



Office of International Education
Immigration Services
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(706) 542-2900 | immigration@uga.edu | fax: (706) 583-0123

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)
- [Log into iStart as a departmental user](#) (page 4)
- [Add a new international person to iStart](#) (page 7)
- [Initiate a visa sponsorship request in iStart](#) (page 8)
- [Return to a visa sponsorship request that you have already started](#) (page 11)
- [Update your information as a departmental user](#) (page 12)

Request Departmental Access to iStart

1. Navigate your browser to <https://istart.uga.edu>
2. Click on “Administrative Services for University Departments” in the lower left corner of the screen



Office of International Education UNIVERSITY OF GEORGIA



iStart

UGA's online services
for international
students,
scholars/faculty &
staff

Immigration Services

Welcome to **iSTART**, the University of Georgia's portal for benefit applications relating to international students, scholars, faculty, and staff at the University of Georgia.

Current Students, Scholars/Faculty & Staff

Secure services requiring login with your institutional Network ID and password. These services include:

1. View and update information on file
2. Submit electronic form (e-form) requests for travel signatures, reduced course load authorization, program extensions, etc.
3. Access alerts and notes on file that require action in order to maintain legal status

[Client Services Login](#)

Prospective Students, Scholars/Faculty & Staff

Limited services requiring login with your University ID number and date of birth. These services include:

1. Limited student services like registration for orientation or SEVIS transfer-in.
2. Limited initial intake forms for J-1 scholars or H-1B employees.

These services will NOT provide all the functionality of the full client services.

[Limited Services](#)

The following are additional services:

[Administrative Services for University Departments](#)

- If you do not yet have an account, you will be taken straight to the Departmental Access Request Form.
- 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.

iStart
UGA's online services for international students, scholars/faculty & staff

Secure Online Session

Network ID: waiver

--- Departmental Access Request Form ---

Complete this form to gain access to various e-form requests for university departments to request of the international office. These include applications and renewals for H-1B employees, J-1 scholars, and permanent residency petitions.

Your Network ID: waiver

Your Full Name *

Your University E-mail *

Campus *

Department *

Campus Phone Number

Street

City

State

Zip Code

I confirm that I am an administrator for the given department who is authorized by the department to take actions on its behalf. *

* required fields **Request Access**

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.



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[Client Services Login](#)

Prospective Students, Scholars/Faculty & Staff

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1. Limited student services like registration for orientation or SEVIS transfer-in.
2. Limited initial intake forms for J-1 scholars or H-1B employees.

These services will NOT provide all the functionality of the full client services.

[Limited Services](#)

The following are additional services:

[Administrative Services for University Departments](#)

3. Once you are logged in, click on “Departmental Services”, in the left-hand menu.



The screenshot shows the iStart web interface. At the top left is a red world map. To its right is the "iStart" logo in a large, bold, red font. Further right is the text "UGA's online services for international students, scholars/faculty & staff" in a smaller, black font. Below the map and logo, there is a navigation menu on the left with a light blue background and a table border. The menu items are: "iStart Home Page", "Departmental Services" (highlighted in yellow), "International Office", "Upgrade / Installation Procedures", and "Logout of iStart". To the right of the menu, the text "sunapsis®: International Office Module Launch Page" is displayed in bold. Below this is the copyright notice "Copyright © 2005 Indiana University and Jason Baumgartner". A paragraph follows, describing the sunapsis application suite as an administrative tool for managing international students and scholars. Another paragraph explains the University IT Policy Office's policy on access to institutional data, emphasizing confidentiality and privacy. At the bottom of the main content area, there are two red underlined links: "Launch the sunapsis®: International Office Module" and "Download Java".

Secure Online Session
Lisa Marie Goodwin
Network ID: mariet

iStart Home Page
Departmental Services
International Office
Upgrade / Installation Procedures
Logout of iStart

sunapsis®: International Office Module Launch Page

Copyright © 2005 Indiana University and Jason Baumgartner

The sunapsis: International Office Module application suite is the administrative tool used for management of international student and scholar populations.

The University IT Policy Office has established a Policy on Access to Institutional Data. Users will be expected to access institutional data only in their conduct of university business, to respect the confidentiality and privacy of individuals whose records they may access, to observe any ethical restrictions that apply to the data to which they have access, and to abide by applicable laws or policies with respect to access, use, or disclosure of information.

[Launch the sunapsis®: International Office Module](#)

[Download Java](#)

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.

The screenshot shows the iStart web application interface. At the top, there is a world map and the iStart logo. The text "UGA's online services for international students, scholars/faculty & staff" is displayed in the top right corner. Below the logo, a "Secure Online Session" indicator shows the user is logged in as Lisa Marie Goodwin with Network ID: mariet.

The main heading is "Administrative and Departmental Services Overview". Below this, a message states: "Please access a given service via the menu options on the left side panel. There are departmental services (i.e., H-1B application and renewals, J-1 scholar requests, etc.) that are available to submit to the International Office."

The left-hand navigation menu is highlighted with a yellow box and includes the following items:

- iStart Home Page
- Departmental Services** (expanded)
 - Departmental Services Overview**
 - Add New Person
 - H-1B Employee Application
 - H-1B Employee Extension
 - Intensive English Program
 - J-1 Scholar Application
 - J-1 Scholar Extension
 - J-1 Student-Intern Application
 - OIE tuition waiver application
 - Permanent Residency
 - Update Your Information
- International Office
- Upgrade / Installation Procedures
- Logout of iStart

The main content area is divided into two panels:

- Current Cases**: A scrollable list of cases:
 - [Imagood HTEST](#)
 - [Ima J-1TESTCASE1](#) ✓
 - [Patty JTEST](#) ✓
 - [April JTESTTEMPLATES](#)
- Case Information Display**: A box with the text: "Please select a case from the list on the left to see detailed information in this box."

At the bottom of the page, there is a legend:

- † Case has been updated in the past week
- ✓ Individual has filled out client accessible e-form

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.

iStart
UGA's online services
for international
students,
scholars/faculty &
staff

Secure Online Session
Lisa Marie Goodwin
Network ID: mariet

iStart Home Page

- Departmental Services Overview
- Add New Person**
- H-1B Employee Application
- H-1B Employee Extension
- Intensive English Program
- J-1 Scholar Application
- J-1 Scholar Extension
- J-1 Student-Intern Application
- OIE tuition waiver application
- Permanent Residency
- Update Your Information

International Office

Upgrade / Installation Procedures

Logout of iStart

Add New Person

This is a service to add a new person profile record into the system. If an institutional university ID is not specified then the system will verify that no existing records with the same date of birth and email address are in the system. The new profile record will also be added to the departmental user's current cases.

Last Name *

First Name *

Middle Name

Date of Birth * Month Day Year

Gender *

Email Address *

Campus *

Requested Immigration Status *

Do you have an institutional university ID for this new profile? * YES NO

Do you have a network ID for this new profile? * YES NO

* required fields

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.

The screenshot shows the iStart web application interface. At the top left is a world map. The title "iStart" is prominently displayed in the center. To the right, it says "UGA's online services for international students, scholars/faculty & staff". Below the title, there is a "Secure Online Session" section with the user's name "Lisa Marie Goodwin" and Network ID "mariet". The main content area is titled "Administrative and Departmental Services Overview" and includes a paragraph explaining that services are accessed via the left-side menu. The left sidebar contains a menu with "Departmental Services" highlighted in a yellow box. This menu includes options like "Add New Person", "H-1B Employee Application", "J-1 Scholar Application", etc. The main content area is divided into two panels: "Current Cases" and "Case Information Display". The "Current Cases" panel lists several cases with status indicators (e.g., "Imaqood HTEST", "Ima J-1TESTCASE1", "Patty JTEST", "April JTESTTEMPLATES"). The "Case Information Display" panel is currently empty, with a prompt to select a case from the list. At the bottom, there are two legends: a dagger symbol (†) for "Case has been updated in the past week" and a checkmark (✓) for "Individual has filled out client accessible e-form".

iStart Home Page

Departmental Services

- Departmental Services Overview
- Add New Person
- H-1B Employee Application
- H-1B Employee Extension
- Intensive English Program
- J-1 Scholar Application
- J-1 Scholar Extension
- J-1 Student-Intern Application
- OIE tuition waiver application
- Permanent Residency
- Update Your Information

International Office

Upgrade / Installation Procedures

Logout of iStart

Administrative and Departmental Services Overview

Please access a given service via the menu options on the left side panel. There are departmental services (i.e., H-1B application and renewals, J-1 scholar requests, etc.) that are available to submit to the International Office.

Current Cases

- [Imaqood HTEST](#)
- [Ima J-1TESTCASE1](#) ✓
- [Patty JTEST](#) ✓
- [April JTESTTEMPLATES](#)

Case Information Display

Please select a case from the list on the left to see detailed information in this box.

Past Cases

† Case has been updated in the past week
✓ Individual has filled out client accessible e-form

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.)



The screenshot shows the iStart website interface. At the top left is a world map. The iStart logo is in the top center. In the top right, it says "UGA's online services for international students, scholars/faculty & staff". Below the map, there is a "Secure Online Session" section with the user name "Lisa Marie Goodwin" and Network ID "mariet". A navigation menu on the left includes "iStart Home Page", "Departmental Services" (with sub-items like Overview, Add New Person, H-1B Employee Application, etc.), "International Office", "Upgrade / Installation Procedures", and "Logout of iStart". The main content area is titled "Lookup International Record" and contains instructions: "Find a profile record based upon the given University ID and Date of Birth. Please note you must have either an official University ID or a Temporary ID that is currently in this system." Below this are input fields for "University ID *", "Date of Birth *" (with dropdowns for Month, Day, and Year), and a "Find Record" button. A note states "* required fields".

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.

TEMP188853 | ROBIN CATMURTEST

- [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](#)

<input type="checkbox"/> = Incomplete	<input type="radio"/> ⊕ = Submit Another	<input type="radio"/> i = Follow-Up Required
<input type="radio"/> = Optional	<input type="checkbox"/> = Not Yet Available	<input type="checkbox"/> → = Awaiting Answer
<input checked="" type="checkbox"/> = Complete	<input type="checkbox"/> = Pending Review	<input type="checkbox"/> X = Denied
<input type="checkbox"/> = 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.

iStart UGA's online services for international students, scholars/faculty & staff

Secure Online Session
Lisa Marie Goodwin
Network ID: mariet

Administrative and Departmental Services Overview

Please access a given service via the menu options on the left side panel. There are departmental services (i.e., H-1B application and renewals, J-1 scholar requests, etc.) that are available to submit to the International Office.

iStart Home Page

- Departmental Services
 - Departmental Services Overview**
 - Add New Person
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 - J-1 Student-Intern Application
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 - Permanent Residency
 - Update Your Information
- International Office
- Upgrade / Installation Procedures
- Logout of iStart

Current Cases

- [Robin CatmurTEST](#)
- [\[REDACTED\]](#) ✓
- [Imagood HTEST](#)
- [Ima J-1TESTCASE1](#) ✓
- [Patty JTEST](#) ✓
- [April JTESTTEMPLATES](#)
- [\[REDACTED\]](#)
- [\[REDACTED\]](#) ✓
- [\[REDACTED\]](#) ✓

Past Cases

Case Information Display

April JTESTTEMPLATES
TEMP824313
January 03, 1984


There are no case updates from the international office.

- [J-1 Scholar Application \(new or previously started\)](#)
- [J-1 Scholar Extension \(new or previously started\)](#)
- [H-1B Application for a New Employee](#)
- [H-1B Extension for an Employee](#)
- [Permanent Residency Sponsorship Application](#)
- [J-1 Student-Intern Application](#)

† Case has been updated in the past week
✓ Individual has filled out client accessible e-form

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

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Secure Online Session
Lisa Marie Goodwin
Network ID: mariet

iStart Home Page

- Departmental Services**
- Departmental Services Overview
- Add New Person
- H-1B Employee Application
- H-1B Employee Extension
- Intensive English Program
- J-1 Scholar Application
- J-1 Scholar Extension
- J-1 Student-Intern Application
- OIE tuition waiver application
- Permanent Residency
- Update Your Information**

International Office

Upgrade / Installation Procedures

Logout of iStart

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	mariet
Your Full Name *	Marie Goodwin
Your University E-mail *	mariet@uga.edu
Campus Phone Number *	2-2900
Campus *	Athens
Department *	Immigration Services
Street *	1324 South Lumpkin St.
City *	Athens
State *	Georgia
Zip Code *	30602
Last Updated	03/16/2016 12:32 PM

* required fields