

How to Pay and Billing Questions

When will my rent post?

Your rent will post on the first of the month and is due by the fifth of the month. You will receive an email notification from our administrative billing team.

If you are a new resident, your rent will post 2-5 days prior to your move in date, unless your move in date is the first of the month. If your move in date is the first of the month, your rent will post on the first of the month.

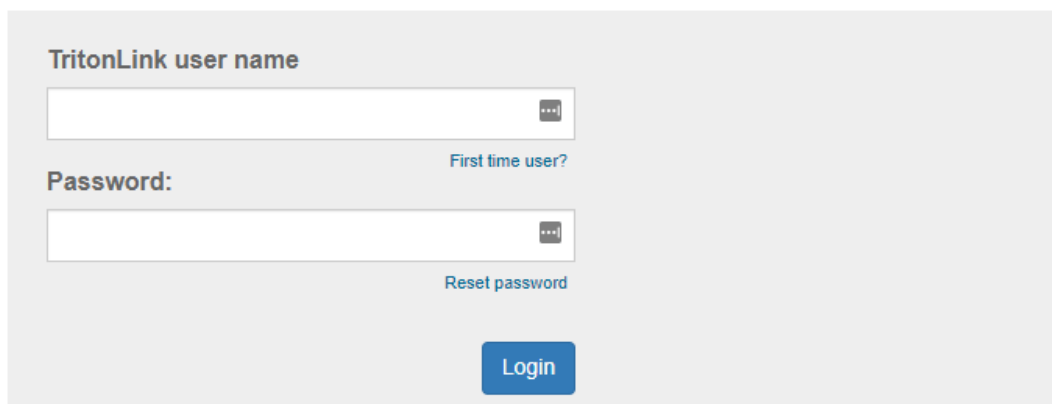
How do I pay rent?

Option 1: Online through [TritonPay](#):

1. Verify that you have received your [PID](#) (Personal Identification Number) via email from Graduate & Family Housing. This is the "A#####" credential you used to sign your housing agreement. If you have not received this email, please contact [Graduate and Family Housing](#) for assistance. If you have your PID but have not yet requested your PAC (Personal Access Code) from the Office of the Registrar, please contact their office at registrar@ucsd.edu to request your four-digit PAC. You will not be able to pay rent through TritonPay without your PAC.
2. Go to <https://commerce.cashnet.com/ucsdpay?sso=true>. The portal will indicate "Student Single Sign On". This is the correct link for all residents of La Jolla Del Sol, as well. Log in with your PID and PAC. Your PID is your TritonLink user name and your PAC is your Password.

SINGLE SIGN-ON

Signing on Using: Student SSO



The screenshot shows a login interface with a light gray background. At the top, the text "TritonLink user name" is followed by a white input field with a small eye icon on the right. Below this, the text "Password:" is followed by another white input field with an eye icon. To the right of the password field, there are two links: "First time user?" and "Reset password". At the bottom center, there is a blue "Login" button.

3. Click on “Continue to site” under Applicants / Alumni / Others

SINGLE SIGN-ON

UC San Diego

Applicants / Alumni / Others

Applicants, alumni / former students and PID/PAC billing accounts can access some services without two-step login:

Continue to site

Current Students

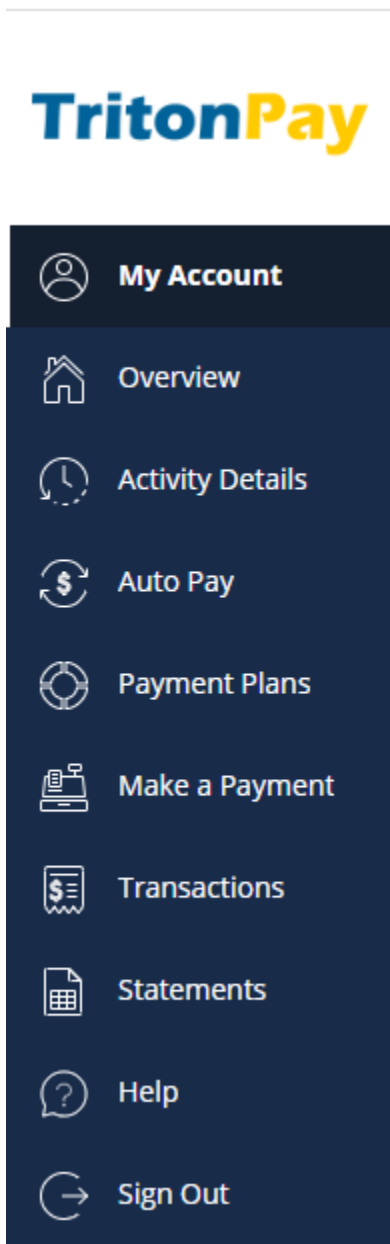
Two-step login is be required to access this system.

Two-step login takes only minutes to set up and is easy to use.

Visit twostep.ucsd.edu to learn more and enroll your devices today.




Register Now

4. You will see various menu options to view *My Account*, *Activity Details*, set up *Auto Pay*, *Make a Payment*, and view *Transactions* on the left menu item. Your rent will be posted at the bottom of the screen under “Recent transactions”.



5. Under *My Account*, set up a Payment method by clicking Add payment method under the Payment methods section.

Payment methods

BOA (•••••3195)	
CapitalOne Saving (•••••1823)	
 Add payment method	

6. When rent has posted, click on *Make a Payment* on the left menu item and follow the prompts to submit your payment.

Option 2: At TritonPay Office in person or via their dropbox

You may submit your rent payment to Triton Pay Office located in the Student Services Center building.

In Person: TritonPay Office is open Monday-Friday from 10am-4pm (except holidays) and accepts cash and check payments. You will fill out a payment card with your name, check # and payment amount. If paying by check, your PID should be on the front of the check and checks should be made payable to "UC Regents". Be sure to let the cashier know what your payment is intended for.

[TritonPay Office](#)

9500 Gilman Drive
Student Services Center, Suite 170
La Jolla CA. 92093
Phone: 858-822-4727

Dropbox: The outside dropbox is available 24/7. Payments dropped before 3:00 p.m. will be processed the same business day (excluding holidays and campus closures). There are payment cards and envelopes available at the dropbox. Checks should include your PID and if the payment is for rent, that can be noted on the check or on the payment card.

Dropbox is located on the south side of the office.

Frequently Asked Questions:

Q1 How do I get a PID (Personal Identification Number) and PAC (Personal Access Code)?

A1 If you have not previously been affiliated with UCSD or have not previously been issued a PID or PAC, you were issued a PID from Graduate & Family Housing via email. If you have not received this email, please contact [Graduate and Family Housing](#).

If you have your PID but have not yet requested your PAC from the Office of the Registrar, please contact their office at registrar@ucsd.edu to request your PAC. They will require a photo ID to give you your new PAC.

Q2 I am paying by Western Union or Flywire/wire transfer; my payment may take 3-30 business days to process. What should I do?

A2 Please note that delinquency procedures may be performed during this period. Please scan and email the payment/confirmation receipt from your bank and Western Union or Flywire that contains your unique reference number to housingadmin@ucsd.edu.

Q3 I am a resident who is vacating my apartment this month. When will my pro-rated rental amount be posted?

A3 Unfortunately, our systems cannot reflect prorated rate upon moving out. You will have two options for your prorated rent:

1. Pay the full monthly rent and wait to receive the Move Out report from the Leasing Office which will indicate the final balance due or any refund amount that is owed to you. If you have a credit amount owed to you, request a refund by emailing refunds@ucsd.edu once this credit is posted to your account; refunds will be issued in the form of a check. OR,
2. Divide your monthly rent by 30 days and multiply that number by the calendar day you will be responsible for rent up until. Upon paying your rent, you can choose the partial payment option.

Q4 I am having trouble paying my rent this month. What can I do?

A4 You can request for a delayed rent payment for the current month by completing and submitting the online Rent Deferment form on or before the 5th of the month that rent is due. You are allowed up to three Rent Deferments per calendar year. If you would like to request a rent deferment, submit an [online rent deferment form](#) and it will be transmitted to your Residential Services Office.

Q5 I am having technical issues with TritonLink and need assistance.

A5 Contact the ITS Service Desk directly by phone at 858-246-4357 (7 a.m. to 10 p.m., Monday through Friday. After hours on-call support is available from 10:01 p.m. – 6:59 a.m. weekdays and all day on weekends) or by email at servicedesk@ucsd.edu.

Q6 I am having issues with TritonPay on TritonLink and need assistance.

A6 Contact Student Financial Solutions (SFS) directly by phone at 858-822-4727, 8 a.m. to 4 p.m., Monday through Friday. You can also contact SFS directly by email at sfs@ucsd.edu. If you have are a current employee, you can find answers, request services, and get help from the SFS team by going to the UC San Diego Services & Support portal [here](#).