iStart Departmental User Guide

This is an instruction guide for the access and use of the Immigration Services visa sponsorship request portal, iStart. Department users should use the iStart system to request sponsorships for J-1 scholars, J-1 student-interns, H-1B faculty, and international employees being sponsored for U.S. Permanent Residency.

If you have questions about accessing or using this portal, please contact our office at (706) 542-2900, or by email at immigration@uga.edu.

You may also review our FAQ of common errors here: http://issis.uga.edu/docs/Dept_Info_Section/iStart_departmental_user_FAQ.pdf

This document explains how to complete the following processes in iStart. Click a link to be taken directly to that section. If you are new to iStart, please start with the first section.

- Request departmental access to iStart (page 2)
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Request Departmental Access to iStart

1. Navigate your browser to [https://istart.uga.edu](https://istart.uga.edu)
2. Click on “Administrative Services for University Departments” in the lower left corner of the screen
3. If you do not yet have an account, you will be taken straight to the Departmental Access Request Form.
4. Fill out all the fields on the request form, mark the checkbox after reading the statement, and then click “Request Access” at the bottom of the screen.

After your access is approved by Immigration Services, you will receive an email confirming your user approval. Continue reading this document for instructions on how to log in to iStart.
Log into iStart as a Departmental User

Once you are an approved user, you may login to the iStart portal to request new sponsorships, and to manage sponsorship requests you have already initiated. To do this, follow these steps:

1. Open your web browser and go to https://istart.uga.edu.
2. Click on “Administrative Services for University Departments”, in the lower left-hand corner of the screen, then enter your MyID and password on the next screen.
3. Once you are logged in, click on “Departmental Services”, in the left-hand menu.
4. A sub-menu of items will open in the left-hand menu, giving you several options:
   a. If you are initiating a sponsorship request for a NEW international visitor who has not yet been added to the iStart system, click “Add New Person” (for more information, see the Add a New Person section of this guide.)
   b. Once you have added your visitor to iStart, you are ready to initiate the sponsorship request (for more information, see the Initiate a Sponsorship Request in iStart section of this guide.
   c. To see a list of your current cases, click “Departmental Services Overview”. For instructions on how to return to a visa sponsorship request that you have started but did not finalize, see the Return to a Visa Sponsorship Request section of this guide.
Add a New Person

*Note that the Office of the Vice President for Research generally requires that international visitors have a UGA 81x number. Please see the OVPR website for information on how to request an 81x number for your international visitor: http://research.uga.edu/visiting/

1. This is the first step in requesting a sponsorship for an international who has never been at UGA before. 
   NOTE: Do not use the Add New Person function if the international is already at UGA, or was here previously and has already been added to iStart (skip to Initiate a Visa Sponsorship Request)
2. To add a new person, click “Departmental Services” and then “Add New Person”
3. Enter the required information. Tips:
   a. Please enter the name exactly as it is shown on the passport.
   b. In this form, “institutional university ID” refers to the 81x number.
   c. “Network ID” refers to the MyID, which is the part of the UGA email address in front of the @ sign. For example, the MyID for mariet@uga.edu is mariet.
Initiate a Visa Sponsorship Request in iStart

1. To initiate a sponsorship request, first be sure that you have completed the Add New Person process for your visitor. If not, you will receive an error.

2. Click on “Departmental Services” to open the menu of forms. Click on the relevant link for the sponsorship type you are requesting (in the yellow box below). Please read the options carefully to make sure you choose the correct type.
3. In most cases, you will be prompted to look up the international’s record using their University ID and Date of Birth. (The OIE Tuition Waiver Application does not have this step.)
4. You will then be taken to the relevant forms for your sponsorship request. The forms will vary depending on the visa type requested, but typically will have a top section with forms to be filled out by the departmental user (you) and another section with forms to be completed by the international. The icon next to each form indicates its status (see the key in the yellow box below).

NOTE: The Departmental Compliance Certification form is not available until ALL forms have been submitted by you, the international, and any second approvers.

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☐ Applicant Access
☐ Departmental Information
☐ Departmental Position Information
☐ Departmental Fees & Billing
☐ Departmental Actual Wage & Employment Certification
☐ Departmental Deemed Export Attestation
☐ Departmental Compliance Certification

E-FORMS TO BE COMPLETED BY THE INTERNATIONAL

☐ Employee Biographical Information
☐ Employee Credentials and Work History
☐ Employee Current Immigration Information
☐ Employee Immigration History (H, J, & L visa status)
☐ Employee Dependent Spouse & Children
☐ Employee Notify Department of Form Completion

View/Save/Print E-Form Group

[Key]
☐ = Incomplete  ☑ = Submit Another  ☑ = Follow-Up Required
☐ = Optional  ☐ = Not Yet Available  ☑ = Awaiting Answer
☑ = Complete  ☐ = Pending Review  ☐ = Denied
☐ = Draft
Return to a Visa Sponsorship Request

1. You need not complete the entire request at one time. You can log out of iStart and return later to your visa sponsorship request.

2. To return to a request you have already started, log into istart.uga.edu, click “Departmental Services” and then “Departmental Services Overview” for a list of your current cases.

3. Under Current Cases, click the name of your international visitor, then click the relevant form group that you wish to return to.
Update Your Information as a Departmental User

1. To update your contact information, click “Departmental Services” and then “Update Your Information”.
2. Complete all these fields as appropriate, and update as needed.

![iStart Page](image)

**Update Your Contact Information**

--- Successfully Processed ---

This is the contact information we have on file for you. If this information is no longer accurate (change in departments, for example), please update your information so we can keep our records up-to-date.

- Your Network ID: manet
- Your Full Name: Lisa Marie Goodwin
- Your University Email: manet@uga.edu
- Campus Phone Number: 229300
- Campus: Athens
- Department: Immigration Services
- Street: 1204 South Lumpkin St.
- City: Athens
- State: Georgia
- Zip Code: 30602

* required fields

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[Update Information]