

Caller: Parent/Student

I can't find my UVU ID

Yes

Have you taken a CE Class before?

No

Action:
Look them up to find the ID - give that number to the student.
You can also direct them to the look up tool: Find My UVUID

Yes
Action: Ask when

Have you completed the CE Application?

No

Action:
Instruct student to go to UVU CE website and complete application.

Yes

Were you able to find the student?

Look up student: give them the UVU ID and instructions on how to log in.

More than 2 business days

Less than 2 business days

Send an email to EC. Include:
- Name
-Phone number
-Email
-High School
-CEAPP#
-Date applied

No

If the student cannot log in, transfer them to the service desk, or give them the service desk number.

Ask the student to wait 2 business days and keep an eye out for the welcome email.