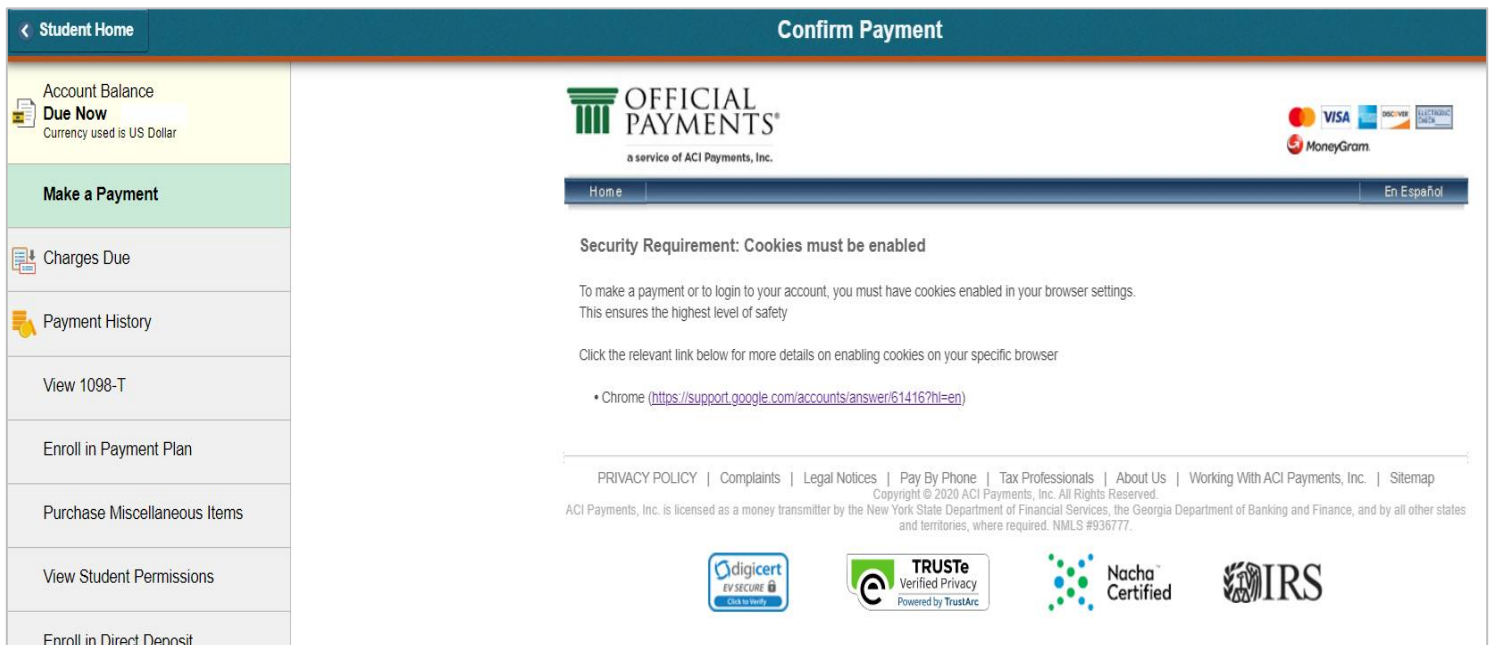# Troubleshooting Applicant and Student Payment Issues

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.
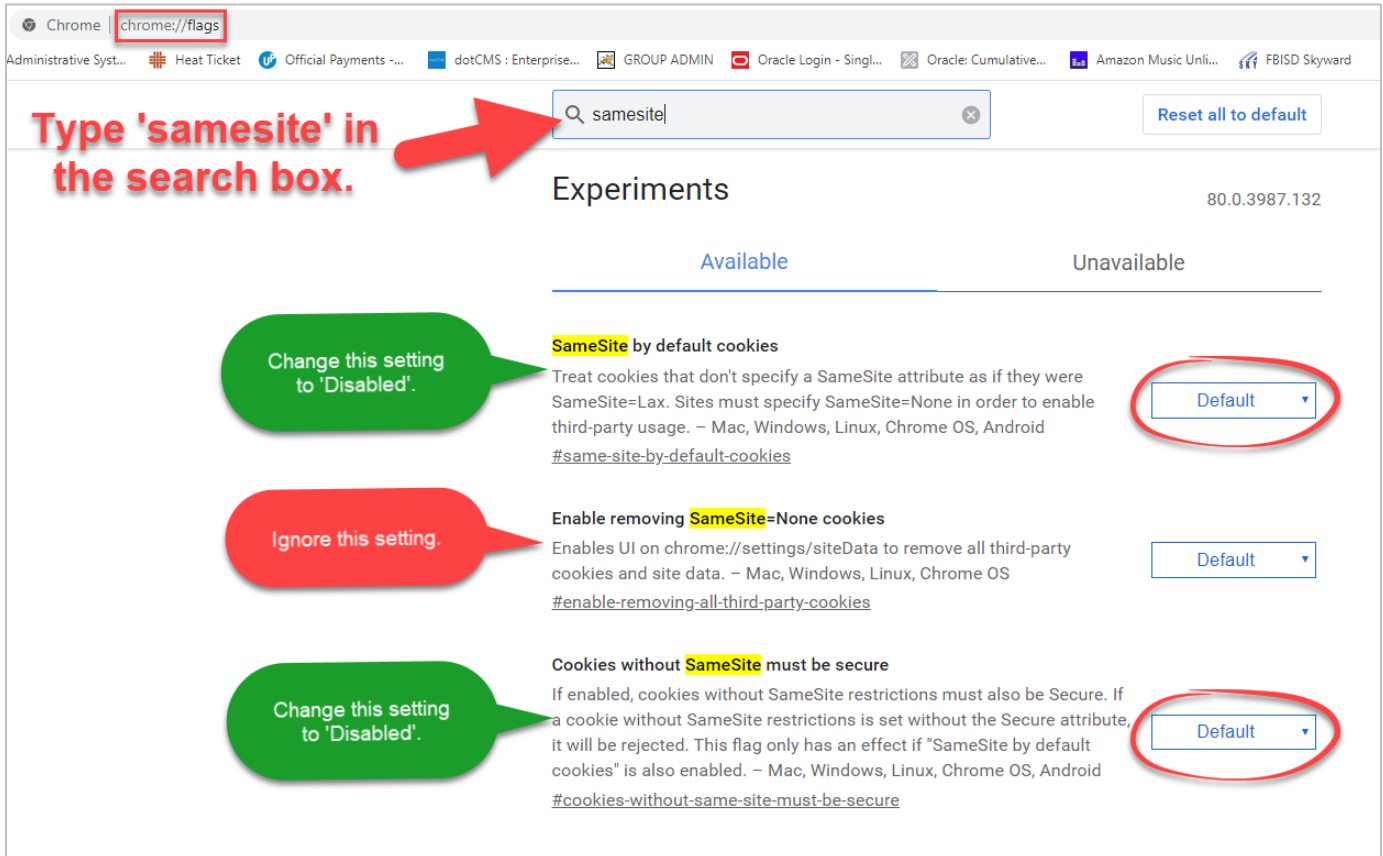
Troubleshooting Applicant and Student Payment Issues

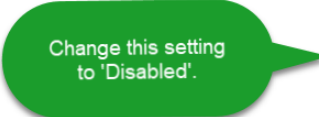**Step 1: Open your chrome browser, type chrome://flags in the URL, and follow instructions in screenshots below.**
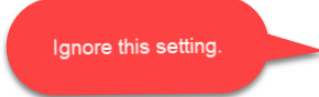
Type 'samesite' in the search box.
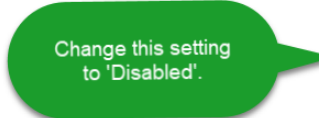
Change this setting to 'Disabled'.
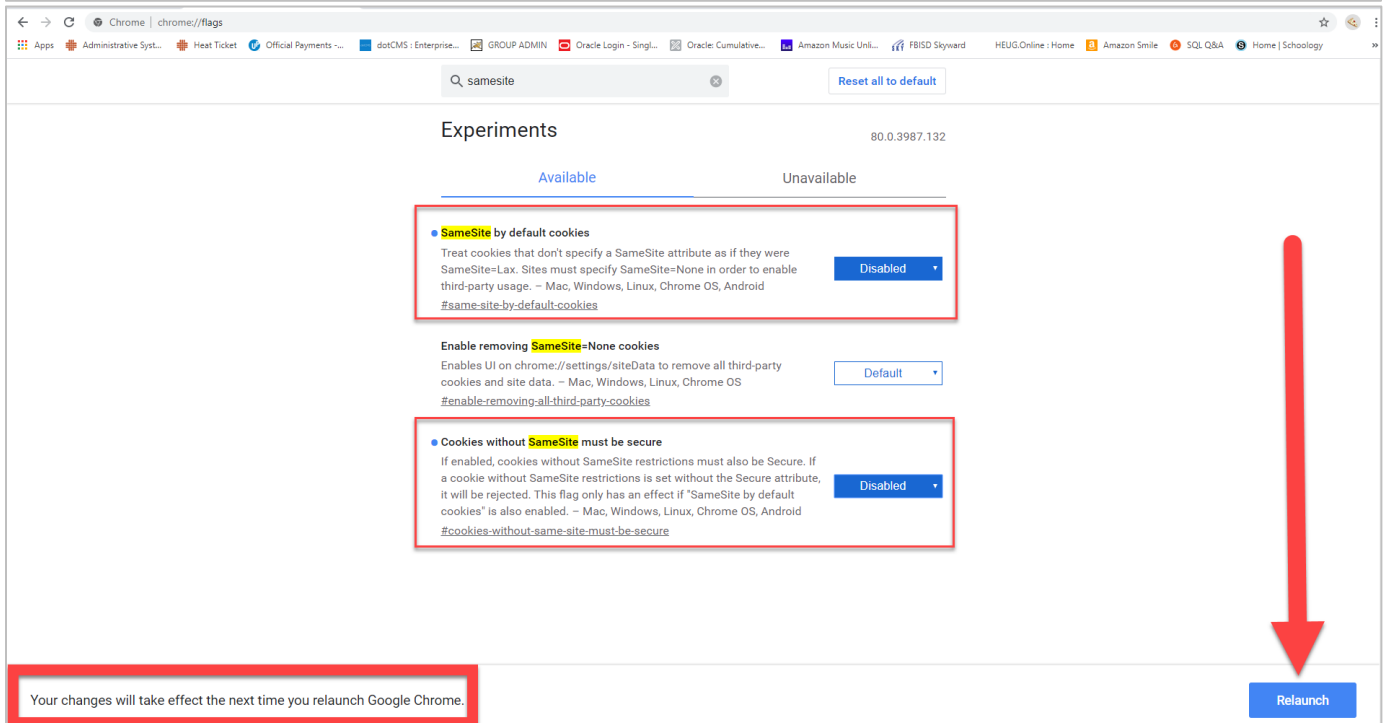
SameSite by default cookies
Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android
#same-site-by-default-cookies

Ignore this setting.

Enable removing SameSite=None cookies
Enables UI on chrome://settings/siteData to remove all third-party cookies and site data. – Mac, Windows, Linux, Chrome OS
#enable-removing-all-third-party-cookies

Change this setting to 'Disabled'.

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

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

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

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.*

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