

School of Allied Health Sciences Merlin Application Frequently Asked Questions:

1. I forgot my Merlin username, what do I do?

Please go to the following link:

<https://www.ttuhschool.edu/merlin/System/Accounts/ForgotAccount.aspx> and you will be taken to a page that will aid you in retrieving your Merlin username. You will be asked to supply the email address and answer the security question you set up when you created your Merlin username. If the email address and answer to the security question match what we have on file for you, then you will be sent an email containing your Merlin username.

PLEASE NOTE: *If you are a currently affiliated with Texas Tech and used your eRaider username to login to Merlin, then you will continue to login to Merlin with your eRaider username. If you have forgotten your eRaider username, you must retrieve it at <https://eraider.ttuhschool.edu>.*

2. I forgot my Merlin password, what do I do?

Please go to the following link:

<https://www.ttuhschool.edu/merlin/System/Accounts/ForgotPassword.aspx> and you will be taken to a page that will aid you in resetting your Merlin password. You will be asked to supply your Merlin username and answer the security question you set up when you created your Merlin username. If the Merlin username and answer to the security question match what we have on file for you, then you will be sent an email containing a temporary password. You will use this temporary password to login. Once you login to Merlin with the temporary password, you will be asked to change your password. The email containing your temporary password will be sent to the email address you supplied when you created your Merlin username.

PLEASE NOTE: *If you are a currently affiliated with Texas Tech and used your eRaider username to login to Merlin, then you will need to continue to login to Merlin with your eRaider username. If you have forgotten your eRaider password, you must reset it at <https://eraider.ttuhschool.edu>.*

3. I am having trouble navigating through the Merlin application, what do I need to do?

The Merlin application functions best when using Internet Explorer operating system. If you are experiencing difficulty with the Merlin application in another operating system, please use Internet Explorer. If you are still having trouble please contact the TTUHSC IT Help Desk at (806) 743-2875. The Help Desk is available Monday through Friday from 8 a.m. to 6 p.m. CST.

4. Is a paper application available?

You must apply to all School of Allied Health programs using the online Merlin application. Paper applications are not available.

5. I have attended multiple universities but the university I graduated from has all my transfer credit on it. Can I send the one transcript with all my transfer credit on it?

You are required to list each college or university that you have attended in the HSC general information section of the Merlin application. This includes colleges that you took dual credit from in high school. **Applicants are required to submit an official transcript from every college or university attended.** If you have transfer credit from a college or university that shows up on one of your official transcripts, you must submit an official transcript from that particular school. There are no exceptions to this requirement.

6. I attended a college or university outside of the United States, what do I need to do with my foreign transcripts?

Texas Tech University Health Sciences Center requires a course-by-course transcript evaluations and diploma information from one of the following services:

- **WORLD EDUCATION SERVICES**
1-800-937-3895
fax: (212) 739-6139
www.wes.org
- **FOREIGN CREDENTIALS SERVICE OF AMERICA**
Dr. William J. Paver, Director
1910 Justin Lane, Austin, TX 78757
(512) 459-8428,
fax: (512) 459-4565.
- **INTERNATIONAL ACADEMIC CREDENTIAL EVALUATORS, INC.**
P.O. Box 2465 Denton, TX 76202-2465
(940) 383-7498
fax: (940) 382-4874
staff@iacei.net
- **GLOBAL CREDENTIAL EVALUATORS, INC.**
P.O. Box 9203
College Station, TX 77842-9203
(979) 690-8912
fax: (512) 528-9293
www.gcevaluators.com

Information received from other authorities will have to be reviewed and may have to be sent back through one of the above services at the discretion of the University. For questions, contact the Texas Tech University Health Sciences Center, School of Allied Health Sciences at (806) 743-3220.

7. I completed the HSC General Information section of the Merlin application but I have a change to make.

Once you have completed the HSC General Information section of the Merlin application, you cannot log back into that particular section. If you need to make an update to that section of the Merlin application, please e-mail allied.health@ttuhsc.edu with your changes. Make sure to include the program that you have applied to in the subject line.

8. How can I change the semester or program I selected?

Applicants can only be admitted to the semester and the program selected on the on-line application in Merlin. To change your semester or program, complete a new on-line application in Merlin.

9. I have selected to pay the application fee by credit card. When will my credit card be charged?

If you select to pay by credit card and you complete the fees and other charges section of the Merlin application, your credit card will be charged at that time.

10. How much is the application fee?

The School of Allied Health Sciences application fees are \$35.

11. Is the application fee refundable?

Application fees are **non-refundable**.

12. What if I have questions about the status of my documents?

It is the applicant's responsibility to make sure that official transcripts, letters of recommendation, etc. have been sent to the School of Allied Health Sciences and

received by the School of Allied Health Sciences. Contact the School of Allied Health Sciences, Office of Admissions and Student Affairs 806-743-3220 to verify that your documents have been received.

13. I have submitted my Merlin application and I see a section that says “Applicant Status Review”. What does this mean?

Once you have successfully submitted your Merlin application, you may see a section that says “Applicant Status Review” when you log back into Merlin. Do not rely on this section to be accurate information if you have ever applied to Texas Tech University or Texas Tech University Health Science Center at any point in the past. It is your responsibility to verify that current official transcripts, letters of recommendation, etc. have been received by the School of Allied Health Sciences.

14. I have submitted my Merlin application and my status says “No Status Found”. What does this mean?

If you are checking the status of your application and see “no status found”, this is normal. Please contact the office of admissions and student affairs to confirm the status of your application.

15. Where do I send all of the documents that the application requires?

Please send all application supporting documents (i.e. official transcripts, letters of recommendation, etc) to the following address:

TTUHSC- SOAHS
Office of the Registrar
3601 4th Street, STOP 8310
Lubbock, Texas 79430

16. How do I submit my online Merlin application?

Once you have completed all sections of the Merlin online application, make sure to submit your online application packet. Do this by clicking the button that says “application packet submit”. This button will turn green once all sections of the online application are complete.