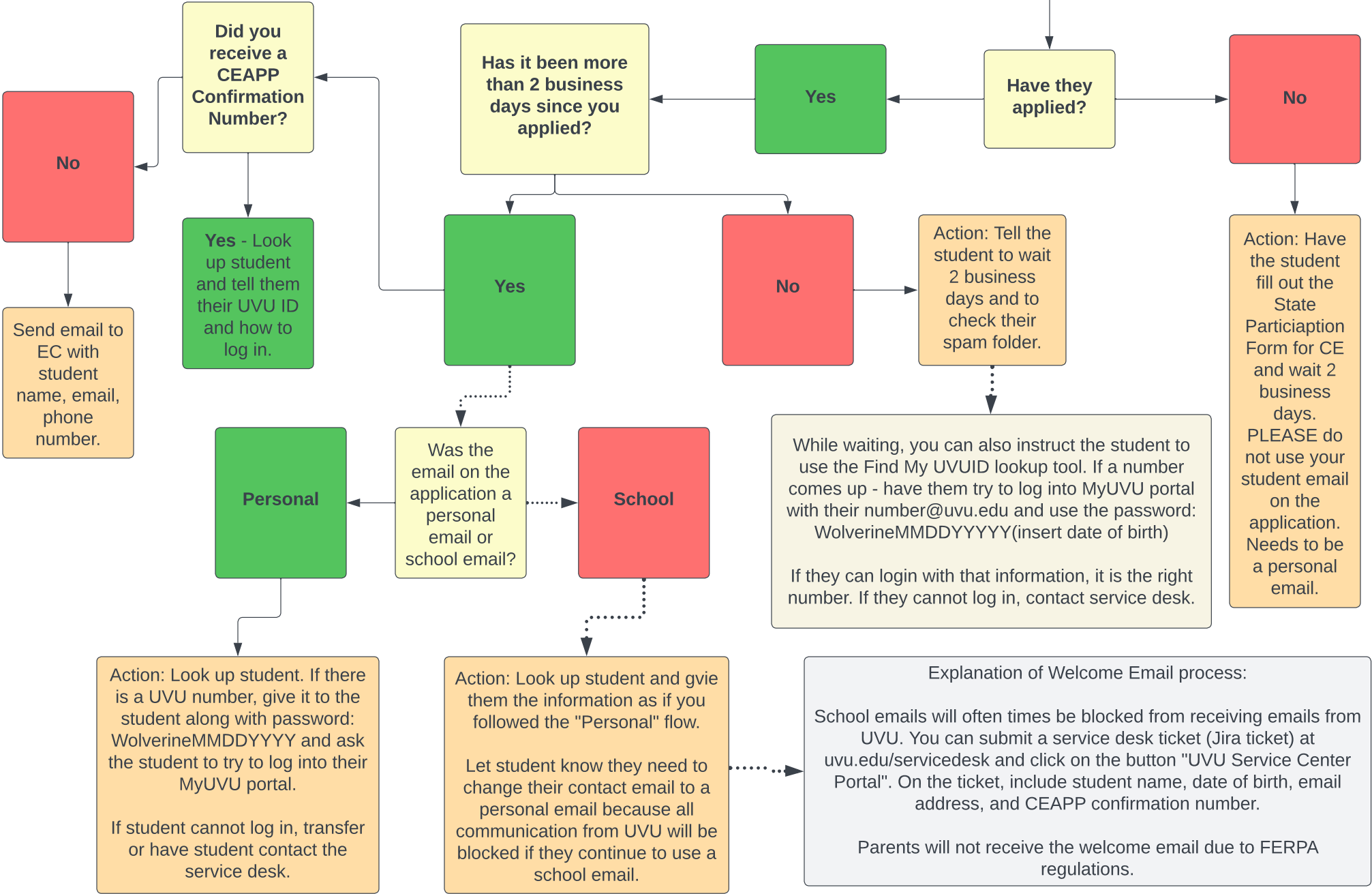


Caller: Parent/Student

Have I been admitted?



No

Send email to EC with student name, email, phone number.

Did you receive a CEAPP Confirmation Number?

Yes - Look up student and tell them their UVU ID and how to log in.

Has it been more than 2 business days since you applied?

Yes

Yes

Have they applied?

No

Action: Tell the student to wait 2 business days and to check their spam folder.

No

Action: Have the student fill out the State Participation Form for CE and wait 2 business days. PLEASE do not use your student email on the application. Needs to be a personal email.

Personal

Was the email on the application a personal email or school email?

School

While waiting, you can also instruct the student to use the Find My UVUID lookup tool. If a number comes up - have them try to log into MyUVU portal with their number@uvu.edu and use the password: WolverineMMDDYYYY(insert date of birth) If they can login with that information, it is the right number. If they cannot log in, contact service desk.

Action: Look up student. If there is a UVU number, give it to the student along with password: WolverineMMDDYYYY and ask the student to try to log into their MyUVU portal. If student cannot log in, transfer or have student contact the service desk.

Action: Look up student and give them the information as if you followed the "Personal" flow. Let student know they need to change their contact email to a personal email because all communication from UVU will be blocked if they continue to use a school email.

Explanation of Welcome Email process: School emails will often times be blocked from receiving emails from UVU. You can submit a service desk ticket (Jira ticket) at uvu.edu/servicedesk and click on the button "UVU Service Center Portal". On the ticket, include student name, date of birth, email address, and CEAPP confirmation number. Parents will not receive the welcome email due to FERPA regulations.