

MySanDiego Frequently Asked Questions

Where can I obtain my password for the MySanDiego portal?

Prospective Students:

The username and password for the MySanDiego portal was sent to prospective students in the mail from the Office of Admissions after the prospective student's application for admission was received. If the student is not able to locate their username and password, they may contact the Office of Admissions (619.260.4506) or the Office of Financial Aid (619.260.4514). **Only** the prospective student may obtain the password from one of these offices. Due to security and privacy issues, the username and password cannot be released to parents.

Continuing Students:

Students who experience problems logging into the MySanDiego portal should call Tech Support Services at (619. 260.7900). If the student has forgotten his/her password, he/she should click "Forgot password?" Instructions will be emailed to the student's USD email account.

Where can I see my Financial Aid Award?

Prospective Students:

The Financial Aid Award is located under the Admitted tab. To see your Financial Aid Award, click on the link "Undergraduate/Graduate Financial Aid Awards." After the student has selected the **aid year (2008/09)**, he/she will be able to view the Financial Aid Award.

Continuing Students

The Financial Aid Award is located under the One Stop Services tab. Once you have located the Financial Aid Award, be sure to select the **aid year (2008/09)**. After you select the aid year, you will be able to view the Financial Aid Award.

Where do I accept or decline my awards?

The student may accept or decline his/her awards **after selecting the aid year (2008/09) and after entering the Financial Aid Award section**. Students have the option of accepting, declining, partially declining or deciding later from the drop down menu next to each individual award. Note: If a scholarship or grant is not accepted, it will not post to a student's bill at Student Accounts.

Where can I see if there are any Financial Aid Requirements?

Prospective Students:

The Financial Aid Requirements are located under the Admitted tab. To see your Financial Aid Requirements, go to the box titled "Financial Aid Requirements" and select the appropriate **aid year** from the drop down menu. Once the appropriate **aid year (2008-09)** has been selected, the Financial Aid Requirements will appear if there are any necessary forms or applications to be completed and returned. Several different types of requirements may appear here including documents necessary to verify the information on your FAFSA, a work information sheet, or loan application forms.

Continuing Students:

The Financial Aid Requirements are located under the One Stop Services tab. Once you have located the Financial Aid Requirements box, be sure to select the appropriate **aid year (2008/09)** to view any necessary forms or applications to be returned. Several different types of requirements may appear here including documents necessary to verify information on your FAFSA or application forms for your loans.

Continued FAQ

How do I obtain the Financial Aid Requirements?

Once the student has selected the appropriate aid year (2008/09), the Financial Aid Requirements should be visible to the student. If there are any necessary forms or applications required, they will have a red flag next to the name of the form showing that it is still outstanding. Please print, complete and return any necessary forms to the Office of Financial Aid. If the form or application has been completed and returned, there will be a message regarding the status next to the name of the form or application.

Where can I see a breakdown of the Cost of Attendance?

The Office of Financial Aid has provided all students with the "Understanding Your Offer of Financial Assistance." This information is available in the Financial Aid Award box under the Admitted tab for prospective students or the One Stop Services tab for continuing students. The link to this information is under the link titled "Undergraduate/Graduate Financial Aid Awards." There is a Cost Worksheet which gives a general overview of the estimated Cost of Attendance. Students may also select the Cost of Attendance link on the menu item on the MySanDiego portal under the Financial Aid Award section. It breaks down the estimated Cost of Attendance calculated by the Office of Financial Aid.

How do I apply for the loans offered?

Prospective Students:

The applications for the loans an individual student is offered are located under the Financial Aid Requirements section. After selecting the appropriate aid year (2008/09), the forms should be available to prospective students under this section on the Admitted tab. It is important to complete all necessary applications and return them to the Office of Financial Aid by mail soon after May 1, 2008. Only borrow what you determine you will need to borrow even if that is less than the maximum offered.

Continuing Students:

The applications for the loans an individual student is offered are located under the Financial Aid Requirements section. After selecting the appropriate aid year (2008/09), the forms should be available under this section on the One Stop Services tab. It is important to complete all necessary applications and return them to the Office of Financial Aid by mail soon after receiving the Offer of Financial Assistance. Only borrow what you determine you will need to borrow even if that is less than the maximum offered.