Services & Support

Visit the Services & Support website: https://support.ucsd.edu/services

If your request is for a particular student/list of students, please include the student's name, PID, and EID (if applicable). Including the PID and/or EID helps us to best identify the student's account. After submitting your ticket to Services & Support, you will receive an auto-generated email that confirms it was submitted successfully with the case number. The Financial Support Unit will do their best to respond within 5 business days. During busier periods, it could take longer.

Employment - I have a question about...

Employment Exception Requests

Please continue to submit Employment Exception Request Forms via the Employment Exception Requests Google Form.

Types of employment exceptions include:

- Over-50%
- Non-Student Tutor/Readers
- Miscellaneous

Graduate Student Fee Remission

Please utilize the Student Support Portal for submitting questions/issues regarding a graduate student's ASE or GSRTF Fee Remission.

Examples:

- I submitted GSRTF for my student a month ago and it has not yet been applied to their billing account. I am requesting a status update regarding my student's GSRTF.
- My student has ASE Fee Remission. They previously had a health insurance waiver for this quarter but recently cancelled it. We need the TA Health Insurance portion of fee remission re-applied to the student's account.

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Payment Support
   d. More Specifically... Graduate Student Fee Remissions (ASE/GSR)
   e. Subject... Recommended: Student Name (PID)
   f. Description - Helpful to give the student's name and PID, quarter, the type of employment, what was expected, what happened,
      take a screenshot
   g. Add attachments - Attach screenshot, if applicable
Policy & Procedures, Student Eligibility, Miscellaneous, Etc.

Please utilize the Payroll, Academic Personnel & HR Portal for submitting questions/issues relating to graduate student policies & procedures, student employment eligibility, benefits, miscellaneous questions, etc.

Examples:

- I am in the ECE department and am employing a CSE student as a Graduate Student Researcher at 49.99% for Spring 2021. What GSRTF title code and pay rate do I use?
- A student submitted a child care reimbursement form for their Winter 2021 employment as a GSR in their employing department, which is not the same as their home department. Who is responsible for processing the form? It is for John Smith (PID: A1234567 EID: 10348512) who a Math PHD student but is employed as a GSR in Physics for the applicable quarter.
- I am in the process of submitting an Associate-In application for a PHD student. The student has not yet advanced to candidacy, but is planned to advance prior to the start of instruction. What details should I include in the application?
- My student was hired as a 50% TA 2 weeks into the quarter; I know we need to calculate a TA Daily Rate of Pay but I'm not sure about the specifics. Are they eligible for TA Fee Remission? How do we calculate the TA Daily Rate of Pay? How do I enter into UCPath?

Submit ticket to the Payroll, Academic Personnel & HR Portal:

1. Select "Payroll, Academic Personnel & HR" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Graduate Student Academic Personal Policy service offering, please complete as follows:
   a. I want to... Make a Request or Report an Issue
   b. Subject... Recommended: Student Name (PID) - Brief Topic
   c. Description - Helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot
   d. About... UCPath-Student Support
   e. Related to... UCPath-Graduate Student Academic Personnel Policy
TA Fee Deferment/Loan Form Submission

Please utilize the Student Support Portal for submitting the TA Fee Deferment and TA Loan applications or any questions you may have regarding the programs.

Examples:

- I am submitting a TA Fee Deferment form on behalf of a student in my department.
- A student in my department would like to submit their TA Fee Deferment or TA Loan application. Can they submit it? Yes, student can follow the same prompt as below to submit their TA Fee Deferment/Loan applications.

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Payment Support
   d. More Specifically... Graduate Student Fee Remissions (ASE/GSR)
   e. Subject... Recommended: Student Name (PID) - Quarter Year TA Fee Deferment or TA Loan (ex: John Smith (A1234567) - SP21
   f. Description -
      i. If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot.
      ii. If it is just the submission of the form(s), please state what form is being submitted and any applicable information.
   g. Add attachments - Attach completed TA Fee Deferment and/or TA Loan application form
UCPath for Graduate Student Employment

Please utilize the Payroll, Academic Personnel & HR Portal for submitting questions/issues relating to UCPath for Graduate Student Employment. This includes questions surrounding entry into the UCPath system and payroll errors that occur.

Examples:

- I process a new hire effective 04/01/2021 and after it was processed, the student's FTE was increased from 25% to 50% for the duration of the quarter. How can I update this in UCPath?
- I submitted an off-cycle pay request for graduate student John Smith (PID: A1234567, EID: 12345678), who was employed as a 50% TA for Winter quarter. The off-cycle pay request was for 01/01/21 - 03/31/21. The off-cycle was processed as a paper paycheck although the student has direct deposit set up in the system. Is it possible to cancel the paper check and have it processed as direct deposit?

Submit ticket to the Payroll, Academic Personnel & HR Portal:

1. Select "Payroll, Academic Personnel & HR" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Graduate Student Academic Personal Policy service offering, please complete as follows:
   a. I want to... Make a Request or Report an Issue
   b. Subject... Recommended: Student Name (PID) - Brief Topic
   c. Description - Helpful to give the student’s name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot
   d. About... UCPath-Student Support
   e. Related to... UCPath-Student Support Student Pay
   f. Add attachments - Attach screenshot, if applicable
Visiting Graduate Students as Contingent Workers

Please utilize the Payroll, Academic Personnel & HR Portal for submitting questions/issues relating to UCPATH for Graduate Student Employment. This includes questions surrounding entry into the UCPATH system and payroll errors that occur.

Examples:

- I want to know if my unsalaried VGS needs to be entered into UCPATH (the answer is yes)

Submit ticket to the Payroll, Academic Personnel & HR Portal:

1. Select "Payroll, Academic Personnel & HR" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Graduate Student Academic Personal Policy service offering, please complete as follows:
   a. I want to... Make a Request or Report an Issue
   b. Subject... Recommended: VGS/CWR (Grad Employment)
   c. Description - Helpful to provide the name of your VGS and their VGS ID
   d. About... UCPATH-Student Support
   e. Related to... UCPATH-Graduate Student Academic Personnel Policy
   f. Add attachments - Attach screenshot, if applicable

Fellowships - I have a question about...

General Information

Please utilize the Student Support Portal for submitting questions related to General Information
Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fellowship Advising for NIH Fellowship service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Funding Opportunities
   c. Related to... Fellowship Application (Grad)
   d. More Specifically... General Information
      i. Select the general information category when you are gathering information about an opportunity and would like to ask a question to the Graduate Fellowship Advisor.

Submit a Ticket
Get help with billing & payment, refunds, grad financial support, 1098T and campus card.

*I want to...
   Ask a Question or Make a Request

*About
   Student Funding Opportunities

*Related to...
   Fellowship Application (Grad)

*More Specifically...
   General Fellowship Information

*Subject
   Fellowship Application

*Description

NIH F-31

Please utilize the Student Support Portal for submitting questions related to NIH F-31

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fellowship Advising for NIH Fellowship service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Funding Opportunities
   c. Related to... Fellowship Application (Grad)
   d. More Specifically... Fellowship Application
   e. Subject... NIH F-31
   f. Description - Required information:
      i. Student Name:
      ii. PID
      iii. KR Record #:
      iv. ASSIST Application Identifier:
      v. Type of NIH F-31 (Parent/ Diversity/ or Re-submission):
NIH F-31 - Post-Submission

Please utilize the Student Support Portal for submitting questions related to NIH F-31-post-submission (Example: JIT, award activation)

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fellowship Advising for NIH Fellowship service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Funding Opportunities
   c. Related to... Fellowship Application (Grad)
   d. Duplicate the ticket that was submitted
      * If you did not submit the ticket, include the original ticket number in the message
   e. More Specifically... Pending Fellowship Award (Grad)
   f. Subject... NIH F-31, student name, post-submission action
   g. Description - Required information:
      i. Student Name:
      ii. PID:
      iii. KR Record #:
      iv. ASSIST Application Identifier:
      v. Type of NIH F-31 (Parent/ Diversity/ or Re-submission):

      -include what the request is about in the subject line, for example: activation notice, JIT, etc.
      -due date of the requested information
Submit a Ticket
Get help with billing & payment, refunds, grad financial support, 1098T and campus card.

*I want to...

- Ask a Question or Make a Request

*About

- Student Funding Opportunities

*Related to...

- Fellowship Application (Grad)

*More Specifically...

*Subject

NIH F-32, student name, post submission action

*Description

- Student Name:
- PID:
- KR Record #:
- ASSIST Application Identifier:
- Type of NIH F-31 (Parent/ Diversity/ or Re-submission):
  - include what the request is about in the subject line, for example activation notice, JIT, etc.
  - due date of the requested information

Other Fellowship Applications

Please utilize the Student Support Portal for submitting questions related to Other Fellowship Applications

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fellowship Advising for NIH Fellowship service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Funding Opportunities
   c. Related to... Fellowship Application (Grad)
   d. Duplicate the ticket that was submitted
      i. If you did not submit the ticket, include the original ticket number in the message
   e. More Specifically... Fellowship Application
      i. If you are actively working towards a fellowship deadline and require assistance, select the fellowship application category
   f. Subject... Name of fellowship, and Name of student.
   g. Description... enter the following information:
      i. Student Name:
      ii. PID:
         iii. Fellowship Opportunity Name:
      iv. Due Date:
Submit a Ticket
Get help with billing & payment, refunds, grad financial support, 1098T and campus card.

I want to...
Ask a Question or Make a Request

About
Student Funding Opportunities

Related to...
Fellowship Application (Grad)

More Specifically...
Pending Fellowship Award (Grad)

Subject
Fellowship Application

Description
Enter the name of the name of the fellowship and the name of the student. For the description field enter the following information:

| 1. Student Name: |
| 2. PID: |
| 3. Fellowship Opportunity Name: |
| 4. Due Date: |
| 5. KR Number (if any): |
| 6. List any department staff and faculty mentor: |
| 7. Attach any relevant documents |

Pending Awards
Please utilize the Student Support Portal for submitting questions related to Pending Awards.

If a student has received an award that was not submitted by the Graduate Fellowship Advisor:

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fellowship Advising for NIH Fellowship service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Funding Opportunities
   c. Related to... Fellowship Application (Grad)
   d. Duplicate the ticket that was submitted
      i. If you did not submit the ticket, include the original ticket number in the message
   e. More Specifically... Pending Fellowship Award (Grad)
i. Select the general information category when you are gathering information about an opportunity and would like to ask a question to the Graduate Fellowship Advisor.

f. Subject... Name of fellowship, and Name of student.

g. Description: Enter the following information:

i. Student Name:

ii. PID:

iii. Agency Name:

iv. Short description of task to be completed: for example sign agreement, awaiting action on agency portal, submit additional documentation, deposit funds, etc.

v. In your message please include fellowship amounts, award duration, a link to the fellowship solicitation, and attach fellowship materials submitted to the agency including any compliance documents like IRB/IACUC approvals. If there is a KR PD number, include this information as well.

Submit a Ticket

Get help with billing & payment, refunds, grad financial support, 1098T and campus card.

*I want to...
Ask a Question or Make a Request

*About
Student Funding Opportunities

*Related to...
Fellowship Application (Grad)

*More Specifically...
Pending Fellowship Award (Grad)

*Subject
Name of fellowship, and Name of student.

*Description
Enter the following information:

i. Student Name:

ii. PID:

iii. Agency Name:

iv. Short description of task to be completed: for example sign agreement, awaiting action on agency portal, submit additional documentation, deposit funds, etc.

v. In your message please include fellowship amounts, award duration, a link to the fellowship solicitation, and attach fellowship materials submitted to the agency including any compliance documents like IRB/IACUC approvals. If there is a KR PD number, include this information as well.

***If a student has received an award that was submitted by the Graduate Fellowship Advisor***

- Duplicate the ticket that was submitted
  - If you did not submit the ticket, include the original ticket number in the message
  - Repeat steps above

Stipend Payments
Please utilize the **Student Support Portal** for submitting questions related to Stipend Payments.

Submit a ticket to the **Student Support Portal**:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... **Ask a Question or Make a Request**
   b. About... **Student Billing, Payments, Refunds**
   c. Related to... **Student Payment Support**
   d. More Specifically... **Graduate Student Fellowship Stipends**
   e. Subject... **Recommended: Student Name (PID) - Fellowship Name - Quarter or Month Affected**
   f. Description -
      i. **If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student’s name and PID, quarter, the type of stipend, what was expected, what happened, take a screenshot**

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### Submit a Ticket

Get help with billing & payment, refunds & financial aid disbursements, tax forms, and campus card.

*I want to...*

Ask a Question or Make a Request

*About*

- Student Billing, Payments, Refunds

*Related to...*

- Student Payment Support

*More Specifically...*

- Graduate Student Fellowship Stipends

*Subject*

*Description*

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### Student Financial Solutions - I have a question about...

#### Student Account Refunds

Please utilize the **Student Support Portal** for submitting requests for Student Account Refunds. These tickets will be routed to Student Financial Solutions, so their team is able to process refunds for students. For more information, please see **Student Account Refunds**

Submit a ticket to the **Student Support Portal**:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... **Ask a Question or Make a Request**
   b. About... **Student Billing, Payments, Refunds**
   c. Related to... **Student Refunds**
   d. More Specifically... **Request Student Refund**
   e. Subject... **Recommended: Student Name (PID) - Account Refund Request**
   f. Description -
      i. **Provide details surround the request**
Submit a Ticket
Get help with billing & payment, refunds & financial aid disbursements, tax forms, and campus card.

*I want to...
Ask a Question or Make a Request

*About
Student Billing, Payments, Refunds

*Related to...
Student Refunds

*More Specifically...
Request Student Refund

*Subject

*Description

Add attachments

Student Billing

Please utilize the Student Support Portal for submitting questions related to student billing. These tickets will be routed to Student Financial Solutions, so their team is able to help with answering your questions for students.

Submit a ticket to the Student Support Portal:

1. Select "Student Support" from Services & Support homepage
2. Select "Get Help & Order Services"
3. Log in with Active Directory credentials when prompted
4. Select "Submit a Ticket"
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Student Billing, Payments, Refunds
   c. Related to... Student Billing Support
   d. More Specifically... Select applicable drop down, such as Student Charge Inquiry, Student Late Fee Inquiry, etc.
   e. Subject... Recommended: Student Name (PID) - Quarter or Month Affected, Issue
   f. Description...
      i. If there is an issue and you/the student need help with troubleshooting, it is helpful to give the student's name and PID, quarter, the type of employment, what was expected, what happened, take a screenshot.
Visiting Graduate Students

Please utilize the Student Support Portal for submitting questions related to student billing. These tickets will be routed to Student Financial Solutions, so their team is able to help with answering your questions for students.

Submit a ticket to the Student Support Portal:

1. Select “Student Support” from Services & Support homepage
2. Select “Get Help & Order Services”
3. Log in with Active Directory credentials when prompted
4. Select “Submit a Ticket”
5. To reach Fee Remission service offering, please complete as follows:
   a. I want to... Ask a Question or Make a Request
   b. About... Visiting Students
   c. Related to... Visiting Students (Grad)
   d. More Specifically... Select applicable drop down, such as Visiting Graduate Student, Jr. Specialist, etc.
   e. Subject... Recommended: Host Department, Visitor Name
   f. Description
Request a new AIDID using GSAS (Graduate Support Accounting Setup)

Critical Concepts

- For information on how to lookup Project information, please see KB0033040 and the UCSD-DSH Project Information Lookup report.
- We strongly recommend fiscal, research, and graduate student support staff communicate directly with each other to coordinate accounting set-up and payment requests. Workflow internal to academic departments and administrative units varies.
- GSAS is used to generate the data elements required to map a payment request in FSRT to the appropriate OFC accounting strings (PTAF or non-project COA).
- AIDID is required to transact in FSRT and ProSAM, and map to detail codes
- Detail codes are required to transact in ISIS, and map to PTA or COA
- For more information, please see Why are detail codes and AIDIDs needed when we have project-tasks or chart strings in OFC?
- It is uncommon that a non-project chart string is used for graduate student support, however, the GSAS application will not reject a non-project request that passes validation. Please take the time to verify that there is not a project (PTAF) with the appropriate fiscal or research administrator. Usually, this is a department financial or business officer (for department/program funds) or a research administrator (for faculty funds).
- An appropriate AIDID mapped to the target PTA/COA is required to process funding changes for existing payment requests - do not process cost transfers in OFC

Steps to Take

1. Visit https://finapps.ucsd.edu/sspss/ - Note: You may need to be on VPN
2. Select an option in 'OFC Chart Type'
   a. If selecting ‘Project Charts’, you will then need to provide: Project, Task, Funding Source (Note: Funding sources are only required for sponsored projects.)
   b. If selecting ‘Non-Project Charts’, you will then need to provide: Entity, Fund, FinUnit, Function, Program, Location, Activity
3. Select options for Payment Type
   a. By default, Stipend and Fee will be selected
4. You may enter Comments if appropriate, but this is not a required field.
5. By default, your email will be listed in the email field. You may choose to enter additional recipients to be copied on communications.
   a. Note: email functionality will not be available in the initial release. You will not receive an email confirmation of your submission, but you will receive your AIDID via email once it is created.
   b. Note: separate each email with a comma, but do not include a space in between each email address.
6. Press Submit to validate the information you entered
   a. If your information is found, the system will provide the existing Detail Code and AIDID.
   b. If your information is not found, you will receive an error message.
7. AIDIDs will be created by FSU and emailed to you within 2 weeks. No additional action is required by the submitter.
8. Click “Reset” to restart the process or to enter different values.

FAQs and Supplemental Info
Requests to schedule graduate student support payments (stipends or fees) are entered in the FSRT (Financial Support Request Tool), not in GSAS.

From the FSRT, UC San Diego's business process requires the payments flow to ProSAM (the financial aid system UC San Diego uses to process student financial support), then to ISIS (the student billing and accounts receivable system), then to OFC (the financial ledger system).

For all undergraduate financial support payments, please contact the Financial Aid & Scholarships Office - scholarships@ucsd.edu
For all medical (M.D.) or pharmacy (PharmD) financial support payments, please contact the Health Sciences Financial Aid Office - somfinaid@health.ucsd.edu
For ISIS detail code requests that are not related to graduate student financial support payments, please see KB0032303

GSAS Errors and How to Resolve Them

“Invalid entry; Entity, Fund & FinUnit, Function, Program, Location & Activity are all required fields”
- Cause: Non-project Charts request was selected and a required field was empty, or one of the entries was incorrect.
- Resolution:
  - Review the fields to ensure they have been entered correctly.
  - Review the information with the appropriate fiscal administrator to ensure they are valid and active.

“Activity and Locations must be 6 digits. Enter 000000 for default”
- Cause: Non-project request was selected and the Location or Activity fields did not contain enough digits.
- Resolution:
  - Review the entered information to ensure that six digits were entered in both fields.
  - Confirm the information with the appropriate fiscal administrator
  - Enter 000000 for default

“Invalid Email format. You can enter multiple emails as comma separated”
- Cause: The Email Address field has an incomplete email OR the comma separated emails contain a space
- Resolution:
  - Ensure the email address was entered correctly.
  - If additional emails have been added, ensure there are no spaces in between each email and that each email is separated by a comma.

“OFC CCoA values not found for provided PTF segments”
- Cause: Project Charts request was selected and Project, Task, and/or Funding Source could not be validated OR was left empty.
- Resolution:
  - Review the fields to ensure they have been entered correctly.
  - If you are using sponsored project information, entering a Funding Source is required.
  - Review the information with the appropriate fiscal administrator to ensure they are valid and active.

“Invalid PTF Combination: The expenditure item date is outside the project dates. Update the project start and finish dates or the expenditure item date of the transaction.”
- Cause: Project Charts request was selected and the Project has been closed or the Task finish date has passed.
- Resolution:
  - Review the fields to ensure they have been entered correctly.
  - Review the information with the appropriate fiscal administrator to ensure they are valid and active.

For any other issues, after your fiscal administrator has confirmed the provided information, please submit a ticket for “Graduate Support Accounting Setup”
Submit a Ticket to Student Support

Get help with billing & payment, refunds, grad financial support, 1098T and campus card.

*I want to...
Ask a Question or Make a Request

*About
- Student Billing, Payments, Refunds

*Related to...
- Student Payment Support

*More Specifically...
- Graduate Support Accounting Setup

*Subject

*Description