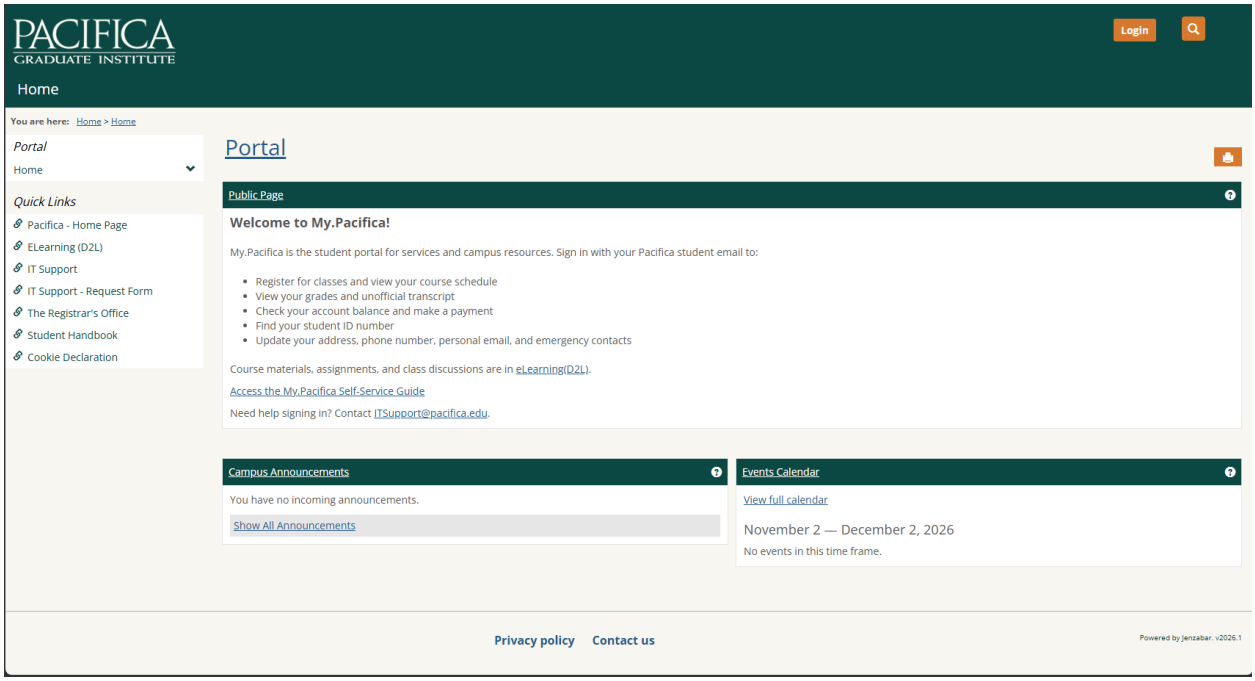
My.Pacifica Student Self-Service Guide

Introduction to My.Pacifica

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 can do all of the following online:

- Register for classes
- View your course schedule
- View your grades and your unofficial transcript
- View your account balance and transaction history
- Make a payment online
- View your student ID number
- Update your address, phone numbers, email, and preferred name

My.Pacifica is for student services only. Your course materials, assignments, and class discussions remain in D2L Brightspace.



Before You Start

You need three things to use My.Pacifica:

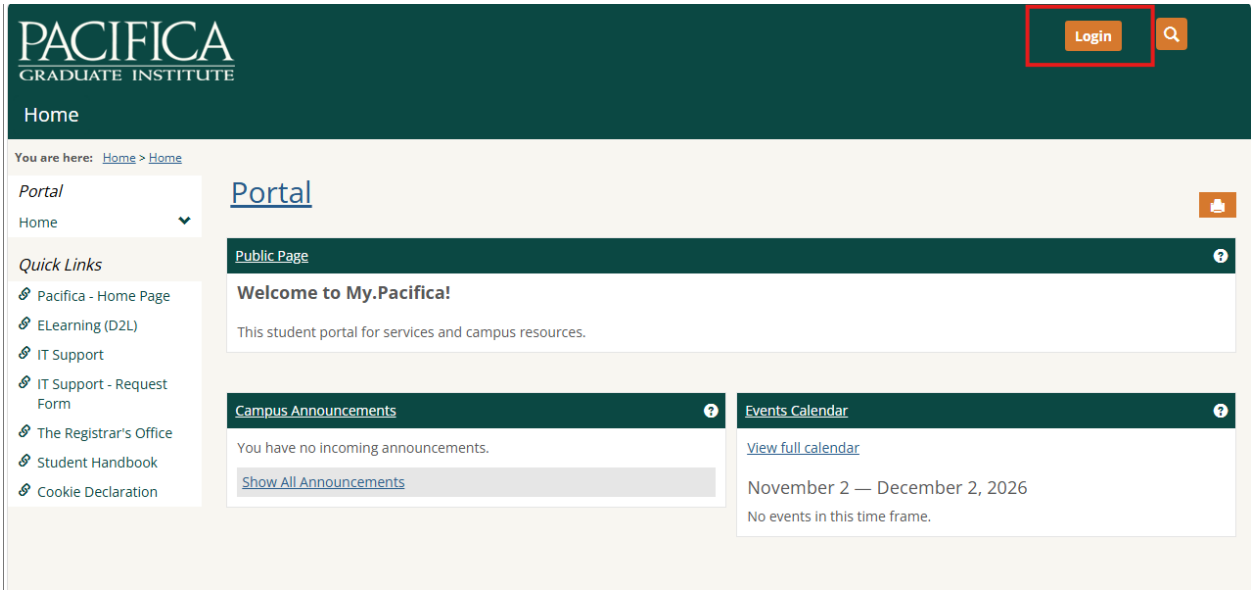
- A computer, tablet, or phone with an internet connection. My.Pacifica adjusts to smaller screens.
- A current web browser (Chrome, Edge, Firefox, or Safari) with cookies and JavaScript turned on.
- Your Pacifica student email address and password. IT sends these to your personal email when you are admitted. If you have not received them, contact ITSupport@pacifica.edu.

The portal address is **https://ss.my.pacifica.edu**. Bookmark it for quick access.

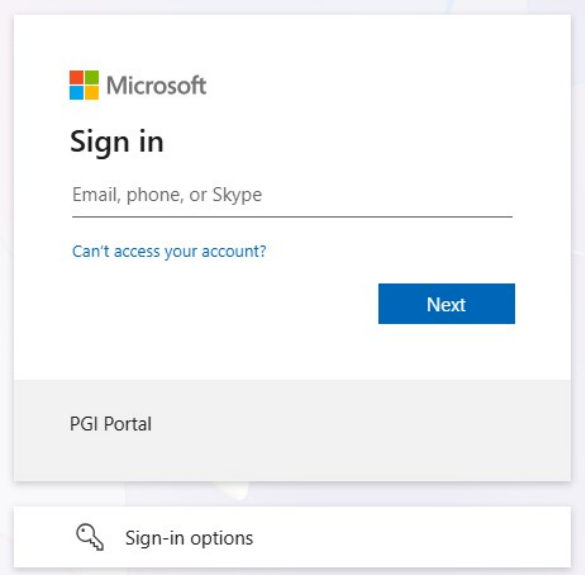
Logging In

You sign in to My.Pacifica with your Pacifica Microsoft 365 student email account.

1. Go to https://ss.my.pacifica.edu.
2. Select **Login** in the upper-right corner of the page.

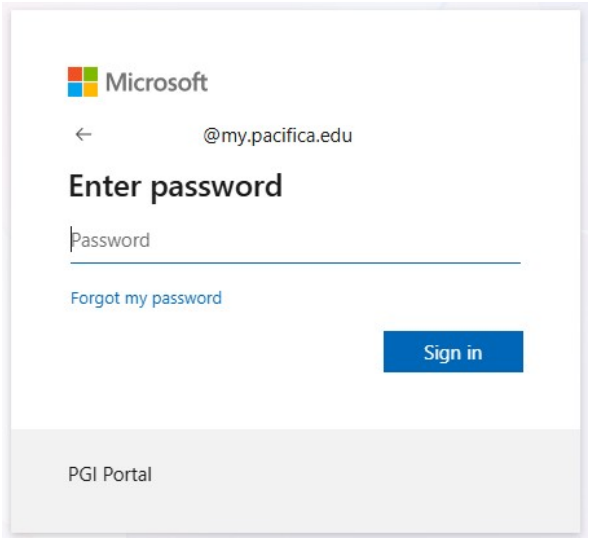


3. Enter your student email address and select **Next**.



   - If you are already signed in to Microsoft 365 in this browser, you go straight into My.Pacifica.
   - If you have signed in before, you may be asked to pick your account from a list.

4. Enter your password and select **Sign in**. Passwords are case-sensitive.



5. If asked to stay signed in, select **No** on a shared computer. Otherwise, **Yes** is fine.
6. Complete any multi-factor prompt (Authenticator app).

You are now signed in. Select the person icon in the upper-right corner to see your name.



For sign-in problems, contact ITSupport@pacifica.edu or 805.679.6199. You will need your student ID number to identify yourself.

If You Forgot Your Password

Your My.Pacifica password is your Microsoft 365 password, so you reset it through Microsoft, not through the portal.

1. On the Microsoft password screen, select **Forgot my password**.
2. Follow the steps to verify your identity and choose a new password.
3. Use the new password for both My.Pacifica and your student email.

After too many failed sign-in attempts, your account may be locked. Contact ITSupport@pacifica.edu to unlock it.

Getting Around the Portal

My.Pacifica is organized into tabs across the top of every page, plus a user menu under the person icon in the upper-right corner.

Tab	What you'll find
Registration	Student Registration Center: search the course catalog and register for courses
Academic	Student Information: My Course Schedule, Student Grade Report, My Unofficial Transcript
Finances	My Financial Account (balance and payments), Financial Aid, Student Refunds, Financial Document Center
Update Information	Update Info (address, phone, email), Transcript Request, Ethnicity and Race, Emergency Contact
Quick Links (left side on every page)	Helpful links to other Pacifica sites and services
Person icon (upper right)	My profile & settings, and Log out

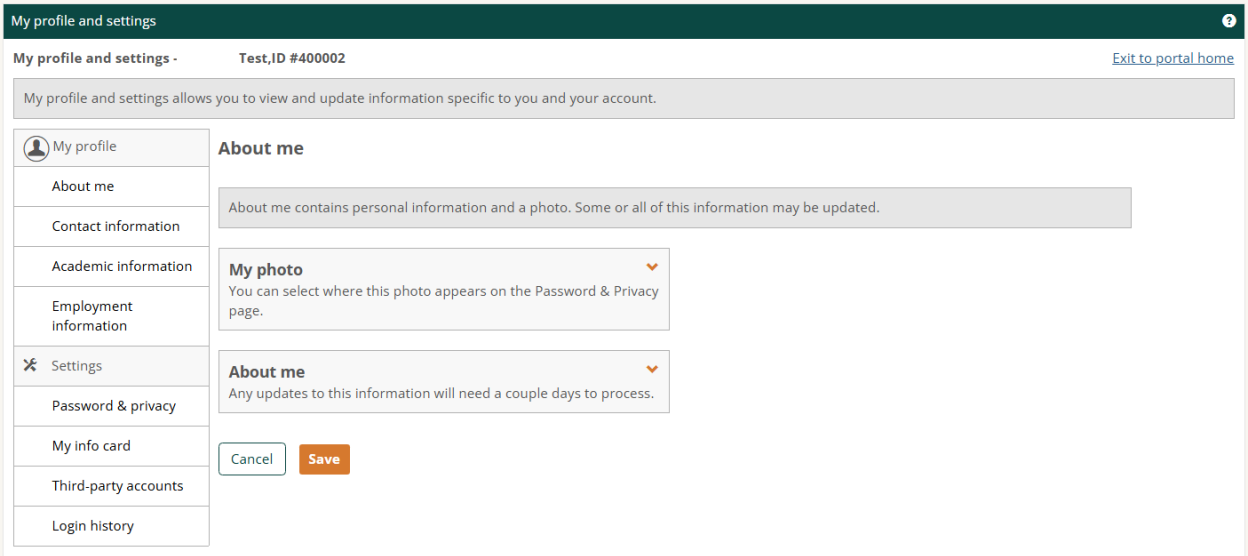
On a phone or narrow window, the tabs collapse into a menu icon (three lines) in the upper corner. Select it to see every tab.

Each tab has a sidebar on the left listing its pages. Most pages hold several boxes called *features*; each has its own title bar, and many have a **?** icon that opens Jenzabar's built-in help for that feature.

Your Profile and Personal Information

Your personal information lives in two places:

- **My profile & settings** (person icon in the upper right) shows your name, student ID, and contact information on file, and lets you view your phone numbers and email addresses directly.



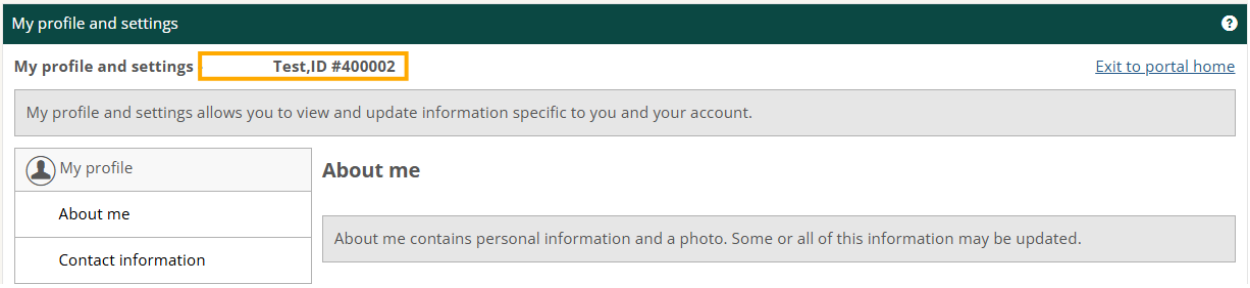
- **Update Information** holds the request forms for changes that the Registrar's Office must review: address updates, emergency contacts, and ethnicity and race information.

Finding Your Student ID Number

1. Select the person icon in the upper-right corner, then **My profile & settings**.



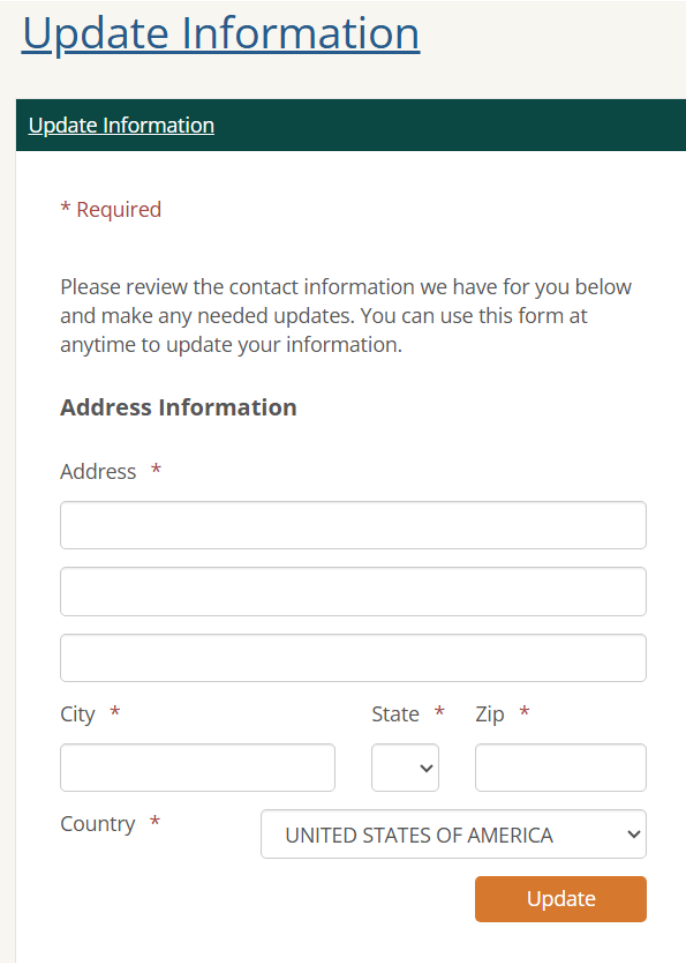
2. Your student ID appears in the header line at the top of the page, after your name: *My profile and settings – Your Name, ID #1234567*.



Updating Your Address

Address changes are submitted through the **Update Info** form and reviewed by the Registrar's Office before they appear on your record.

1. Select the **Update Information** tab, then open **Update Info**.
2. Under **Update Address Information**, review the address on file and enter any changes. Address, City, State, and Zip are required.



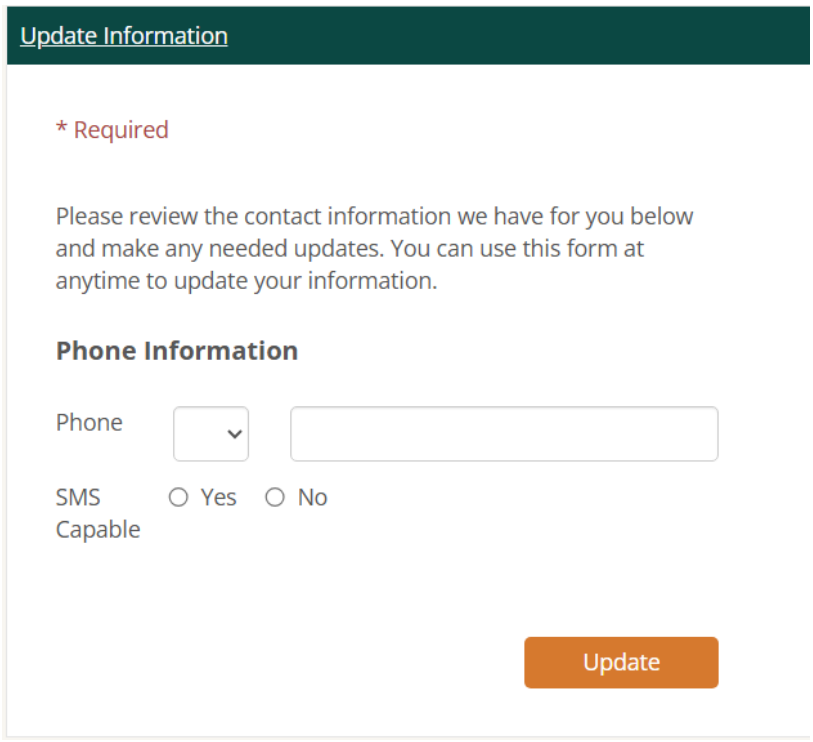
3. Select **Update** to submit your request.

Your current address stays on your record until the Registrar's Office approves the change.

Updating Your Mobile Phone Number

Changes to your mobile phone number are also submitted through the **Update Info** form and reviewed by the Registrar's Office before they appear on your record.

1. Select the **Update Information** tab, then open **Update Info**.
2. Under **Update Mobile Phone Number**, review your current mobile phone number on file and enter any changes. Phone Country, Number, and SMS Capable are required.

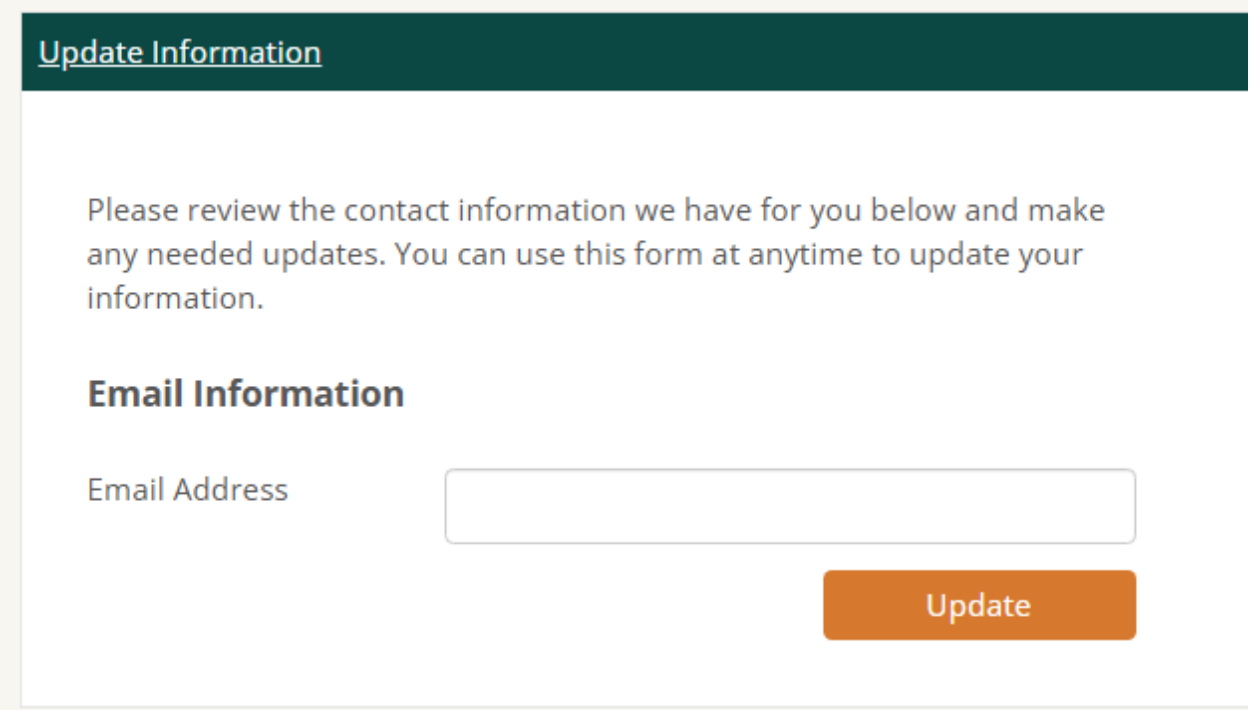


3. Select **Update** to submit your request.

Updating Your Personal Email

Your Pacifica student email is your school email on record and cannot be changed. You can add a personal email as a backup.

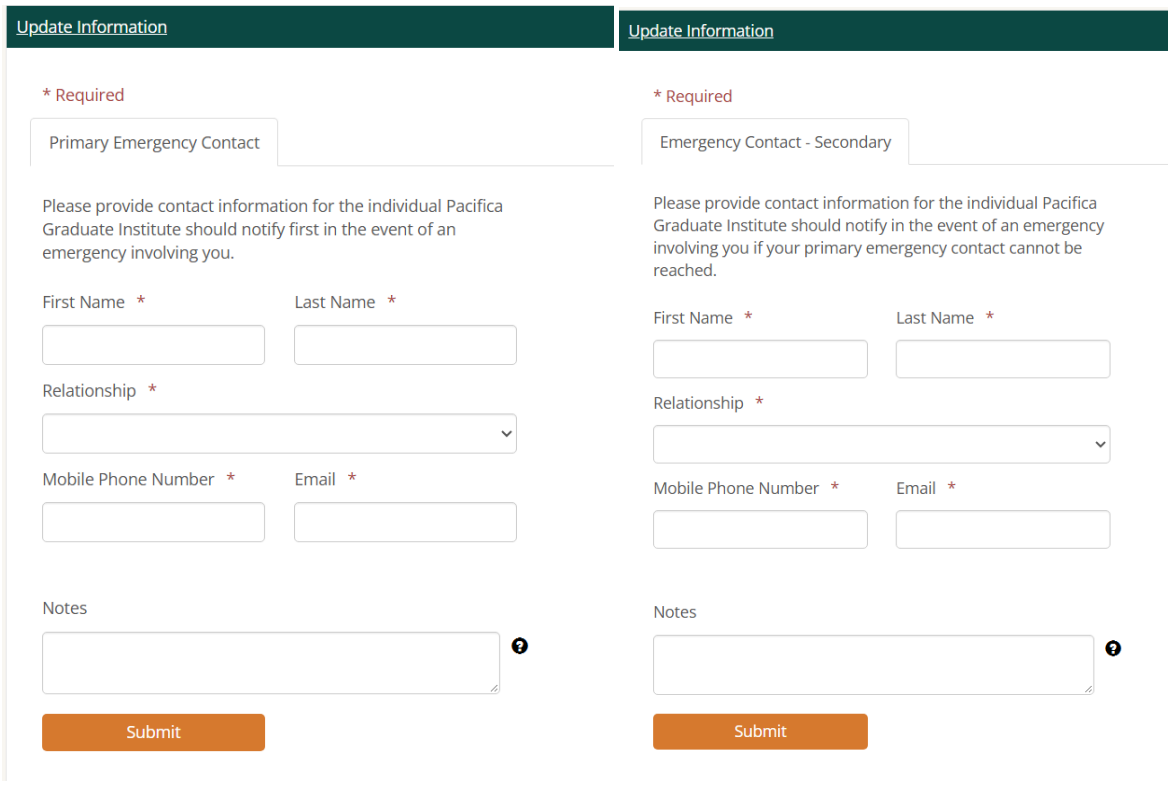
1. Select the **Update Information** tab, then open **Update Personal Email**.
2. Under **Update Personal Email**, review your current personal email on file and enter any changes.



3. Select **Update** to submit your request.

Adding Emergency Contacts

1. Select the **Update Information** tab, then open the **Emergency Contact – Primary** form.
2. Enter the contact's name, relationship, phone number, and email.
3. Select **Submit**.

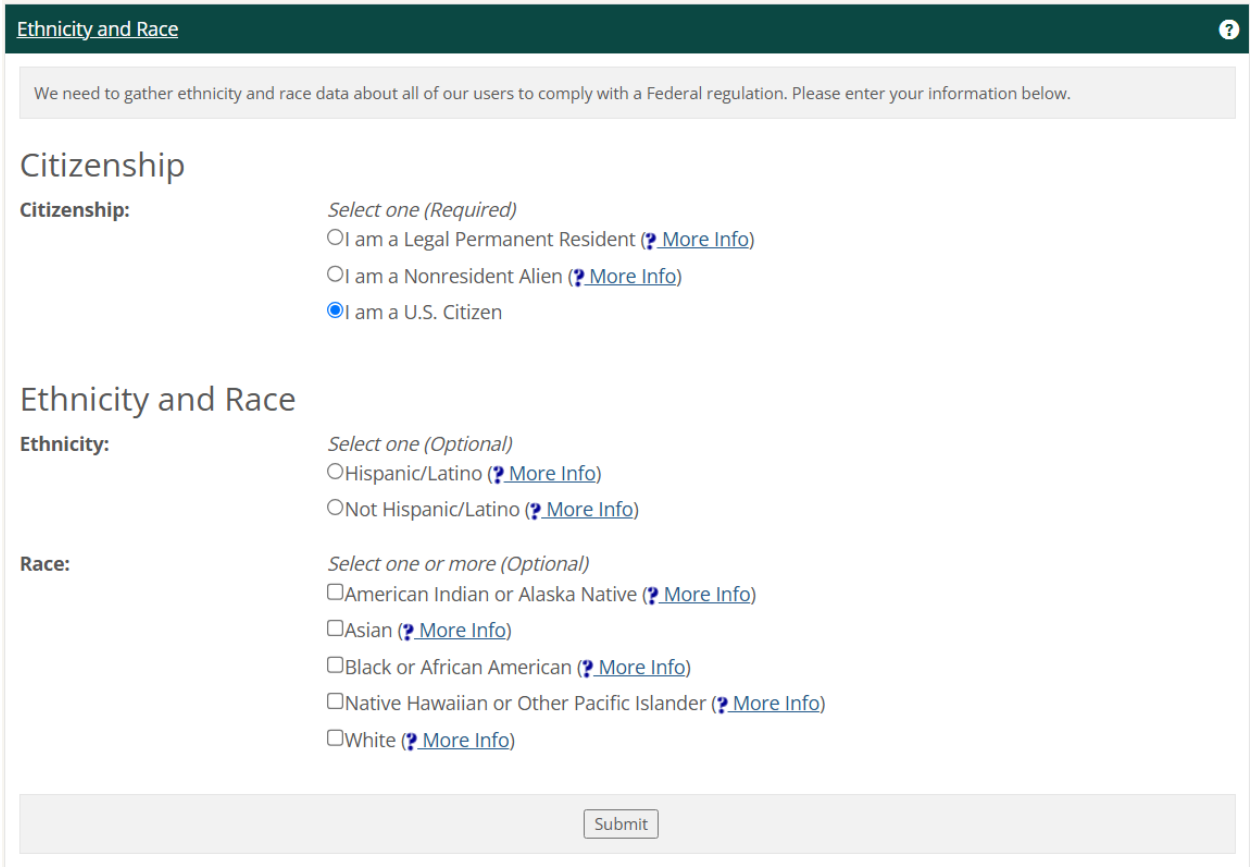


4. Choose the **Emergency Contact – Secondary** form to list a secondary contact.

Updating Your Ethnicity and Race Information

Pacifica collects this information to comply with federal reporting requirements.

1. Select the **Update Information** tab, then open **Ethnicity and Race**.
2. Under **Citizenship**, select one option.
3. Under **Ethnicity**, indicate whether you are Hispanic or Latino.
4. Under **Race**, select one or more options. Each option has a **More Info** link if you want a definition.



5. Select **Submit**.

Preferred Name and Profile Photo

On the **About me** tab of My profile & settings you can set a preferred name (how your name appears inside My.Pacifica) and upload a profile photo. Select **Save** after any change. Updates may take a couple of days to process.

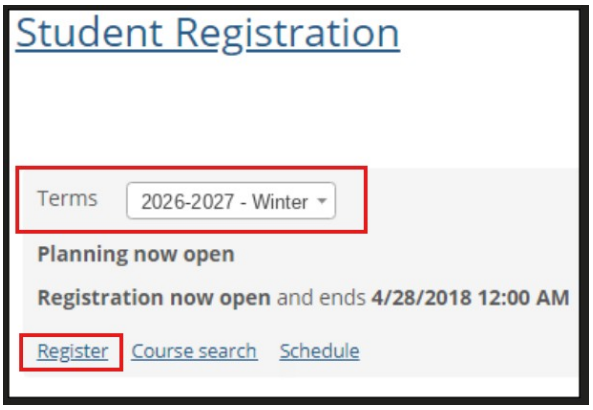
Registering for Courses

You plan and register for courses in **Student Registration** on the Registration tab. Registration is a two-step process: first you add courses to your calendar, then you register from the checkout screen. Adding a course to your calendar does not register you.

You can register only while the registration period for your term is open; the Student Registration page shows the end date. A late registration fee applies to registrations processed after the published deadline.

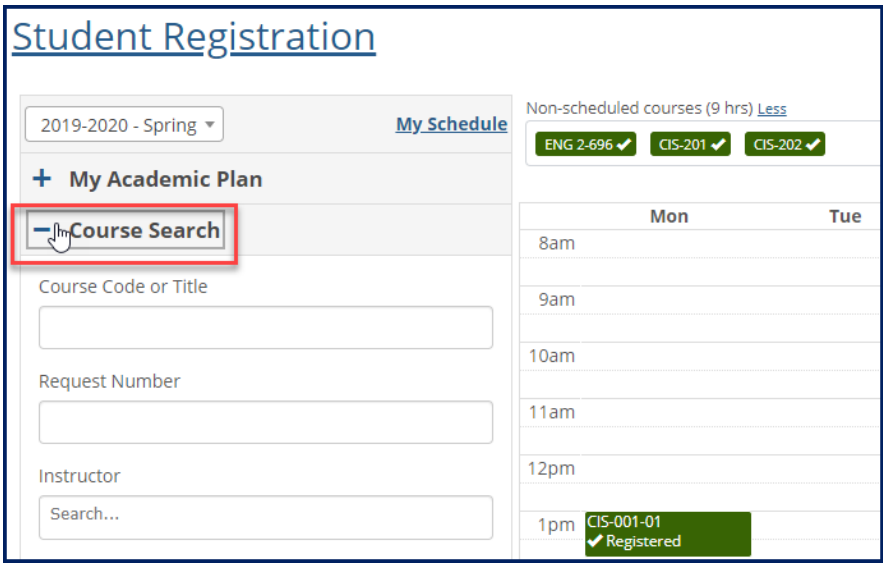
Step 1: Open Registration for Your Term

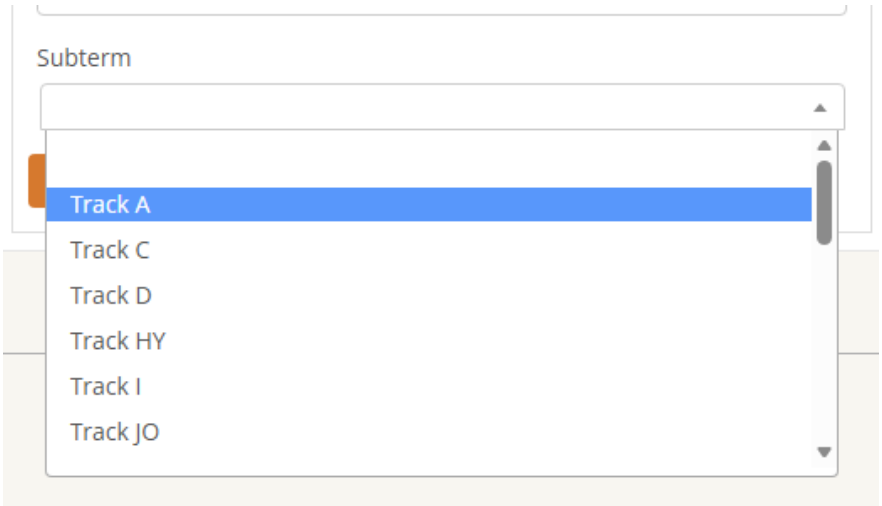
1. Select the **Registration** tab.
2. In the **Student Registration** box, choose your year and term from the **Terms** dropdown (for example, *2026-2027 - Winter*).
3. Select the blue **Register** link.



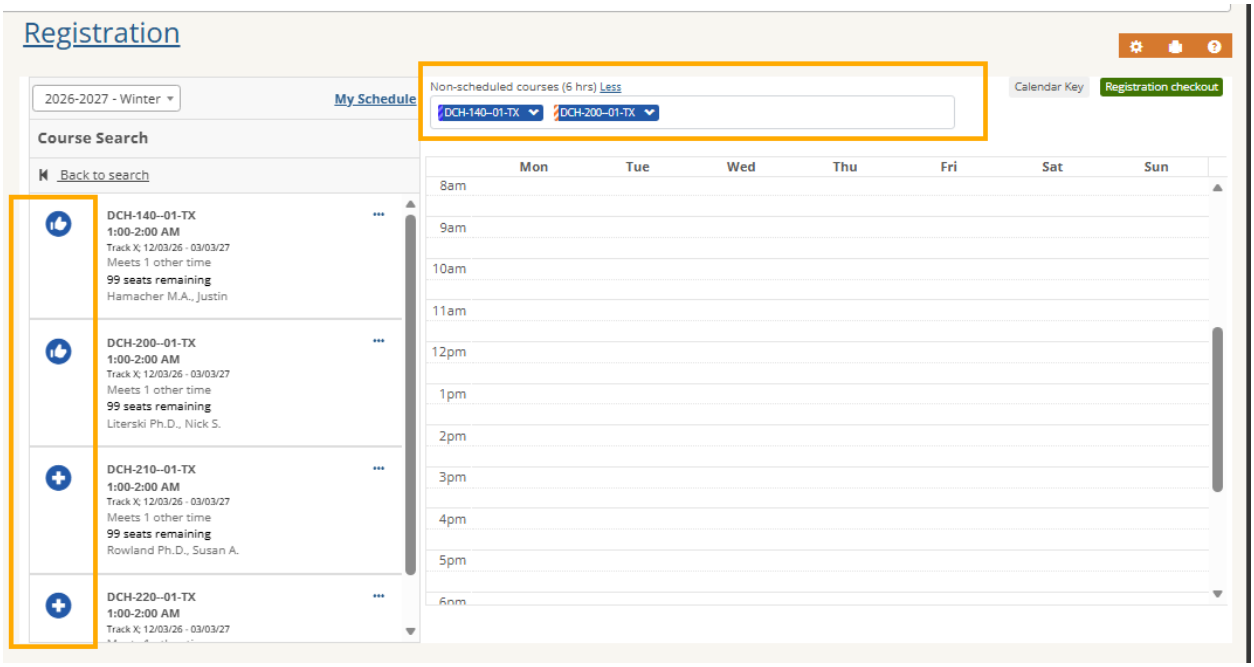
Step 2: Find Your Courses

1. In the left panel, open **Course Search**.
2. Filter by your enrolled **subterm** (your track), then select **Search Courses**.





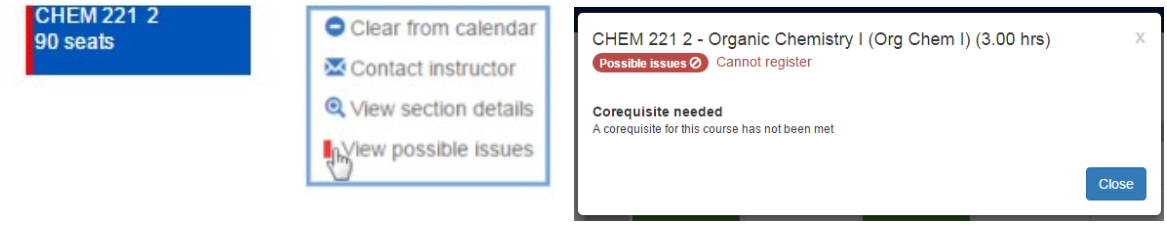
3. For each course on your program's course list for the term, select the **Add** icon next to the section, or open the **...** menu and choose **Add to my schedule**. *Adding a course places it on your calendar but does not register you yet.*



Step 3: Check Your Calendar for Issues

Review the courses on your calendar before you check out.

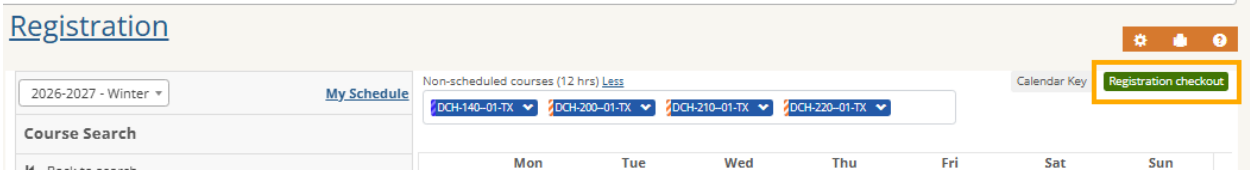
- A **solid red stripe** on a course means something will block registration, such as a hold or a schedule conflict. Select the course and choose **View possible issues** to see what is needed.



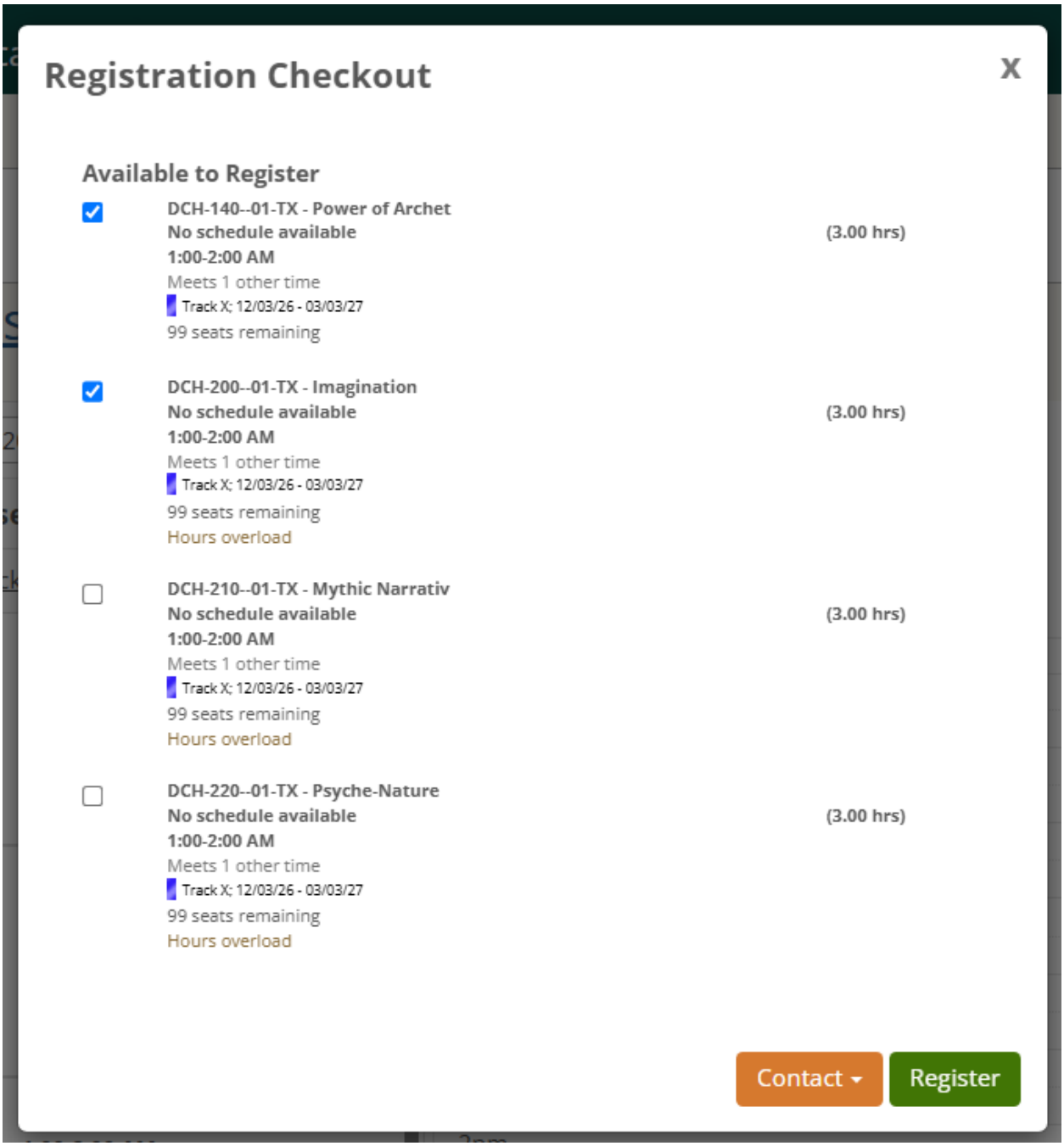
- An **amber stripe** is a warning that will not block registration.

Step 4: Register

1. When every course you need is on your calendar, select **Registration checkout**.



2. In the **Registration Checkout** window, check the courses under **Available to Register**.
3. Select **Register**.



4. A message confirms whether your registration was successful. Registered courses turn **green** on your calendar and are labeled **Registered**.

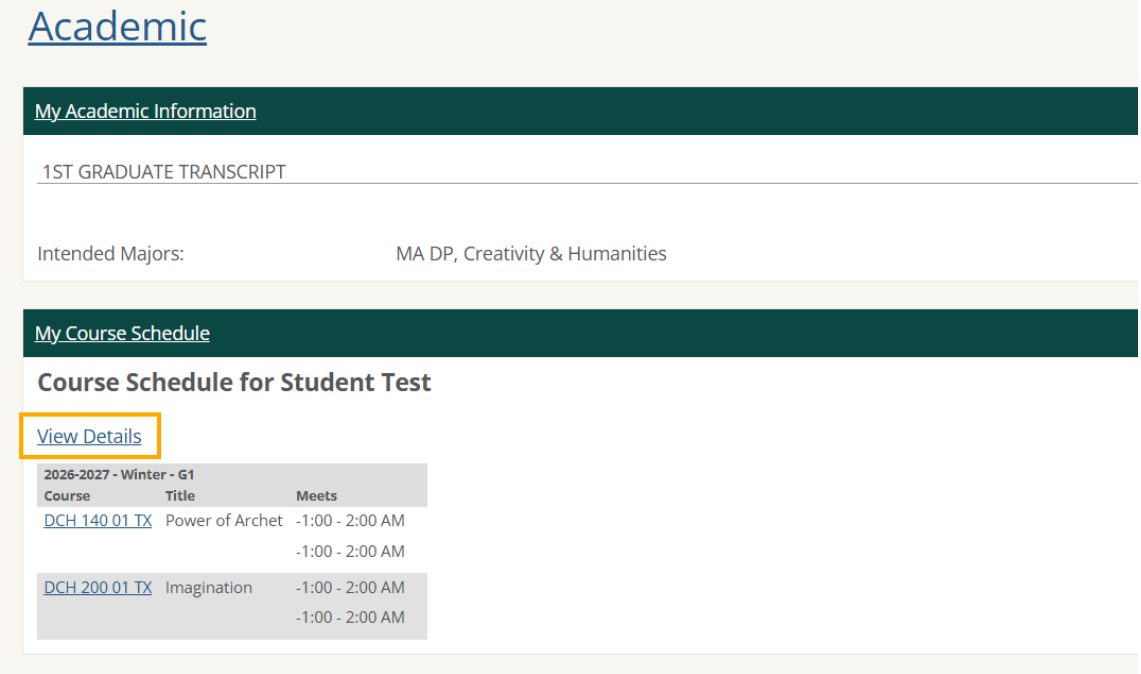


5. A registration confirmation is sent to your Pacifica student email.

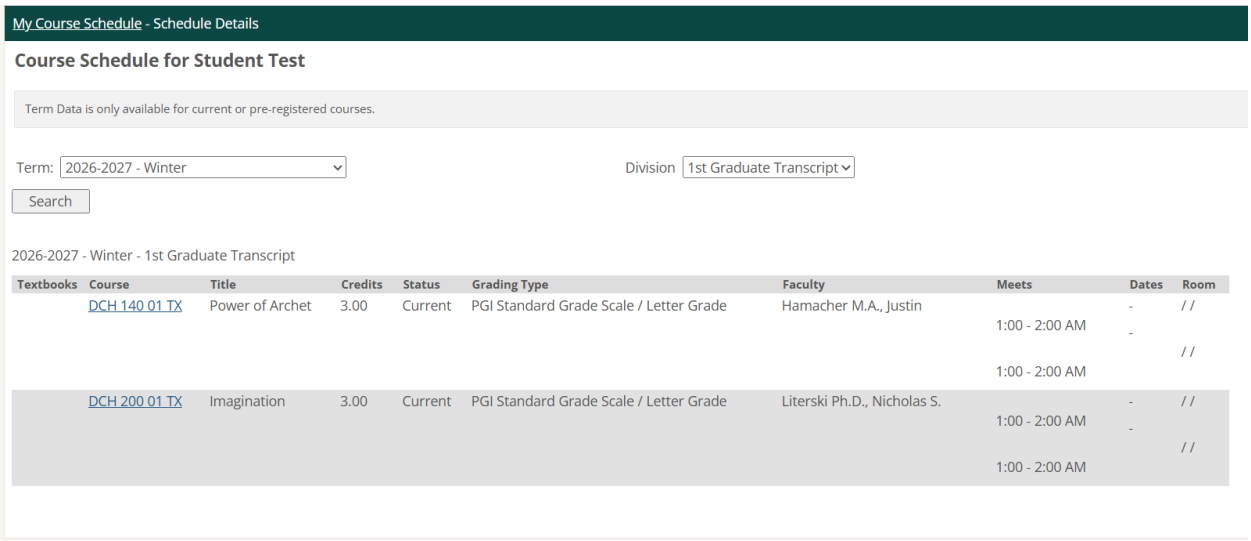
If you have questions or trouble registering, contact Amy Bristol, abristol@pacifica.edu, 805.679.6154 in the Registrar's Office.

Viewing Your Course Schedule

1. Select the **Academic** tab, then **Student Information** in the sidebar, then **My Course Schedule**.



2. Choose the **Term** (for example, *2026-2027 - Fall - Track N*) and, if needed, the **Division**.
3. Select **Search**.
4. Review your courses: textbooks, course, title, credits, status, grading type, faculty, meeting times, dates, and room.



Schedule details are available only for terms you are currently registered or pre-registered in. Meeting times shown are estimates; refer to your session schedule for actual meeting times.

Grades and Transcripts

Grades and your unofficial transcript are under **Student Information** on the Academic tab. Official transcript requests go through a form on the Student Forms tab.

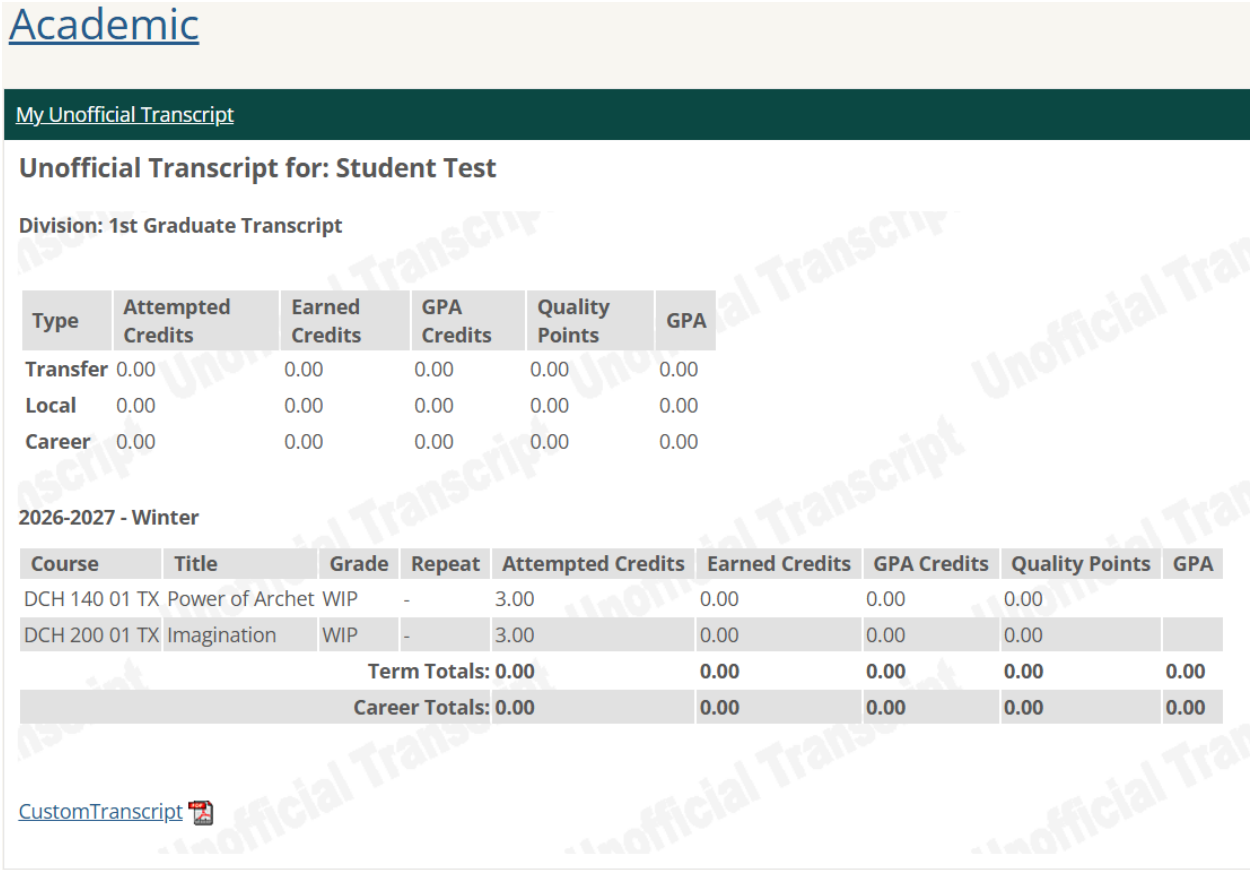
Viewing Your Grades

1. Select the **Academic** tab, then **Student Information**, then **Student Grade Report**.
2. Choose the term you want to view. If you have been in more than one program, also choose the program.
3. Review each course, your grade, credits earned, and your term GPA.
4. To keep a copy, use the print icon or your browser's **Print** option.

If no grades have been posted yet, the page shows *No grades are currently available*. If you believe a grade is incorrect, contact the Registrar's Office at registrar@pacifica.edu.

Viewing Your Unofficial Transcript

1. Select the **Academic** tab, then **Student Information**, then **My Unofficial Transcript**.
2. Choose your **Division** if asked.
3. Review your degrees awarded, GPA, and the courses, grades, and credits for each term, organized by program and term.



Academic

My Unofficial Transcript

Unofficial Transcript for: Student Test

Division: 1st Graduate Transcript

Type	Attempted Credits	Earned Credits	GPA Credits	Quality Points	GPA
Transfer	0.00	0.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00
Career	0.00	0.00	0.00	0.00	0.00

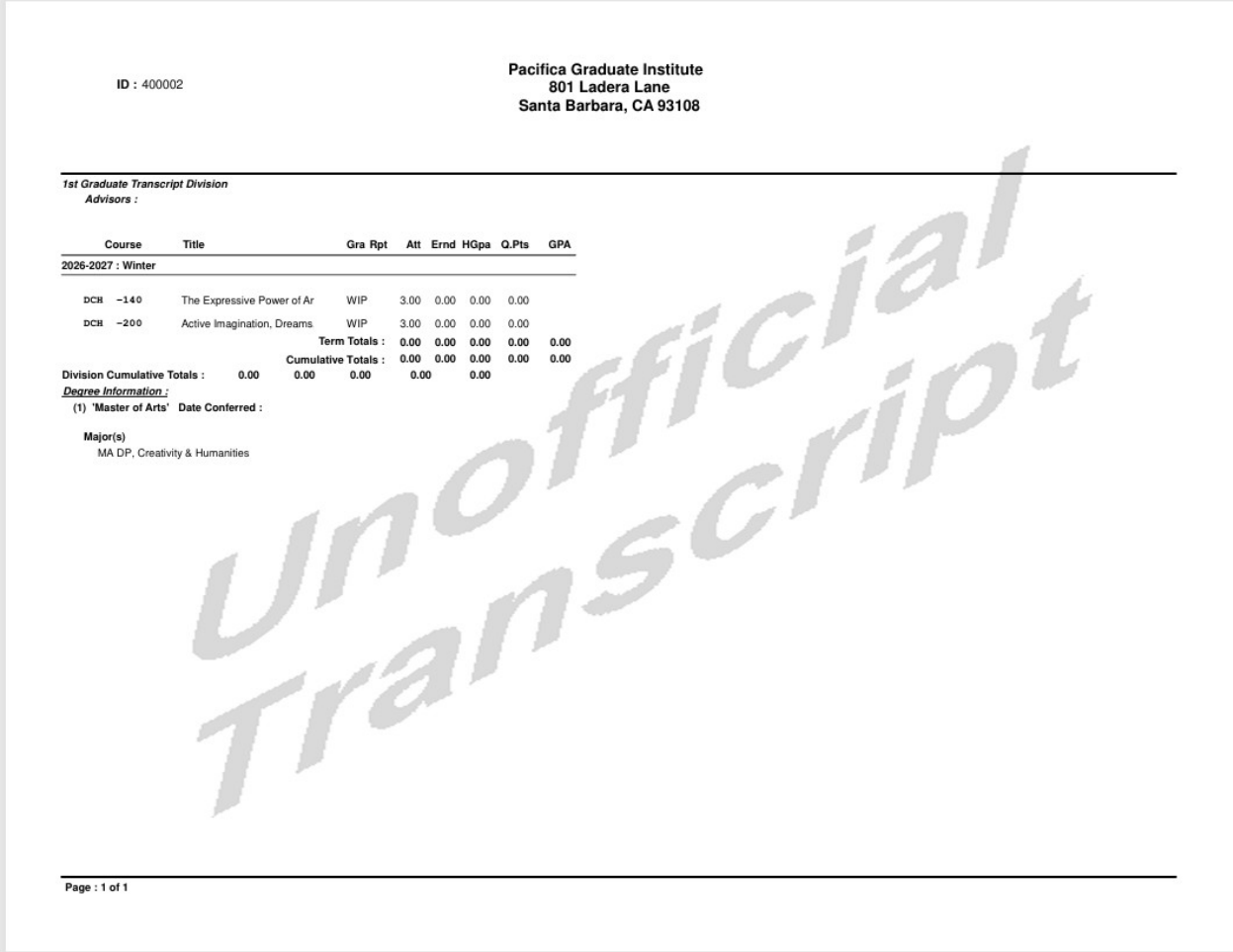
2026-2027 - Winter

Course	Title	Grade	Repeat	Attempted Credits	Earned Credits	GPA Credits	Quality Points	GPA
DCH 140 01 TX	Power of Archet	WIP	-	3.00	0.00	0.00	0.00	
DCH 200 01 TX	Imagination	WIP	-	3.00	0.00	0.00	0.00	
			Term Totals:	0.00	0.00	0.00	0.00	0.00
			Career Totals:	0.00	0.00	0.00	0.00	0.00

CustomTranscript

4. To print, use the print icon or your browser's **Print** option.

PACIFICA GRADUATE INSTITUTE



ID : 400002

Pacifica Graduate Institute
801 Ladera Lane
Santa Barbara, CA 93108

1st Graduate Transcript Division
Advisors :

Course	Title	Gra	Rpt	Att	Ernd	HGpa	Q.Pts	GPA
2026-2027 : Winter								
DCH -140	The Expressive Power of Ar		WIP	3.00	0.00	0.00	0.00	
DCH -200	Active Imagination, Dreams		WIP	3.00	0.00	0.00	0.00	
			Term Totals :	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
			Cumulative Totals :	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**

Division Cumulative Totals : **0.00** **0.00** **0.00** **0.00** **0.00**

Degree Information :

(1) 'Master of Arts' Date Conferred :

Major(s)
MA DP, Creativity & Humanities

Unofficial Transcript

Page : 1 of 1

Requesting an Official Transcript

Contact the Registrar's Office to request an official transcript.

Your Account and Payments

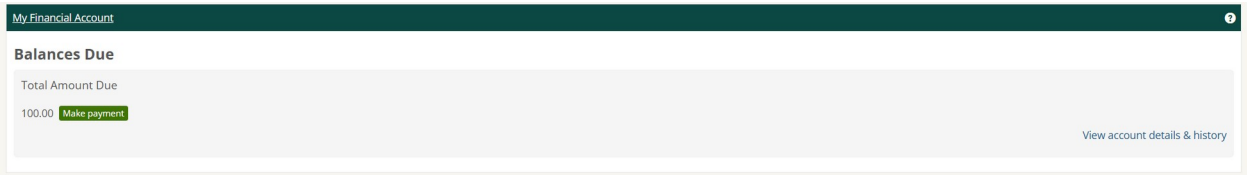
The **Finances** tab holds everything about your student account:

- **My Financial Account** — your balance due, account history, and the Make payment button
- **Financial Aid** — a link to the financial aid student portal, and a link to the Nelnet site for student refunds
- **Financial Document Center** — tax and account documents, such as your 1098-T, when available

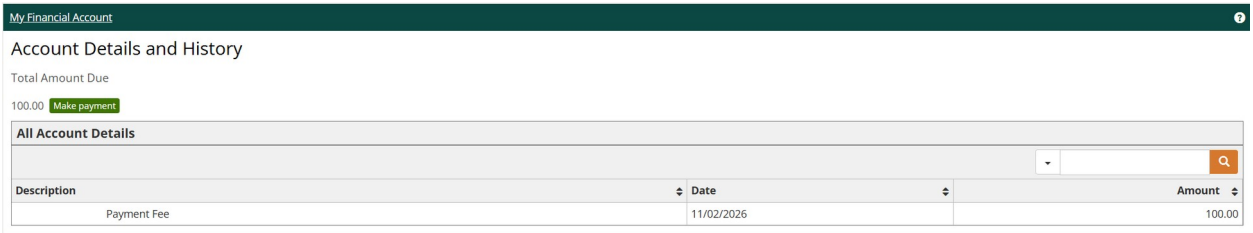
Account information is briefly unavailable while the Business Office recalculates accounts. If you see a message about this, try again later.

Viewing Your Account Balance

1. Select the **Finances** tab. **My Financial Account** is at the top of the page.
2. Under **Balances Due**, review your total amount due. If nothing is owed, you will see **No payment currently due**.



3. Select **View account details & history** to see every charge, payment, and financial aid credit on your account, by term.

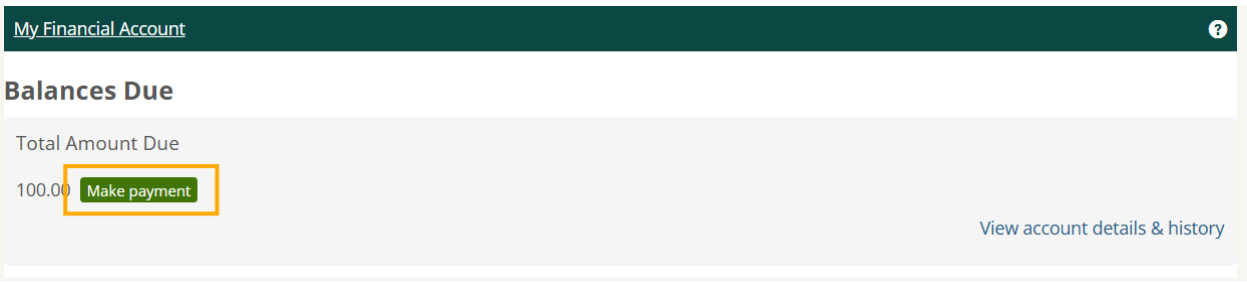


Viewing Your Account Statement

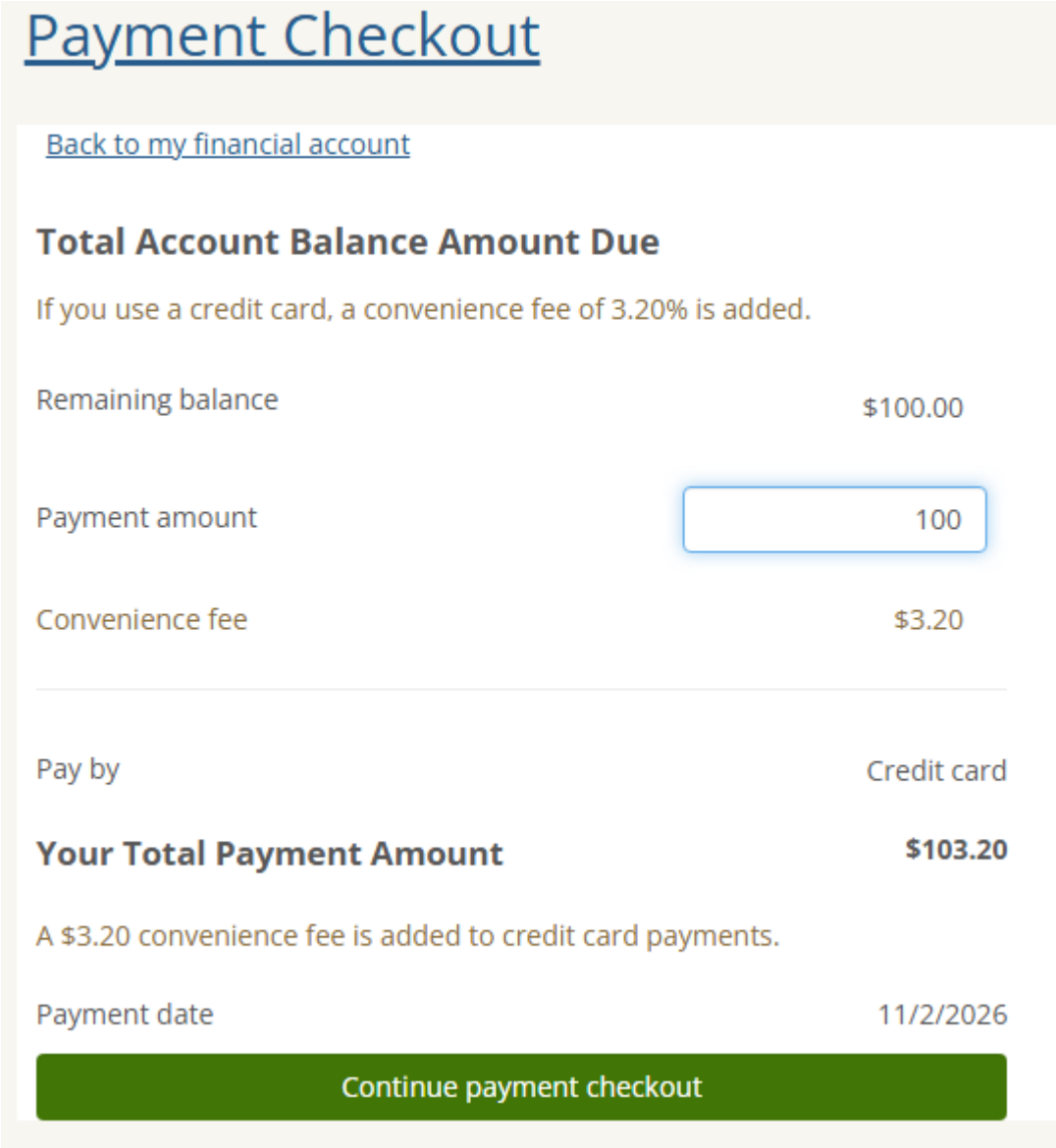
1. In **My Financial Account**, open **View account details & history**.
2. Select **Account Statement** to open a PDF you can save or print.

Making a Payment

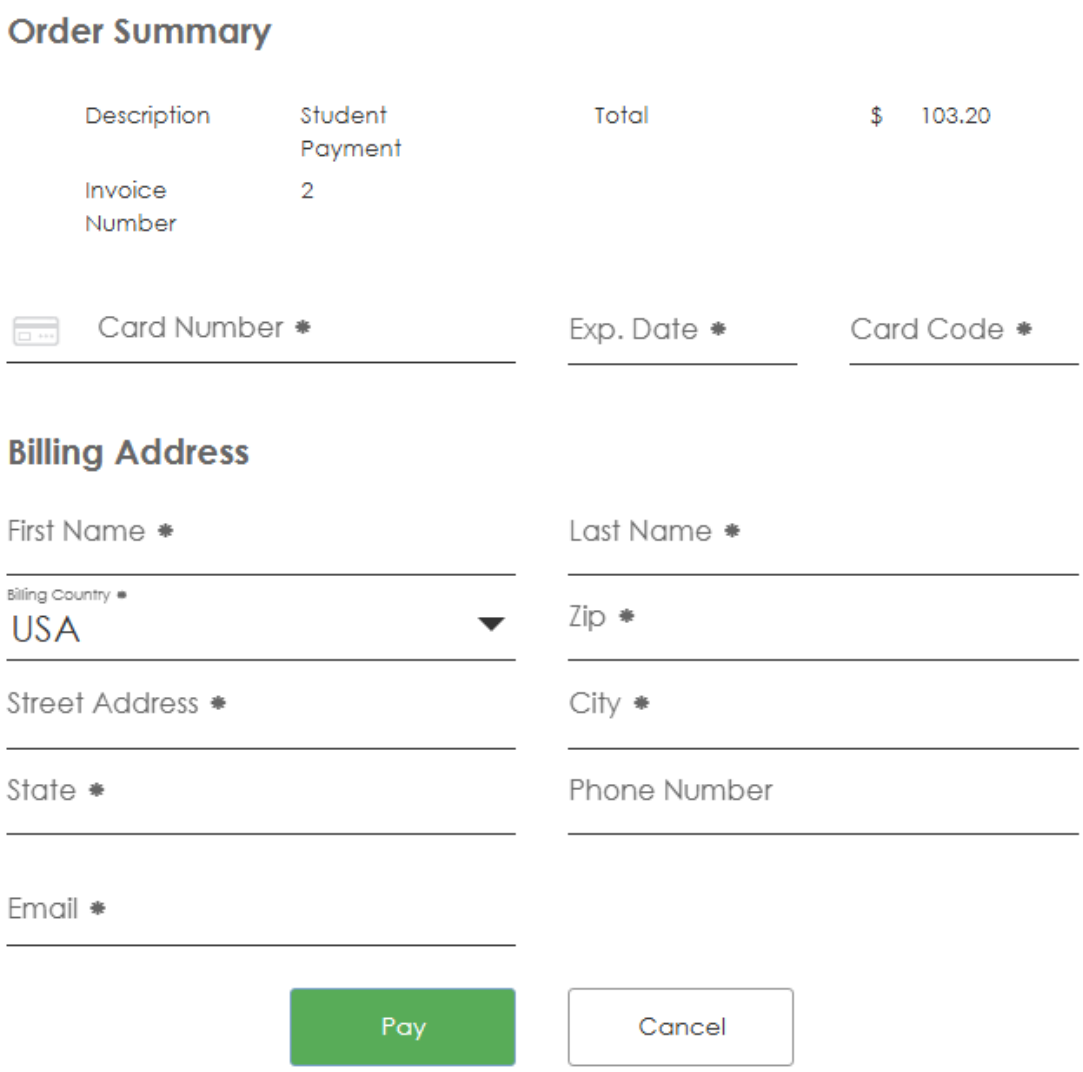
1. In **My Financial Account**, select **Make payment**. If your balance is $0.00, the button reads **Pay ahead on account**, and any amount you pay becomes a credit.



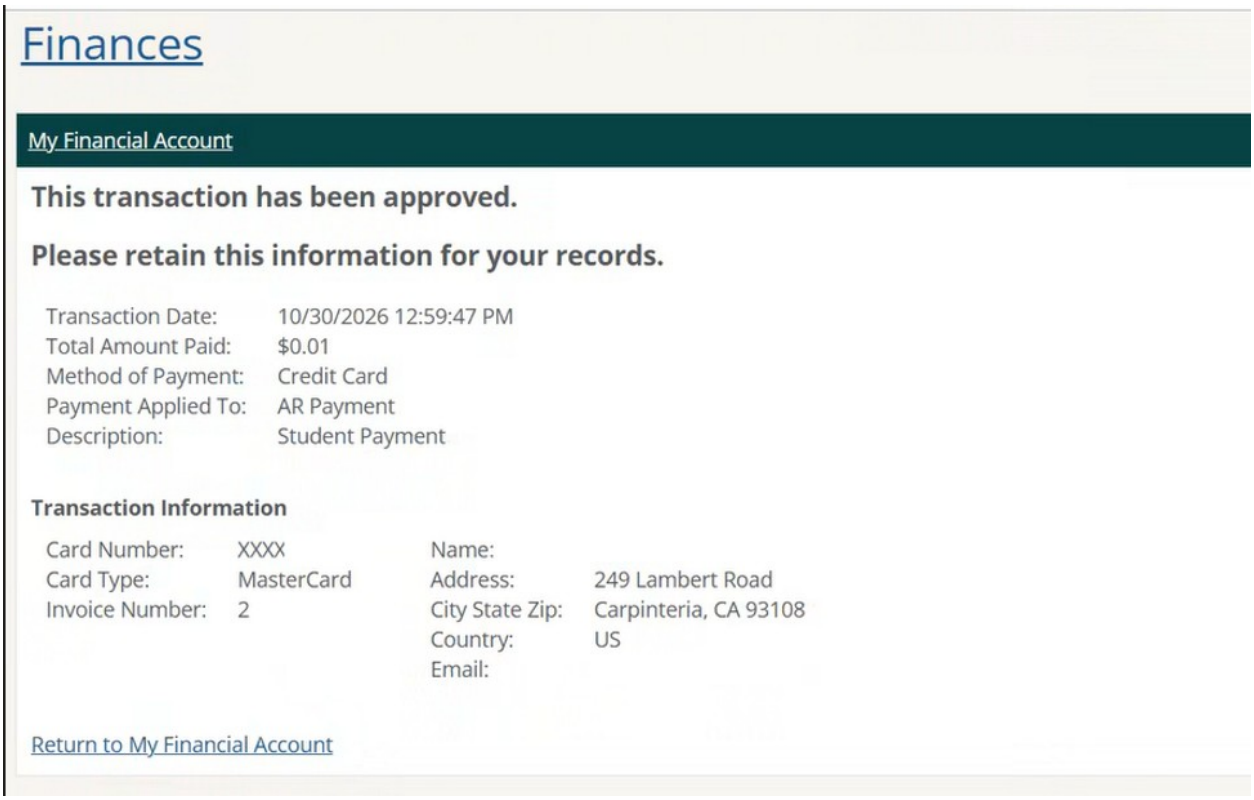
2. The **Payment Checkout** page opens in a new browser tab.
3. Enter the amount you want to pay. Payments are applied to your oldest balance first, and any amount above what is due becomes a credit.



4. Enter your payment details on the secure payment form and submit. Do not include spaces in your card number.



5. Wait for the confirmation screen. Your balance in My.Pacifica updates to reflect the payment.



Financial Aid and Refunds

Financial aid awards and documents are in the student financial aid portal, linked from the **Financial Aid** box on the Finances tab. Refunds are issued through Nelnet; use the **Student Refunds** link in the same box to set up or check your refund preference.

Logging Out

1. Select the person icon in the upper-right corner.
2. Select **Log out**.
3. If you are finished with Microsoft 365 (email, OneDrive), sign out of it too.
4. On a shared computer, close the browser completely.