select the Software Update screen.
5. On the Software Update screen select install to begin the software update. If you wish to not start the software update then press the large Exit arrow (on/off button) to exit without upgrading.
6. Once the update completes, the Reboot button appears. At that point, it's safe to remove any USB drives and press Reboot.
7. The system will now reboot multiple times to finish the update process.

File download

Please Note the Following Files from Software Download will need to be Copied to the Top Level of a Clean USB Drive.

 EFI	File folder	
 FeatureUpgrade.db	Data Base File	302 KB
 MViQ_Update_3.60.22042.10.pkg.000	000 File	4,102,116 KB
 MViQ_Update_3.60.22042.10.pkg.001	001 File	4,192,889 KB
 MViQ_Update_3.60.22042.10.pkg.002	002 File	1,912,103 KB
 server_version_info.txt	Text Document	1 KB

Troubleshooting IW Connect Expert Portal

There are a number of factors that can contribute to a users' inability to use the InspectionWorks Expert Portal. This troubleshooting guide will attempt to walk through the various scenarios with the intent of determining a root cause and ultimately a solution.

Using an incompatible operating system and browser

InspectionWorks will only work with the approved browsers and versions. To determine if the Expert is using an approved one, please ask the Expert which device, browser and OS version they are using, then compare this to the list of acceptable items provided below:

Devices	Operating Systems	Browsers	Minimum network bandwidth (download/upload)
MViQ – Gray	Windows 10 Pro (1809)	Chrome (80.0.3987.149.80.0 3987.95)	Device – 2.4 Mbps/346 kbps, machine (browser) – 1/3 Mbps
MUT (3.4.0300.005)	Windows 10 (1909)	Firefox (68.6.0)	
Older versions not supported for both of the above devices.	MacOS – High Sierra (10.13.1)	Safari (12.1.1)	
	MacOS – Mojave (10.14.5)		
	Android (10.0)		
	IOS (iPhone) (13.3.1)		
	IOS (iPad) (12.4.5)		

Refer below links for detailed specification list: MViQ List – [Click here](#) | Mentor UT List – [Click here](#)

Suspect network connectivity

InspectionWorks Connect requires that the Expert be on a system that has Internet access and IP port 433 to be open through the firewall. There are a couple quick tests that can be performed to make sure the Experts system is properly connected to the Internet.

Connectivity test #1

Have the Expert open a browser on their computer and browse to “<https://www.inspectionworks.com>.” This should display InspectionWorks home page. If this does not work, try test #2. If this does work, try test #3.

Connectivity test #2

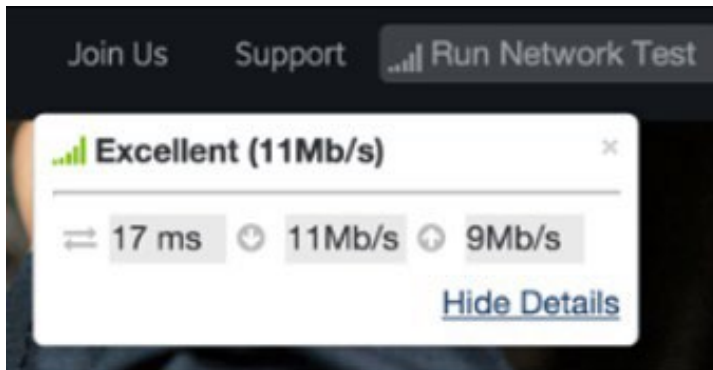
Have the Expert open a DOS command window on this computer and enter the command “ping 8.8.8.8” or “ping 8.8.4.4.” These are Google’s DNS servers and are generally known to be available and reliable. If both test #1 and test #2 fail, chances are the computer is either not properly connected to the Internet, the connectivity is sporadic, or the network is behind a highly restrictive firewall. There is also a chance the system is behind a captive portal. If the ping succeeds, chances are there is a DNS issue which could be either unreachable DNS servers configured on the system, or DNS servers which have not cached the inspectionworks.com domain name.

Suspect network connectivity

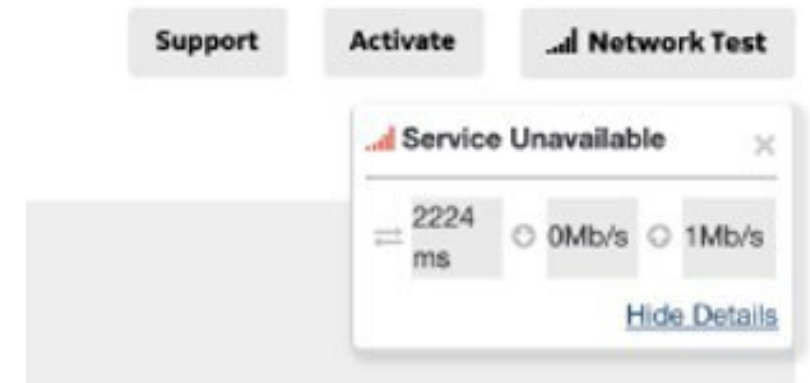
Connectivity Test #3

To test network connectivity, there is a utility built into the Expert portal which will validate access to the InspectionWorks services. To run this test do the following:

1. Open an approved browser and go to www.inspectionworks.com
2. On the main page, click on the "Join Session" button
3. On Live Session login page, in the upper right-hand corner, click on the "Run Network Test" button. This will start a test suite which will perform a variety of tests against the InspectionWorks servers. The detailed output will look similar to:



If the "Run Network Test" fails, output will be:



If any of these tests fail, then it is likely the Expert will not be able to use InspectionWorks Connect. The customer should work with their local IT support to determine whether there are firewall or connectivity issues.

Detecting a captive portal

A captive portal is a firewall system that restricts the user from accessing Internet services until they have performed some type of access process. Commonly these are seen at hotels and coffee shops where public wifi access is provided. The system is allowed to connect to the local area network (LAN) but is unable to access Internet services until they open a browser and request access through a captive portal page.

If the Expert's system is behind a captive portal, they may or may not have detected this scenario. "If network connectivity seems to be functioning, then the quickest way to detect a captive portal restriction is to ask the expert to open a browser and try to connect to the internet. If the Expert is behind a captive portal, the access page should appear fairly quickly. If the Expert is shown the Waygate website without having to log into a captive portal, then other troubleshooting steps should be taken. If a captive portal is detected, ask the Expert to log into the portal and then perform **Connectivity Test #3** (see above).

Accessing a closed or full session

InspectionWorks currently provides the ability for one Expert to be in a session with an Inspector. If there is already an Expert in the session and another Expert tries to login, they will get a message stating the session is full and not accepting additional participants.

If the session has been closed, the Expert, upon entering in their login information, will get a message stating the login information is invalid. In this case the Expert should first validate the login information and retry the login, then contact the Inspector should the login fail again.

Incorrect session connection information

In the case where an Expert has provided incorrect login information, they will see a message stating that the login information is invalid. The Expert should then validate the login information, or if sent an email session invitation, click on the session link in the email which will auto populate the login information. The Expert can then check Terms of Use box and retry the login. If the Expert still cannot join the session, they should contact the Inspector who initiated the session.



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