

ONLINE UNDERGRADUATE HOUSING CONTRACT PROCESS

Frequently Asked Questions

IMPORTANT NOTE: In order to accept your on-campus housing offer, you must complete all three steps below prior to your designated 4:30 p.m. * deadline. Each of the three steps of the contract process must be COMPLETED in the order listed:

- (1) Complete the Personal Information Form
- (2) Submit the contract
- (3) Pay the reservation fee*

* If you wish to pay in person, information regarding service hours for UCI Payment Services may be found at: <https://fs.uci.edu/contact-us.php>

If you fail to complete all three steps of the contract process prior to your designated 4:30 p.m. deadline, you will forfeit your on-campus housing offer.

Frequently Asked Questions (click on your question below)

1. [Why does the Student Housing Gateway say that I am not eligible to apply for housing?](#)
2. [I submitted my Personal Information Form. Am I finished?](#)
3. [My son or daughter sent my electronic contract to the wrong e-mail address.](#)
4. [How do I print a copy of the contract for my records?](#)
5. [How do I make the payment?](#)
6. [How do I know if I'm done?](#)
7. [Why can't I see the housing offer on the Student Housing Gateway?](#)
8. [I've tried everything and I still can't submit the housing contract.](#)

1. **Why does the Student Housing Gateway say that I am not eligible to apply for housing?**

You are no longer eligible to apply for housing because you have been sent a housing offer. When you first log-in at <https://my.housing.uci.edu/gateway>, the Student Housing Gateway should appear like the screenshot below. Click on '2023-24 Residence Hall Personal Information Form' to submit your Personal Information Form.

Apply for Housing

You are not eligible to apply for housing at this time.

Review/Accept a Housing Offer

[2023-2024 Residence Hall Personal Information Form](#)

Status: **NOT STARTED**

[2023-2024 Residence Halls Contract](#)

Status: **OFFERED - INCOMPLETE**

- You must complete the [Personal Information Form](#) before you can begin the contracting process.
- Your completed contract and reservation fee must be received by 4:30 PM (Pacific Time), May 10, 2023 or you will forfeit your housing offer.
- Online Undergraduate Housing Contract Process [Frequently Asked Questions](#)

2. **I submitted my Personal Information Form. Am I finished?**

No. Once you have successfully completed the Personal Information Form, the Student Housing Gateway should appear like the screenshot below. Click on '2023-24 Residence Halls Contract' to submit your housing contract.

Apply for Housing

You are not eligible to apply for housing at this time.

Review/Accept a Housing Offer

[2023-2024 Residence Hall Personal Information Form](#)

Status: **COMPLETE**

[2023-2024 Residence Halls Contract](#)

Status: **OFFERED - INCOMPLETE**

- Your completed contract and reservation fee must be received by 4:30 PM (Pacific Time), May 10, 2023 or you will forfeit your housing offer.
- Online Undergraduate Housing Contract Process [Frequently Asked Questions](#)

3. My son or daughter sent my electronic contract to the wrong e-mail address.

As the guarantor (of a student under age 18), if you wish to receive the electronic contract at an alternate e-mail address, instruct your son or daughter to log back in at <https://my.housing.uci.edu/gateway>, click on '2023-24 Residence Halls Contract', and enter the alternate e-mail address.

4. How do I print a copy of the contract for my records?

Review the terms of the contract and print a copy for your records before you hit 'Submit'. Once you hit 'Submit', you will not be able to go back to print a copy of the contract. Sample contracts are viewable at: <https://housing.uci.edu/contracts/>

5. How do I make the payment?

Once your contract is successfully submitted, the Student Housing Gateway should appear like the screenshot below. Note how the status wording changed from "**OFFERED - INCOMPLETE**" to "**RECEIVED – NOT PAID**". Click on the link to submit your payment. If paying in person, the Payment Services office hours may be found at: <https://fs.uci.edu/contact-us.php>

Apply for Housing

You are not eligible to apply for housing at this time.

Review/Accept a Housing Offer

[2023-2024 Residence Hall Personal Information Form](#)

Status: **COMPLETE**

[2023-2024 Residence Halls Contract](#)

Status: **RECEIVED - NOT PAID**

[Click Here To Submit Payment](#)

- Your completed contract and reservation fee must be received by 4:30 PM (Pacific Time), May 10, 2023 or you will forfeit your housing offer.
- Online Undergraduate Housing Contract Process [Frequently Asked Questions](#)

6. How do I know if I'm done?

Once your payment is successfully submitted, the Student Housing Gateway should appear like the screenshot below. Note how the status wording changed from: **"RECEIVED – NOT PAID"** to **"COMPLETE – PAYMENT RECEIVED"**. You have now completed the contract process.

Apply for Housing
You are not eligible to apply for housing at this time.

Review/Accept a Housing Offer
[2023-2024 Residence Hall Personal Information Form](#)
Status: **COMPLETE**

[2023-2024 Residence Halls Contract](#)
Status: **COMPLETE - PAYMENT RECEIVED**
[View Payment Receipt](#)

Other Tasks
[2023-24 Housing Contract Cancellation Request Form](#)
[Emergency and Confidential Contact Update Form](#)

7. Why can't I see the housing offer on the Student Housing Gateway?

Once the contract deadline has passed, your housing offer will no longer be available on the Student Housing Gateway.

8. I've tried everything and I still can't submit the housing contract.

If you are still experiencing difficulty with successfully submitting your housing contract, please contact Student Housing at (949) 824-6811 during our regular business hours of 8:00 a.m. and 5:00 p.m. (PST), Monday through Friday.