

If you are experiencing problems logging into the site or accessing a data link, please try the remedies listed here first. Most problems can be quickly resolved and you will be on your way to viewing your 'To Do' lists and other personal data. If after trying the steps below you still have problems, email us at admissions@utsouthwestern.edu and we will be happy to assist you.

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Browser Recommendations

Firefox is not supported by PeopleSoft and results may vary if you do use it. We recommend always using:

	PeopleSoft	OnBase	Supported by UTSW
Internet Explorer 7 and 8 running on Windows XP or Windows 7	✓	✓	✓
Safari 5 running on Mac OS X	✓	X	✓

Other Settings

- Recommended screen resolution is 1024x768 or higher
- Cookies must be turned on
- MyLearning requires Adobe Flash 10.1 or greater

Problem: Logging on to UT Southwestern Student Center

I cannot logon to the UT Southwestern Student Center website.

1. Make sure you are using a compatible browser. **Please refer to the table above.**

2. If you are using Internet Explorer or Safari and are still unable to view the page or login, clear the cache, close all browser windows and restart. Restarting the browser deletes the browser memory, usually allowing you to logon. (See 'How to Clear Your Cache' below)
3. Change or disable your Pop up Blocker settings. If you cannot download the UT Southwestern website, your pop up blockers may be set too high.
 - a. From your **Internet Explorer** browser window Go to Tools > Pop Up Blocker > Pop up Blocker Settings. Select the 'Medium Block' which blocks most automatic pop-ups. Click Close.
 - If you need to keep your settings on 'High', type or paste <https://my.swmed.edu> in the 'Address of website to allow'. Click Add.
 - b. **Safari** for Windows users select Edit>Preferences. Mac users click Safari>Preferences.
 - c. Click on Security at the top of the window.
 - d. Check the box Block pop-up windows to enable this feature. Uncheck it to disable it.
4. Add the UT Southwestern Student Center URL as one of your trusted sites.
 - a. For **Internet Explorer**, go to Tools > Internet Options > Security.
 - Click the 'Security' tab and select the 'Trusted Sites' icon.
 - Click the push button, 'Sites'. A window will open where you can add any sites to the 'Trusted Site.
 - Add '<https://my.swmed.edu>' in the display field.
 - Be sure to uncheck the box by the entry, 'Require Server Verification (https:) for all sites in the zone'.
 - b. For **Safari**, disable your pop-up blocker (see below) or list as a top site.
5. You receive the error: '**Browscap.properties file does not exist**'. Try clearing your cache (See 'How to Clear Your Cache' below), closing all browser windows and restarting your browser. Restarting the browser deletes the browser memory, usually allowing you to logon.

How to Clear your Cache:

In Internet Explorer:

1. Open your Internet Explorer browser. Navigate to Tools > Internet Options > General Tab.
2. Click the 'Delete' push button. This will take you to the 'Delete Browsing History' page
3. Put a check mark in the "Preserve Favorites Website Data" to keep any cookies or files associated with the Web sites in your Internet Explorer's "Favorites" list.
4. Click the check boxes next to the various categories of stored information you want deleted.
5. Click the 'Delete' button to clear the cache.

In Safari:

1. Open the Safari browser.
2. Go to Edit from the menu bar>Empty Cache.
3. A new dialog box will appear, click Empty in the window that opens to clear the cache.

Problem: Language error message

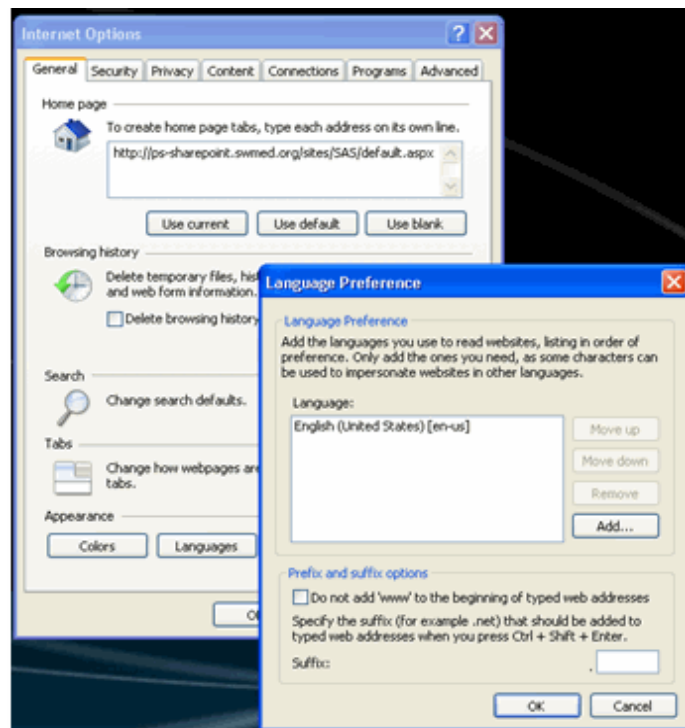
International applicants may receive the following error: "Login Failure. Your language is not enabled in the database."

You will need to change your browser language to English.

How to change browser language to English

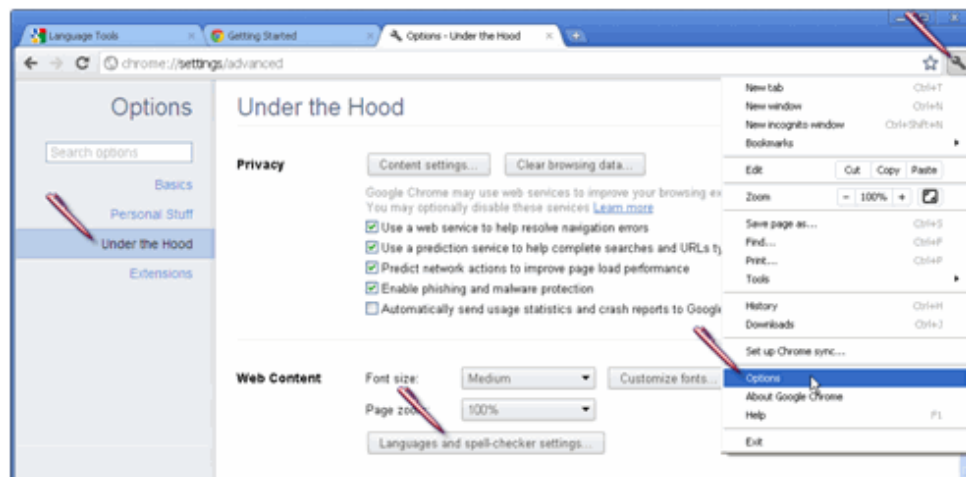
In Internet Explorer:

Click > Internet Options > Languages > Enter English as your Language of Choice > Click OK



In Google Chrome:

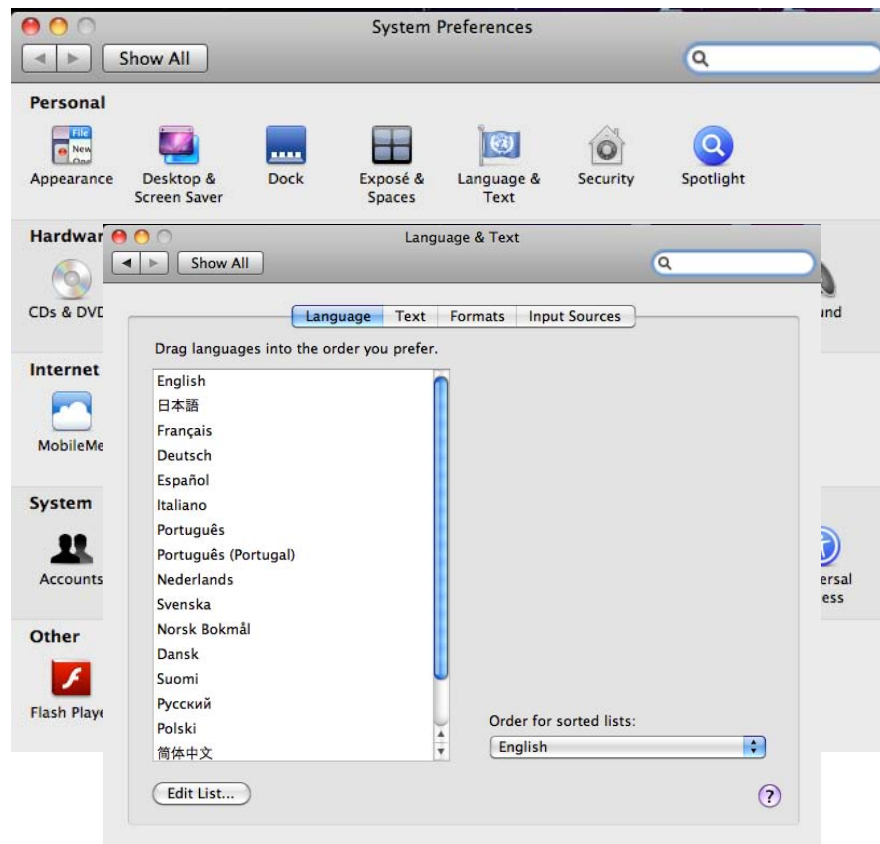
Click Wrench (Upper Right corner) > Options > Under the Hood > Language and Spell-Checker settings > Select/Add English



In Safari:

Choose Apple Menu > System Preferences. Click Language and Text; drag your preferred language to the top of the languages list. If Safari is open, quit and then

open it again. (Changing your Language and Text Preferences changes these preferences for all of your applications)



Problem: Updating my Social Security number

In order to receive Financial Aid I have been asked to enter my Social Security number. Unfortunately I am unable to access the Student Center tab in the UT Southwestern Student Services Center.

1. Try using an alternative navigation to access the Student Center tab. Go to the Log In page by ctrl/clicking on this link: <https://my.swmed.org:44350/psp/PAPRD/?cmd=login>
2. Enter your User ID and Password
3. Under 'Enterprise Menu' click on Student Self Service
4. Click on 'Student Center'

5. Scroll down to the 'Personal Information' section and click on the "Demographic Data" link. You will see the **National ID** data field with a TSSN (Temporary SSN) assigned to you.
 - a. Highlight the TSSN number
 - b. Enter your social security number without hyphens
 - c. Click the green 'Save' button

I changed my social security number in the Student Center. Unfortunately, I made a mistake and my social security number is incorrect. How can I correct it?

1. After you enter your social security number and save it, the page is disabled and you are no longer able to make changes.
2. Email admission@utsouthwestern.edu A staff person will contact you, and after verifying who you are, will make the corrections for you. **Please do not to send your SSN via email.**

Problem: Opening residency questionnaire

I cannot open the residency questionnaire

1. My error message reads, '**System is unable to read your cookies.**' Open Internet Explorer, go to Tools > Internet Options > Privacy tab.
 - a. Click the push button 'Sites'. A new display window, 'Per Site Privacy Actions' will launch.
 - b. Enter 'https://my.swmed.edu' in the 'Address of Website' field.
 - c. Click 'Allow'.
 - d. Click OK and you're done.
2. I completed and submitted the residency questionnaire, but the status still indicates, 'Initiated' – why?

A nightly process will run to update your residency questionnaire status from 'Initiated' to 'Received'. Wait 24 hours before checking on the status in your Student Center. The status of 'Received' will be your confirmation that the residency questionnaire was submitted successfully.

Problem: 'To Do' list questions

1. A document on my 'To Do' list shows a status of 'received', but the document is still showing on my To Do list – why?

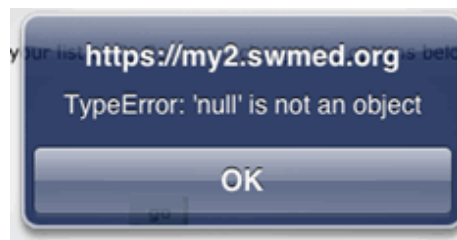
Documents with a status of '**received**' will remain on your 'To Do' list until census day of your first semester of enrollment. After that date, all documents with a 'received' status will be removed. No further action is required on your part.

2. A document on my 'To Do' list shows a status of 'initiated', what does that mean?

Documents with a status of '**initiated**' means our institution has initiated contact with you requesting you submit the document or requesting you take a specific action to fulfill your admission requirements. This item will stay on your 'To Do' list until it is received.

Problem: Mac/iPad error message when accessing 'To Do' list

If you are using a Mac/iPad to access your 'To Do' items you may receive the following error:



1. Click OK, then click on the Home Tab



2. Click on Student Self Service

The screenshot shows the UT Southwestern Medical Center website. The top navigation bar includes 'Home' and 'Student Center'. The 'Enterprise Menu' is open, and 'Student Self Service' is circled in red. Other menu items include 'My Learning Quick Links', 'Peoplesoft Student System', 'Banner Link', 'Hyperion', and 'iAim'. The main content area is divided into three sections: 'Policies & Procedures' with links to 'Accounting Site', 'Materials Management site', and 'AP-CKR Vouchers Data Entry Guidelines'; 'MyLearning Room Numbers' with instructions on how to find classroom locations; and 'Total Compensation Statement' with instructions on how to access the statement and a list of login options.

3. Click Student Center

The screenshot shows the 'Student Self Service' section of the website. The 'Student Center' link is circled in red. Below the link, there is a description: 'Use the student center to manage school related activities.'

4. Continue to your Student Center