

# SELF-SERVE ESSENTIALS

## **Do not have a Self-Serve account yet?**

If you do not have a Self-Serve account, simply click [HERE](#) and select “Request Account”. Make sure to have your Student ID number handy! You will then receive an email with a username and temporary password you can use to log in to Self-Serve. If you need more help, this [Visual Tutorial](#) can further assist you in creating your account!

## **Do you remember your password for Self-Serve?**

If you do not remember your password, email [Selfserve@nobts.edu](mailto:Selfserve@nobts.edu) and ask for a Self-Serve password reset. Please provide your student ID and birthdate. The system will email you a temporary password you can use to login. Watch for the email in your inbox or your Spam folder. You can reset your password after logging in by clicking on the “My Profile” tab and selecting “Account Information.”

## **Do you know how to register in Self-Serve?**

We have developed a demo of the registration process that might help. You can watch a [video registration tutorial](#), or you can [view screen shots](#) with instructions on the steps to complete registration in addition to a list of frequently-asked questions and answers regarding the registration process.

## **Do you know how to make a payment through Self-Serve?**

Once you are logged into Self-Serve, click on the “Finances tab.” Select “Balance” under the main tabs on the left hand side. Scroll down to the “Amount” textbox at the bottom left of the screen, and type in the amount you wish to pay. Do **not** include a dollar sign (\$). Then click on “Make a Payment” under the Amount box. A pop-up box will appear for you to enter your payment information.

## **Do you know how to change your email address or password?**

Log into Self-Serve, and click on the “My Profile” tab. Then select “Account Information.” You can update your email address or click on the “Password” option on the left to change your password.

## **Have you signed up via Self-Serve for Emergency Text Messages?**

In case of an emergency at our various campus locations, you can receive updates by text message. Choose the groups for which you would like to receive messages. Click to [Sign up for Emergency Text Message Service](#).