



#### TROUBLE SHOOTING/FAQs document:

- 1) I am able to log in but when I click on my student, why are there no services authorized?

ANSWER: A student must authorize any pages that will be viewable to the Parent Portal user. If you have no authorized services, your student needs to log in to their Webcat account – expand each user relationship – click Authorizations – select the services they want to authorize for each user.

- 2) When I enter my username and password why am I receiving the **Authentication Failed** message?

ANSWER: If you have forgotten your password, please reset your password at [www.unh.edu/parentportalreset](http://www.unh.edu/parentportalreset).

- 3) When I enter my username and password why am I receiving the **Account is Locked** message?

ANSWER: You can unlock your account by resetting your password. Go to [www.unh.edu/parentportalreset](http://www.unh.edu/parentportalreset) to reset your password and unlock your account. If this does not unlock your account, please contact the IT Service Desk at 603-862-4242.

- 4) I do not remember my password.

ANSWER: You can reset your password at [www.unh.edu/parentportalreset](http://www.unh.edu/parentportalreset).

- 5) I do not remember my username.

ANSWER: Usernames in the new Parent Portal are parent email addresses. Your student can provide your username by logging into their Webcat account – Parent Portal – Add/Manager Users. This will list all users they have activated. If your student is not available, please contact the IT Service Desk at 603-862-4242.

- 6) I do not remember which email I used for my username.

ANSWER: Your student can provide your username by logging into their Webcat account – Parent Portal – Add/Manager Users. This will list all users they have activated. If your student is not available, please contact the IT Service Desk at 603-862-4242.

- 7) Why can I only see one of my students?

ANSWER: Each parent user is authorized individually. If you have more than one UNH student, each student needs to add you as a user in their Webcat account.

- 8) How do I pay my bill?

ANSWER: Once in the Parent Portal select your student's name. Click **Account Summary – Make Payment to UNH**. If you have multiple students, you will have to make separate payments for each account. Access each student by clicking on their name. When you select **Account Summary** the page will indicate which student account you are viewing.

- 9) Why is the account balance different from the amount due listed on the bill statement?

ANSWER: The account balance is a real-time view into the student system. You bill statements are produced monthly and will not immediately update as changes are made. Please use the account balance for the most up-to-date balance on your student's account.

10) Where do I send a check if I don't want to pay online?

ANSWER: Checks may be mailed to UNH Business Services, 11 Garrison Avenue, Durham, NH 03824. Please include the student ID number on the check and include a copy of the most recent bill.

11) How can I print my bill?

ANSWER: Log in to your Parent Portal account. Click on the student's name. Click **Account Summary – Bill Statement – Print this bill (PDF)**. A printable PDF version of the bill will appear.

12) How do I request a refund for my student?

ANSWER: All refund requests must be made by the student. Refund requests are not available through the Parent Portal. If you have a Parent PLUS loan refund it will be automatically mailed to the Parent PLUS borrower when the loan funds arrive (usually about 10 days before classes start).

13) Why is my student uncleared?

ANSWER: A student may be financially unclear for a range of reasons. Log in to your Parent Portal account. Click on the student's name. Click **Account Summary – Clearance Status**. This window will list reasons for an unclear status. There may be a balance due, outstanding loan requirement, or other steps that need to be completed by the student or parent. Where appropriate, links are provided to complete the clearance requirement.

### ***Need more help?***

- UNH Service Desk                      603-862-4242
- UNH Business Services              603-862-2230
- UNH Financial Aid                    603-862-3600
- UNH Registrar's Office              603-862-1500