1. **What does it mean to add guest access to my MyMav Account?**

2. **How do I authorize MyMav access to a guest?**

3. **Does the guest I have authorized access to reset their MyMav password?**

4. **How do I reset my guest’s password?**

5. **How much access can I give to my designated guest?**

6. **How long does the guest have access to my MyMav account?**

7. **When can I remove or change guest access to my MyMav account?**

8. **How do I remove or change guest access to my account?**

9. **The guest I’ve granted access to my account cannot log into the MyMav System. Whom do I need to contact?**

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### Guest Frequently Asked Questions

10. **What does it mean that I’ve been granted guest access to a MyMav Account?**

11. **How much access have I been given?**

12. **How long do I have access to this student’s MyMav account?**

13. **I cannot remember my password. What do I do?**

14. **I cannot log into the MyMav System. Whom do I need to contact?**

15. **I want to discuss my student’s records in person or by phone with UT Arlington personnel. How do I do that?**
1. **What does it mean to add guest access to my MyMav Account?**

   As a student and the account holder of your MyMav account, you can allow guest access to your account by granting permissions to an assigned individual to view and even update some of your account information. **This access is only available for online use. Granting this access does not also grant your guest authority to receive information about your student records over the phone or in person at the University of Texas at Arlington.** If you wish to allow in-person or phone release privileges, please complete the **Student Release of Information form**.

2. **How do I authorize MyMav access to a guest?**

   You can authorize MyMav access to a Guest by following the steps below:

   1. Log into MyMav **https://m.mymav.uta.edu** using your UTA NetID and Password
   2. If you have both a student and faculty roles in MyMav, click the ‘student’ option on the lower left side of the screen
   3. Click on ‘Manage Guest User’ on the left side of the screen
   4. Select ‘Add a Guest User’
   5. If you agree to the Guest User Terms and Conditions, please click ‘I Accept’
   6. Add the name and email address of the person you would like to have access to your MyMav Account
   7. Select the checkbox next to the access you would like to grant your Guest user.
   8. Click on ‘Save’
   9. Once you receive the message that says Guest user is added, click ‘okay’.
   10. A confirmation email will be sent to the email address on file for your account and the one you provided for the guest user.

3. **Does the guest I have authorized access to reset their MyMav password?**

   No, guests are not authorized to reset their password. You, as the MyMav account holder, must reset the password for anyone you have granted guest access to. Guests are emailed their passwords when you grant their access and again when you change their password. Please see the section on resetting the guest’s password.
4. **How do I reset my guest’s password?**

Once you grant guest access to your account, the password can be reset by following the steps below.

1. Log into MyMav [https://m.mymav.uta.edu](https://m.mymav.uta.edu) using your username and password
2. Click on the ‘Menu’ button located on the top right corner of the screen
3. Then click on ‘Manage Guest User’
4. Select the appropriate person from the list provided
5. Click on reset password and resend email notification
6. A notification will be sent to your designated guest and to your UTA email address

5. **How much access can I give to my designated guest?**

Access can be given to a guest by selecting one or more of the following options. You can also select all if you wish.

1. Update Contact Information
2. Update Emergency Contacts
3. View Account Activity
4. View Application Status
5. View Class Schedule
6. View Contact Information
7. View Financial Aid
8. View Grades
9. View Graduation Status
10. View Holds
11. View Shopping Cart
12. View To-Dos
13. View/Pay What I Owe

6. **How long does the guest have access to my MyMav account?**

Your guest will have access to your account as long as the following occurs:

1. Your account remains active
2. You have not removed guest access to your account.
7. **When can I remove or change guest access to my MyMav account?**

Guest access can be removed or changed at any time. Please see the section on removing or changing guest access.

8. **How do I remove or change guest access to my account?**

Guest access can be removed or changed by following the steps below:

1. Log into MyMav [https://m.mymav.uta.edu](https://m.mymav.uta.edu) using your username and password
2. Click on the ‘Menu’ button located on the top right corner of the screen
3. Then click on ‘Manage Guest User’
4. Select the appropriate person from the list provided
5. Click on ‘Access Permissions’
6. ‘Select None’ at the top of the Access Permission section or deselect the permissions you wish to revoke.

9. **The guest I’ve granted access to my account cannot log into the MyMav System. Whom do I need to contact?**

If your guest is having difficulties logging into MyMav, please make sure they are logging into the appropriate website. There are several ways to log in to MyMav; however, **guests must use the following link**: [https://m.mymav.uta.edu](https://m.mymav.uta.edu)

If they are still experiencing difficulties, please contact the Help Desk at helpdesk@uta.edu or call 817-272-2208. Help Desk personnel will communicate directly to you, the MyMav account holder, only. For your security, guests are not authorized to receive information over the phone.
1. **What does it mean that I’ve been granted guest access to a MyMav Account?**

   A benefit of being a student at UT Arlington is that s/he can grant guest access to UTA’s student information system, known as MyMav. As a guest, you will be able to view or update your student’s records for which you’ve been granted online access.

2. **How much access have I been given?**

   The functions that a UTA student can grant access are listed below. The student granting your access determines which of these options you have access to.
   1. Update Contact Information
   2. Update Emergency Contacts
   3. View Account Activity
   4. View Application Status
   5. View Class Schedule
   6. View Contact Information
   7. View Financial Aid
   8. View Grades
   9. View Graduation Status
   10. View Holds
   11. View Shopping Cart
   12. View to Dos
   13. View/Pay What I Owe

3. **How long do I have access to this student’s MyMav account?**

   As the guest, you will have access to your account as long as the following occurs:
   1. The student account remains active (typically, as long as the student remains enrolled)
   2. Your guest access has not been removed

4. **I cannot remember my password. What do I do?**

   Contact the student who granted you access. Only he or she can reset your password. Guests are not authorized to reset their own password, and UT Arlington personnel may not reset guest passwords for records security.
5. **I cannot log into the MyMav System. Whom do I need to contact?**

Make sure you are logging into the correct website. Guests must use the following link: [https://m.mymav.uta.edu](https://m.mymav.uta.edu). If you are still experiencing difficulties, the account holder (your student) should contact the Help Desk at [helpdesk@uta.edu](mailto:helpdesk@uta.edu) or call 817-272-2208. Help Desk staff are authorized to communicate only with the MyMav account holder only.

6. **I want to discuss my student’s records in person or by phone with UT Arlington personnel. How do I do that?**

This guest access is available for online use. Students may allow release of their student record data by phone or in-person by completing the [Student Release of Information form](http://www.uta.edu/records/services/student-release-of-information.php). This form must be turned in by the student and with a photo ID. Additional details are at [http://www.uta.edu/records/services/student-release-of-information.php](http://www.uta.edu/records/services/student-release-of-information.php).