# How to access the new product registration database

## Video transcript

Hello and welcome to a WELS How to video.

This video will show you how to gain access to the new WELS registration portal.

We will highlight some key changes from the old system.

First you will see a new overview page that provides a snapshot of the WELS scheme and some useful information right on the homepage.

To enhance security, the new system requires you to use a Multi-factor authentication app.

This adds an extra layer of protection when accessing your account.

Another important change is how you login.

You will now use your email address instead of a username.
If your email is associated with multiple organisations, once you're set up in the system, you can easily switch between these organisations using a single login.

This means your email address is now a key identifier for your account, making access simpler and more streamlined.

To access the new WELS registration portal, you will need a Multi-factor authenticator app.

This is a mobile app that generates a one-time code each time you log in, adding an extra layer of security beyond just your password.

Before you begin, check if you already have an authenticator app installed on your phone.

If not, you can download the Microsoft Authenticator app from your device's App Store.

You can also use any other trusted authenticator app of your choice.

To sign up for an account, click Sign in on the top right hand corner.

Go Sign up now. Input your email address that you used with the previous WELS registration database portal, and then click Send Verification code.

Go into your emails, copy and paste this code under here and hit Verify Code.

Then we'll put in a display name, your given name, a surname, input a new password and confirm the new password and then hit Create.

This now displays your unique QR code.

Open the Microsoft Authenticator app on your phone, select Plus and scan this QR code that is displayed on the portal to register your device.

The Authenticator app is now ready to use, and you will only see this screen when signing up for the first time. Press Continue on the authenticator app, provide the six-digit unique code and hit verify. And now I'm logged in.

On the top right-hand corner, you can see your first and last name which is the account holder.