



## Helpful Tips for Completing a WELS Form

### Preferred browser:

Internet Explorer is the preferred browser (blue "e" icon). Firefox, Google Chrome, and Safari users may experience some issues signing in. You may need to REFRESH (F5) your page after entering username and password.

### Browser session:

Your browser session (Internet Explorer, Firefox, Google Chrome, or Safari) will timeout after two hours and any unsaved data will be lost. Some longer forms have options to save your work and continue later. In these cases, we recommend saving your work periodically.

### Required fields:

A field marked with an \* is required.

### Billing information:

Enter billing information as it appears on file with your bank/credit card company. If the address does not match, you will be prompted to "fix payment info." Debit transactions are not accepted.

### Username:

Some forms require login. If you do not remember your personal or church/school username, contact the WELS Help Desk (see Help Desk info below).

### Reset or change password:

Some forms require login. If you do not remember your personal or church/school password, you can reset your password at [account.wels.net](http://account.wels.net). Follow the instructions provided. You will be required to add @wels.net after your username (ex: [username@wels.net](mailto:username@wels.net)).

### Contact an area of ministry:

Specific questions for the area of ministry can be directed by completing the [Contact Us](#) form.

### Contact WELS Help Desk:

The WELS Help Desk is available Monday through Friday, 8 a.m. to 4:30 p.m. (Central) and can be contacted via [support@wels.net](mailto:support@wels.net) or 414-259-4357.