



Having Payment Issues?

If you submitted your payment, but Portal X indicates “You have not paid the application fee”

- 1) Check your email. If you received a payment confirmation email from PayPath, please forward the email to **acctg@ihouseberkeley.org**
- 2) Check your bank. If you were charged and funds were withdrawn from your account, but you did not receive an email confirmation, email acctg@ihouseberkeley.org. We will require proof from your bank of this withdraw. a. Please note that a temporary charge may be reflected in your bank account. Please only confirm funds were withdrawn once they have been finalized.
- 3) Once you emailed the accounting department. Please allow 1-2 business days for a response. If payment was made, the accounting team will record your payment, and the admissions department will reach out to you. We’d appreciate your patience.

If your card payment is not accepted/declined

- 1) Check your bank. If you were charged and funds were withdrawn, do NOT attempt payment again. Contact the Accounting Department and provide proof from your bank of the withdraw. Please also check your email for a payment confirmation. If you were not charged, and no payment confirmation email was received you may attempt your payment again.
- 2) Is your card authorized for international transactions? If you are unsure, please contact your bank first before trying again.
- 3) Does your account/card have a daily spending limit? Or do transactions need prior approval? Please contact your bank before trying again.
- 4) Have you tried a new browser or cleared your browser’s cache?

If you have tried all items listed above and continue having payment issues, you may email the accounting department at acctg@ihouseberkeley.org

If you have missed your payment deadline please email the admissions department at admissions@ihouseberkeley.org

Thank you,

International House Admissions and Accounting Departments