

# ApplyTexas IHE Briefing

June 14, 2024

# Welcome

# Today's Agenda

Welcome

Status Update

Resolved Issues

Q&A

# Status Update

# Maintenance Deployment

- Maintenance deployment scheduled today 7PM – 11:59PM
- Priority is to address Publish Settings issues.
- Others we're focusing on include:
  - **Admin Portal:** Majors issues, School required question issues
  - **Applicant Portal:** Volunteer descriptions, email notifications
- Release Notes: Email to be sent Monday, June 17th

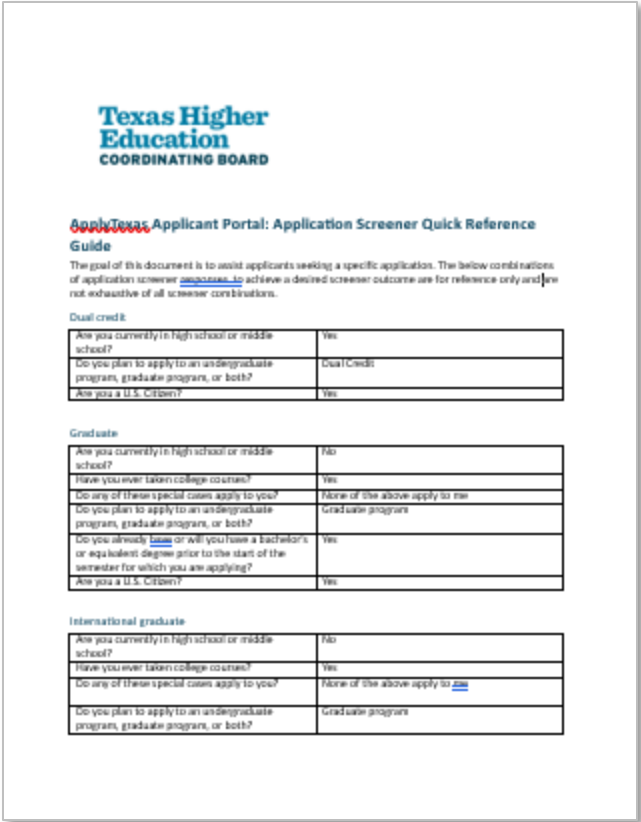
The final list of issues resolved will be posted on the Administrator Dashboard in Smartsheets by Monday, June 17<sup>th</sup>

# Quick Fix Applicant Portal Issues

Issue	Cause	Next Step / Solution
Can't find the application they want to apply for after completing the application screener questions	Mismatch between the results of the screener questions and the app type	<ul style="list-style-type: none"><li>• Stopgap: See the App Screener Quick Reference Guide</li></ul>
Ongoing issues resetting passwords	Email address may not be the one tied to the account	<ul style="list-style-type: none"><li>• Is there another email tied to the account?</li><li>• Applicants must verify their identity through the help desk to change their email address</li></ul>
Don't see previous applications	Any applications prior to Spring 2022 were not migrated over during the transition to the new site.	<ul style="list-style-type: none"><li>• If it's a more recent application, we'll need to confirm it's not tied to another account</li></ul>
Applicants want to pay application fees	Payments are no longer accepted on ApplyTexas	<ul style="list-style-type: none"><li>• Applicants are directed to the school to make payments</li></ul>

Encourage applicants reporting issues to provide as much detail as possible – school they are applying for, term, screen they are on, and specific step that's not working

# Known Issue: App Types




## Student:

- We are assessing the logic for the student app screener.
- [ApplyTexas Administrator Dashboard](#)

# Reminders

- UAT Environment is closed.
- Please continue to submit separate Help Desk tickets for issues.



What topics do you want to hear about during these briefings?

# Q&A



# Texas Higher Education

## COORDINATING BOARD

Thanks for joining!



# Appendix

- Previous webinars, resources, and announcements - [The Redesigned ApplyTexas - Texas Higher Education Coordinating Board](#)

## Information and Resources

- Instructional Testing Videos (May 20, 2024)
  - [Admin Portal Adding Additional Users](#)
  - [Admin Portal Publish Settings](#)
  - [Admin Portal Application Configurations](#)
- Assistant Commissioner Announcement: [Important: ApplyTexas Update](#) (May 10, 2024)
- Assistant Commissioner Announcement: [Important: Change in ApplyTexas Cutover Date](#) (May 3, 2024)
- Recordings of previous webinars:
  - November 15, 2023 [ApplyTexas Student Portal](#)
  - December 13, 2023 [Technical Changes Overview](#)
  - February 28, 2024 [ApplyTexas Student Portal \(reprise\)](#)
  - March 6, 2024 [Application Cutover and Technical Changes](#)
  - April 24, 2024 [Support Services and Onboarding](#)
  - May 20, 2024 [ApplyTexas Testing Kick-Off](#) (access password: w^7Qh\*M)
- Slide decks of previous webinars:
  - November 15, 2023 [ApplyTexas Student Portal](#)
  - December 13, 2023 [Technical Changes Overview](#)
  - February 28, 2024 [ApplyTexas Student Portal \(reprise\)](#)
  - March 6, 2024 [Application Cutover and Technical Changes](#)
  - April 24, 2024 [Support Services and Onboarding](#)
  - May 20, 2024 [ApplyTexas Testing Kick-Off](#)
- A [slide deck](#) of the new ApplyTexas student portal for your use with prospective students applying for the 2025-2026 academic year
- Answers to questions from each webinar as an [FAQ](#)
- Assistant Commissioner Announcement: [ApplyTexas Payment Processing](#) (February 2024)
- Assistant Commissioner Announcement: [ApplyTexas Payment Processing Follow-up](#) (March 2024)
- Commissioner Memorandum: [Announcing change to fee structure for ApplyTexas](#) (March 2024)
- Technical documentation to prepare for the cutover:
  - [ApplyTexas Launch Testing Instructions](#)
    - Should you experience any issues, your technical staff may [Submit a Ticket](#) and a member of the ApplyTexas project team will respond.
    - View your designated [Testing Date and Application Type by Region](#)
  - [ApplyTexas EDI Specifications and Technical Changes](#)
    - Includes Core Question Inventory and Change Summary