Logging In

- **Staff**: User ID and initial password will be communicated from PSTraining@unlv.edu and ApplicationSecurity@unlv.edu when security has been assigned. Please note: initial passwords for staff were developed randomly and do not follow any convention.

- **Faculty**: User ID and initial password was sent to business email (on file with HR) from ITHelp@unlv.edu. Faculty must complete FERPA training and be assigned as an instructor to the MyUNLV schedule to gain access. Please note: initial passwords for faculty were developed randomly and do not follow any convention.

- **Applicant/New Students**: User ID and password sent to home e-mail upon receipt of application from ITHelp@unlv.edu Please note: initial passwords for staff were developed randomly and do not follow any convention.

- **Trouble Logging in?**
  - Undergraduate and Graduate Students, Faculty, Applicants, Staff
    - Contact OIT help desk .................................................702-895-0777
    - Contact Office of the Registrar........................................702-895-3443
  - Law Students
    - Contact the Boyd School of Law Help Desk ..................702-895-5298
  - Faculty who have completed FERPA and need account unlocked
    - Contact MyUNLV Support.................................................MyUNLVSupport@unlv.edu

- **Forgot Password?**
  - Use the “forgot password” link on the MyUNLV sign on page.

General MyUNLV Help and Guidance

The best place to find a wealth of information, help guides, tutorials and business process guides is the About MyUNLV website. Please visit this site as you work to assist students and self-diagnose issues.

- **Main About MyUNLV Site**
  - http://www.unlv.edu/aboutmyunlv

- **Student Tutorials**
  For tutorials aimed at students regarding registration, logging in, general browser troubleshooting
  - http://www.unlv.edu/aboutmyunlv/tutorials/students

- **Faculty Tutorials**
  For tutorials aimed at faculty regarding faculty center, logging in, general browser troubleshooting
  - http://www.unlv.edu/aboutmyunlv/tutorials/faculty
• Staff Training
For tutorials, job aids and business process guides for all modules, admissions, student records, student finance, advisors and degree audit
  ○ http://www.unlv.edu/aboutmyunlv/training

Admissions
Applicants
For questions regarding application status, admissions steps, missing application materials, admissions checklists contact:
  • Undergraduate .................................................................................................................. 702-774-UNLV
  • Graduate ............................................................................................................................ 702-895-3320

Newly Admitted Students
For questions regarding new student registration, eligibility to enroll, new student advising holds, changes to program/plan contact:
  • Undergraduate .................................................................................................................. 702-895-3443
  • Graduate ............................................................................................................................ 702-895-3320

Advising
Transfer Credit/Advanced Standing
For questions regarding transfer credit reports, advanced standing credits, conversion of credits from SIS to MyUNLV contact:
  • Dr. Peter Kim
    Assistant Registrar ........................................................................................................... 702-895-5147

Advising Checklists
For questions regarding adding or updating advising checklists contact:
  • Roy Hessinger
    Process Analyst and Trainer .......................................................................................... 702-895-2037

Financial Aid
Undergraduate/Graduate/Law/Dental Financial Aid
For all financial aid questions (verification materials needed, aid disbursements, scholarships) contact:
  • Financial Aid Office ......................................................................................................... 702-895-3424

Registration/Student Records
Undergraduate/Graduate Current Student Registration
For questions regarding student registration and registration errors, enrollment eligibility, changes to biographical information, current student registration holds, changes or questions regarding program/plan contact:
  • Office of the Registrar ...................................................................................................... 702-895-3443

For questions regarding student specific permissions (i.e. granting a student permission to enroll) contact:
  • The academic department or advising center for the course subject.

Other Issues with MyUNLV
If you are experiencing issues not listed above, you may contact:
  • RC Miller
    Student Records Functional Analyst .................................................................................. 702-774-7026

  • Laurie Cantwell
    Director of Enrollment Services Strategic Planning .......................................................... 702-493-9253

Scheduling
Initial Departmental Questions
For questions regarding departmental schedule set up, course set up, course location, instructor information, course enrollment information contact:
  • The departmental scheduler or administrative assistant responsible for managing the schedule.
Scheduling Issues with MyUNLV
For other issues or additional assistance regarding scheduling contact:

- Emmanuel Ayim
  Associate Registrar.................................................................702-895-4043
- MaryEllen Ganny
  Academic Scheduling ....................................................................702-895-4238

If scheduling units unavailable
- RC Miller
  Student Records Functional Analyst.............................................702-774-7026

Student Financials
Tuition Bills, Making Payments
For information about tuition statements, account charges, outstanding balances, direct deposit, making payments contact:

- Juanita Saucedo,
  Student Accounts Manager .........................................................702-895-0480
- Veronica Labrada
  Student Accounts ........................................................................702-895-3427
- Rose Cummings
  Cashiering ..................................................................................702-895-3924

Other Student Finance Issues with MyUNLV
If you are experiencing issues not listed above, you may contact:

- Olga Catania
  Process Analyst and Trainer.........................................................702-895-0461

Other MyUNLV Help
Faculty and Staff MyUNLV User Support, using the Faculty Center, additional security, access issues, general user support questions.

- Laurie Cantwell
  Director of Enrollment Services Strategic Planning ......................MyUNLVSupport@unlv.edu
  ........................................................................................................702-493-9253