

WTL APP FAQs

<https://app.witnesslove.org>

How do I find the WTL app login page?

From the WTL Homepage at <https://witnesslove.org>/ tap 'My WTL' at the top of the page in the gray area and select 'WTL App' from the drop down menu.

Where do I find the accompanying licenses after placing an order for marriage prep sets?

A parish account is automatically created in the WTL app when placing an order for materials. You may login by checking your email (and spam) and accepting the invitation into the app. Or use this link to reset your password <https://app.witnesslove.org/users/password/new>. Once logged in, tap 'My Licenses' to access licenses.

How do I add couples to a license to access the video series?

Please utilize the instructional video available on our App Resource page for step by step instructions [here](#).

What if I input an email address incorrectly on a license?

Please email Parish Support at parishsupport@witnesslove.org and our team will assist you with this need.

What if a user doesn't receive the invitation when I add them to a license?

Have the user check the spam folder in their email account. If the invitation isn't there, tap the 'My Learners' tab from the main menu of YOUR account and 'Re-send Invitation' next to the users name. If 'Re-send Invitation' is not next to the users name, this means they have already accepted the invitation and just need to login to their account at app.witnesslove.org.

What if resending the invitation didn't work?

Share this password reset link - <https://app.witnesslove.org/users/password/new> and they should be in. If login issues persist, have the user email our Tech Support Team at techsupport@witnesslove.org

What's the difference between the blue buttons labeled 'Send Course Invitation' and 'Add Learner' under the License tab from the main menu?

'Send Course Invitation' is used to start a NEW license with a new group of couples.

'Add Learner' is used to add additional learners to the same license. There are 4 seats on each license to add the bride and groom and the mentor husband and wife.



How do I monitor a couples progress?

Login to your account at app.witness to love.org and tap 'My Licenses'. Each couples progress may be accessed via the license they were assigned to by utilizing the yellow progress bar.

NOTE: Progress is only determined when a user taps the green 'Mark Complete' button at the end of each session.

What if a couple drops out of the program? Can I reuse a license?

Licenses are not reusable. If a couple drops out of the program, please contact our Parish Support Team at parishsupport@witness to love.org to reinstate the license in your parish account.

Do repeat mentor couples need to accept the emailed invitation again when I add them to a new license?

No. An emailed invitation only needs to be accepted ONCE; after that, a user will login into their existing account at app.witness to love.org and tap 'My Courses'.