



Need help with ApplyTexas?

Try these quick fixes before contacting the Help Desk.

ApplyTexas Help Desk Quick Troubleshooting Guide

What should I do if I can't get into my ApplyTexas account or if my account is locked?

If you are having issues logging into your account, or if it is locked, you will need to reset your password. Follow these steps:

1. Click the **Forgot Password?** link on the ApplyTexas login page.
2. Enter the email address linked to your account, then click the box labeled **I'm not a robot**. If an image prompt appears as part of the reCAPTCHA process, complete the prompt as shown, then click the **Send verification code** button.
3. Check your email for a code from **Microsoft on behalf of THECB: msonlineserviceteam@microsoftonline.com**.
4. Enter the code and click the **Verify Code** button, then click the **Continue** link.
5. Create and confirm your new password, then click the **Continue** link.
6. Log in again with your new password.

What should I do if I do not receive a verification code?

Follow these steps:

- Check your **spam or junk folder**.
- Make sure you are using the email address linked to your ApplyTexas account.
- Wait a few minutes before requesting another code, then use the most recent code you received.
- Make sure emails from **msonlineserviceteam@microsoftonline.com** are not blocked or filtered.
- Clear your browser's **cache and cookies**.
- Try a different browser or device.
- Make sure you have a stable internet connection.

What should I do if I can't find my application?

Follow these steps:

1. Go to your dashboard.
2. Click the **Find the right application** link on the left side of the screen.
3. Answer the screener questions again to determine your application type.
 - a. If you do not see the application type you want – for example, Undergraduate (four-year) or Transfer – retake the screener questions.
4. Once you see the application type you want, click on the **School Search** link.
5. In School Search, search for the college you want to apply to and click the **Apply** button.
6. Confirm your application type.
7. Click the **Next** button.
8. Select the semester you plan to start attending school.
9. Click the **Start application** button.

What should I do if my information isn't saving?

Before leaving the page, perform this check to see if your information can be saved:

1. **Complete all required fields**.
2. Click the **Next** button.
3. Double-check whether your information was saved.
4. If it's still not saved, please try follow the additional steps below:
 - a. Refresh the page.
 - b. Close and reopen your browser.
 - c. Clear your cache and cookies.
 - d. Open ApplyTexas in an incognito or private browser window.
 - e. Try a different browser, such as Chrome, Edge, Firefox, or Safari.

What should I do if I get an error?

Take a screenshot of the error before closing your browser. When contacting the Help Desk, include the following:

- A **screenshot** of the page
- The error message
- A short description of what you were trying to do
- The page or section where the error message occurred
- The browser you are using

What do I do if I still need help?

For additional assistance, please visit our **Contact us** page and submit the form to contact the ApplyTexas Help Desk.