SIGNING IN

To sign in to your UNTRA member account, go to untra.unt.edu/members and click Sign In. Then scroll down until you see the sign in fields that are pictured below. Enter your Username & Password and then click the green Sign In button.

RECOVERING YOUR USERNAME

Forgotten your Username? Go to untra.unt.edu/members and click Recover Username to be taken to the Username Recovery screen. Here, you’ll be asked to provide the email address associated with your member account. Once you enter your email address, click the green Find My Username button to receive an email containing your Username.
RESETTING YOUR PASSWORD

Forgotten your Password? Go to untra.unt.edu/members and click Reset Password to be taken to the Password Reset screen. Here, you'll be asked to provide your Username and the email address associated with your member account. Once you enter both of these, click the green Reset My Password button to receive an email containing a new temporary password.

Password Reset

If you are unable to sign in or forgotten your password, please follow the instructions below.

To reset your Password:
1. Enter the unique username associated with your member account.
2. Enter the email address associated with your member account.
3. Click on the “Reset my Password” button
4. An email will be sent to you with a temporary password for you to access your account.

Enter the email address and username you used for registration.

Username:  
Email:  

Reset My Password

Once you receive this new password, repeat the steps for signing in to your account (included in the previous section of this Guide) using the new password. You can then follow the instructions for creating your own new password included on the next page of this Guide.

Please, don't share your password via email!
Our staff does not have access to your password and cannot verify it for you.
MANAGING YOUR ACCOUNT

Once you've signed in to your account, you will see a list of menu options near the top of your screen. You can manage your account by clicking the My Account option in that menu. You will then be shown your Account Overview and a list of options. The following sections of this Guide will cover the options included in your Account Overview.

EDITING YOUR MEMBER PROFILE

If you've recently moved, changed your email address, or gotten a new phone number, you can update your profile details by clicking the My Profile option. You will then be shown a screen with several fields containing your contact information. You can make changes by deleting the outdated information in any field and typing new information in its place. Once you're finished, be sure to click the green Save Changes button at the bottom of your screen.

CHANGING YOUR USERNAME OR PASSWORD

It's not a good idea to use the same Username and Password for different websites. We recommend that your Username & Password are unique. You can change these by clicking the My Username & Password option.

CHECKING YOUR MEMBERSHIP EXPIRATION DATE

If you'd like to confirm the date when your current membership will expire, click the My Membership option. You'll then be shown your membership type and the date when the membership will expire. Once your membership expires, you will need to purchase a new membership to register for new events.

To renew your membership, click the Categories option at the top of your screen. Then click the image for the Membership category to select your new annual membership option.
REGISTERING FOR EVENTS

To view the events being offered, click the Categories option at the top of your screen on the right-hand side. Then, click on the Events category image to view the upcoming events.

To register for an event, click the green Add To Cart button directly below the description. If you do not see the button, it may mean that your membership has expired. If that’s not the case, please contact untra@unt.edu for assistance.

If your spouse or partner will attend an event with you, please be sure to add the Spouse/Partner Reservation for that event to your cart as well. If the event is also open to non-members, please contact untra@unt.edu to register additional guests.

**TIP:** When you add an item to your shopping cart, you will then be taken to a new screen that shows your shopping cart. If you have more items to add and want to pick up where you left off, try clicking your internet browser's "back" button.
CHECKING OUT

Once you're finished adding things to your cart, you'll need to check out in order for those courses and events are added to your account. Click the View Cart option at the top of your screen. You should then see all of the items that have been added to your cart.

- Click the green Check Out button at the bottom of your Shopping Cart screen.
- You will then be taken to a screen asking for your contact information. Since you're already a member, these fields will automatically be filled for you. Scroll to the bottom of the screen and click the green Next button.
- If you have any Promo Codes, you’ll be able to enter them on the following screen. If not, click Next again.
- The following screen will confirm that you'll be paying with a credit or debit card. Once again, click Next to continue.
- The following screen will ask for your Billing Information. If your billing address is the same as the address already associated with your member account, click the checkbox at the top of the screen. All of the field below will then go gray, allowing you to click the Next button at the bottom of the screen.
- The next screen will confirm all of the details from the previous screens. If all of the information appears correct, click the Purchase button at the bottom of the screen.
- You will then be handed off to UNT’s secure credit card payment portal, where you will enter your credit card information.
VIEWING & PRINTING RECEIPTS FROM PREVIOUS PURCHASES

If you need to confirm a purchase that you have made through our site previously, click the My Order History option. A list of your previous transactions (since January 1, 2019) will be shown.

Click on any Order Number to be shown a receipt for that transaction. You can print the receipt by clicking the printer icon in the top left hand corner of the receipt.

VIEWING & PRINTING YOUR EVENT LIST

Want to see a list of the courses/events in which you've enrolled? Click the My Course/Event List option. You'll then be shown a list that you can sort using the Sort By: drop-down menu. You can sort the list by any of the fields included.

Please be aware that the SKU field includes internal codes that will not be relevant to you as a member. Most likely, you will want to sort the list by Term (or semester), Title (alphabetically), Date (chronologically), or Time (chronologically).

Once the list has been sorted to your liking, you can click the green Print button to open a printable version of the list in a new window. Then, click the printer icon at the top of the new window to send the list to your printer.
VIEWING & PRINTING YOUR EVENT LIST

Want to see a list of the courses/events in which you've enrolled? Click the My Course/Event List option. You'll then be shown a list that you can sort using the Sort By: drop-down menu. You can sort the list by any of the fields included.

Please be aware that the SKU field includes internal codes that will not be relevant to you as a member. Most likely, you will want to sort the list by Term (or semester), Title (alphabetically), Date (chronologically), or Time (chronologically).

Once the list has been sorted to your liking, you can click the green Print button to open a printable version of the list in a new window. Then, click the printer icon at the top of the new window to send the list to your printer.

WE'RE HERE TO HELP

Do you have a question that isn't covered in this guide? Click the Help option at the top of your screen to send us a message. You can also contact us by emailing unra@unt.edu or calling 940-369-7293.

Please, don’t share your password with us via email! Our staff does not have access to your password and cannot verify it for you. If you've forgotten your password, you can reset it by following the instructions on page 2 of this guide.