

## FREQUENTLY ASKED QUESTIONS

### **Why does the link I received only take me to an Office365 page?**

The account for the new portal system is through Office365. This link DOES NOT send you to the ASR forms. Instead, you will receive a second email with the direct link that will send you to the backend of the ASR form. If you click on the link that was sent with your username and temporary password and it sends you directly to the Office365 account, you are good to go! Once you are logged in, all you have to do is wait for that second email with the direct link.

### **Why can't I fill out my ASR yet?**

The new ASR process is coming to each pastor in 2 different emails. The first email is with their new account information. This is sent from [districtreports@wesleyan.org](mailto:districtreports@wesleyan.org) and contains their Office365 account information only. They need to click on the set-up link and reset their password. That is all they have to do with that first email.

The second email will include the direct link to the specific ASR form that the pastor needs to fill out. This link will only work if they have followed the process of the first email. They have to have an Office365 account before they can get to their form.

### **Why haven't I received the second email with the ASR link in it yet?**

The roll out process of getting ASR links to the pastors is starting today. This will be done in stages to prevent spam concerns, so there is possibility that not all pastors will receive this today, but they should get it within a couple of days. You do not have to do anything from your end to trigger this process.

### **Do we need to buy Microsoft Office?**

No.

### **I already have an Office365 account and it is not allowing me to log in with the new information. What do I do?**

There are a few things to try...Try logging in with a different browser or incognito mode/private window or try logging out of your current Office365 account and log back in with the new information. You can also try logging in with your phone or another device that doesn't have Office365.

### **Do I need to save and send my completed ASR to the District Office?**

No. Once you click "Submit" after completing the ASR, you are done submitting the report.