

Texas Higher Education COORDINATING BOARD

ApplyTexas Deployment Update

ApplyTexas Partners,

As part of our ongoing efforts to enhance the functionality and user experience of ApplyTexas, we are scheduled to implement several updates during a maintenance window on Thursday, including an update to the Help Desk ticket process. We will send an email at the end of the week confirming the success of the fixes.

Thursday, July 11, deployment updates:

Help Desk support update:

- We are updating our Help Desk support system to improve service and give users better visibility into their individual ticket status.
- The Help Desk link will be updated, and we will no longer use the Smartsheet form currently in use. After this deployment, the current admin help desk dashboard will no longer be available.

Counselor Portal updates:

- Authorization role dropdown update:
 - The dropdown menu for the Authorization role will now limit how many roles can be designated and only include options for 'District Counselor' and 'Counselor.'

Applicant Portal enhancements:

- College history addition:
 - We are adding an "I can't find my school" checkbox to the college history section.

Admin Portal improvements:

- CSV file updates:
 - The CSV files will be updated to include additional codes with descriptions.
- Application and scholarship counts accuracy:
 - Updates will ensure application and scholarship counts are displayed accurately.

Maintenance window: Please be reminded the ApplyTexas system will be unavailable during our scheduled maintenance windows from 7-11:59 p.m. CST Thursday, July 11.

Webinar: As part of our preparation for the maintenance window, we will hold a webinar on Wednesday, July 10 at 3 p.m. CST. Please [register for Wednesday's webinar here](#).

Upcoming trainings: Please note Wednesday's webinar will be the last webinar structured strictly as a deployment briefing. Starting this Thursday and continuing over the next several weeks, we will host specialized ApplyTexas training sessions with the goal of enhancing your understanding and management of the Applicant and Admin portals. Please [register](#) for all the sessions you are interested in attending.

For ongoing support and updates, please visit the [Redesigned ApplyTexas - Texas Higher Education Coordinating Board site](#).

Thank you for your continued partnership and commitment to improving the ApplyTexas platform.

Respectfully,
The ApplyTexas Team

Texas Higher Education Coordinating Board, 1801 Congress Ave, Suite 12.200, Austin, Texas
78701, United States

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