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.

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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

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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.

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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.ucr.edu/gateway](https://my.housing.ucr.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.ucr.edu/contracts/](https://housing.ucr.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.ucr.edu/contact-us.php](https://fs.ucr.edu/contact-us.php)

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**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](image)

### 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.