

WTL APP FAQs

<https://app.witnessstolove.org>

How do I find the WTL app login page? From the WTL Homepage at <https://witnessstolove.org/> tap 'My WTL' at the top of the page in the gray area and select 'WTL App' from the drop down menu. Or type in your browser <https://app.witnessstolove.org/>

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.witnessstolove.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](#).

Note: please select 'couple' as the role for all engaged and mentor couples.

What if I input an email address incorrectly on a license? Please email Parish Support at parishsupport@witnessstolove.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.witnessstolove.org.

What if resending the invitation didn't work? Share this password reset link - <https://app.witnessstolove.org/users/password/new> and they should be in. If login issues persist, have the user email our Tech Support Team at techsupport@witnessstolove.org

How do I monitor a couples progress? Login to your account at app.witnessstolove.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.*

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.witnessstolove.org and tap 'My Courses'.

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.

Can couples print a certificate of completion at the end of a course?

YES. Once a course is completed by tapping the 'Mark Complete' button at the end of each lesson/session, a user will have the option to print a certificate. From the main menu, users should tap 'My Courses', then the yellow 'Print Certificate' button noted on the completed course. The bride and groom should input first and last names and the date of completion, then download and/or print and send to parish priest or MPC requesting the certificate.

What is the simplest way to sort and organize licenses?

At the top of the 'My Licenses' screen, you can 'Filter by Course Groups'. Select the course group you are looking for using the tips below. You may 'archive' a course license once a user has completed a course or you have used all the licenses in a group of licenses. You may 'unarchive' a license by using the 'Filter by Archive Status' filter at the top of the page then click on the "filter" button at the top and tap 'unarchive' next to the license you wish to 'unarchive'.

Tips to 'Filter by Course Groups':

- There are 3 course groups to select from
- *Marriage Preparation Courses* include 'Couples Marriage Prep' and 'Civil Marriage Initiative' course licenses
- *Marriage Enrichment Courses* include WTL's Be Light courses, Be More and Virtual Date Night Series.
- *Parish Leader Courses* include Online Parish Certification course, any Leader Formation course and Fertility Awareness Course
- Please utilize the instructional video available on our App Resource page for step by step instructions [here](#).

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.