Based on feedback we have received we are implementing a few upgrades! While we know this is a long email, please read in its entirety until the end.

1. **Cleared Processing Stage in ISD** – This upgrade will act as communication with you as the Department when IFSO has completed your request (i.e. issued DS-2019 or processed an amendment) or USCIS approved a request (H-1B initial/extension/amendments).

TIP: Please note that you should NOT update the processing stage (manually) at any point in the process. IFSO and the system should be the only ones doing so.

Currently the processing stage in ISD remains as "Submitted to International Office" even after the request has been processed by IFSO (Js) or approved by USCIS (Hs) and the distribution (J and H) email sent to the scholar/department. This can be confusing as the case has already completed and it is no longer an active case. Since ISD is a delivered product we are limited in updates/customizations we can make. However, we are excited to announce that we have found a way to change that processing stage to better reflect that the request has been processed and no longer in your or IFSO's queue.

Upgrade: IFSO will be clearing the processing stage from "Submitted to International Office" to a blank option. IFSO will make this change when we send out the distribution email for Initial/Extension requests, and when we process J-1 amendments.

Your view of the clear processing stage:

Visitor : Jane AUSTEN
Campus ID :
fsaScholar ID : FS2019
Academic Department : AH: Literature
Visitor Status : Inactive
Processing Stage :

Tasks	Notes	Documents	Forms	History

Biographical   **Address**

Save	Reset

Biographical Information

Biographical Fields Data

Processing Stage [⌄]

▼ Passport Name

⌐ Use ALL CAPITAL LETTERS for your family name; only capitalize the initial letter of

Your view of the clear processing stage in the search for a visitor screen:

Processing Stage
ⱻ
Invited
Invited
Submitted to International Office
Pending Department Review

2. IFSO ISD – "Department User" account to facilitate address/contact information update as well as addition of a J-2 (after DS-2019) issued. This upgrade will allow scholars to submit address/contact info updates or request J-2 addition requests directly to IFSO without the need for the Department to investigate what changes are being made to the case when there is no active case for the scholar. If there are updates made other than address/contact info updates or request J-2 addition requests, IFSO will consult with the Department directly.
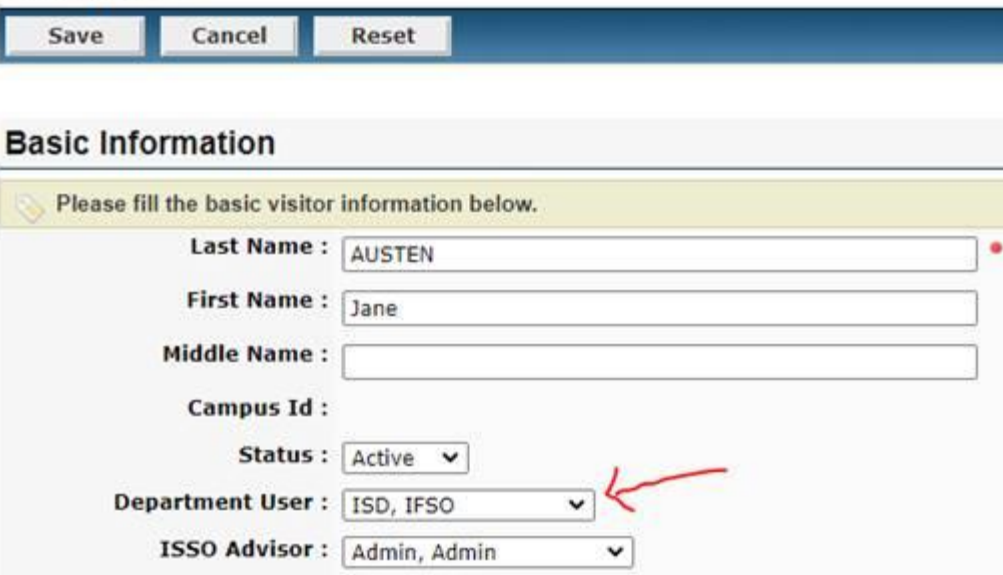
Currently there is no way for ISD to route a request to bypass a Department User. Bypassing a Department User is useful for address/contact info updates or J-2 addition request to avoid the need of having the department investigate the updates made and the need for the department to submit to IFSO.

The Department User is set to the Department Admin who is working on a request or defaulted to first person listed on the ISD drop down menu for the particular department. The individual listed as the Department User is the individual that receives the emails generated by ISD. Scholars are currently completing address changes via an online form on our website, but don't remember what address IFSO has on file. Currently, addition of J-2's after the initial J-1 is issued is being conducted via ISD.

Upgrade: IFSO will create a new department user in ISD "ISD_IFSO" which will be tied to ifsoisd@ucsd.edu. When IFSO sends the distribution email (J processed or H-1B approved by USCIS) we will:

> o **Clear the processing stage** to let you know the record is no longer in your or IFSO's queue; the request has been processed.
> o **Update the department user to UCSD IFSO**
> o **Grant the Scholar read/write access** in ISD again

By making the above listed upgrades, a scholar can sign into ISD (after the J or H request has been completed) to update their address and submit a request for a J-2 addition without ISD issuing an email notification to their department user for action. The email generated by ISD would be sent to ifsoisd@ucsd.edu for our processing.

This is what IFSO's updates would look like in the Edit Visitor Login and Permissions screen:

Visitor : Jane AUSTEN
Campus ID :
fsaScholar ID : FS2019
Academic Department : AH: History
Visitor Status : Active
Processing Stage :

Tasks	Notes	Documents	Forms	History

Biographical   **Address**

Edit Visitor

Save	Cancel	Reset

Basic Information

Please fill the basic visitor information below.

Last Name : AUSTEN

First Name : Jane

Middle Name :

Campus Id :

Status : Active

Department User : ISD, IFSO

ISSO Advisor : Admin, Admin

Visitor Permissions

Below are the different permission levels available for visitor.

◉ Read/Write (Visitor can modify personal information)
○ View (Visitor can only view personal information)
○ None (Visitor cannot log into International Scholar Dossier)

Save	Cancel	Reset

After making their updates, a scholar will hit Review and Submit to Department. Since we updated the Department user to ISD_IFSO, the email generated by ISD would be sent to ifsoisd@ucsd.edu for processing. **IFSO will consult with the Department directly if the updates are made will affect the scholar's status. However, please note that the scholar has access to biographical/immigration history sections in ISD. They do**

not have access to the same tabs/permissions as the department contacts have. For example, in the Appointment Tab they can only edit/view the J visitor category tab.

After we process these updates (i.e. contact info/address updates) we will clear the processing stage again to blank.

Scholars with skeletal records in ISD – Individuals for who you previously submitted a request via the paper request system will have skeletal records in ISD that IFSO created to link for future requests (extensions/amendments). They can either complete all the required fields in ISD in order to submit or use the <u>online address change form.</u> We will be slowly phasing out the online form and guiding scholars (with active and completed ISD records) to use ISD.
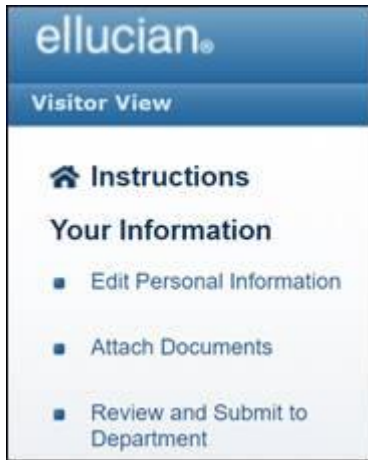
Department View

Scholar View

Appointment Tab Scholar view:

These changes allow for the opportunity for you to use **ISD as a case manager**! Now that the processing stage will be blank and the department user is ISD_IFSO. You can filter to only show cases you are currently working on or are pending scholar entry.

You could use the filter "user" section by selecting your name and **you would only see cases that you are actively working on!**

- Initial = Record created in ISD but scholar needs to be invited to gain access to ISD
- Invited = You invited the scholar to sign into ISD, they received their login information for ISD

- Pending Scholar Data Entry = Scholar needs to update/add some information to ISD
- Pending Department Review = You need to complete your portion in ISD and submit the request to IFSO.
- Submitted to International Office = would mean IFSO or USCIS is still processing the case

Campus : All
Academic Department : All
ISSO Advisor : All
User : Garcia, Nallely
Visitor Status : All
Processing Stage: All

Search   Reset

Search Results

of visitor record(s) found: 13

Please click the Last Name value to view the detail information of a visitor.

Last Name	First Name	Academic Department	Campus ID	fsaScholar ID	Status	Processing Stage
ENTERRIA MORALES	Daniel EDIT TESTING	BS: Neurobiology		FS2014	Active	Submitted to International Office
FALL	Leaf	BS: Neurobiology		FS2028	Active	Invited
HOPELESS	Bob	AH: Theatre & Dance		FS2	Active	Pending Scholar Data Entry
JOHNSON	Tammy	BS: Neurobiology		FS2030	Active	Submitted to International Office
Olson	Visitor	AH: Theatre & Dance		FS1002	Active	Invited
OZ	Wizard	AH: Theatre & Dance		FS2060	Active	Submitted to International Office
PETERS	Terry	BS: Neurobiology		FS2029	Active	Submitted to International Office
PR	Visitor	AH: Theatre & Dance		FS1003	Active	Invited
SESAME STREET	Oscar	AH: Theatre & Dance		FS2057	Active	Invited
SNOWING	Johnathan	AH: Theatre & Dance		FS2040	Active	Pending Department Review
TESTINGTODAY	Danny	AH: Theatre & Dance		FS3069	Active	Submitted to International Office
WANG	Barbara	BS: Neurobiology		FS2027	Active	Submitted to International Office
YODA	Young	AH: Theatre & Dance		FS2059	Active	Submitted to International Office

If you wanted to see **cases that were already completed** for your department you could:

- Use the "User" filter option and select the ISD_IFSO as the Department User.
- Select the blank option in the "Processing Stage" filter option

Notice the blank processing stage.

Campus : All
Academic Department : All
ISSO Advisor : All
→ User : UCSD, IFSO
Visitor Status : All
→ Processing Stage: All

Search   Reset

Search Results

of visitor record(s) found: 3

Please click the Last Name value to view the detail information of a visitor.

Last Name	First Name	Academic Department	Campus ID	fsaScholar ID	Status	Processing Stage
ANJUM	Jasia	SOM: Medicine		FS2016	Active	
MAN	Tin	AH: Theatre & Dance		FS2058	Active	
TEST1new stats	person	AH: Theatre & Dance		FS3071	Active	

How you can help IFSO!

When you sign into ISD to process an **extension/amendment request in ISD** you will need to **search for the scholar by removing all the filters** since the scholar will no longer be under your specific queue as the department user will be the IFSO ISD account and processing stage will be blank.

Once you find the scholar, you will go **Tasks Tab** and under the **Edit Visitor Login and Permissions review the scholar's email** (edit if necessary) and **update the department user from IFSO ISD to yourself**. Don't forget to hit **save.**

Reviewing/updating the scholar email in the **Edit Visitor Login and Permissions** is especially important for extensions/amendments as the email listed there is usually from an initial request which typically won't be the scholar's UCSD email.

Then proceed to process the case as you would normally.

Basic Information

Please fill the basic visitor information below.

Last Name : AUSTEN

First Name : Jane

Middle Name :

Campus Id :

Status : Active

Department User : ISD, IFSO

ISSO Advisor : Admin, Admin

Login Information

The Visitor's email address is required prior to inviting the visitor to visit your International S

User Name : JaneAusten

Email : rtmiller@ucsd.edu

Reset Password : ☐ (Check this box if the visitor is locked out. Visitor will be unlock

Visitor Permissions

Below are the different permission levels available for visitor.

◉ Read/Write (Visitor can modify personal information)
◯ View (Visitor can only view personal information)
◯ None (Visitor cannot log into International Scholar Dossier)

[Save] [Cancel] [Reset]

Timeline:

- 10/12/20 to 10/16/20: IFSO will be updating:
  - processing stage, department user, and scholar access in ISD
  - ISD guides
  - ISD webpage
  - Other communications
  You will start seeing changes!

- 10/19/20 – 10/23/20: Soft launch!
  - IFSO will ask scholars to use ISD (non skeletal records) from any email inquiries we get.
  - Clear Processing Stage feature will be in full use!
- 10/26/20: Scholars with non skeletal records begin using ISD for address changes!!