myUTH for Students Frequently Asked Questions

What Browsers can I use with myUTH?

We successfully tested all popular browsers with myUTH, with the exception of Microsoft Edge. Although most popular browsers will work, you may experience issues with certain versions of a browser. If you experience issues, we suggest you clear the browser cache close all windows of the browser, and then reopen. If this fails to resolve the issue then try a different browser. The Helpdesk (713 486 4848) or the Registrar's Office (713 500 3388) will assist you with browser issues.

What if I forget my login information?

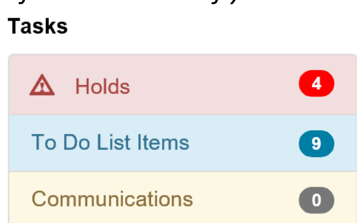
User accounts are locked after 3 unsuccessful login attempts. When this happens, you will need to contact the Helpdesk to reset your password. Call 713 486 4848. Students cannot change passwords via email requests.

What is the difference between a To Do List Item and a Hold?

A To Do item is a task you need to complete or a document you need to submit. A Hold has an impact on your ability to conduct certain business with the University, such as registering for classes or requesting a transcript. There is typically an action necessary to remove the hold (such as paying a bill) that once completed will allow you to perform the transaction that was prevented by the hold.

How do I find both my Holds and To Do List items in the upgraded environment?

You can now find the Holds, To Do List Items and Communications within the Tasks tile in the upper left-hand corner of your Student Home page.



How do I view my "To Do Lists"?

Click on the Tasks tile, then click on the appropriate link on the left hand menu to see the To Do List Items. Click on the To Do Item to see the details.

What is an Activity Guide?

A Beginning of Term Activity Guide allows you to verify or update personal information prior to the enrollment period each semester. A To Do item and Hold will appear on your record each semester approximately 2 weeks prior to open registration. (Early April, July and November) To begin the Activity Guide click on the Beginning of Term Activity Guide To Do List Item within the Tasks tile. Once you've completed the Activity Guide the Hold will be automatically removed. If you need assistance, contact the Registrar's Office at 713 500 3388.

How do I know when registration begins and ends for a term?

Check the Registrar's website to find a list of critical registration dates. The website also contains tuition and fee information.

How has class search changed?

To search for classes, click on the Manage Classes & Registration tile from the Student Home page. Next click on Class Search & Enroll in the left navigation bar. Choose the term for which you would like to search. You can search using the class prefix (ex: NURS or BMI), catalog number (ex: 4355W or 6999), or description (ex: care or statistics). You can narrow your results by using the filters on the left.

Do I have to move classes to the Shopping Cart to register for that class?

No. If you choose to add classes to your Shopping Cart you have the option to do so during the enrollment process, but you are not required to do so. When using Class Search & Enroll you may enroll in the class directly by clicking on it. Each time you will be asked to confirm that this is the course in which you intend to enroll. For all questions regarding the use of myUTH for class registration, call the Registrar's Office at 713 500 3388. For questions regarding courses that are needed for academic progress and graduation, please reach out to your advisor or your school's Student Affair's Office.

How do I change the bank account on my direct deposit?

*On the Financial Account tile, begin by adding the new bank account under Enroll in Direct Deposit/Bank Account and click **Modify Direct Deposit**. Once the account is added, you can then check the **Proceed to Modify Direct Deposit** button, select the newly added bank account and complete the certification agreement.*

How do I discontinue my Direct Deposit enrollment?

Contact Administrative Accounting at 713-500-4951.

I just made a payment but my account balance did not go down.

You must refresh the account by going back to Student Home. After refresh, you will see an updated account balance.

Is every student required to have health insurance?

Every student at a University of Texas System health related institution is required to have health insurance coverage. This coverage may be with the System sponsored plan or a comparable coverage from another provider. The new certification process provides a space for entering other forms of insurance. Please make sure that you have the Policy Number as well as the dates of coverage, which are required for validation purposes.

Is all insurance and personal information provided during the health certification process safeguarded?

Yes, all information is encrypted and only key personnel required to process Student Health Insurance information can access this information.

Will I be able to enroll for class without completing the Health Insurance Certification To Do?

No, each student must complete the certification prior to enrollment.

I purchased Health Insurance last term, is it still valid for this term?

No, student insurance must be purchased each term, including Summer term.

I certified my Health Insurance last term. Why is the Hold appearing again this term?

Students are required to certify health insurance information each term prior to enrollment to comply with State requirements.

I have enrolled but the total amount is not showing on my account statement.

Student statements will not be available until a few weeks prior to the start of the term. They will be published for viewing in your Financial Account tile - Account Inquiry link.

When can I begin paying tuition and fees?

Payments can be made using the myUTH Student Center portal after enrollment. Available electronic payment methods include credit cards and eCheck. Cash, check or money order can be paid at the Bursar Office.

Are there currently any convenience fees for making payments electronically?

A credit card use fee of 2.5% of the total charges was implemented as of September 1, 2012. The Echeck payment method will continue to be free of processing charges to the student.

What happens if an ECheck payment is rejected?

The Bursar will notify the student. The student account will be placed on HOLD until the account is paid.

Should I make a payment to avoid late fees if my Financial Aid is in “Pending” status?

No, late fees will not be assessed to your account if there is “Pending Financial Aid” showing in your account.

If I receive funding from Financial Aid or sponsored contract after I have made a payment, when is the earliest I can expect a refund to be issued?

Bursar will begin distributing refunds to students the day after add/drop period for enrollment is closed.

When can I enroll in an installment plan?

Installment plans will be available approximately 15 days prior to the first day of class.

When is the latest I can enroll in an installment plan?

The installment plans are available through the 20th day of class for the academic term.

Are there other installment plans available other than those offered in the Student Center?

The payment plan options available in the Student Center were built with payment due dates to coincide with Student Financial Aid disbursement dates for a specific academic career and term. However, you can enroll in other installment plan options by contacting the Bursar at 713-500-3088.