

# Unable to access site

If you are unable to access the WELLA site due to problems with the username and/or password please see your district administrator for the WELLA Online or ELL coordinator for your district for password retrieval. If you still need assistance please contact us by calling 800-249-0659.

Note:

WELLA Minimum Requirements -

Windows: Windows with Internet Explorer (IE) 5.5 or higher

Macintosh: Safari 1.0 or higher, Netscape 7.02 or higher, or Mozilla 1.6 or higher

WELLA Recommended Requirements -

Windows: Internet Explorer (IE) 6.0 or higher

\*All users must have browser settings enabled to accept cookies and pop-ups for the WELLA online site. SSL 3.0 or higher must also be enabled. AOL and like browsers are not supported.

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Web Support -> Internal Articles -> WELLA Rapid Reports -> Unable to access site

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1773>