myUTH Mobile Trouble Shooting Topics

1. The “Go” key on my device keyboard does not do anything when trying to log in to myUTH Mobile.
   *The login screen of the myUTH Mobile app requires the user to touch the “Sign In” button on the screen instead of the “Go” key on the device keypad.*

2. I enter my User Name and Password and receive an error – “Authentication Error – bad request”.
   *This error is received when the User Name has been entered in lower case letters. Retry logging in by entering the User Name in all caps.*

3. I enter my User Name and Password and received an error – “Authentication Error – Server is not reachable at the specified address. Contact the administrator for help”.
   *myUTH Mobile is unavailable during the Saturday maintenance window from 6:00pm – Sunday at 8:00am. If you are receiving this message at a time other than the maintenance window, contact the UTHealth Helpdesk at (713) 486-4848. The Helpdesk will need to know that you are trying to log in to myUTH Mobile and the type of device you are using i.e. iPhone, iPad, Android phone, Android tablet. The Helpdesk will log a ticket and assign it to the Campus Solutions IT support team for resolution.*

4. I received a message that my device is incompatible with the myUTH Mobile app when attempting to download it from the Google Play Store.
   *Verify that your device operating system software is updated to the most recent version available for you device.*

5. I have logged in to myUTH Mobile and see a “Today” screen and a “Notifications” screen. The only menus available are “What’s Happening Today”, “About” and “Logout”. Should I see more?
   *Students are required to verify their emergency alert phone number and confirm their contact information every 90 days. Follow the directions provided in the Emergency Alert Notification on the Notifications screen.

   “Your Emergency Alert information has expired, disabling your myUTH Mobile access. Logon to myUTH self-service to confirm or update your emergency contact information to restore your myUTH Mobile access (approx. 10 minutes after update or confirmation is saved).”

6. I receive a white screen when trying to go back to a previous screen.
   *Android devices have a “back” arrow. This arrow will not work on the myUTH Mobile app. Use the menu navigation icon in the top left corner of the screen to either step back a screen or return to the list of menus.*
7. I am attempting to drop a class and receive the following message – “Unable to complete your request. You do not have access to perform this transaction at this time”.
   
   *The drop period has passed. Drops after the term census date must be requested through the Office of the Registrar.*

8. I am trying to enroll in a class and receive the following message – “Unable to process request. Please confirm that Term and Career are valid values. If you are still encountering this error, please attempt to process the enrollment via myUTH self-service”.
   
   *You may be trying to enroll in a class that is offered through a Career different from your activated Career/Program/Plan or you are a “non-degree” student. Cross career and non-degree enrollments can only be processed through myUTH self-service.*

9. I have a checklist notification that includes a URL in the details of the description. How do I launch the browser from the checklist description?

   *The myUTH Mobile app does not have the functionality to launch a browser window from the URL in the description. You will need to manually type the URL into your browser search box.*

10. I have a Health Insurance Certification hold but cannot see a link in myUTH Mobile to certify my insurance.

   *The Health Insurance Certification hold must be removed by logging in to myUTH self-service.*

11. I have cleared my hold but the notification is still showing on my notifications screen.

   *The notification messages will clear after 7 days.*

12. I receive the message “You do not have access to this feature” when clicking into the details of a notification.

   *This message displays when there is no additional information available for the hold or ToDo.*