

Q: Is this the same system as previous years?

A: Yes. This system is in its third year. If you registered last year, your password and username are the same. Your username is your email address. Both the username and password are CaSe SeNsItIvE. If you did not register at all, then you need to follow the self-register instructions.

Q: I tried to register and it says my email is already in use.

A: This means you have already registered. Do not register again with a different username. If you don't know your password, you can go through the "forgot password" steps or contact your AD to send you another temporary password.

Q: Can I use my same password and login name from previous years?

A: Yes. If you registered last year then your username and password are still active.

Q: I registered as a coach, now what?

A: Once you register, you will receive a confirmation email PENDING approval. Your ISD Athletic Director or Campus Coordinator must approve you BEFORE you can log in. Once your registration has been approved, you will receive a temporary password emailed to you. Use the temporary password to log in for the first time.

Q: I got my temporary password, what do I do with it?

A: Copy and paste the entire password and sign into the UIL Online system with the email address you used to create the account. DO NOT go to "forgot password". You must 'SIGN IN' with the temporary password and the system will prompt you to change your password as soon as you log in.

Q: My AD said they approved me but I never got my temporary password.

A: Check your JUNK or SPAM folders. Please add uilstaff@uil-texas.net into your address book so emails from the system will not go into spam or junk folders. You should also contact your ISD IT department to add our email address to your ISD white list. Your AD can re-send the temporary password by approving you again.

Q: I changed ISDs, how can I update my account?

A: You must be able to log in first. Once you log in, you can request an ISD transfer. Click "Transfer ISD" in the grey toolbar. Select your new ISD. Select your new school. Submit the request. You must be approved by the new district before your record transfer is complete.

Q: I changed schools in the SAME ISD, how can I update my account?

A: Your district athletic director has the ability to update the campus you are at. Please contact your AD and request that they change the campus associated with your account.

Q: I have an error not listed here.

A: To fix errors, please email athletics@uiltexas.org with your name, campus and ISD and what information needs to be fixed in your account.

****The password and username are BOTH CASE SENSITIVE****