

Registrar's Frequently Asked Questions

What is my domain user ID and password?

Your Health Science Center domain user ID and password are the same as your Health Science Center e-mail user ID and password. If you are not able to successfully sign in to the University Portal ("[Inside UTHSCSA](#)"), contact the IMS Help Desk at IMS-ServiceDesk@uthscsa.edu or 567-7777 or visit a Help Desk. Help Desks are located in Room 436L, and in the Briscoe Library on the 3rd Floor.

Can I register if I have a "hold"?

All registration holds must be cleared **before** you will be eligible to enroll via the Student Center self-service site. Contact the department listed in the Holds box at the upper right corner of the Student Center screen. (NOTE: Some holds may not be able to be cleared immediately, so **check your hold status as soon as possible.**)

To check your holds, login to the University Portal ("[Inside UTHSCSA](#)") using your Health Science Center domain user ID and password. Then click on the following links:

- Student Administration
- Self Service
- Student Center

Holds are displayed in a box at the upper right corner of the Student Center screen.

Will I receive a bill for tuition and fees?

You will **not** receive a bill in the mail directly from the Bursar's Office. The Bursar's office will send an e-mail to all students following the close of Web Regular Registration instructing them to check their account for the amount owed via the Student Center self-service site. It is **your** responsibility to make any efforts necessary to obtain your balance through the online Student Center and make payment or payment arrangements accordingly. If you have any questions about the billing process, contact the Bursar's Office at 567-2556 or bursar4students@uthscsa.edu.

Failure to pay by the published deadline will make you subject to a **\$100 late fee**. **Failure to pay by the official census date will result in your being PERMANENTLY dropped from your classes.** Check the School of Health Professions Academic Calendar at http://studentservices.uthscsa.edu/GI_AcademicCalendars.aspx to confirm your dates.

*****Students that add/drop or late register must also check their bills online. Please allow the Bursar's Office 24 hours following your add/drop or late registration to update your tuition and fees. Payment for added classes or late registration is due by the official census date. Check the School of Health Professions Academic**

Calendar at http://studentservices.uthscsa.edu/GI_AcademicCalendars.aspx to confirm your date. Failure to pay for late registration by the official census date will result in your being **permanently** dropped from your classes.***

When is payment for tuition and fees due?

Tuition and fees must be paid by 4:30 p.m. on the last business day **BEFORE** the official first day of class. Failure to pay by the published deadline will make you subject to a **\$100 late fee**. Failure to pay by the official census date will result in your being **permanently** dropped from your classes. Check the School of Health Professions Academic Calendar at http://studentservices.uthscsa.edu/GI_AcademicCalendars.aspx to confirm your dates.

What if I qualify for a tuition waiver?

If you qualify for a tuition waiver that allows you to pay special tuition rates despite your residency status, you must provide appropriate documentation prior to the official first day of class. This includes, but is not limited to, Teaching/Research Assistant waivers and waivers associated with the military. Updates to your tuition and fees will **not** be made after the census date. Check the School of Health Professions Academic Calendar at http://studentservices.uthscsa.edu/GI_AcademicCalendars.aspx to confirm your dates. Most tuition waivers, including those associated with designated teaching positions and military status, are managed by the Office of Financial Aid.

Do I have to provide proof of private health insurance to the Student Health Center EVERY semester?

If you have **private insurance** coverage, submit proof of insurance with the Health Insurance Coverage Information Form once a year with a copy of the insurance card--front and back. Otherwise, submit the same form once a year informing the Student Health Center (SHC) that you would like to be billed for United Healthcare Insurance (http://studentservices.uthscsa.edu/GI_healthInsFAQs.aspx). If your insurance status, details, or needs change at any point during the term, **it is your responsibility to go by the SHC and fill out another form with the update**. Failure to provide proof of insurance will result in your being charged for United Healthcare Insurance. If you are charged for United Healthcare Insurance and have private health insurance, **provide required documentation to the Student Health Center PRIOR to paying your bill**. Once paid, the United Healthcare Insurance fee may be **NON-REFUNDABLE**. For more information, contact the Student Health Center at <http://studentservices.uthscsa.edu/healthCenter.aspx>. To locate the Student Health Center, see the following map: <http://utmaps.uthscsa.edu/>.

How do I know what classes to take?

If you are uncertain which classes you are required to take for the semester, contact your department and/or academic advisor. They will assist you in choosing your classes.

How may I obtain verification of my enrollment?

The Health Science Center contracts with the National Student Clearinghouse (NSC) to provide free self-service **official** enrollment verifications to currently enrolled students. The service is available 24-hours a day, 7 days a week, and is supplied by the Health Science Center with enrollment data immediately following each official census date with updates approximately every 55 days.

To access the NSC Web site, select the **My Page** tab on the [inside.uthscsa](#) menu bar then click on **Verify Student Enrollment** in the **Enterprise Menu** box. Clicking on this link will take you directly to the NSC Student Self-Service Site Login page.

Once on the NSC Web site, enter all required login information then select the type of verification desired (Current Enrollment or All Enrollment). A printable .pdf will be produced. This .pdf is an **OFFICIAL** document that may be submitted to loan companies, health insurers, etc. as proof of your enrollment.

Questions/concerns regarding this document may be directed to the Health Science Center Registrar's Office at registrars@uthscsa.edu or 210-567-2621.

Is there anything else I need to do before starting the new term?

Make sure your address and phone numbers are updated. Instructions for changing your contact information are available at http://studentservices.uthscsa.edu/GI_computing.aspx. You could miss important correspondence from your department or other key university offices by failing to keep your contact information current.