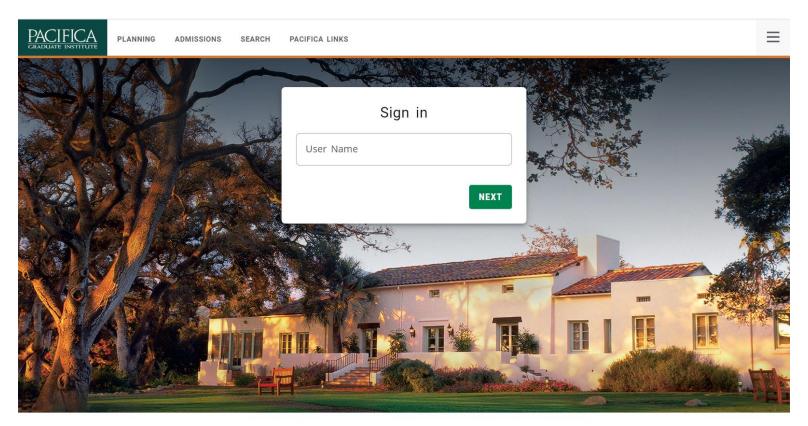
My.Pacifica Self-Service for Students User Guide



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Introduction to My.Pacifica Self-Service

My.Pacifica Self-Service is a website that enables you to access a variety of academic information and handle many administrative functions from your computer any time you wish. By using My.Pacifica Self Service you will be able to accomplish all of the following online:

- Register for classes
- View your course schedule
- View your grades
- View your unofficial transcript
- Request an official transcript
- Browse Pacifica's course catalog and degree requirements
- Update your address and phone number
- Pay your bill and view your billing information
- View your student ID number

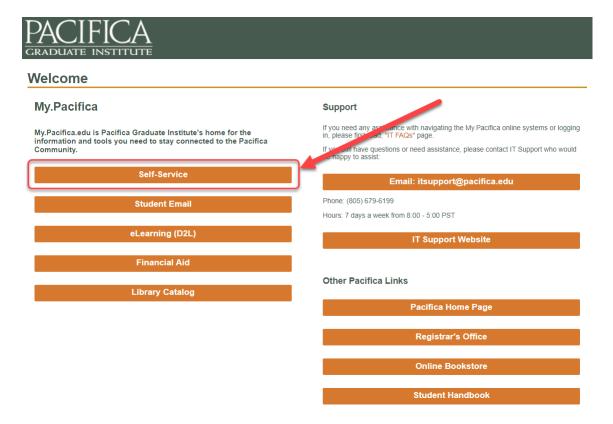
System Requirements

To use My.Pacifica Self-Service you will need the following:

- A PC, Mac, or other personal computing device with an Internet connection.
- A standard Web browser that has Cookies and JavaScript enabled. Microsoft Internet Explorer is not supported.
- A Username and Password for Office 365. You should have received an email sent to
 your personal email address from the IT department with this information. If you have not
 received this please contact the IT department at ITSupport@pacifica.edu.

To access the My.Pacifica Self-Service Home page go to: https://my.pacifica.edu

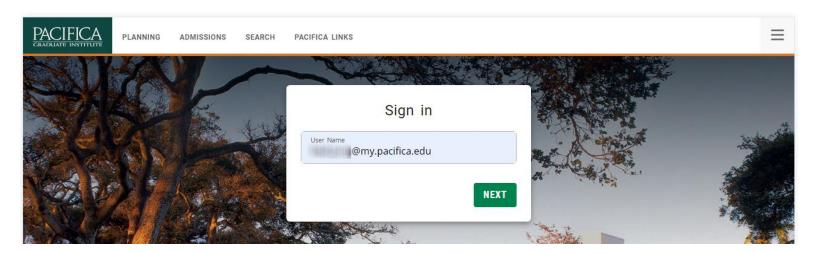
Click on the My.Pacifica Self-Service link located on the top left side of the page.



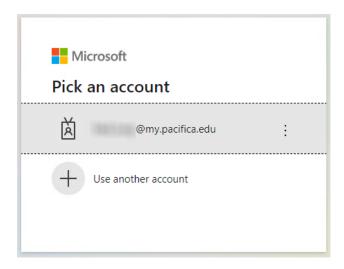
Logging In

To access the My.Pacifica Self-Service features, you must log in. When you log in you will use your Office 365 (email) user name and password. If you need assistance logging on please contact Pacifica's IT department at ITSupport@pacifica.edu.

- 1. On the Login window, enter your **User Name**. Your User Name will be the same as your student email address.
- 2. Select Next.

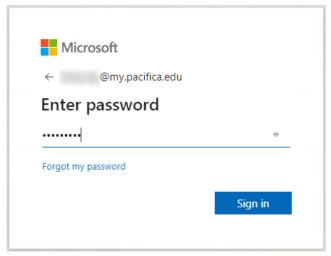


- **3.** If you are already logged into Office 365 on your web browser then you will automatically be logged in to My.Pacifica Self-Service.
- **4.** If you have not already logged into Office 365 then you will be prompted to log in to Office 365. You will either be prompted to enter your email address or you will be prompted to select an account you have previously signed in to Office 365.

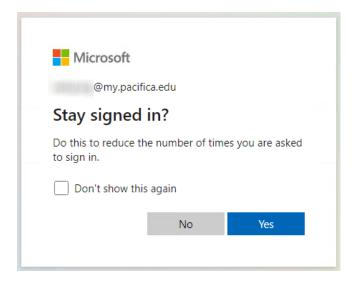


5. Enter your Password when prompted.

Note: Your password is case-sensitive.



- 6. Select Sign in.
- 7. You may be prompted to stay signed in. Select **No** if the computer you are using will be used by other people. Otherwise, you can select **Yes**.



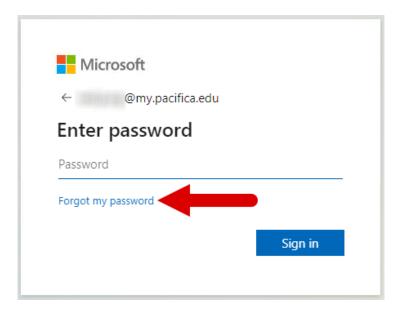
8. You are now signed in to My.Pacifica Self-Service.

If You Forgot Your Password

If you forget your password when attempting to log in, you can reset your password. There are a couple of tips to keep in mind before you reset your password:

- Your password for My.Pacifica Self-Service is the same as the password you use to log in to your student email account on Office 365.
- Your password is case-sensitive.
- If you reset your password you will use the new password to log in to both My.Pacifica Self-Service and to your student email account on Office 365.

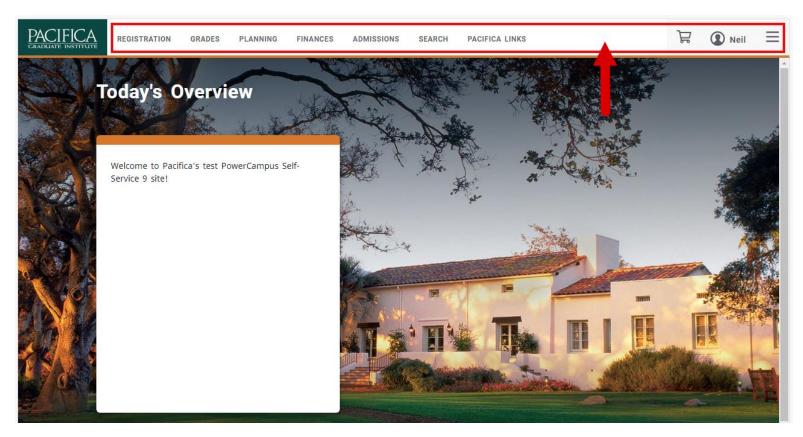
To reset your password, click on **Forgot my password** underneath where you would enter your password.



Follow the instructions to finish resetting your password.

Navigating the System

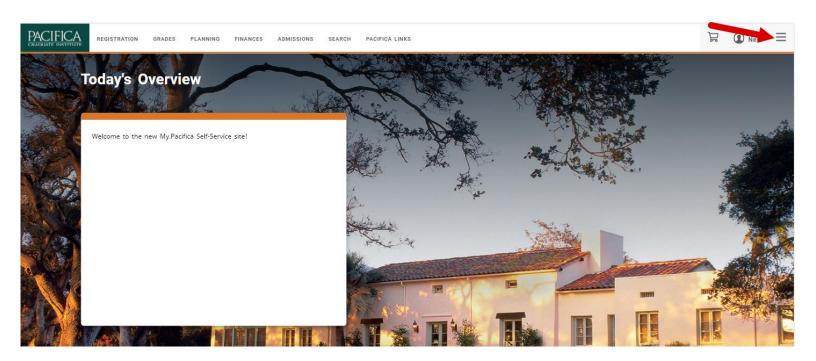
Each page on My.Pacifica Self Service has a navigation bar at the top of the screen:



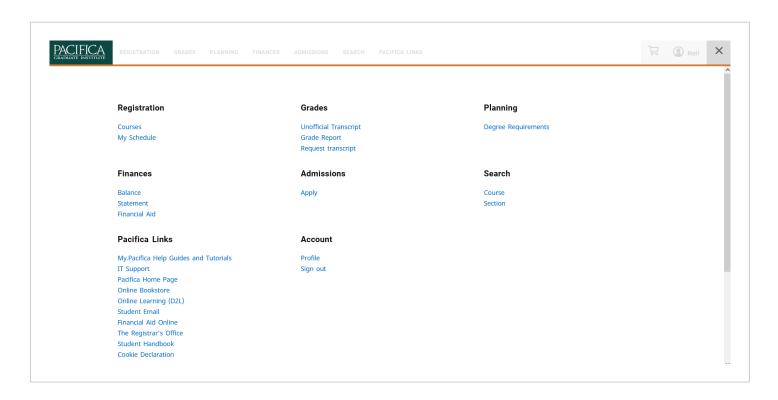
The navigation bar will have these links at the top of every page:

- Registration Select Courses to register or My Schedule to view current or past registration
- **Grades** Select to view unofficial transcript, grade and GPA information, or to request an official transcript
- Planning Select to view Degree Requirements
- Finances Select to view Balance, Statement, or Financial Aid information
- Admissions Select to apply or view current applications
- Search Select to search the course catalog
- Pacifica Links Select to view various helpful links
- Cart Select to view courses currently in your shopping cart
- Name Select for account information, including student ID number, and other personal information or to log out

To view all of the navigation menu options on one page, click on the icon that looks like three vertical lines in the top right.



You will then see a list of all of the available menu

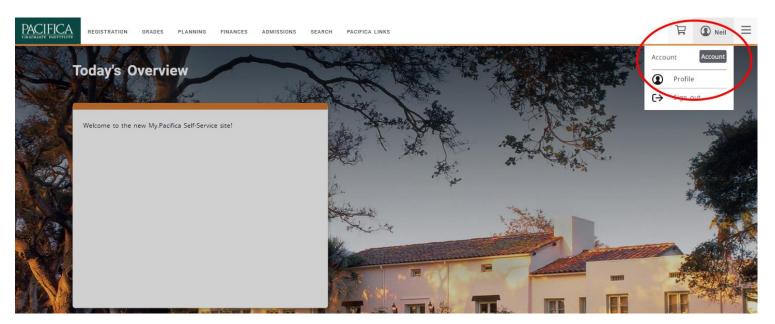


Viewing and Updating Your Personal Information

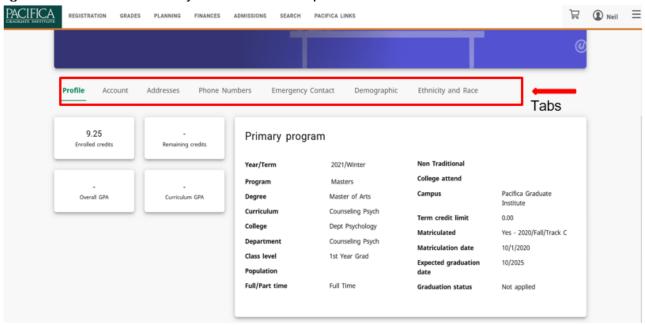
View Your User Account Information

By accessing your account, you can accomplish all of the following:

- View your user account information, including student ID number
- Update your personal, address, phone information, and emergency contact
- Sign out



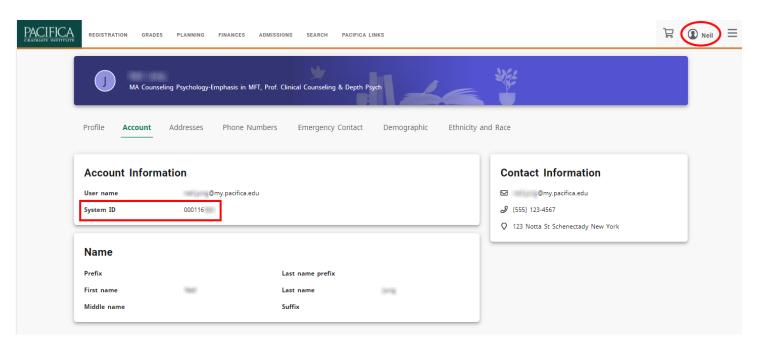
- 1. Select your name in that top right corner
- 2. Select Profile
- **3.** On the Profile page, view your enrolled/remaining credits, overall/curriculum GPA, and primary program information
- 4. This page also includes tabs for your account and personal information



Finding Your Student ID Number

To find your student ID number

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Account



Your student ID number will be to the right of the words "System ID" and directly below your user name.

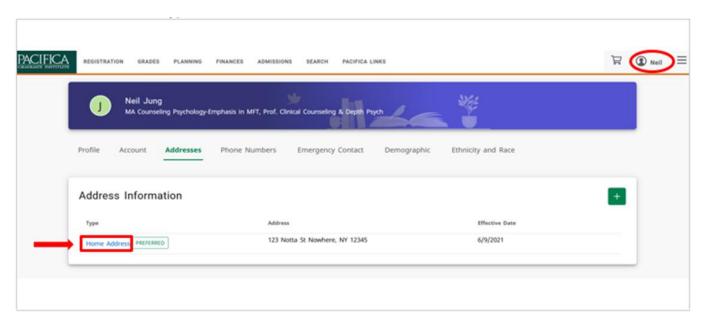
Updating Your Address Information

You can view and update the address information that is currently on file for you.

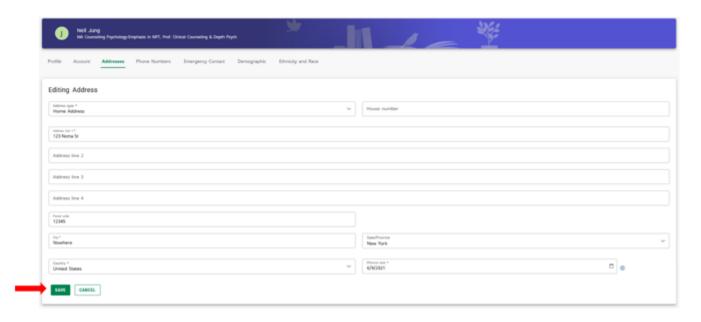
Editing Your Preferred Address

You can update your Current Preferred Address, which you want Pacifica to use to contact you.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Addresses
- 4. Select the address type to edit



5. Enter the necessary changes to your preferred address.

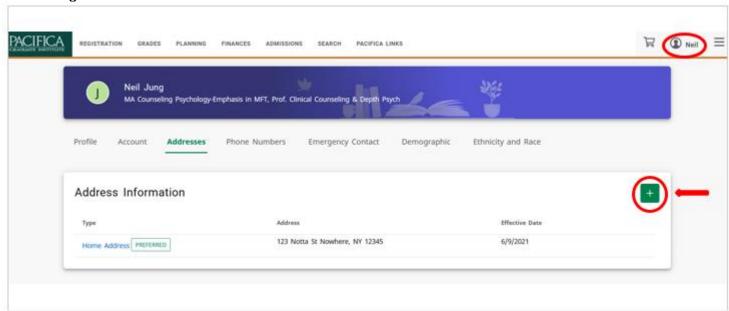


6. Select **Save** to record your changes.

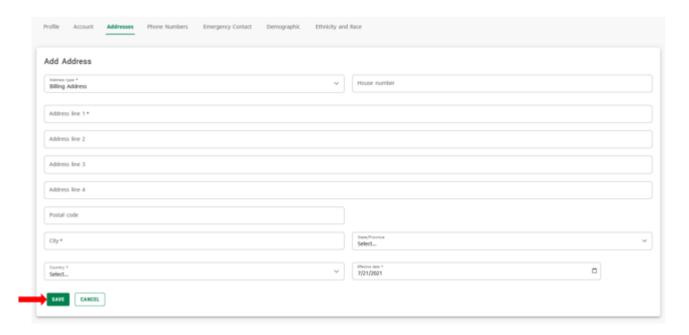
Adding a New Address

If you will be residing at a different address in the future, you can add that address information.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Addresses
- 4. Select green add + button



5. Enter the information for the new address.



6. Select **Save** to record your changes.

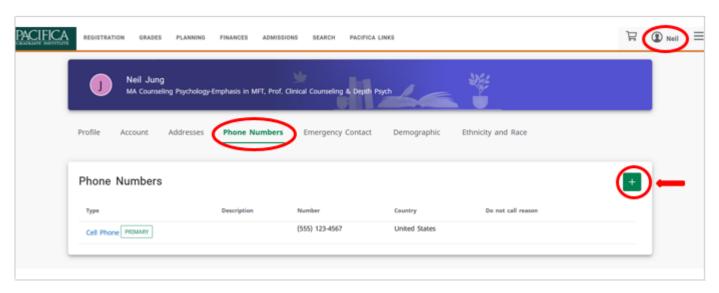
Updating Your Phone Numbers

You can review and update the list of phone numbers that you want Pacifica to use to contact you. You can add a new phone number, edit or delete an existing phone number, or change your primary phone number.

Adding a New Phone Number

You can enter information about other phone numbers that you want us to use to contact you.

- **1.** Select your name in the top right corner
- 2. Select Profile
- 3. Select Phone Numbers
- 4. Select green add + button



5. Enter the information for the new phone number.

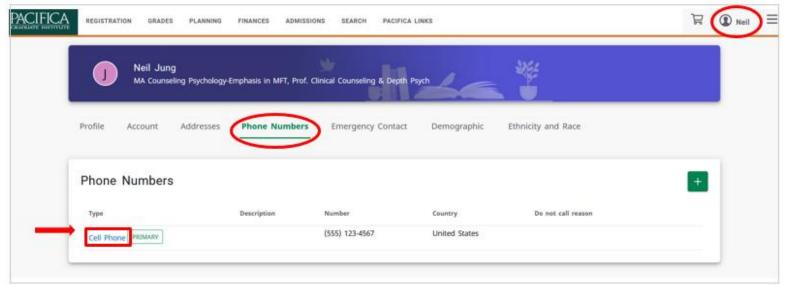
Field	Description	
Description	Enter a name that identifies the phone number. For example, My Cell Phone, Work Number, Dad's Cell.	
Country	Select the country that is associated with the phone number.	
Phone Number Enter just the numbers in the phone number, for e 123456789. Do not enter any spaces or special characters. The phone number will automatically and displayed in the specified country format.		
Do Not Call Reason	If you do not want us to use this number to contact you, specify the reason why.	

6. Select **Save** to record the information for the phone number.

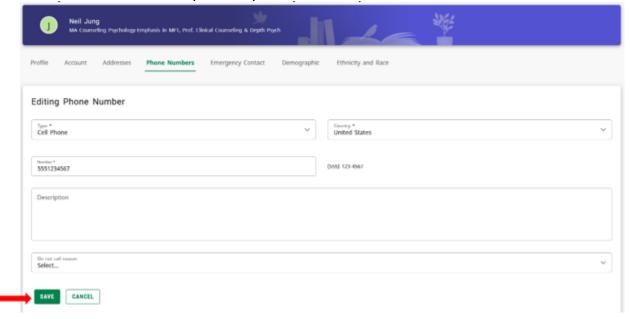
Changing a Phone Number

You can update the information about any of the phone numbers you want Pacifica to use to contact you.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Phone Numbers
- 4. To the left of the phone number you want to edit, select its type



5. Update the information for the specified phone number.



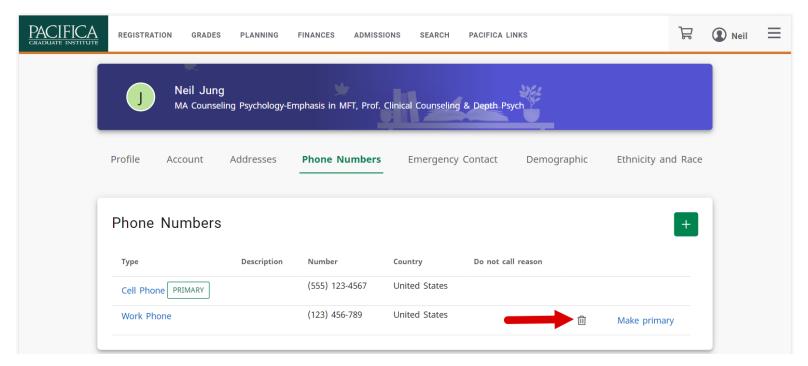
6. Select Save to record your changes.

Deleting a Phone Number

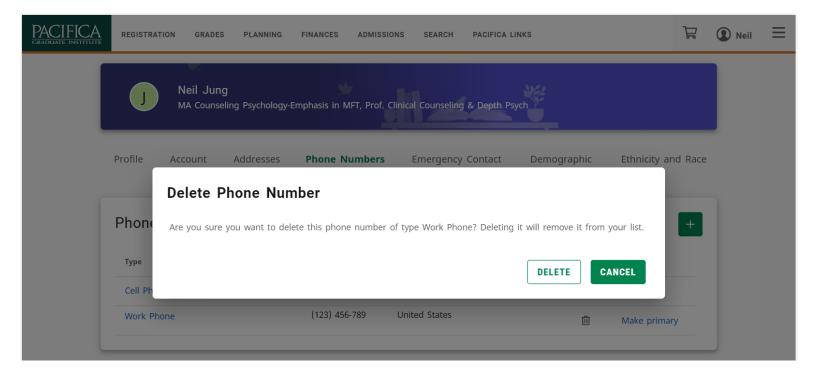
You can delete the phone numbers that you no longer want Pacifica to use to contact you.

Note: If you ever need to delete your primary phone number, you must first make another number your primary phone number.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Phone Numbers
- 4. View your current list of phone numbers.
- **5.** To the right of the phone number you want to remove from the list, select the icon that looks like a trash can.



6. On the screen that appears click **DELETE** to confirm that you want to delete the phone number.

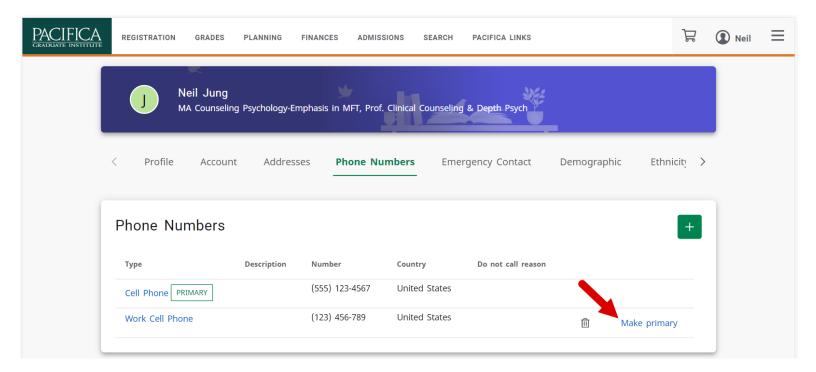


Setting Your Primary Phone Number

From your list of phone numbers, you can specify the primary phone number you want Pacifica to use to contact you.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select Phone Numbers
- 4. View your current list of phone numbers.
- 5. To the right of the phone number you want to make your primary number, select Make Primary.

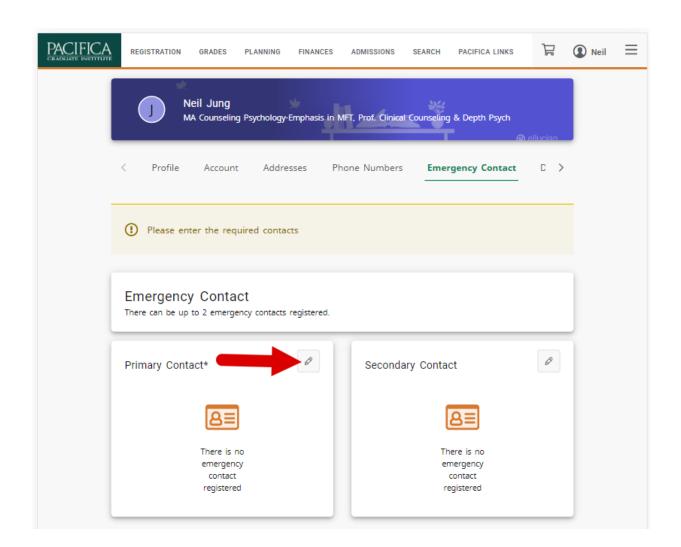
Your primary phone number will be displayed in **bold** at the top of the list. If you ever need to delete your primary phone number, you must first make another number your primary phone number.



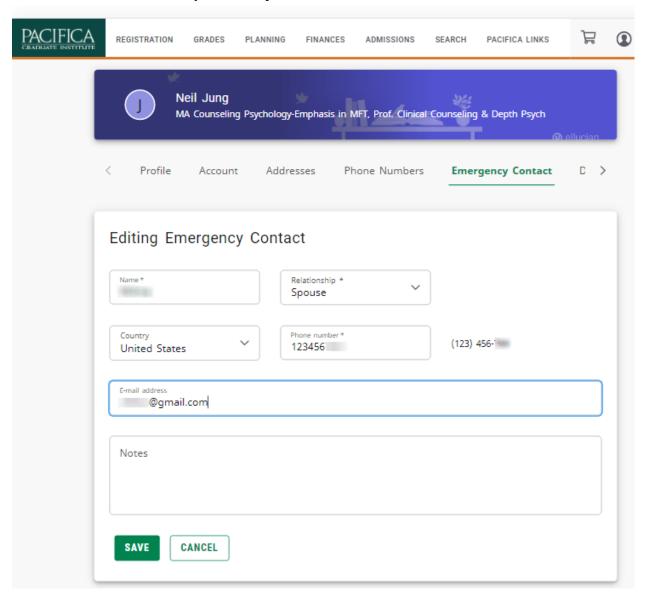
Adding Emergency Contacts

You can view and update the emergency contact information that is currently on file for you.

- 1. Select your name in the top right corner.
- 2. Select Profile
- 3. Select the Emergency Contact tab item.
- **4.** To add or edit a contact, click on the icon that looks like a pencil in the upper right-hand corner of that contact:



5. Enter the Name, Relationship, Country, Phone number, Email address, and Notes for the contact.

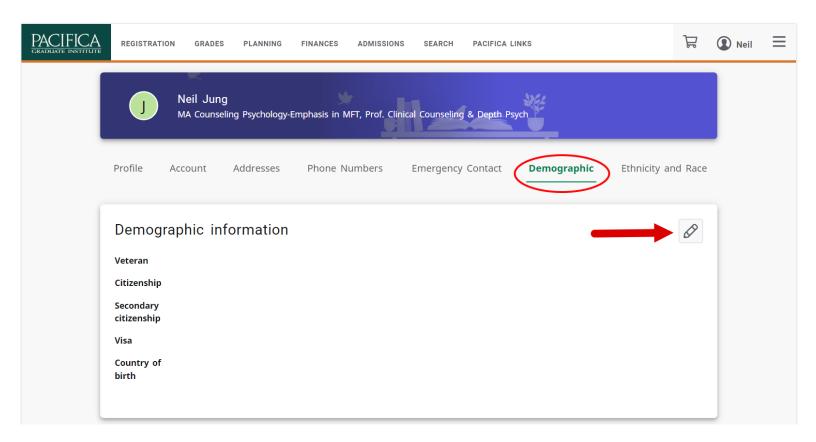


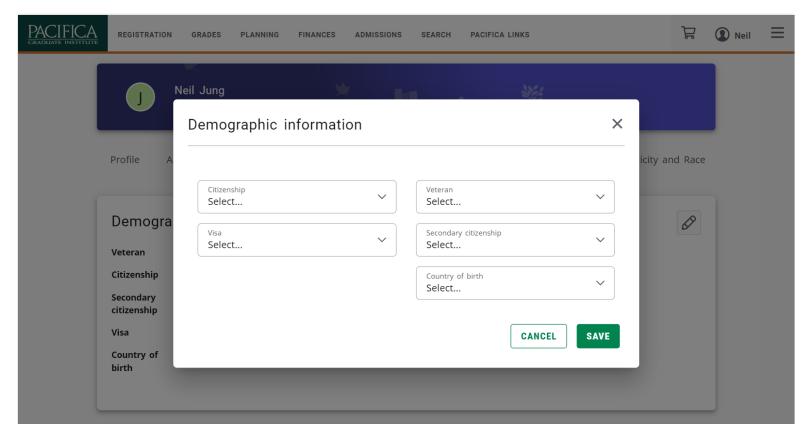
- **6.** Select **Save** to save your contact information.
- 7. Review your changes and repeat these steps if you need to make any changes.

Changing Your Demographic Information

You can view and update the demographic information that is currently on file for you.

- 1. Select your name in the top right corner.
- 2. Select Profile
- 3. Select the Demographic tab item
- **4.** On the Personal Information page, review your information.
- 5. If you need to update any of your information, select the icon that looks like a pencil.

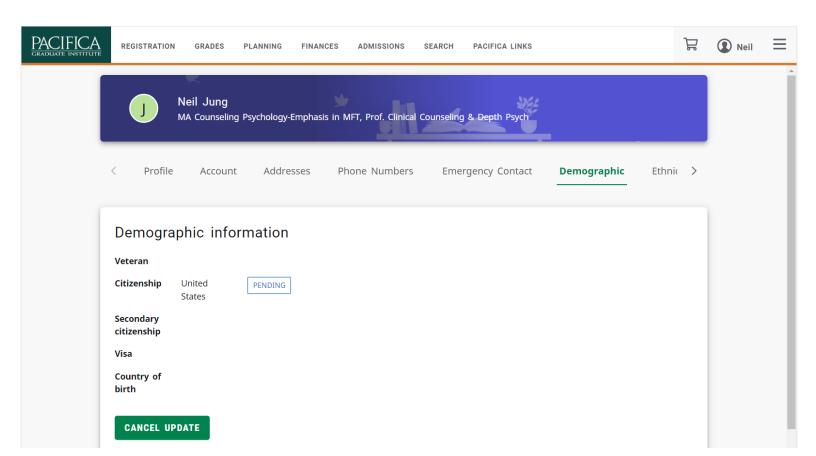




- **6.** On the screen that appears enter all the necessary changes.
- 7. Select Save to save your changes.
- 8. Review your information.

After selecting Save, your updated information will be listed as Pending.

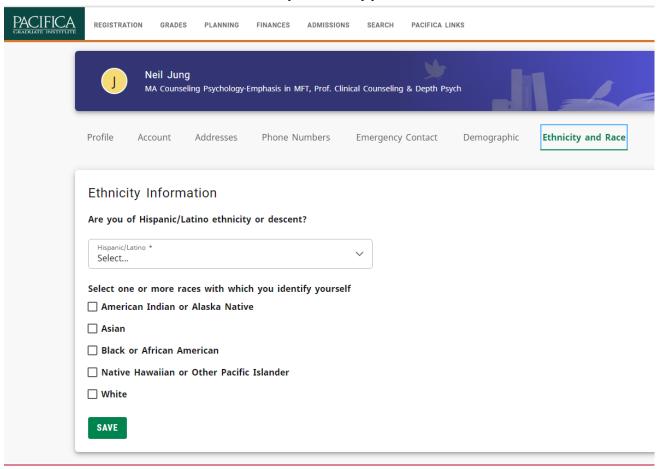
- If you notice something wrong with your pending changes select **Cancel Update** to stop your update request.
- Once the Registrar's Office approves your change request, your updated information will be recorded, and **you will receive an e-mail** to let you know that your change request has been approved.
- It may take up to a week for your changes to be approved.



Updating Your Ethnicity and Race Information

You can view and update the ethnicity and race information that is currently on file for you.

- 1. Select your name in the top right corner
- 2. Select Profile
- 3. Select the Ethnicity and Race menuitem.
- **4.** On the Ethnicity and Race page, review your current information.
- **5.** Specify whether you are of **Hispanic or Latino** ethnicity ordescent.
- **6.** Select one or more of the races for which you identify yourself.

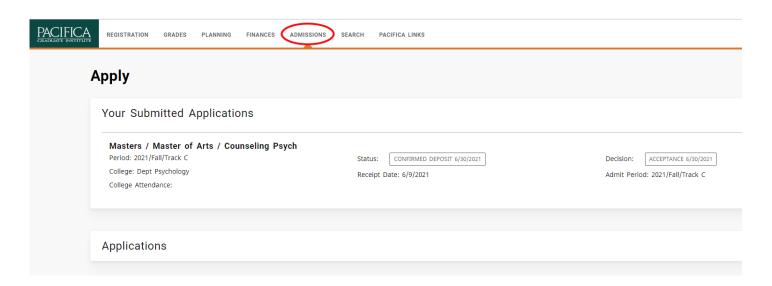


7. Select Save to record your changes.

Checking Your Application Status

To display the current status of your application for admission to Pacifica Graduate Institute:

- 1. Hover over the ADMISSIONS menu.
- 2. Select the Apply menuitem.



3. View the following status information:

Field	Typically Displays
Program, Degree, Curriculum	The program, degree, and curriculum for which you have applied.
Period	The academic year, term, and track for which you have applied for admission.
Status/Date	The current status of your application and the date this status was entered by our school.
Decision/Date	The current decision of your application and the date this decision was entered by our school.
College	The college to which you have applied.
Receipt Date	The date on which your application was received by the institution.
Admit Period	The academic year, term, and track to which you have been admitted to.
College Attendance	The academic level at which you have applied for admission (for example, graduate, undergraduate).

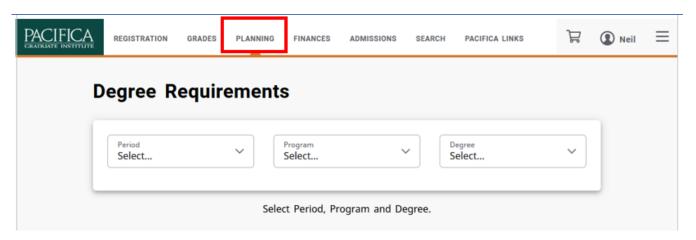
If you submitted more than one application, they will be sorted by **Receipt Date** and then **Period**, so that your most recent application will be listed first.

If you have any questions about any of the information listed on this screen then please contact the Admissions Office at applicant@pacifica.edu.

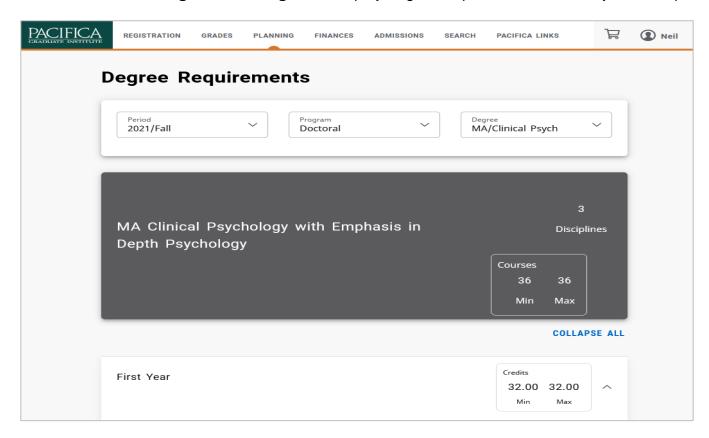
Determining Your Degree Requirements

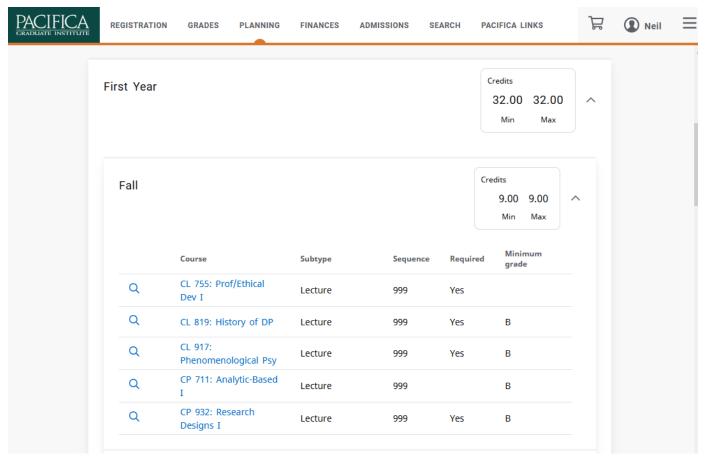
To view the course requirements necessary for completing a specified academic plan for a particular matriculation year and term:

- 1. Select the **Planning** tab.
- 2. Select the **Degree Requirements** menuitem.



3. Select the **Period**, **Program**, and **Degree** to display degree requirements for each year and quarter.





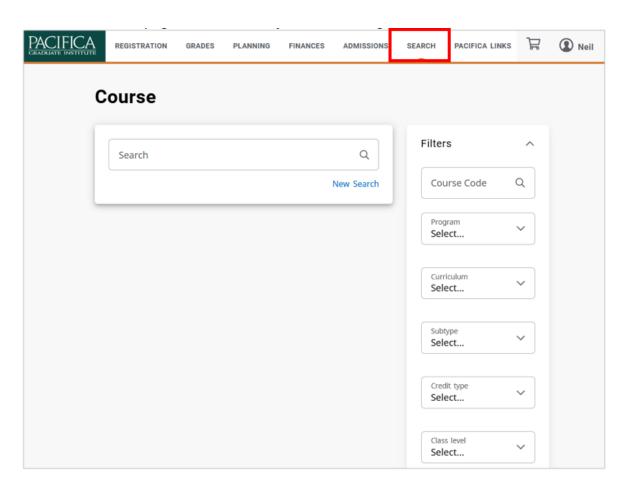
4. Review the information about the course requirements for the specified academic plan:

Column	Typically Lists	
Credits	The number of credits required to complete the term.	
Course	The name and number of the course displayed as a link to more information about the course	
Sub Type	The type of course (for example, lecture, internship, dissertation.)	
Sequence	The enrolled sequence number for the course.	
Required	Whether the course must be completed to fulfill the classification requirement.	
Minimum Grade	The minimum grade that must be earned for the course to fulfill the classification requirement.	

Searching For Courses in the Course Catalog

You can search for particular types of courses in the course catalog in either of these ways:

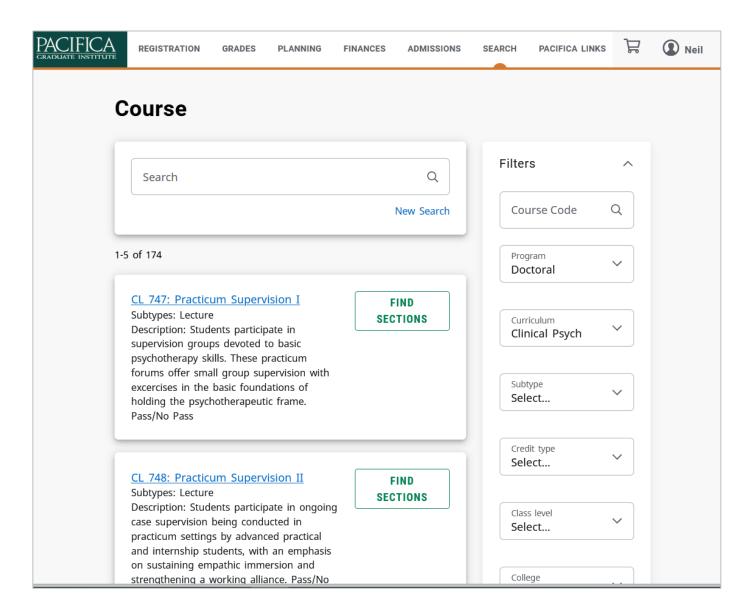
- 1. Select the Search tab
- 2. Select the Courses menu item
 - On the Course page, select from any of the following optional search criteria:



Field	Description
Course Code	If you know the Course Code, you can search for one particular course in the catalog, for example (CP 505)
Program	Specify the program you are looking for. (Doctor of Philosophy, Master of Arts)
Curriculum	Specify whether you are looking for a course within a particular course of study (Clinical Psychology, Counseling Psychology, and so on).
Subtype	Specify whether you are looking for a certain type of course (Dissertations, Internship, Lecture).
Credit Type	Specify whether you are looking for a Letter Grade, Pass No Pass, or Transfer Credit, for example.
Class Level	Specify whether you are looking for a course that is available at your level (1st Year, 2nd Year, and so on).

Department	Specify the academic department through which the course should be offered (Clinical Psychology, Counseling Psychology, Depth Psychology).
College	Specify the College you are interested in (Dept. of Humanities, Dept. of Myth Studies).
Population	Specify whether you are looking for a course that is open to a particular group of students (Any, Second Session Admit)

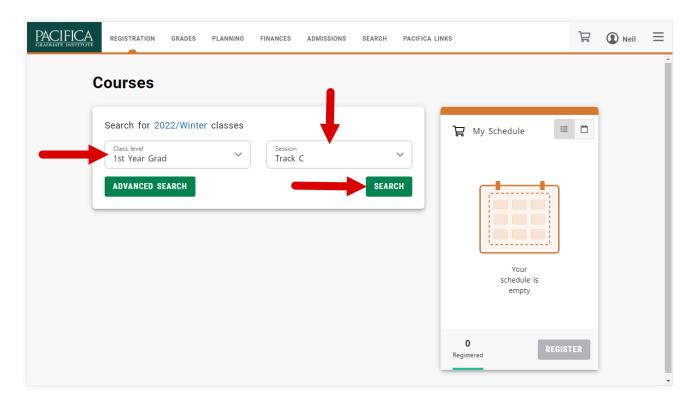
- 3. Review the list of courses that match your search criteria.
 - The names of courses are displayed as links to more information about the courses.
 - Find Sections buttons link to course sections



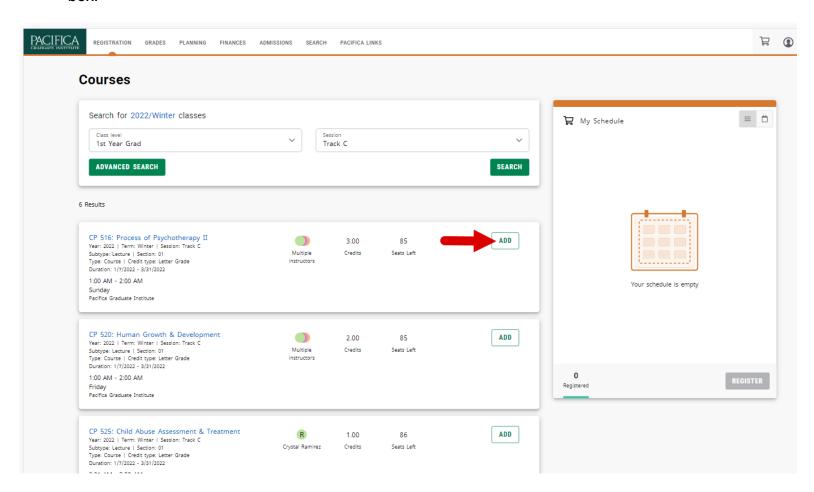
Registering For Courses

To register for traditional courses within a specified academic period:

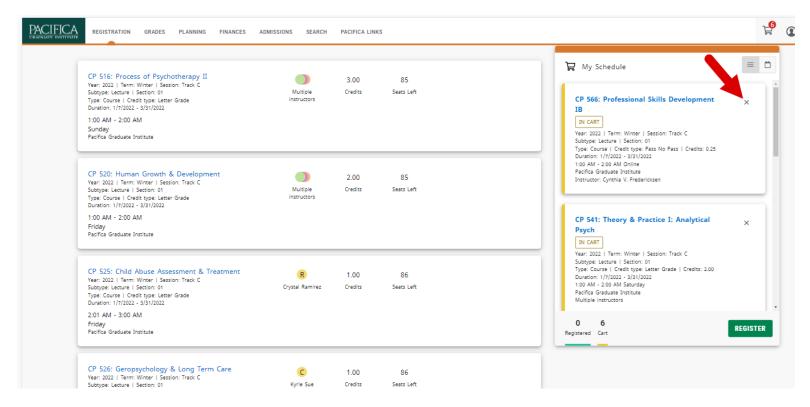
- 1. Select the Registration menu.
- 2. Select Courses.
- 3. Select your Class Level and Session from the respective drop-down boxes.
- 4. Click Search.



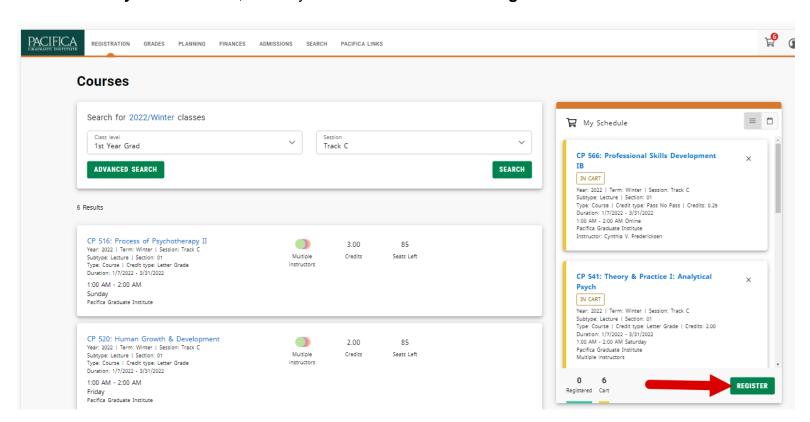
5. A list of courses matching your search criteria will be displayed. Click the **Add** button at the right of each course, add all courses you need to register for. This will add the courses to the **My Schedule** box.



6. Your courses will appear in the **My Schedule** box. If you need to remove a course you can click on the **X** in the upper right-hand corner of the course description box.



7. In the My Schedule box, review your courses and click the Register button.

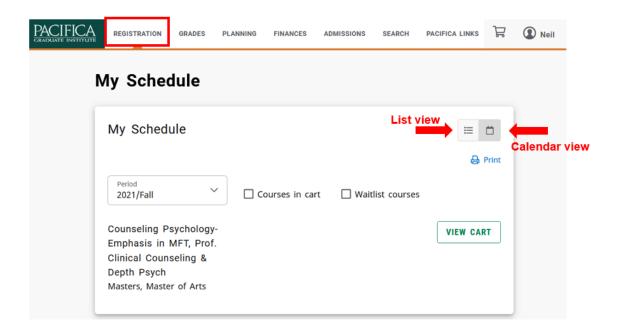


8. You will receive a registration confirmation email at your my.pacifica.edu student email account.

View Your Course Schedule

To view a schedule of the classes for which you have registered, have been put on the waitlist, or have added to your cart:

- 1. Select the **Registration** tab.
- 2. Select the My Schedule menu item.

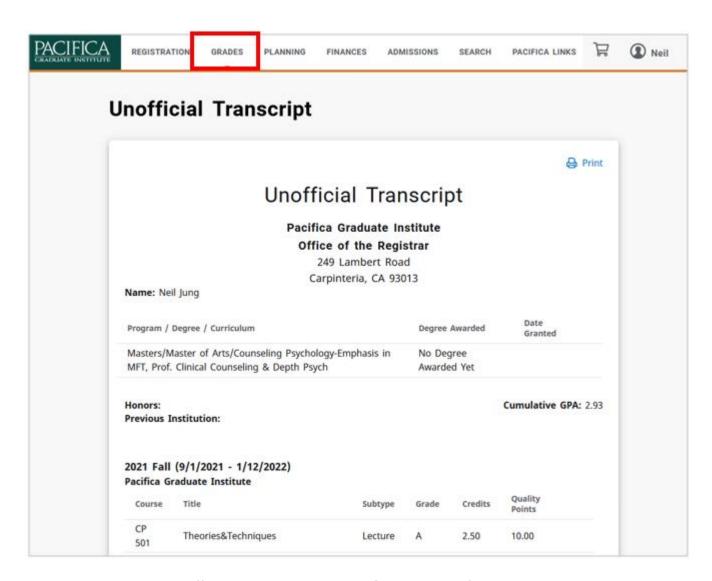


- 3. Specify whether you want to see your schedule in a List or Calendar
 - The List view display shows ALL the course details, including the course title and instructor's name.
 - The Calendar view shows your courses on a calendar for the week. Please note that course
 meeting times are estimates and will likely be subject to change. Please refer to the session
 schedule you are provided for actual course meeting times.
- **4.** Choose the time **Period** you want to view.
- **5.** Specify which courses you want to include in your schedule. As you specify, the information will populate on the screen

Viewing Your Unofficial Transcript

To display your complete academic history at Pacifica Graduate Institute:

- 1. Select the Grades tab.
- 2. Select the Unofficial Transcript menuitem.
- 3. View your unofficial transcript, which is sorted by academic year and term, and includes:
 - A list of degrees you have been awarded
 - A list of the honors and GPAs you have earned at other institutions.
 - Your coursework, grades, and credits for each term you have attended.

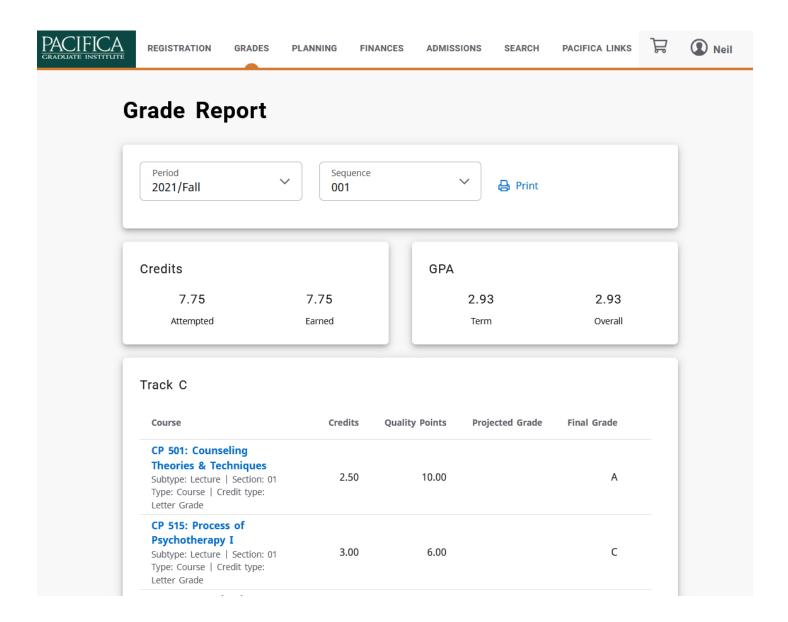


If you want to print out your unofficial transcript, select **Print** and specify your printer options.

Viewing Your Grades

To display your grades for a specified year and term:

- 1. Select the **Grades** tab.
- 2. Select the **Grade Report** menu item.
- 3. Select the **Period** for which you want to view your grades. If you have been enrolled in more than one program then you may also need to select the correct **Sequence** number.



4. The page will display your total credits and GPA. It will also display each class you took during the selected term and the grade you received.

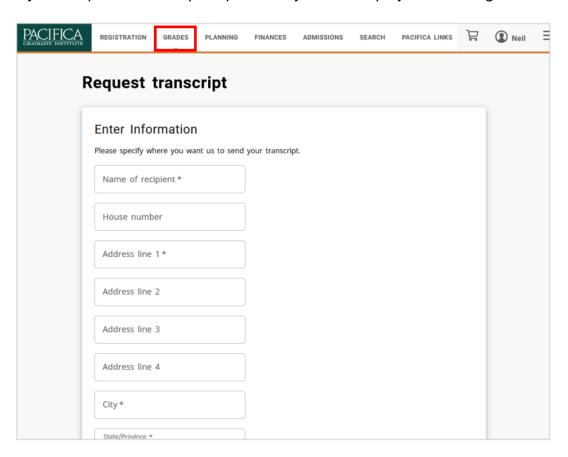
If you believe that a grade is incorrect, please contact the Registrar's Office at registrar@pacifica.edu
If you want to print out your grade report, select **Print** and specify your printer options.

Requesting Your Official Transcript

To request one or more copies of your transcript to be sent to a specified person or organization:

- Select the Grades tab.
- 2. Select the Request Transcript menuitem.

If you have any uncompleted transcript requests they will be displayed on the right side of the window.



- **3.** Specify where you want us to send your transcript.
 - You can have your transcript sent to yourself or someone else. Enter the name and address information for whom the transcript should be sent to. At a minimum, you will have to enter the Recipient Name, Address Line 1, City, State, Zip Code, Country, Number of Copies, and the reason for your request.
- 4. Review the **Disclosure Statement** and check the Disclosure check box.
- 5. Select Submit Request.
- **6.** Review the list of transcript requests.
- 7. To complete your transaction select Continue.

If you need to enter another transcript request, select **Add More...** and enter the information for your next transcript request.

If you decide **NOT** to submit any of the transcript requests currently listed on the page, select **Cancel Transaction.**

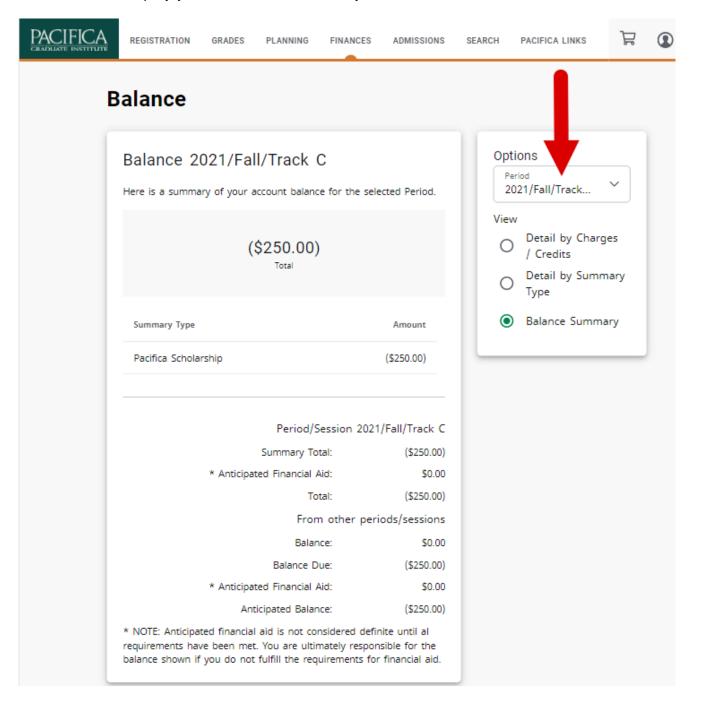
You will receive an email when your request has been processed by the Registrar's Office.

Viewing Your Financial Information

Viewing Your Account Balance

To view details of your charges and credits for a specified period, along with a subtotal for any balance from other periods and the amount of financial aid anticipated:

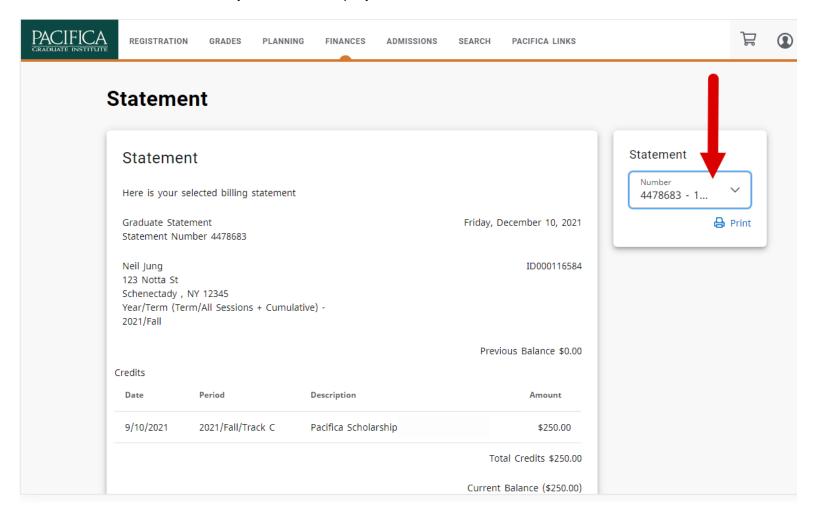
- 1. Select the Finances tab.
- 2. Select the Balance menu item.
- 3. Choose the time **Period**.
 - Select a **Period** from the drop-down list to display your account balance for a specified period, or
 - Select All to display your entire balance history.



Viewing Your Billing Statement

To view your billing statement:

- 1. Select the Finances tab.
- 2. Select the Statement menu item.
- 3. Choose the **Statement** you want to display.



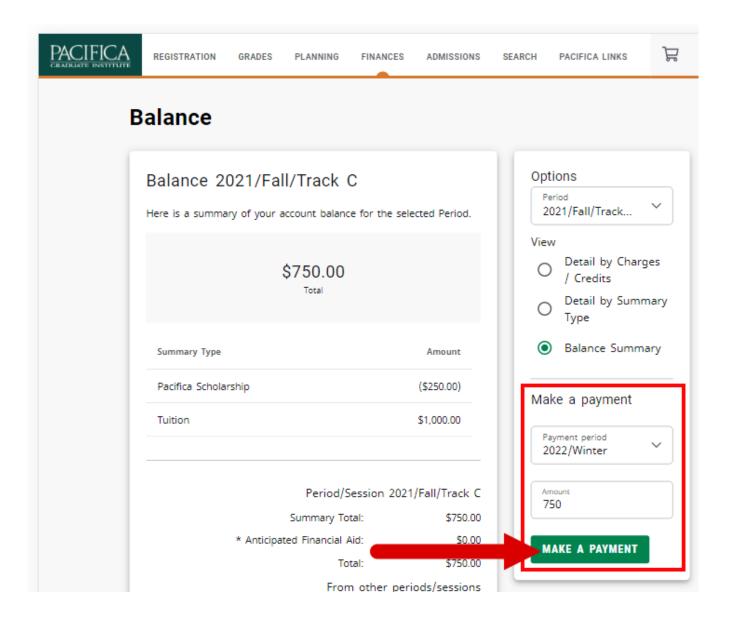
4. Review your statement, which may include any of the following information:

Statement Section	Description	
Charges	A list of the expenses you have incurred, including tuition and fees.	
Credits	A list of the payments that have been applied to your balance, including loans and grants.	
Anticipated Aid	A list of the financial aid amounts that we expect you to receive.	
Payment Plan Information	If you have signed up for a payment installment plan, your payment due dates and amounts will be listed.	

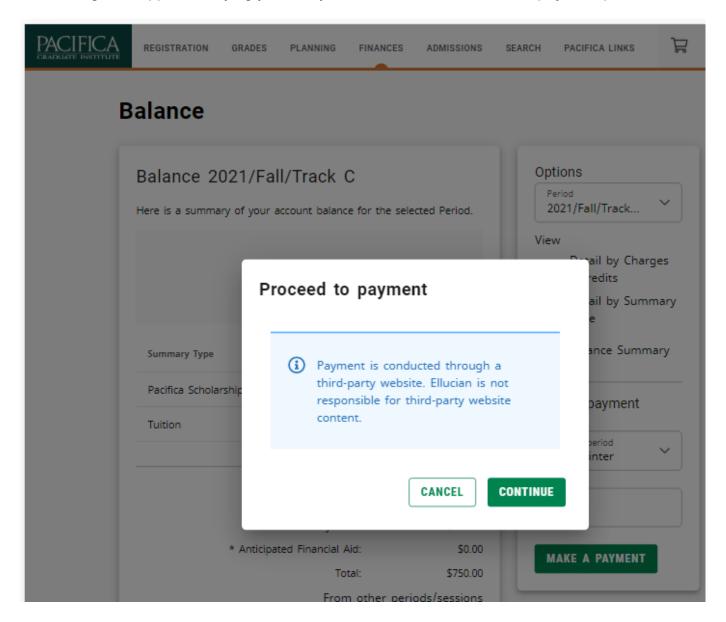
Making a Payment

To view your balance and make a payment online:

- 1. Select the Finances tab.
- 2. Select the Balance menu item.
- 3. Review your balance.
- **4.** Select the **Payment period** you would like your payment applied to.
- 5. Enter the **Amount** you would like to pay.
- 6. Click the Make a Payment button.

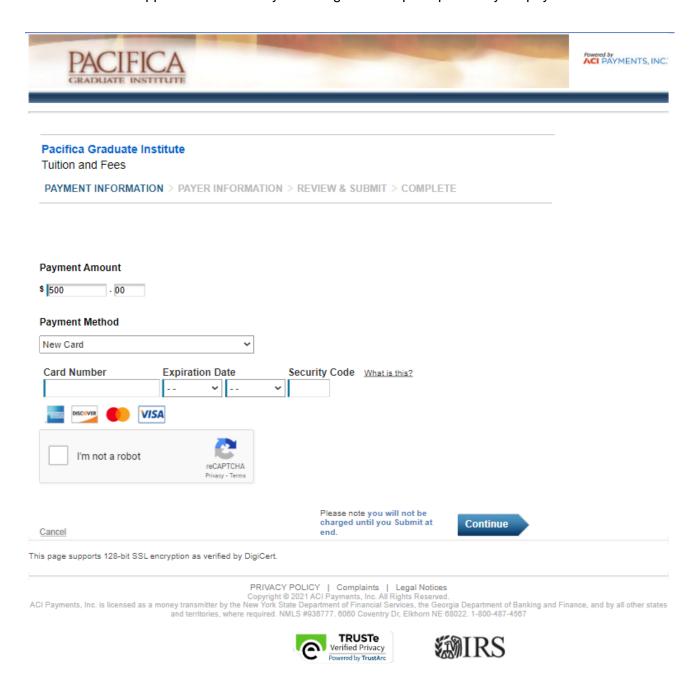


7. A message will appear notifying you that you will be routed to Pacifica's payment processor's website:



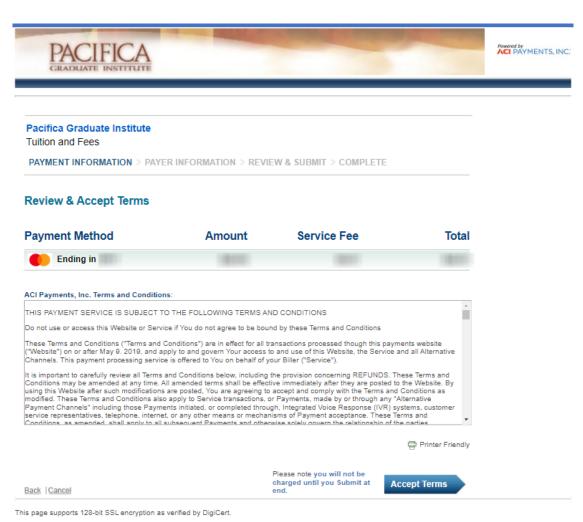
8. Select Continue.

9. A new window will appear that will take you through four steps to process your payment.



10. Provide your payment method information

- Enter your card number, expiration date, and security code.
- Do not enter any spaces in your credit card number.
- If your payment amount is equal to or greater than \$3,000 you will also have to enter your city, state, zip code, and country.
- Check the box that says I'm not a robot.
- Click Continue.



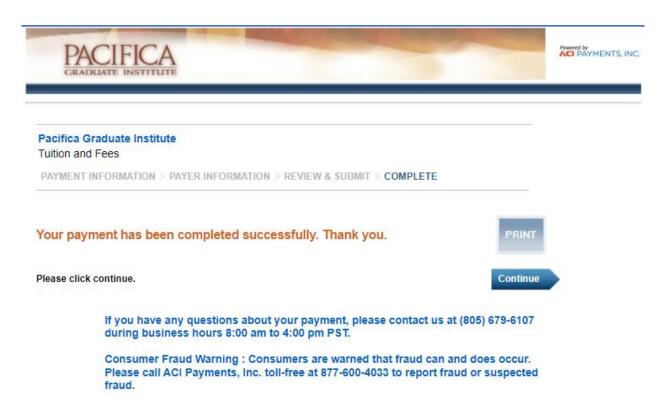
11. On the following screen select Accept Terms.



- **12.** Enter your **name** exactly as it appears on your card and the address and phone number associated with your card.
- 13. Select Continue.

PACIFICA GRADUATE INSTITUT	E			ACI PAYMENTS,
Pacifica Graduate Institut Tuition and Fees	e			
PAYMENT INFORMATION >	PAYER INFORMATION > REVIE	W & SUBMIT > COMPLETE		
REVIEW & SUBMIT				
Payment Method	Amount	Service Fee	Total	
Ending in				
Account Information	Name Street Address			
	City			
	State			
	Zip code			
	Country			
	Daytime phone			
				Submit

14. Review your payment amount, address, and address and select Submit.

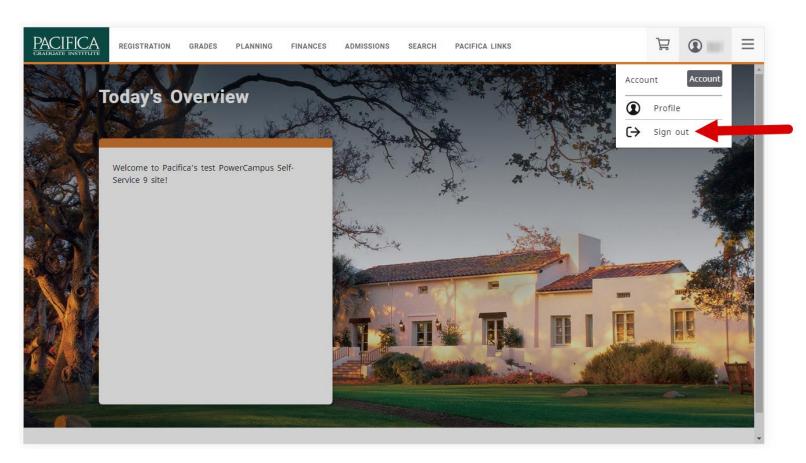


- **15.** The following screen will confirm that your payment has been successfully processed. Select **Continue**.
- **16.** You will then be returned to the My.Pacifica Self-Service site. Your balance will now reflect the payment you just made.

Logging Out

When you are done using My.Pacifica Self-Service you should log out. To log out:

- **1.** Select your name in the top right corner.
- 2. Select Sign out.



- 3. If you have Office 365 open in your web browser you should log out of that if you are done with it.
- 4. It is recommended you close your web browser after you log out.