UC San Diego

GLOBAL INITIATIVES International Services and Engagement Office

Welcome to UC San Diego: Finances &

Student Accounts



Presenters



Grace Fuller •

- **Ben Peniagaua & Alissa-Nicole Penaranda**
 - Student Financial Solutions

Cheri Gallagher

• Flywire

• International Services and Engagement Office (ISEO)



- The International Services and Engagement Office (ISEO)
- Student Financial Solutions (SFS)
- Third Party Payers
- International Payment Options
- How to Aviod Scams
- Q&A



GLOBAL INITIATIVES International Services and Engagement Office



Begin



You are in listen-only mode. You can hear us, but we can't hear you.

Ask questions – Use the Q&A feature to submit questions. You can also contact us at iContact.ucsd.edu

⊗.⊗ . We're recording. You'll be able to view this webinar recording at iNewStudentWebinars.ucsd.edu



GLOBAL INITIATIVES International Services and Engagement Office

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GLOBAL INITIATIVES International Services and Engagement Office

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WELCOME!



Student Center

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GLOBAL INITIATIVES International Services and Engagement Office



First Steps Checklist

UC San Diego

GLOBAL INITIATIVES International Services and Engagement Office



Graduate Students



- Log into your **Applicant Portal** (connect.grad.ucsd.edu/apply):
 - Accept your offer of admission
- documents.

• Be sure to fill out the **Statement of Legal Residence form** if it is listed. This form is not required for all programs – if it is not listed, there is no action for you to take on this. Most students are "provisionally admitted" at this time. Please submit the items listed under your "Pending Admissions Documents" section in your portal to finalize your admission. Please contact GradAdmissions@ucsd.edu if you have questions regarding your pending admissions

Undergraduate **Students**



- Log into your **Applicant Portal** (beatriton.ucsd.edu/account) and complete your **Enrollment Checklist:**
 - Accept your offer of admission
 - Complete the California Residency for Tuition **Purposes Questionnaire** (if required)
- 2-3 days later, you will receive an email asking you to create your TritonLink Active Directory and Duo accounts.
 - Creation of your Active Directory will provide you with your UC San Diego PID and email.

iNewDegreeStudent.

ucsd.edu



Starting a New Program at UC San Diego

(This page has a friendly link that's easy to remember: iNewStudent.ucsd.edu)

New International Students

Information for new and transfer-in international students who have been accepted to a degree, exchange, or visitor program at UC San Diego.

SEE MORE-

New Bachelor's, Master's, and PhD Students

New Exchange Students

Visiting Summer Session Students

Sponsored Students

CONGRATULATIONS! Newly Admitted Bachelor's, Master's, and PhD International Students: The International Services and Engagement Office (ISEO) congratulates you on your admission to the University of California, San Diego!

This page provides a comprehensive guide for newly admitted international undergraduate and graduate students on obtaining their U.S. student visa (F-1 or J-1) and preparing for their arrival to the United States.

Summer Session Visiting Student: if you will only be enrolling with UC San Diego for Summer Session and will not matriculate into a UC San Diego degree program, please visit ISEO's New Summer Session Visiting Page.

To apply for an F-1 or J-1 visa stamp at a U.S. consulate/embassy, OR to transfer your SEVIS record to UC San Diego (if applicable), you must request that ISEO issue you the appropriate visa status certificate of eligibility document, called the Form I-20 (for F-1 students) or the Form DS-2019 (for J-1 students).

iServices.ucsd.edu will open on MONDAY, MARCH 3, 2025 (9:00 AM Pacific Standard Time) for newly admitted Summer 2025 and Fall 2025 international students to begin requesting their immigration documents.

New Undergraduate and Graduate Degree Students

Step 1: Apply for F-1 or J-1 Certificate of Eligibility

Student Financial Solutions





SFS: About Us

Student Account Services

• Provides client support for account inquiries

University Billing Services

• Oversees student and third party billing and refunds

Central Cashier's Office

• Responsible for processing cash and check payments made to the University

Loan Administration

• Provides support for all campus based loan programs

Campus Cards

• Responsible for issuing campus identification cards to students, faculty, staff, and affiliates.

Authorizing Payers

Your student must authorize you in TritonPay. Once authorized, payers can login via the Billing & Payment page to do the following:

- Receive monthly ebill reminders
- Review student account activity
- View and pay your student's bill by electronic check, credit/debit card, 529 plans and more!
- Update profile and contact information

*Authorization is necessary to view and discuss your student's bill, as educational records are protected under FERPA

Financial Aid & Scholarships Veteran Benefits

UC San Diego

TRITONLINK TOPICS

TRITONLINK Home / Finances & Job

Need Help?

Find answers, request services, or get help from our team at the UC San Diego Services & Support portal.

Resources **Billing Due Dates** Billing & Payment Help Page Video Tutorials

Departments

Student Financial Solutions Student Financial Solutions: Cashier

Finances & Jobs **Billing & Payment** Fees Student Internships Jobs

••• System Status: All Services are operating n

RITONLINK		Search Tritonlink Search Faculty/S	Staff	Search Tritonlink		
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Billing & Payment

Last Updated: April 3, 2024 9:00:12 AM PDT

Access TritonPay to manage your student bill and find links to billing and payment resources for UC San Diego students.

TritonPay Tutorials: Need help navigating the new TritonPay? Check out our step-by-step tutorials on paying your e bill. authorizing a payer, enrolling in TRIP, and more!

Previous TritonPay Communications: Stay informed with the latest updates and announcements regarding TritonPay.

Students

- · Student Login: Access TritonPay to view and pay your bill.
- <u>1098-T Tax Form</u>: Consent to electronic delivery and view your 1098-T form.
- Direct Deposit: Receive your financial aid refunds and over payments via direct deposit.

Authorized Payers

- Authorized Payer Login: Access TritonPay to view and pay your student's bill.
- Payer Authorization Tutorial: If you were an authorized payer in the previous TritonPay, please be aware that your student must reauthorize you.

Access Past E-Bill Statements:

You can now conveniently view and download E-Bills from July 2022 through July 2023 directly within TritonPay. For statements from before this period, simply submit a ticket to our Services & Support Portal

Student Finance Quick Links



For information regarding TritonPay or any other financial tools, visit sfs.ucsd.edu.

Questions? Contact the following units within Student Financial Solutions:

- <u>Student Account Services:</u> (858) 822-4727
- Central Cashier's Office: (858) 822-4727

Third Party

Key Take-Aways:

- Contact SFS (<u>undergrad3rdparty@ucsd.edu</u>) at least 6-8 weeks prior to your arrival to set up any third-party agreements
- Ensure that all required documents are submitted promptly lacksquare
 - Financial Guarantee (based on agency) •
 - All third party sponsors are required to provide authorization documentation in order to complete agreement set-up
 - Sign Billing Authorization via DocuSign \bullet

Third Party Infographic (clickable link)

San Diego

Sponsored Student Billing

Third Party Infographic (clickable link)



(858) 946-4160 Vebsite: Student Financial Solutions Third-Party Billing

Primary Payment Options

E-Check (Recommended)

- \$.50 service fee per payment
- Payment posts to account immediatley
- US bank account required

Credit Card

- 2.75% service charge per payment
- Payment posts to account immediatley

Wire Service Transfer

- TransferMate
- Convera
- Flywire
- 5-7 business days for payment to post
- Service fee can vary
- DO NOT accept direct wire transfers

529 Plans

- Payments can be made on TritonPay
- \$10 service fee for each payment



More information about international payments (clickable link)

International **Payment Options**

STUDENT FINANCIAL SOLUTIONS

About Us -Student Accounts -Campus Cards -Campus Loans 🝷 Cashier's Office -In the News -Resources HOME / Student Accounts / How to Pay Your Bill / International Payment Options How To Pay Your **INTERNATIONAL PAYMENT OPTIONS** Bill Student Financial Solutions offers two different international payment options for Third Party Student Billing students and their parents. Credit Cards **EXCITING ANNOUNCEMENT:** Flywire has partnered with EBIXCASH to develop a solution for students from India to transfer money securely either through a Forex card or directly into a US bank account. This will allow students and their families to safely send funds to cover living expenses while taking E-Check advantage of the competitive foreign exchange rates and outstanding customer service provided by Flywire. More information can be found on the official Flywire/EBIXCASH flyer. TRIP **Alternative Payment** Options FLEXIBILITY International Payment JUMP TO If paying by E-Check is not an option for you at the moment, SFS provides Options Flywire payment flexibility; including two international payment options.

Check out Flywire and Western Union below!

Western Union





More information about international payments (clickable link)

Additional Payment Options



Please Note:

- All payments must be made in US currency
- All checks should be made out to "UC Regents", and include the student's PID



Scholarships

- •Scholarships should be reported to the Financial Aid & Scholarship Office
- Checks should be made payable to: <u>UC Regents</u>
- •Checks should include the student's name and PID (8-digit number that starts with an "A")
- •Checks can be delivered in-person to SFS or mailed to:

TritonPay Office Attn: Scholarships 9500 Gilman Drive 0009 La Jolla, CA 92093-0009

Note: Checks must be received by the UCSD billing payment deadline – as with all cash payments, the University does not accept the postmarked date as on-time

Direct Deposit

• Direct deposit is the method for returning excess financial aid and other credits back to the student directly via a bank account, rather than a physical check

• Direct deposit means faster refunds and no bank trips! It's the green way to receive your money!

•Only a valid U.S. checking or savings account may be used and the account must be in the student's name only

•Students can sign up for direct deposit via <u>TritonLink</u> or the <u>SFS website</u>

How to Avoid Housing & Tuition Scams



Protect Your Login Credentials

Never share your online credentials with anyone, nor provide financial information to anyone outside your family.

Use official payment methods.

Only use payment methods approved by UCSD.

Avoid solicitations

Do not respond to 3rd party solicitations for payment of tuition fees.

Beware of WeHousing

Students who use the 3rd party company, WeHousing, to find housing, pay deposits, or pay rent, often receive eviction notices because WeHousing never sent the payments to the owners.

Don't Become a Victim!

If you receive a suspicious call:

1. Hang Up

Tell the caller that you refuse to cooperate with their threats

2. Contact UC San Diego Police

Report the incident to campus calling (858) 534-HELP (4357) and submit a report.

3. Notify ISPO

Inform your international student advisor to identify campus resources for you.



UC San Diego **STUDENT FINANCIAL SOLUTIONS**

Office Hours: M-W; F: 8:30-4 Th: 10-4 TritonPay Office, SSC, Suite 170

Phone: (858) 946-4160

UC San Diego Services & Support Portal: Support.ucsd.edu/students **Instagram:** @ucsdsfs





Welcome.

Flywire so you can easily and securely send payments from anywhere in the world, at any time.



Your institution has partnered with



Easy Online Payment Process

USE FLYWIRE FOR ALL OF YOUR INTERNATIONAL EDUCATION PAYMENTS







PAY from your country and in your home currency

TRACK your payment to your institution with transparency from start to finish

ACCESS dedicated around-the-clock multilingual support

POWERFUL GLOBAL PAYMENT NETWORK

BENEFIT from faster processing as a result of easy payment identification









Savings & Security:

Save on fees and know your payments are safe with Flywire



No Intermediary Bank Fees



Competitive Rates



Best Price Guarantee

Real-Time Tracking:

with Flywire











ΤΕΧΤ **Get payment progress** updates via SMS text alerts

Track your payment every step of the way

EMAIL

Receive email notifications

regarding your payment status

ONLINE

Track your payment 24x7 at flywire.com or on Flywire's app

How to Make a Payment

Step 1. Find your institution



- Enter the name of the institution you want to pay or select from the drop-down menu
- If you don't see your institution listed, you may need to start the process from the from your school's website

www.flywire.com/select-institution

Step 2. Enter your payment amount



Your payment



NEXT \rightarrow

Choose your home country from the drop-down menu

 Enter the exact payment amount you owe

Step 3. Select your payment method

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- local currency rate with the appropriate payment options
- and pay your institution
- currency of your institution

 Based on your country selection, Flywire will automatically display your • Flywire will then convert your currency If you don't see your home currency, don't worry, you can always pay in the

Step 4. Enter the payer's information

Pa	yer information
) required field	
Email *	First name *
Middle name	Family name *
Address 1*	Address 2
City *	State / Province / Region
Zip code / Postal Code	+ 86 ~ Phone number *
	Receive text notifications on your payment status
	$NEXT \rightarrow$

Enter the payer's personal details and contact information
Agree to Flywire's terms and conditions by checking the box at the bottom of the form
Click "Next" to continue

Step 5. Enter the student's information



 Enter the student's personal Click "Next" to continue

details and contact information

Step 6. Review and confirm information

Review and confirm payment information

Payment information	You will send CNY35,351.00	Flywire University will receive \$5,000.00		
	Country or region			
	China			
Payment method	You selected			
	UnionPay Credit Card in CNY			
Paver information	First name	Middle name		
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	Family name	Address 1		
	Kong	Nanjing Rd W		
	Address 2	City		
	-	Shanghai		
	State / Province / Region	Zip code / Postal Code		
	-	-		
	Country	Phone number		
	China	+86 0210000001		
	Email			
	ying@flywire.edu			
Contact Information	The person filling out this form	n		
oontaot mornation	is			
	Family member			
Payment Information	Payment Type	If Other, please specify:		
	Admission deposit	-		

information for accuracy would like to edit your information Click Next to continue

• Review the payer and student's

- •Use the "Previous" button if you

Step 7. For bank transfer payments

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Review your payment instructions and make your payment to Flywire
Your payment instructions will be automatically displayed
You can also download a copy of these instructions in a PDF document

Step 8. For credit card payments

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Payment status Follow the steps below to pay before March 29th 2018 or your payment will be cancelled automatically.	Payment detailsYou're sendingThey're receivingCNY31,833.00\$5,000.00Payment IDPTU490985358
Payment details • Indicates a required field Card number • Cardholder's name • (Expiry date • Month • Year • Security code Month • Year • Contact details • +86 14-95428765, johndoe@gmail.com Cancel payment	ADD THIS PAYMENT TO YOUR ACCOUNT Manage your payment SMS notifications Cancel payment
POWERED BY flywire St. Olaf College address: 1520 St. Olaf Ave Copyright ©Flywire. 2009-2018 All rights reserved. Flywire is a tradem	ark of Flywire Corporation.

timing out to continue

•Enter your card number, name, expiration date and security code •Enter your information within 15 minutes to avoid your session

•Click "Make Payment"

Step 9. Track your payment



flywire.com •Log in to check the

Payment tracking is available at status of your payment

Need help?

flywire



How can we help you?

Q Search

How do I make a payment to my institution?

How can I track my payment?

When will my institution receive my payment?



Using Flywire Get to know our services and how to use them



Payments and Refunds

Make payments and track, manage, or cancel your transactions



Account and Security

Manage and protect your personal information



Region-Specific Payments

Requirements for making payments from specific geographic regions and countries

flywire.com/help

- Access dedicated around-the-clock multilingual support
- Our experts will help you navigate the payment process

support@flywire.com

Get Engaged

UC San Diego

GLOBAL INITIATIVES International Services and Engagement Office



iNewStudents Newsletter

Starting Monday, March 3 at 9AM PT: Request Your Form I-20 or DS-2019 via iServices

International students requiring F-1 or J-1 student visa status to study in the US must request and receive a Form I-20 (F-1) or Form DS-2019 (J-1) from ISEO via iServices. iServices is ISEO's document request system. These forms from UC San Diego are required for all newly admitted F-1 or J-1 students, even if you are transferring from another US school!

iServices Opens: Monday, March 3 at 9AM PT

iServices will open for newly admitted international students to request their Form I-20 or DS-2019 on March 3. In preparation to submit the request for your Form I-20 or DS-2019, please review the important information below:



- In order to access iServices when it opens, you must have accepted your offer of admission and have set up all required UC San Diego student accounts.
- Review the STEP 1: Apply for your F-1 or J-1 Status instructions on our iNewStudent website so that you can prepare the required documents and information ahead of time.
- If you are experiencing technical difficulties with iServices, please see review iServices Instructions. If the problem persists, please see iServices Troubleshooting.



Dear Incoming Triton,

Join us this Tuesday, March 4 at 8:30AM Pacific Time (PT) for our first Graduate Pre-Arrival Webinar! During this webinar, we will discuss your checklist of things to do as a newly admitted international graduate student, including how to complete your post-admission requirements, request your immigration documents, and more. There will be time for Q&A at the end of the webinar. Staff from the International Services and Engagement Office (ISEO), Graduate Admissions, and Division of Graduate Education and Postdoctoral Affairs (GEPA) Student Affairs, will be in attendance to respond to questions.

If you are unable to attend, the recording will be available a few days later at iNewStudentWebinars.ucsd.edu.

Pre-Arrival Webinar:

- Critical information
- Sent weekly
- UCSD emails

iNewStudents Newsletter

UC San Diego

Winter 2025 | International Services and Engagement Office

REGISTER NOW!



Welcome Guide

LET THE **JOURNEY**

BEGIN

UCSan Diego

iNewStudent.ucsd.edu

- Next steps to take **before you start classes**
- Next steps to take preparing for arrival
- Next steps to take **upon arrival**

Learn more at

ISEO has created a **Welcome Guide** filled with helpful checklists and interactive links:

https://iseo.ucsd.edu/programs/guides.html

Surf Check Guide



Surf Check Guide: Coming to UC San Diego

- Created for students by students covering the most frequently asked questions international students
- Covers topics like housing, arranging transportation from airport to campus, setting up a phone account, bank account, and more!

Learn more at



https://iseo.ucsd.edu/programs/guides.html

GLOBAL AMBASSADORS PROGRAM

 \mathbf{P}

A summer-long peer mentorship program, connecting undergraduate International students with student mentors



GAP.ucsd.edu

iPrograms

Redefining the world we know with **one experience at a time**.



iPrograms.ucsd.edu





iEvents Calendar

ISEO IS HIRING!

Job #8702193 on Handshake

Communications & Marketing Student Assistant (STDT 4)

UCSan Deau

Tue Feb 27th - Sun Mar 17th

ISEO Is Hiring: Marketing & Communications Student Assistant

7.

Communications & Marketing Student Assistant (STDT 4) For the 2024-2025 Academic Year Estimated salary: \$18 per hour Application Deadline: ...

Employment rofessional-Developmen



Tue Mar 5th 5:00pm - 6:00pm



Wed Feb 28th - Sun Mar 17th

ISEO Is Hiring: Undergraduate Programs Student Assistant

Undergraduate Programs Student Assistant (STDT 3) For the 2024-2025 Academic Year Estimated salary: \$17 per hour Application Deadline: ...

tudents Employment Professional-Development



Wednesday Coffee and Crafts Wednesday Coffee and Crafts is an



Fri Mar 1st 10:00am - 12:00pm

Friday Chat

Participation in our English conversation tables are a wonderful way for you to practice your English and make friends. The conversation ...

Volunteer-Led Off-Campus n-Person Global-Community



FEB 7 Ē



FEB 28 LINES I RETWINKING

INTERVIEWING

MAR 6



UC SAN DIEGO STUDENT AFFAIRS STRATEGIO PLAN: STUDENT FOCUS GROUPS

THE OFFICE OF THE VICE CHANCELLOR OF STUDENT AFFAIRS INVITES STUDENTS TO A 1-HOUR FOCUS GROUP TO SEEK FEEDBACK ON THE DIVISION'S STRATEGIC PLANI WE ARE CALLING ALL STUDENTS WHO WANT TO CREATE AN IMPACT AND SHARE YOU THOUGHTS ON THE STUDENT EXPERIENCE AT UC SAN DIEGO! FOOD WILL BE PROVIDED AT EACH SESSION. THERE ARE TWO DAYS FOR STUDENTS TO PARTICIPATE

----FRIDAY, MARCH 1ST, 2024 1:00PM TO 4:00PM PST (1-HOUR SESSIONS) EPSTEIN FAMILY AMPHITHEATRE GREEN ROOM

MONDAY, MARCH 4TH, 2024 B:00AM TO 3:00PM PST (1-HOUR SESSIONS) **RED SHOE ROOM - PRICE CENTER**

RSVP AT TINYURL.COM/UCSDSAFOCU524

Fri Mar 1st 1:00pm - 4:00pm

UCSD Student Affairs Strategic Plan: Student Focus Groups

Register Here

The Office of the Vice Chancellor of Student Affairs is looking for feedback and input from students for our Strategic Plan! We will be ...

In-Person On-Campus Students Free-Food



Thu Mar 7th 11:00am - 12:00pm



Sun Mar 3rd 5:30pm - 8:30pm

Sunday Supper: A Cosmic Cantina

This long-standing tradition is a quarterly dinner for residents and friends of I-House to celebrate and gather in the Great Hall. Come to ...

The Great Hall

I-House



10:00AM - 12:00PM

LA JOLLA COMMUNITY **ROOM AT LA JOLLA VILLAGE SOUARE**



iEvents.ucsd.edu







UC SAN DIEGO STUDENT AFFAIRS STRATEG PLAN: STUDENT FOCUS GROUPS

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-6 **RSVP AT TINYURL.COM/UCSDSAFOCUS24**

Mon Mar 4th 8:00am - 3:00pm

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Students In-Person On-Campus Free-Food







ISAC nternational Student Advisory Council

Mon Mar 4th 4:00pm - 5:00pm

International Student Advisory Council (ISAC) March Meeting

Register Here

The International Student Advisory Council (ISAC) is comprised of leadership from student leaders and stakeholders invested in the ...

GETCCR Grad-Student ndergrad-Students



Tue Mar 12th 12:00pm - 2:30pm

Federal Tax Workshop

Register Here

Professor Steve Gill, San Diego State University, Fowler College of Business faculty member, and Douglas Kelley, Accounting Lecturer at San ...

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4,003 followers

3

ISEO at UC San Diego

College & university

Student Services at the International Services & Engagement Office

@ linktr.ee/istudents.ucsd



Followed by ischolars.ucsd, jsoundwhale and 32 others





TTTTTTTT



UC San Diego

GLOBAL INITIATIVES International Services and Engagement Office

Global Ambassador Program (GAP)



A summer-long peer mentorship program, connecting undergraduate International students with student mentors



GAP.ucsd.edu

Grad Pals

- Summer-long peermentorship program
- Matches incoming international graduate students with current UC San Diego undergraduate students



Additional Resources

UC San Diego

GLOBAL INITIATIVES International Services and Engagement Office



IMPORTANT DEADLINES & REMINDERS





GLOBAL INITIATIVES International Services and Engagement Office

Deadline to submit health immunization requirements

Visit: studenthealth.ucsd.edu Tuition due

Sept

Move-In

Check-In

New International **Student Orientation**

Visit: iOrientation.ucsd.edu

Upcoming Pre-Arrival Webinars

UCSanDiego

GLOBAL INITIATIVES International Services and Engagement Office

- **April 22:** Student Life/Getting Involved (Undergraduate)
- **April 24**: Campus Safety
- May 6: Getting Set Up in the U.S.
- May 8: SEVIS Transfer Process



All webinars will be recorded and posted at iNewStudentWebinars.ucsd.edu



Survey



MONDAY - FRIDAY: 9am - 4pm +1 858.534.3730 iContact.ucsd.edu

iNewStudent.ucsd.edu



UC San Diego International Services and Engagement Office

UC San Diego

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