

WELLOGIC TROUBLESHOOTING

Are you having trouble using Wellogic? Check this list for troubleshooting help. If you still can't solve the problem, please email the Wellogic help at wellogic@michigan.gov. Please be as specific as possible in your email.

PROBLEM	CAUSE	REMEDY
Can't log in "invalid user ID or password" error message	User ID or password are incorrect – most likely the password.	Use correct user ID and password OR use the Forgot Password Link to reset your password.
	Account might have been deleted due to inactivity.	Have the account recreated by using the Request an Account link on the login screen.
Can't log in – 'account disabled' error message	Too many attempts have been made to login with the incorrect password.	Contact the Wellogic Help to have account reactivated and password reset.
Wellogic runs very slowly	Using Internet Explorer 7	Upgrade to Internet Explorer 8 or 9, or use Google Chrome or Firefox
Nothing shows up on screen after logging into Wellogic	Using Internet Explorer 6	Upgrade to Internet Explorer 8 or 9, or use Google Chrome or Firefox
Can't view PDF well log	Acrobat Reader not installed.	Install Acrobat Reader. Free download from http://www.adobe.com .
Can't open PDF well log in Firefox, only option is to Save.	Firefox Options are set to 'Save' PDF instead of 'Open'.	Go to Tools:Options:Applications. Make sure that the Action for all Adobe Acrobat Documents is set to 'Use Adobe Reader'.
Can't bring up PayPlace site in Firefox.	Encryption setting needs to be changed.	Go to Tools:Options:Advanced:Encryption. Clear the Use TLS 1.0 check box. Click OK.
Dates are showing on saved record and PDF differently than they were entered	Date/Time format is set incorrectly on your computer.	Go to Start:Settings:Control Panel:Regional and Language Options. Make sure the Format is set to English (United States) and MM/DD/YYYY.
Well log doesn't show in Records Available to Modify tab (Contractors Only)	It has been > 10 days since the well log was entered, or it is past the 60 day submittal requirement.	Modify well log within 10 days from when it is entered. Enter well log prior to the 60 day submittal requirement. Email needed changes to Wellogic Help if these time limits have passed.
Can't add pump information to a record (Pump Modify – Contractors Only)	Well log was entered under a different user ID.	Email the Wellogic Help with the pump and pressure tank information and the Wellogic ID and it will be added to the drilling record.
Can't find any well logs when searching	Search may be too specific.	Be sure to start by only searching the County, Township, and Section.
	User entered a complete street address.	Try searching the address using the 'Wildcard' search Function. For example, to search for 123 Main Street, only type Main in the address field.

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	There may be no well logs in the area user is searching.	Try looking for well records on the Scanned Well Record website (http://www.deq.state.mi.us/well-logs) which contains well records from 1999 and older.