ApplyTexas Deployment Updates

Dear ApplyTexas Partners,

We are thrilled to announce the successful deployment of several key updates to the ApplyTexas system. These enhancements, aimed at improving functionality and user experience, were effectively implemented during our recent maintenance window last night.

Deployment Success Highlights:

Help Desk Support System Update:

- Our Help Desk support system was updated successfully last week. The new system improves service quality and provides users with enhanced visibility into their individual ticket statuses.
- All previously submitted tickets have been seamlessly transferred to the new system. To avoid delays in response times, please refrain from resubmitting tickets for issues already reported.
- Due to the global outage last week, the confirmation emails from the new system were delayed. All emails from the new system that will include your ticket number will go out this week. You can use the new [Case Status Tracker](#) to view the status of your ticket.

Enhancements Implemented:

- **EDI Issues:** We have updated the display of parent/guardian contact information from a code to a descriptive format for dual credit applications in the EDI file and addressed issues related to duplicate application transmissions.
- **Registration Language:** Enhanced banner language on the registration screen to better support users experiencing login difficulties.
- **Core Question Enhancements:** Issues related to saving Emergency Contact, Birthplace, Activities and Achievements, Volunteer Activities have been addressed.
- **Scholarship Application Process:** We have resolved issues preventing some applicants from proceeding past the 'additional questions' in the scholarship section.

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

Sincerely,
The ApplyTexas Team