

A Deeper Dive!

Understanding Your Student Account (PT. 2)

Welcome & Introductions



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Agenda

1 Welcome & Introductions

2 Navigating TritonPay

3 Reading & Understanding Billing Statements

4 Payment Options & Plans

5 Managing Financial Aid & Scholarships

6 Handling Overpayments & Refunds

7 Common TritonPay Issues & Troubleshooting

8 Best Practices for Managing Your Account

9 Resources & Support

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Navigating TritonPay

“What is TritonPay? How do I use it?”

- **TritonPay** is the university’s **billing and payment portal**, where account activity is consolidated to one convenient place
- Online, you can
 - View your **account balance**
 - See your account **activity details** for the current term
 - Make **payments**
 - View **online transactions** made through TritonPay
 - And much more!

“How do I access my student account online?”

- For **students**, once you have completed your enrollment for the Fall Quarter you should have access to the portal
 - If you haven't checked it out yet, please use your Single Sign-On to login at tritonpay.ucsd.edu
- For **parents**, once your student has **authorized you as a payer**, you will have your very own login credentials to access their TritonPay portal
 - The Authorized Payer Login can be accessed at tritonpay.ucsd.edu once completed
 - For more information on authorization, please visit our website at sfs.ucsd.edu

“Where can I find my account balance and transaction history?”

- Once logged into TritonPay, you will see the ‘**Overview**’ page – this is where you will **see your account balance**, as well as **other account details at a high-level**
 - To view a **breakdown of your *current term* transactions by line-items**, you will want to navigate to the ‘**Activity Details**’ page
- After you have made online payments through TritonPay, you can review your **payment receipts** by visiting the ‘**Transactions**’ page
- The following slides will include examples of the mentioned pages...

TritonPay 'Overview'

Overview

My Account

Overview

Activity Details

Auto Pay

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out

TB

Torrey Bearington
University of California San Diego

Balance
\$18,016.22

Summary

[View statements](#)

FA25 : Triton Registration Installment Plan (TRIP) <i>Auto payment scheduled 9/24/25</i>	\$18,013.22 \$6,004.41
Unbilled Charges	\$3.00
Balance	\$18,016.22

*Monthly bill due date is **Wednesday, September 24** at 11:59 PM PDT.*

Additional Information

None

View activity details

Payment plans

[View](#)

Plan	Paid	Remaining
FA25: Triton Registration Installment Plan (TRIP) AUTO PAY	\$0	\$18,013.22

Make a payment

TritonPay 'Activity Details'


Activity Details


 My Account
  Overview
  **Activity Details**
 Auto Pay
  Payment Plans
  Make a Payment
  Transactions
  Statements
  Help
  Sign Out

University of California San Diego

Name: Bearington, Torrey			Student ID: A12345678				
Current Term Charges & Payments							
Transaction Date	Term	Category	Description	Charges	Credits	Balance	Statement Date
2025-07-16			E-Check Payment T54971901	\$0.00	\$72.00	\$0.00	2025-08-05
2025-08-26	FA25	Reg	UCSA Systemwide Fee Fall A12345678	\$3.00	\$0.00	\$3.00	
2025-08-26	FA25	Reg	Fall Qtr University Center Fee	\$114.06	\$0.00	\$114.06	
2025-08-26	FA25	Reg	TUITION FALL	\$4,382.00	\$0.00	\$4,382.00	
2025-08-26	FA25	Reg	FALL QTR TRANSPORTATION FEE	\$75.00	\$0.00	\$75.00	
2025-08-26	FA25	Reg	FALL QTR STUDENT SERVICES FEE	\$430.00	\$0.00	\$430.00	
2025-08-26	FA25	Reg	Fall Qtr RIMAC Facility Fee	\$100.00	\$0.00	\$100.00	
2025-08-26	FA25	Reg	FALL Guardian PRESS Fee	\$3.50	\$0.00	\$3.50	
2025-08-26	FA25	Reg	NonRes Supplemental Tuition Fa	\$11,400.00	\$0.00	\$11,400.00	
2025-08-26	FA25	Reg	Fall Qtr Seventh Activity Fee	\$13.38	\$0.00	\$13.38	
2025-08-26	FA25	Reg	FA Qtr Mand Mental Health Fee	\$38.63	\$0.00	\$38.63	
2025-08-26	FA25	Reg	Fa Qtr Mand Hlth Ins-USHIP	\$987.00	\$0.00	\$987.00	
2025-08-26	FA25	Reg	Fall Canyonview Facility Fee	\$22.00	\$0.00	\$22.00	
2025-08-26	FA25	Reg	Fall Qtr ICA Activity Fee	\$354.43	\$0.00	\$354.43	
2025-08-26	FA25	Reg	Fall Qtr Campus Activity Fee	\$93.22	\$0.00	\$93.22	
Total Account Balance						\$18,016.22	



Reading & Understanding Billing Statements

“What does my billing statement look like? What information does it have?”

- Billing statements are provided **monthly** to students with any **financial activity** on their **student account**, which can include...

- Charges
- Payments
- Refunds, etc.

In general, the student's billing statement will include an **overview** of the student's...

- Past Due Balance
- Current Account Balance, and the
- Total Account Balance

Billing statements are **static documents** – any additional account activity *after the statement date* will be included on *next month's statement*

- Statement dates can be found on our website sfs.ucsd.edu

Example Billing Statement

UC San Diego

UC San Diego
Student Financial Solutions
9500 Gilman Drive
La Jolla, CA 92093-0026
sfs.ucsd.edu 858-822-4727

STATEMENT SUMMARY	
Statement Date	09/02/2025
Due Date	09/24/2025
Student ID (PID)	A1697
Previous Account Balance	\$566.00
Current Account Balance	\$12,156.48
TOTAL DUE	\$12,722.48

Make checks payable to: UC Regents
and mail with top portion of your bill to:
UC San Diego TritonPay Office
Attn: Student Payment
9500 Gilman Drive, 0009
La Jolla, CA 92093-0009

IMPORTANT MESSAGE

Some or all instruction for all or part of the Academic Year may be delivered remotely. Tuition and fees have been set regardless of the method of instruction and will not be refunded in the event instruction occurs remotely for any part of the Academic Year. Figures for tuition and fees represent currently approved amounts and may not be final. Actual tuition and fees are subject to change by the University of California as determined to be necessary or appropriate. Final approved tuition and fee levels may differ from the amounts presented.

Statement Details				
Date Posted	Term	Description	Charges	Credits
PREVIOUS ACCOUNT BALANCE			\$566.00	
Current Activity				
09/01/2025	Fall25	South Mesa Rent	\$561.00	
08/26/2025	Fall25	UCGPC Systemwide Fee Fall	\$3.00	
08/26/2025	Fall25	Fall Qtr University Center Fee	\$114.06	
08/26/2025	Fall25	TUITION FALL	\$4,380.00	
08/26/2025	Fall25	FALL QTR TRANSPORTATION FEE	\$75.00	
08/26/2025	Fall25	FALL QTR STUDENT SERVICES FEE	\$430.00	
08/26/2025	Fall25	Fall Qtr RIMAC Facility Fee	\$100.00	
08/26/2025	Fall25	FALL Guardian PRESS Fee	\$3.50	
08/26/2025	Fall25	NonRes Supplemental Tuition Fa	\$5,034.00	
08/26/2025	Fall25	FA Qtr Mand Mental Health Fee	\$38.63	
08/26/2025	Fall25	Fall Qtr Mand Hlth Ins-Grad	\$1,940.00	
08/26/2025	Fall25	Fall Qtr Grad Student Assn Fee	\$21.29	
08/26/2025	Fall25	Fall Canyonview Facility Fee	\$22.00	
08/15/2025		E-Check Payment TS6685402		\$5.00
08/15/2025		E-Check Payment TS6685401		\$561.00
CURRENT ACCOUNT BALANCE			\$12,156.48	
Total Amount Due			\$12,722.48	

“How do I know if I have a balance due?”

- If you receive an Ebill notice from SFS regarding a new billing statement, that means you should **check your TritonPay account** for any recent account activity
- If you check your TritonPay account and ***do not see an account balance to pay***, please **check your monthly billing statement** to see what the recent statement activity was for
 - An example would be receiving a billing statement in October that shows the payments you made for your September balance.
 - Since the payments were made ***after*** the September statement date, they wouldn't appear on a statement **until the next statement** release date

“What are the important deadlines I need to know for my billing?”

- For the **Fall 2025 Quarter**, these are some key billing dates and deadlines* to be aware of:
 - September 3rd – September billing statement release
 - September 14th – UCSHIP Health insurance fee waiver application deadline
 - September 16th – Financial aid disbursement
 - September 24th – September billing due, TRIP early enrollment deadline
 - September 25th – Deadline to Withdraw from classes with 100% payment refund
 - September 29th – Late registration fee payment deadline (*to avoid being dropped for non-payment*)

Due dates **do not fall on the same day for each term. Please review your TritonPay monthly to stay on top of your finances*

Payment Options & Plans

“What payment methods are accepted by UC San Diego?”

- Accepted **online payment options** include
 - E-Check (there is a \$25 fee for returned payments due to insufficient funds or bad account number)
 - Credit Card, Debit Card, Apple Pay & Google Pay
 - 529 Savings Plan ([*certain financial institutions*](#)). **Not all agencies participate in the electronic network.*
 - Convera, Flywire, & TransferMate ([*as international options**](#))
 - Payments will show as "Pending" until funds are received by UCSD (typically 5-7 business days)
- We also accept payments that are **mailed** or made **in-person** at the TritonPay Office!
 - For ***in-person payments***, the TritonPay Office **only** accepts cash or check payments

The university **does not accept direct bank wire transfers initiated **outside** of TritonPay*

For those sponsored by a third party...

- SFS can **facilitate billing and payments** for those that are under a **third-party sponsorship**
- Third-party sponsorship is defined as **outside agencies**, *public or private*, who **agree to cover some**, or all, **of a student's bill**
- If this is your case, the following **needs to be completed** to establish your third-party billing contract
 - Submit a valid **Financial Guarantee*** (*authorization or funding letter*) every academic year/term
 - Complete and sign our office's **Billing Authorization form** (*received after your Financial Guarantee has been submitted to us*)

*September 24th is the **deadline** for sponsored students to submit a valid financial guarantee

“How do I set up a payment plan? What are my options?”

- Our office offers the **Triton Registration Installment Plan (TRIP)** for students who need help paying for their *mandatory tuition and registration fees*
- TRIP **only** applies to tuition and registration fees, and splits the total amount due for the quarter into **three monthly installments**
- Each installment is due by its set monthly billing due date
- We offer **two enrollment fee options** each quarter:
 - **Early Enrollment Fee – \$40**
Enroll by the first billing due date of the quarter – 9/24
 - **Standard Enrollment Fee – \$65**
Applies if you enroll after the first billing due date of the quarter through 10/24.
- TRIP payment plan **does not** gain interest
- **Autopay** enrollment is an option



“Are there payment plan options for housing”

- For **students living on-campus**, you are automatically enrolled in a **quarterly installment plan** (includes a one-time \$30 admin fee, 3 total installments) for your **housing and dining related fees**, however, students have the option to change their contract from quarterly to:
 - Monthly, or
 - Pay-In-Full
- **Monthly installments** breaks your housing/dining charges into 9 installments (includes a one-time \$30 admin fee) and will be due by each monthly due date. Selecting to **Pay-In-Full** will require a payment upfront for the entire year, due by September 24th
- To change the default quarterly plan, students* will need to submit a change request via the [Housing Portal](#). Available beginning September 5.
- A Housing Cost & Payment schedule, which outlines when you will be billed, how much you will be billed, and when these charges are due can be found here: <https://hdhughousing.ucsd.edu/living-on-campus/housing-contract/rates.html>

Parents or authorized payers are **unable to make changes to a student's on-campus housing contract*

Other Housing Information:

- Housing Autopay Overview:
 - Housing AutoPay is a convenient way to cover monthly rent and any additional housing charges, such as lost keys, lock changes, cleaning fees, or repair costs. Payments are automatically withdrawn from your bank account or credit card on the **15th of each month**. This date is fixed and cannot be changed.
 - You can set up AutoPay for up to **10 months** and cancel at any time.
 - Residents can sign up in **TritonPay** under *Autopay* by selecting *Undergrad Housing Autopay*.
- Housing Questions? Contact Housing Administrative Services at (858) 534-4010 or submit a ticket via Student Services & Support Portal.

“Can I make partial payments, or do I need to pay my balance in full?”

- When making payments **online**, payers can select to pay for
 - The entire balance
 - A part of the balance (*the past due, current due, etc.*)
 - Specific fee categories (*tuition fees, housing, etc.*)
- Additionally, if you want to make a **partial payment** to anything (e.g., *a past due balance on the account*), you can also do that by simply **editing the payment amount before proceeding with the online transaction**
- Besides online partial payments, payments **mailed** to the TritonPay Office or made **in-person** at the TritonPay Office can be for part of the balance as well (*if specified*)

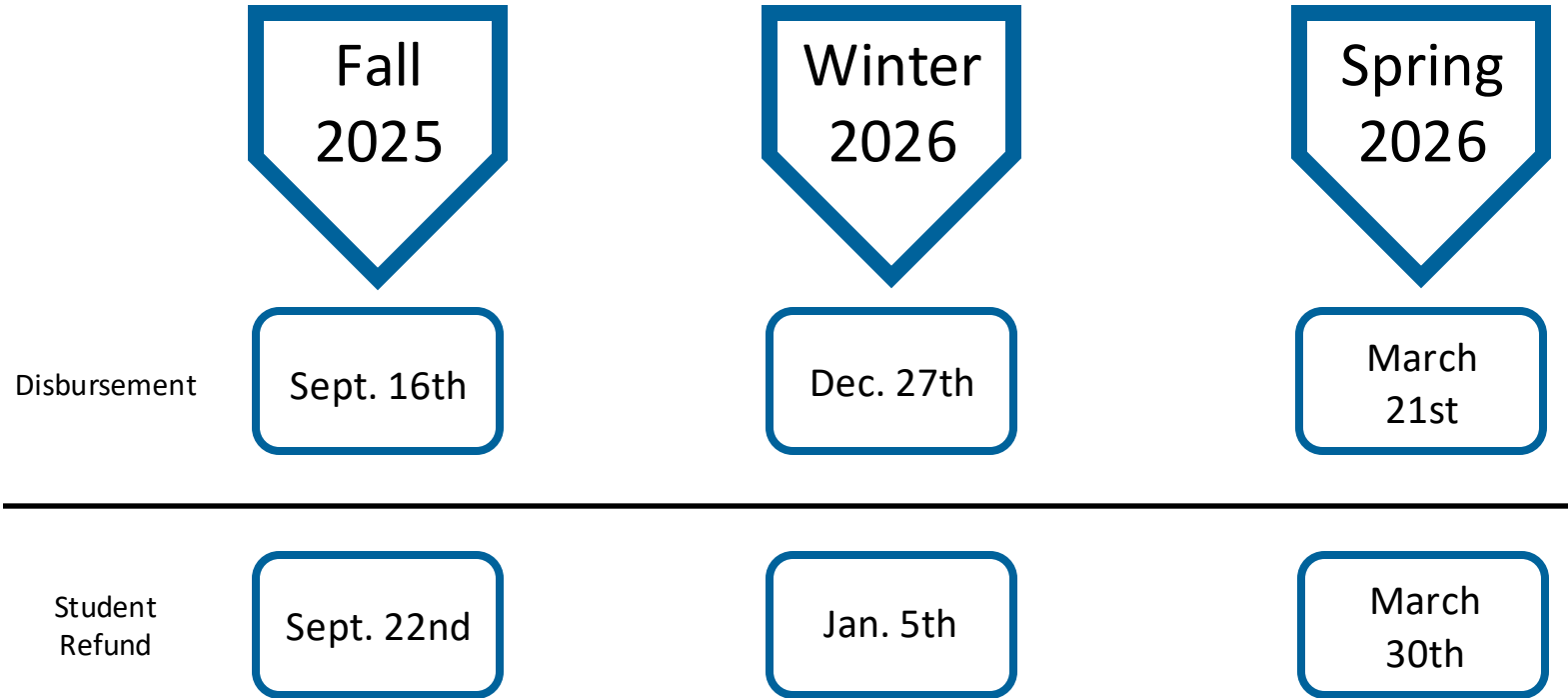
“Are there any consequences for not paying?”

- If a payment is received **after the billing due date**, you may:
 - Receive a **financial hold** from our office
 - Be **dropped from your course(s)**
- Financial holds from SFS are for having **a past due balance** on your student account. Holds from SFS can prevent adding, dropping any classes, and future term enrollments
- Course cancellation occurs **once per quarter**, after the billing due date, for students who **have not paid for their mandatory tuition and registration fees** before the drop date
 - For FA25, that deadline is **September 29th**
- Our office **does not** charge students late fees

Managing Financial Aid & Scholarships

“How do I know if I’ve been awarded financial aid? When will it be disbursed?”

- Once **tuition fees** have been **added to your account**, and if you have been **awarded financial aid**, you will be able to **see the pending aid on your TritonPay** account
- If you were charged tuition fees **but do not see pending aid** yet on TritonPay, students should first:
 - Log in to their TritonLink student portal (students.ucsd.edu)
 - Navigate to their **Financial Aid** section to confirm their award statuses (*including award acceptances*)
- If your awards were recently accepted or confirmed, it may simply be **a timing matter**. However, if it has been **over a week** since your award acceptance/confirmation, please contact the **Financial Aid & Scholarships Office**



Parent plus refunds will be mailed to the parent's address on the FAFSA application after September 22.

“What about Outside Agency Scholarships?”

- **Student Financial Solutions** processes *external* scholarship checks & award letters, enabling the **Financial Aid & Scholarships Office** to include them in your aid packages & to disburse those funds
- Mailed scholarships should be sent to the **TritonPay Office**:

TritonPay Office

Attn: Scholarships

9500 Gilman Dr. MC 0009

La Jolla, CA 92093-0009

- Please ensure the mailed payment includes your **full name**, **PID number**, and they are **made payable** to “*UC Regents*”

“How does financial aid affect my billing and payments?”

- As mentioned, any accepted and confirmed financial aid awards should show as pending on your TritonPay
- Depending on the **amount of pending award**, you will either have
 - An **adjusted balance** that's due by the billing due date (*September 24th*)
 - A **balance of \$0** (*if your aid is just enough to cover your balance*), or
 - A **credit balance*** (*shown as a negative amount*)
- If you have an adjusted balance, that means you will need to **pay for that amount by the due date**. The rest of your balance will be covered by your pending aid once disbursed (*September 16th*)

If you have a **credit balance because of an **overpayment of financial aid**, you can likely expect to be **refunded later** (*September 22nd*) for your credit balance*

Pending Aid View on TritonPay



Overview



My Account

Overview

Activity Details

Auto Pay

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out



University of California San Diego

Balance

\$0

Summary

[View statements](#)

Your account does not currently have any outstanding charges.

Monthly bill due date is **Wednesday, September 24** at 11:59 PM PDT.

Additional Information

Anticipated Refund after Pending Awards

-\$207.78

Pending awards are not applied to grad/family rent charges. You must pay the rent balance on your account, if any.

[View activity details](#)

Payment plans

[View](#)



Pending Aid view on TritonPay Activity Details



Activity Details



My Account

Overview

Activity Details

Auto Pay

Payment Plans

Make a Payment

Transactions

Statements

Help

Sign Out

Current Term Charges & Payments

Transaction Date	Term	Category	Description	Charges	Credits	Balance	Statement Date
2025-08-26	FA25		Exempt Veterans' Dependents	\$0.00	\$4,534.00	\$0.00	
2025-08-26	FA25		Exempt Veterans' Dependents	\$0.00	\$444.00	\$0.00	
2025-08-26	FA25	Reg	UCSA Systemwide Fee Fall	\$3.00	\$0.00	\$3.00	
2025-08-26	FA25	Reg	Fall Qtr University Center Fee	\$114.06	\$0.00	\$114.06	
2025-08-26	FA25	Reg	TUITION FALL	\$4,534.00	\$0.00	\$0.00	
2025-08-26	FA25	Reg	FALL QTR TRANSPORTATION FEE	\$75.00	\$0.00	\$75.00	
2025-08-26	FA25	Reg	FALL QTR STUDENT SERVICES FEE	\$444.00	\$0.00	\$0.00	
2025-08-26	FA25	Reg	Fall Qtr RIMAC Facility Fee	\$100.00	\$0.00	\$100.00	
2025-08-26	FA25	Reg	FALL Guardian PRESS Fee	\$3.50	\$0.00	\$3.50	
2025-08-26	FA25	Reg	Fall Qtr Seventh Activity Fee	\$13.38	\$0.00	\$13.38	
2025-08-26	FA25	Reg	FA Qtr Mand Mental Health Fee	\$38.63	\$0.00	\$38.63	
2025-08-26	FA25	Reg	Fa Qtr Mand Hlth Ins-USHIP	\$987.00	\$0.00	\$987.00	
2025-08-26	FA25	Reg	Fall Canyonview Facility Fee	\$22.00	\$0.00	\$22.00	
2025-08-26	FA25	Reg	Fall Qtr ICA Activity Fee	\$354.43	\$0.00	\$354.43	
2025-08-26	FA25	Reg	Fall Qtr Campus Activity Fee	\$93.22	\$0.00	\$93.22	
2025-08-27			DEPOSIT SIR CREDIT CARD	\$0.00	\$165.00	\$0.00	
2025-08-27	FA25	Reg	DOCUMENT FEE- UN	\$165.00	\$0.00	\$0.00	
2025-08-29	FA25	Other	SEVENTH COLL ORIENTATION PROG	\$200.00	\$0.00	\$200.00	
Total Account Balance						\$2,004.22	

Pending Awards

Category	Description	Award Amount
GIA	UCSD GRANT-IN-AID	\$2,212.00
Total Pending Awards		\$2,212.00
Adjusted Balance (Anticipated Refund, if negative)		-\$207.78

“What happens if my aid doesn’t cover my full balance?”

- If your aid does not cover your full balance, you will have an **adjusted balance** on TritonPay to reflect the difference
- With an adjusted balance, you will need to ***pay for that amount by the due date*** (*September 24th*). Your remaining balance will be covered by your pending aid once disbursed (*September 16th*)
- If your **adjusted balance** is from **tuition and registration fees**, and you are unable to pay that balance by the due date, please **consider enrolling in TRIP**

Handling Overpayments & Refunds

"If I decide to withdraw, how can I get a refund?"

- The Deadline to Withdraw from classes with 100% payment refund is September 25th (first day of classes)
 - If you have previously paid for your registration and tuition fees yourself, you will be eligible for a 100% refund of your payment.
 - The Registration web page hosts the percentage of refund available for withdrawing from classes. This amount reduces significantly after September 25.
- To withdraw from the quarter or apply for part time status, you will first need Registrar approval (and academic approval to reduce your units to part time status level).
- Final withdraw date with any refund (25%) is the end of the second week of classes.
- Optional Resource: GradGuard Tuition Insurance
 - Available for students who want extra protection for tuition and fees if they need to withdraw for a covered reason. For more information, visit <https://gradguard.com/tuition/ucsd>. Enrollment deadline – September 21.

“What is an overpayment? A credit balance?”

- When a payment is made to your account that is **more than the total account balance**, that would mean **an overpayment has been made**
- Overpayments would **result in a credit balance** on the account, which would **appear as a negative amount**
- Overpayments are typically a result of receiving an excess in financial aid or having charges adjusted after paying in full*
- When there is a credit balance, **you may be eligible for a refund** from our office

Overpayments can't be made online, via TritonPay, or in-person. Our office **does not encourage parents or students to initiate overpayments.*

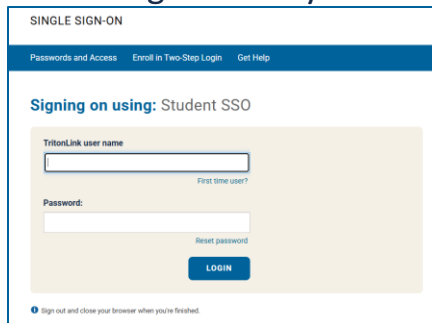
“How are refunds received?”

- When you have a credit balance on your student account, you can **request a refund** or you can leave the credit balance on your account to pay for future charges
 - Students can request a refund by submitting the **Student Refund Request Form** to our office, through the **Services & Support Portal** *(excludes financial aid refunds as those are processed automatically)*
- When a refund request is approved, we will issue to either...
 - Your **direct deposit account**, or
 - Your **current mailing address** on TritonLink
- If a student is enrolled in direct deposit (DD), our office will issue the refund directly to your DD. Otherwise, we will send a refund check to your current mailing address

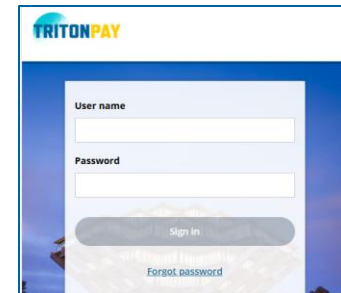
Common TritonPay Issues & Troubleshooting

“What if I can’t login to TritonPay?”

- As an **incoming student**, you will need to be set up with a UC San Diego student account first prior to logging into TritonPay
 - Your Single Sign-On will be your TritonLink username and your password
 - If you forgot your password, you could use the **‘Reset password’** option on the login screen
 - If you forgot your username, there is an option to use **‘First time user?’** to get further help accessing TritonPay
- As a **parent or guardian**, you will first need the student to authorize you as a payer through their TritonPay account. Once **authorized**, you will have your own username and password to use for your TritonPay access
 - Your authorized payer **username is the same as the email address** used by the student to send you the payer invite. Please ensure you are using the correct email address
 - If your username is correct, you may be inputting your password incorrectly. You can use the **‘Forgot password’** feature on the authorized payer login screen to reset your password



The screenshot shows the 'SINGLE SIGN-ON' page. At the top, there are links for 'Passwords and Access', 'Enroll in Two-Step Login', and 'Get Help'. Below this, it says 'Signing on using: Student SSO'. The main form area has a 'TritonLink user name' field with a 'First time user?' link next to it. Below that is a 'Password:' field with a 'Reset password' link. At the bottom of the form is a blue 'LOGIN' button. A footer note says 'Sign out and close your browser when you're finished.'



The screenshot shows the TritonPay login page. At the top is the 'TRITONPAY' logo. Below it, there are two input fields: 'User name' and 'Password'. Below these fields is a grey 'Sign in' button. At the bottom of the page is a link that says 'Forgot password'.

“Why can’t I see my account balance?”

- During our **peak periods**, especially when pending aid is live on TritonPay, users may experience **longer-than-usual loading times** when accessing TritonPay
- As a result, these long load times can cause the current account balance to not load on TritonPay due to the web service timing out
 - When a timeout occurs, normally TritonPay will display an error message stating “***A Current Balance Is Not Available***”
- As this is largely impacted by TritonPay site traffic, a common fix is to simply log out of TritonPay and **reattempt your login later** in the day
 - Anytime outside of 1 a.m. – 5 a.m. PST (*for scheduled maintenance*) is acceptable
- Additionally, **clearing your saved browser data** after logging out may help when you attempt to log back into TritonPay

“Why is my payment not reflected on my account?”

- If you paid **online**, via TritonPay, and your payment has not yet been applied:
 - Check ‘**Transactions**’ page for recent activity
 - If “**pending**”, allow 5-7 business days for processing – usually for international wires
- If you paid **in-person**, at the TritonPay Office, and your payment has not yet been applied:
 - Check drop-off time:
 - Before 3 pm: applied **same day**
 - After 3 pm: processed **next business day**
- If you **mailed** your payment to the TritonPay Office, and your payment has not yet been applied:
 - Verify correct mailing address
 - Confirm delivery date
 - Allow **2 weeks for processing**, ensuring check includes the **student’s name** and **PID number**

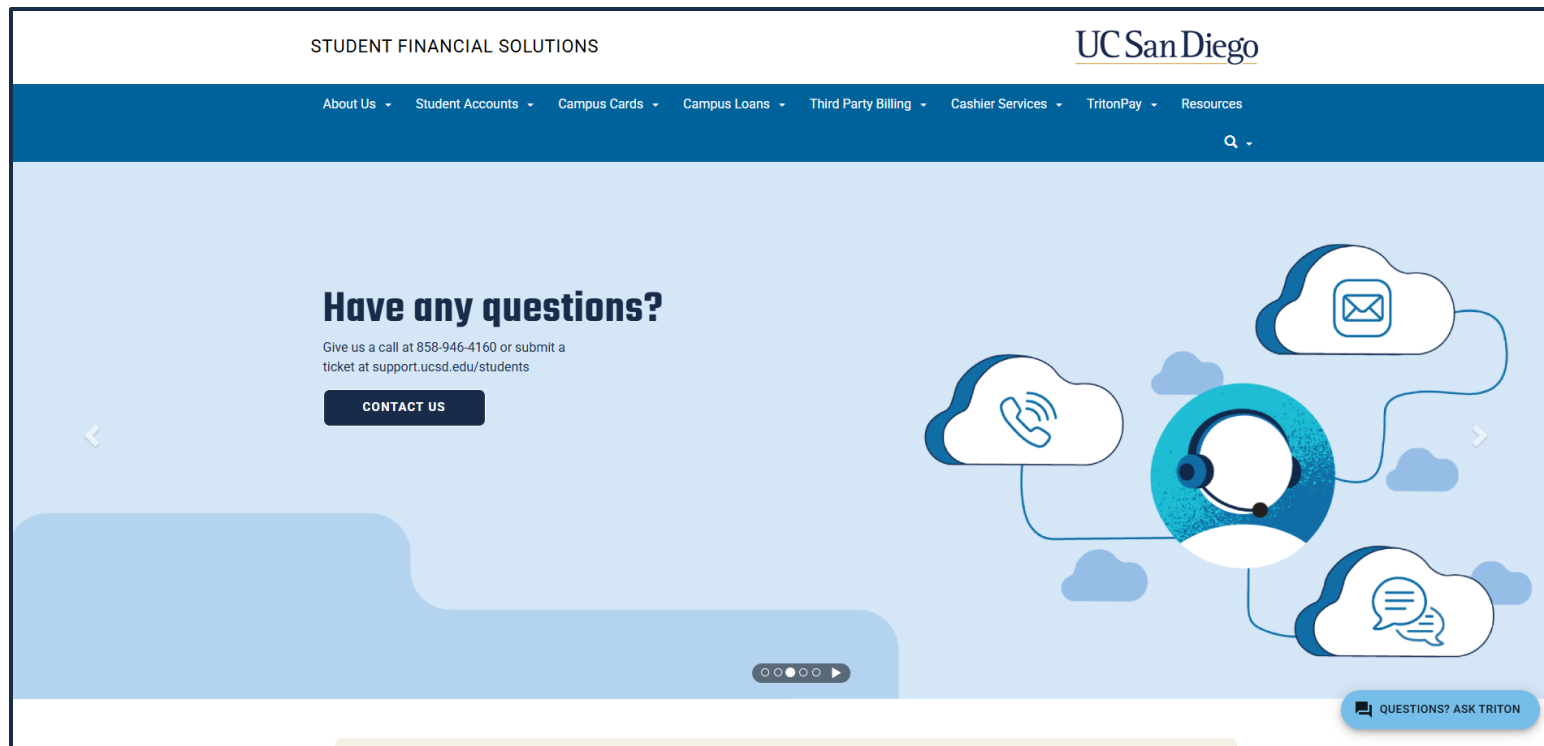
Best Practices for Managing Your Account

Best Practices

1. Authorize Parents/Guardians on TritonPay
2. For Refunds, Enroll in Direct Deposit
3. If Needed, Enroll in TRIP Early
4. If Eligible, Apply For UCSHIP Waiver (health insurance)
5. Check Your TritonPay Monthly For Staying Up-to-date

Resources & Support

Our Website – *sfs.ucsd.edu*



Need Answers? Check Our Knowledge Base Articles!

UC San Diego | Services & Support Student Support ▼

[Find answers](#) [My Stuff](#) [Log in](#)

Student Support

FIND ANSWERS

Search knowledge articles for common inquiries

GET HELP

Submit a ticket or make requests (only for current students/staff)

GUEST SUPPORT

Not at a student? Authorized payers, parents/guardians, alumni and prospective students can get help here

MY TICKETS

View questions & request forms you've submitted (available for current students/staff)

UC San Diego 9500 Gilman Dr. La Jolla, CA 92093 (858) 534-2230
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[Terms & Conditions](#) | [Feedback](#)

Need help? ×

Hello! I'm a Virtual Assistant here to answer questions you may have. Check me out!

Need More Help? Check Our Services & Support Portal

UC San Diego | Services & Support Student Support ▾

[Find answers](#) [My Stuff ▾](#) [Log in](#)

Student Support

FIND ANSWERS

Search knowledge articles for common inquiries

GET HELP

Submit a ticket or make requests (only for current students/staff)

GUEST SUPPORT

Not a student? Authorized payers, parents/guardians, alumni and prospective students can get help here

MY TICKETS

View questions & request forms you've submitted (available for current students/staff)

UC San Diego 9500 Gilman Dr. La Jolla, CA 92093 (858) 534-2230
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Need help? ×

Hello! I'm a Virtual Assistant here to answer questions you may have. Check me out!

[Home](#) > [Request Catalog](#)

Categories

- Get Help
- Campus Cards
- Student Refunds/Stipends
- Student Account/Third Party
- Departmental Forms (Staff O...
- Authorized Payer/Non-Curren...
- International Services and En...

Get Help

Submit a Ticket to Student Support

Get help with billing, payment, financial support, mail, housing, and campus card.

Laptop Lending Program

Apply for the UC San Diego Laptop Lending Program

Campus Cards

Affiliate One Card Upgrade Form

Request to update a legacy affiliate ID card to One Card.

Campus ID Card Request Form

Request a new or replacement ID card.

Student Refunds/Stipends

Student Refund Request Form

Request a refund for the credit balance available on TritonPay.

Student Check Reissue Request Form

Request to cancel and reissue a refund/stipend check originated in TritonPay.

Cal Grant B Opt-in Form

Request a Cal-Grant B Stipend to refund, without applying to charges on the student bill.

Student Account/Third Party

Third Party Financial Guarantee Form

Submit a Financial Guarantee to the Third Party Billing Office

Hold Removal Request Form

Request to remove BURC, BURF, BURS, ECHK, HSAD, HSED, HSNO, LCOD, LCOL, TRIP or WO holds

Other forms we can assist with including the refund request form & the third party financial guarantee form mentioned earlier in the presentation.

Other Resources for SFS

- You can contact our office by...
 - Calling us at **858-946-4160**
 - Visiting in-person at the **TritonPay Office**
 - Located first floor Student Services Center, Suite 170
 - Open Weekdays from 9 am – 4 pm (**September only**)
 - Regular hours 10am - 4pm
- For additional content...
 - Follow our **Instagram @ucsdfs**
 - Quarterly Billing Newsletter

For Contacting Other Departments...

- Financial Aid and Scholarships
 - Phone: (858) 534-4480
 - In-person: Student Services Center, 3rd Floor
 - Service Ticket: [Student Services & Support Portal](#)
- Housing, Dining, Hospitality
 - Phone: (858) 534-4010
 - In-person: Housing, Dining, Hospitality Administration Building, Revelle College (next to 64 Degrees)
 - Service Ticket: [Student Services & Support Portal](#)

Live Q&A

Thank You and Welcome to UCSD!