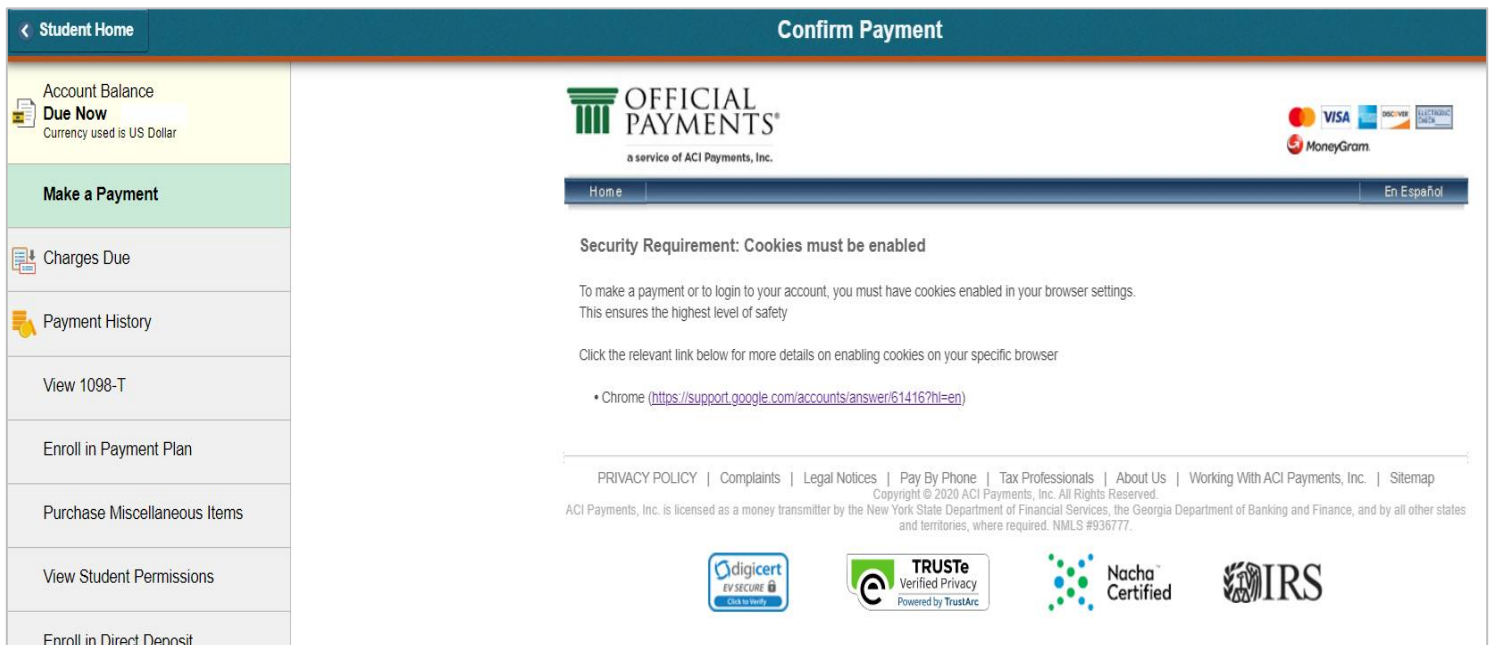


Troubleshooting Applicant and Student Payment Issues

If your browser has landed on one of the following screens when trying to make a payment, you have a SameSite cookies setting on your browser that is preventing you from paying. If you do not already have it, you must [download the Google Chrome web browser](#) so you can bypass the error. The steps below will allow you to make payment and they are a temporary solution until our third-party payment vendor, Official Payments/ACI, updates the cookies rules on their website.



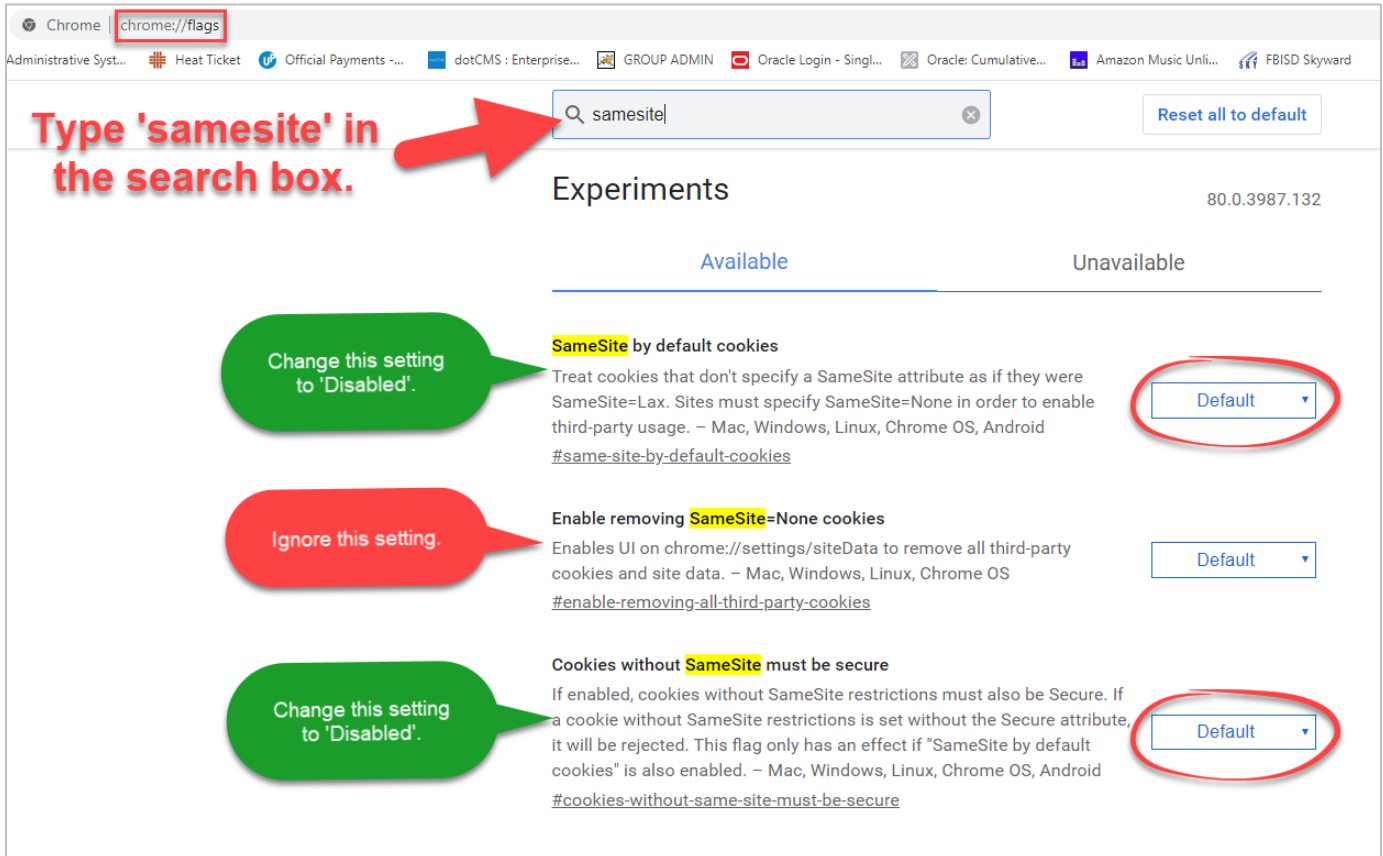
The screenshot shows the 'Official Payments' website interface. The top navigation bar includes 'Student Home' and 'Confirm Payment'. The left sidebar contains menu items like 'Account Balance Due Now', 'Make a Payment', 'Charges Due', 'Payment History', 'View 1098-T', 'Enroll in Payment Plan', 'Purchase Miscellaneous Items', 'View Student Permissions', 'Enroll in Direct Deposit', and 'Account Statements'. The main content area features the 'OFFICIAL PAYMENTS' logo, a navigation menu, and a 'My Account' section with a login form. The primary heading is 'Make A Payment. Make It Official.' Below this, there are four categories of payments: 'FEDERAL IRS PAYMENTS', 'STATE PAYMENTS', 'LOCAL PAYMENTS', and 'EDUCATION PAYMENTS', each with a 'Make A Payment' link. A promotional banner on the right asks 'Owe IRS Installment Payments?' and includes a 'Get Started' button. The URL at the bottom of the page is <https://www.officialpayments.com/index.isn>.



This screenshot shows the same 'Official Payments' website, but with a security warning displayed. The 'Make a Payment' button in the sidebar is highlighted in yellow. The main content area features the 'OFFICIAL PAYMENTS' logo and a message: 'Security Requirement: Cookies must be enabled'. The text explains that cookies must be enabled in the browser settings for payments and login. A link is provided for more details: 'Chrome (<https://support.google.com/accounts/answer/61416?hl=en>)'. The footer contains a navigation menu with links for 'PRIVACY POLICY', 'Complaints', 'Legal Notices', 'Pay By Phone', 'Tax Professionals', 'About Us', 'Working With ACI Payments, Inc.', and 'Sitemap'. It also includes copyright information for 2020 and a license statement from the New York State Department of Financial Services. At the bottom, there are logos for 'digicert EV SECURE', 'TRUSTe Verified Privacy', 'Nacha Certified', and 'IRS'.


Troubleshooting Applicant and Student Payment Issues

Step 1: Open your chrome browser, type `chrome://flags` in the URL, and follow instructions in screenshots below.



Chrome | `chrome://flags`

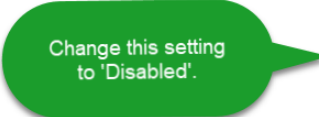
Administrative Syst... Heat Ticket Official Payments ... dotCMS : Enterprise... GROUP ADMIN Oracle Login - Singl... Oracle: Cumulative... Amazon Music Unli... FBISD Skyward

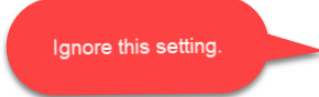
Type 'samesite' in the search box. 

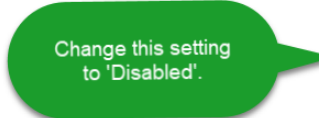
Search: `samesite` Reset all to default

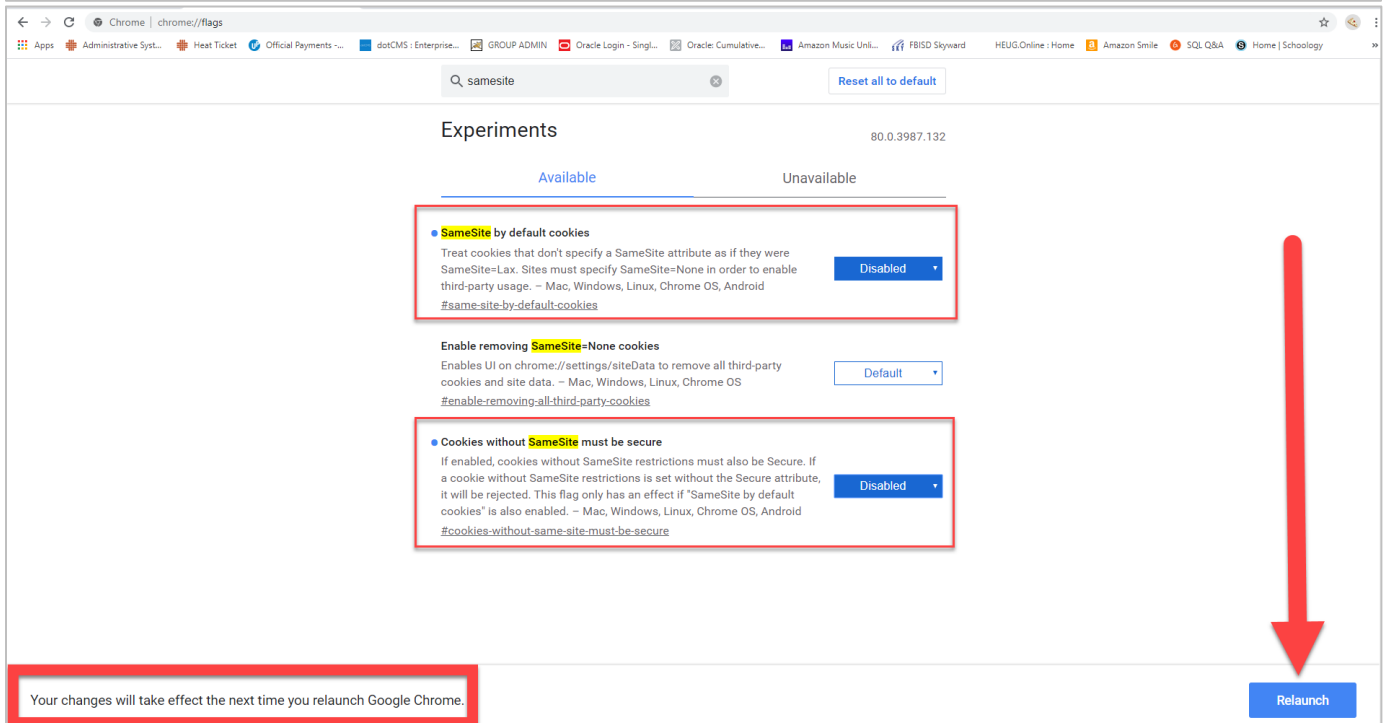
Experiments 80.0.3987.132

Available	Unavailable
<p>SameSite by default cookies</p> <p>Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android</p> <p>#same-site-by-default-cookies</p> <p>Default</p>	<p>Enable removing SameSite=None cookies</p> <p>Enables UI on <code>chrome://settings/siteData</code> to remove all third-party cookies and site data. – Mac, Windows, Linux, Chrome OS</p> <p>#enable-removing-all-third-party-cookies</p> <p>Default</p>
<p>Cookies without SameSite must be secure</p> <p>If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows, Linux, Chrome OS, Android</p> <p>#cookies-without-same-site-must-be-secure</p> <p>Default</p>	

Change this setting to 'Disabled'. 

 Ignore this setting. 

 Change this setting to 'Disabled'. 



Chrome | `chrome://flags`

Apps Administrative Syst... Heat Ticket Official Payments ... dotCMS : Enterprise... GROUP ADMIN Oracle Login - Singl... Oracle: Cumulative... Amazon Music Unli... FBISD Skyward HEUG Online : Home Amazon Smite SQL Q&A Home | Schoology

Search: `samesite` Reset all to default

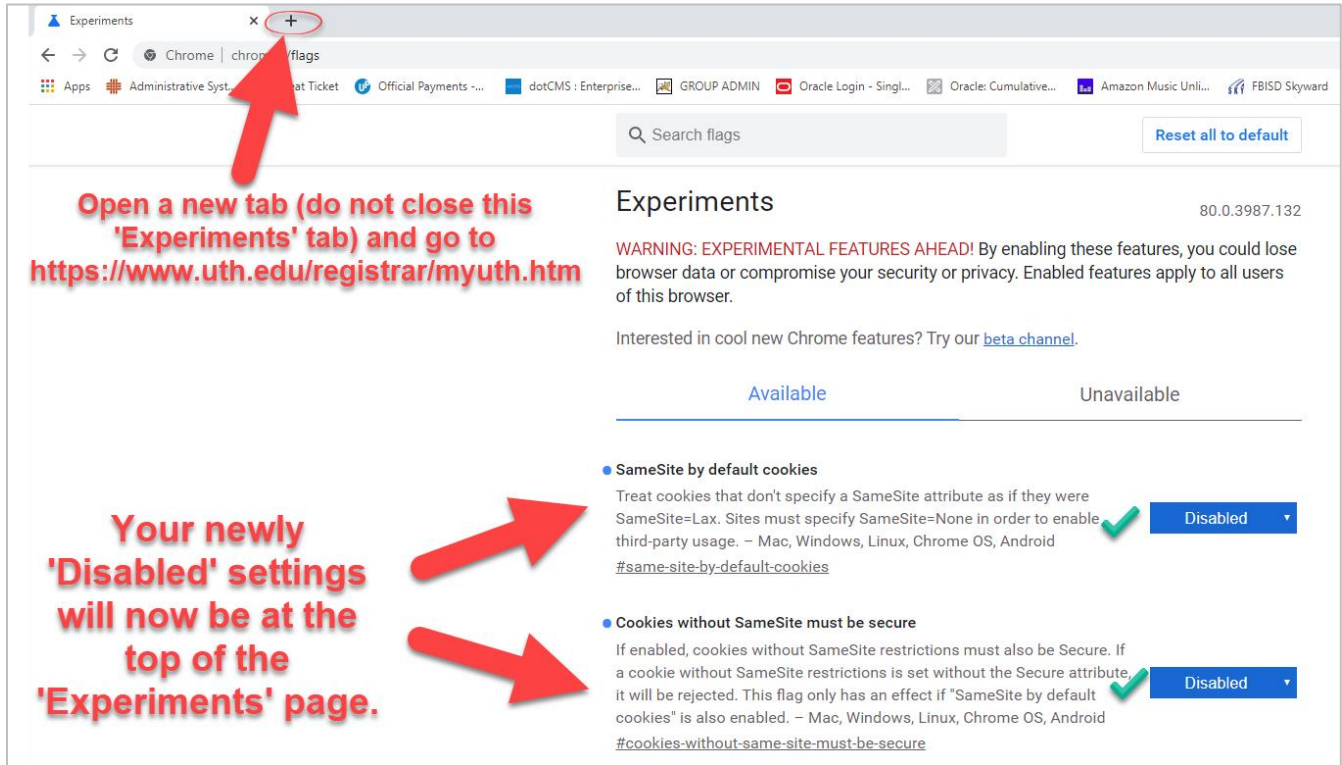
Experiments 80.0.3987.132

Available	Unavailable
<p>SameSite by default cookies</p> <p>Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android</p> <p>#same-site-by-default-cookies</p> <p>Disabled</p>	
<p>Enable removing SameSite=None cookies</p> <p>Enables UI on <code>chrome://settings/siteData</code> to remove all third-party cookies and site data. – Mac, Windows, Linux, Chrome OS</p> <p>#enable-removing-all-third-party-cookies</p> <p>Default</p>	
<p>Cookies without SameSite must be secure</p> <p>If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows, Linux, Chrome OS, Android</p> <p>#cookies-without-same-site-must-be-secure</p> <p>Disabled</p>	

Your changes will take effect the next time you relaunch Google Chrome. Relaunch

Troubleshooting Applicant and Student Payment Issues



Step 2: Open a new tab and visit <https://www.uth.edu/registrar/myuth.htm>.



Open a new tab (do not close this 'Experiments' tab) and go to <https://www.uth.edu/registrar/myuth.htm>

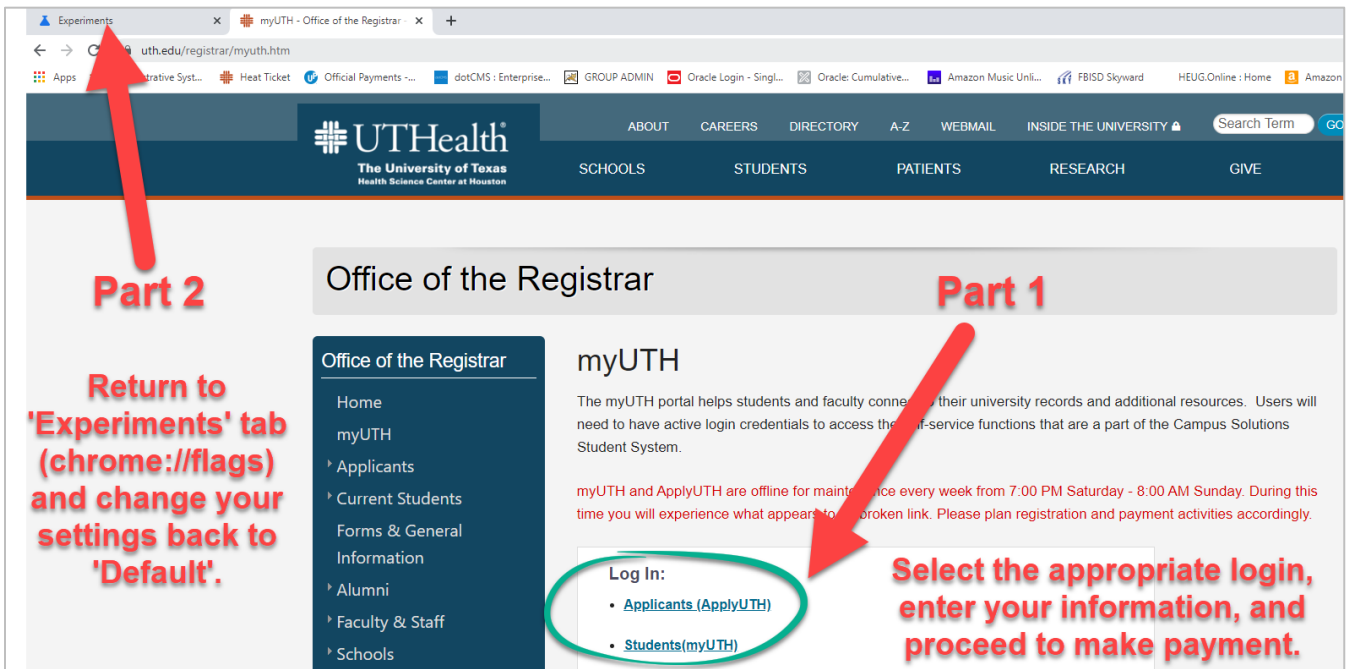
Your newly 'Disabled' settings will now be at the top of the 'Experiments' page.

Experiments 80.0.3987.132
 WARNING: EXPERIMENTAL FEATURES AHEAD! By enabling these features, you could lose browser data or compromise your security or privacy. Enabled features apply to all users of this browser.
 Interested in cool new Chrome features? Try our [beta channel](#).

Available	Unavailable
<ul style="list-style-type: none"> SameSite by default cookies Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android  Disabled #same-site-by-default-cookies 	
<ul style="list-style-type: none"> Cookies without SameSite must be secure If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows, Linux, Chrome OS, Android  Disabled #cookies-without-same-site-must-be-secure 	

Step 3: Sign in, proceed to make payment, and then change your settings back to default.

- **Part 1 - If you are an Applicant, log into ApplyUTH and pay. If you are a current student, log into myUTH and pay.**
- **Part 2 – Return to the 'Experiments' tab (<chrome://flags>) to change your settings back to 'Default'. See Step 4.**



Return to 'Experiments' tab (<chrome://flags>) and change your settings back to 'Default'.

Part 2

Part 1

Log In:

- [Applicants \(ApplyUTH\)](#)
- [Students\(myUTH\)](#)

Select the appropriate login, enter your information, and proceed to make payment.

Troubleshooting Applicant and Student Payment Issues

Step 4: Change your settings back to 'Default', relaunch Chrome, and that's it.

The screenshot shows the Chrome flags page at chrome://flags. The 'Available' column is selected. Three flags are visible: 'SameSite by default cookies' (set to 'Default'), 'Cookies without SameSite must be secure' (set to 'Default'), and 'Override software rendering list' (set to 'Disabled'). The 'Default' dropdowns are circled in green, and green checkmarks are next to them. A red arrow points down from the top right towards the 'Relaunch' button. A red box highlights the message: 'Your changes will take effect the next time you relaunch Google Chrome.' The 'Relaunch' button is in the bottom right corner.

Chrome | chrome://flags

Search flags Reset all to default

Experiments 80.0.3987.132

WARNING: EXPERIMENTAL FEATURES AHEAD! By enabling these features, you could lose browser data or compromise your security or privacy. Enabled features apply to all users of this browser.

Interested in cool new Chrome features? Try our [beta channel](#).

Available	Unavailable
<p>SameSite by default cookies Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android #same-site-by-default-cookies</p> <p>Default <input type="checkbox"/></p>	
<p>Cookies without SameSite must be secure If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows, Linux, Chrome OS, Android #cookies-without-same-site-must-be-secure</p> <p>Default <input type="checkbox"/></p>	
<p>Override software rendering list Overrides the built-in software rendering list and enables GPU-acceleration on unsupported system configurations. – Mac, Windows, Linux, Chrome OS, Android #ignore-gpu-blacklist</p> <p>Disabled <input type="checkbox"/></p>	

Your changes will take effect the next time you relaunch Google Chrome.

Relaunch