International Student & Scholar Services
UNIVERSITY OF COLORADO **BOULDER**

Completing E-Forms in the MyISSS Departmental Services Portal

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Accessing E-Form Requests

E-forms can be accessed in the "Tasks" section of the MyISSS Departmental Services portal homepage.
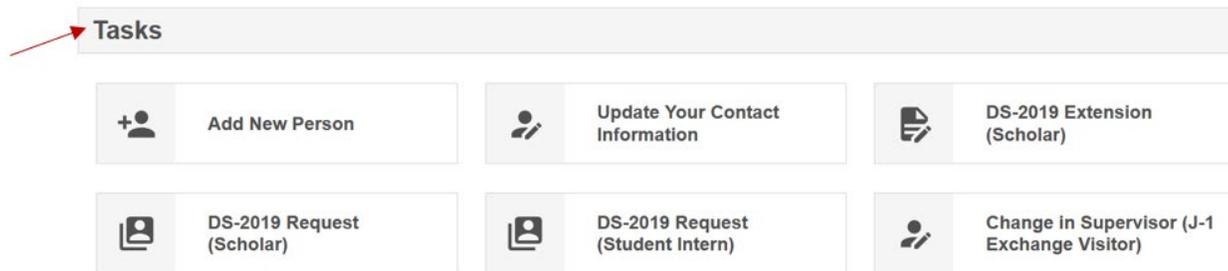
Click on the tile with the request you would like to submit.

You will be taken to a screen to enter the scholar's Employee ID number and date of birth so the request can be linked to that scholar's record.

Lookup International Record

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.

(*) Information Required

University ID*

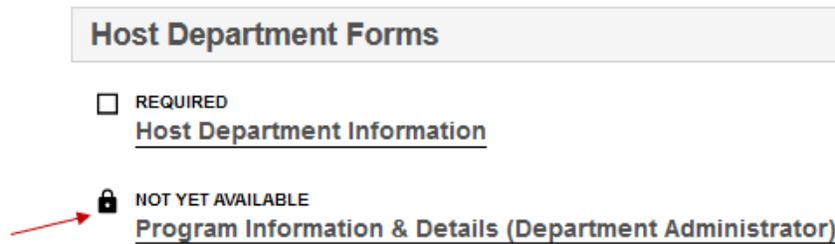[   ]

Date of Birth*

📅 [MM/DD/YYYY   ]

[Find Record]

After entering the information and clicking on "Find Record," the request will open.

Opening an E-Form in an E-Form Group

Once on the e-form group landing page, you will see a list of all the e-forms included in a request. To open an individual e-form in an e-form group, click on the link in the e-form group list.
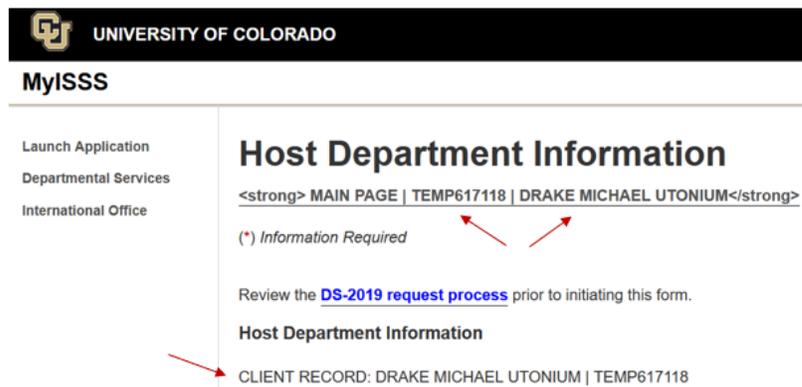
Host Department Forms

☐ REQUIRED
Host Department Information

Some e-forms may be marked "Not Yet Available." These forms contain "blocking" and cannot be opened until the previous e-form is submitted. In some instances, the e-form may also need to be approved by ISSS before additional e-forms in the request can be opened.

Host Department Forms

☐ REQUIRED
Host Department Information

🔒 NOT YET AVAILABLE
Program Information & Details (Department Administrator)

- The *DS-2019 Request* contains "blocking" on the first e-form, *Host Department Information*. After it is submitted, it must be reviewed and approved by ISSS to unlock the remaining e-forms in the *DS-2019 Request*.

After clicking on the e-form link, you will be brought into the e-form. It will indicate the e-form name and the client record (scholar) associated with the e-form.

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Host Department Information

 MAIN PAGE | TEMP617118 | DRAKE MICHAEL UTONIUM

(*) Information Required

Review the **DS-2019 request process** prior to initiating this form.

Host Department Information

CLIENT RECORD: DRAKE MICHAEL UTONIUM | TEMP617118

Conditionals

Within each e-form, there are conditional questions and informational displays that appear based on the answers provided. This allows ISSS to collect more specific information related to a particular scholar request.

Submitting E-Forms

At the bottom of each e-form, you will have the option of saving a draft (if you need to return to the e-form later to complete it) or submitting the e-form.

Save Draft	Submit

- You will not be able to submit an e-form if you do not complete all the required fields.

> **Error - You must correct your errors below and resubmit**
>
> **Unable to Process Information**

- Questions requiring answers will be marked red.

Please enter a valid value.

Saving an E-Form Draft

You do not have to complete each e-form in its entirety at one time. You can save a draft of the e-form and complete it later by scrolling to the bottom of the e-form and clicking on "Save Draft."

[Save Draft]   [Submit]

If you save a draft of an e-form, it will be marked "Draft Status."

Program Information & Details (Department Administrator)

 MAIN PAGE | TEMP617118 | DRAKE MICHAEL UTONIUM

*** DRAFT STATUS / NOT YET SUBMITTED ***

Your form is currently in draft status. You may continue to make modifications and save as many times to draft as you wish until you are ready to finally submit the form.

Note: Partial dates are not saved to draft. Any desired changes to attached files on a draft e-form require a full cancel and resubmit.
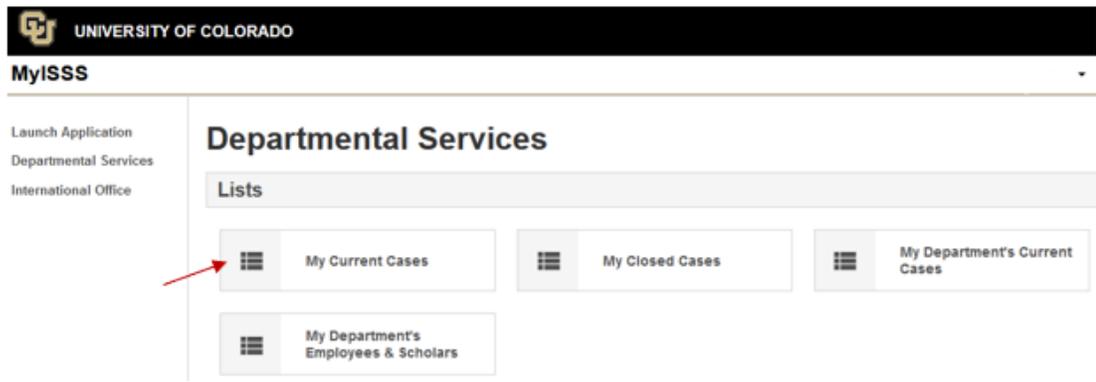
--- DRAFT SAVED ---
Your draft was successfully saved. You may return at any time to complete this form.

Responses can be updated and uploaded files can be replaced when an e-form is in Draft Status.

Returning to a Saved E-Form Draft

To continue completing an e-form that you started, click on "My Current Cases" on the Departmental Service homepage.

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Departmental Services

Lists

| ☰ My Current Cases | ☰ My Closed Cases | ☰ My Department's Current Cases |
| ☰ My Department's Employees & Scholars | | |

- If you attempt to access an already initiated request by clicking on the request tile under "Tasks," you may create a duplicate request and information may be spread across multiple requests.
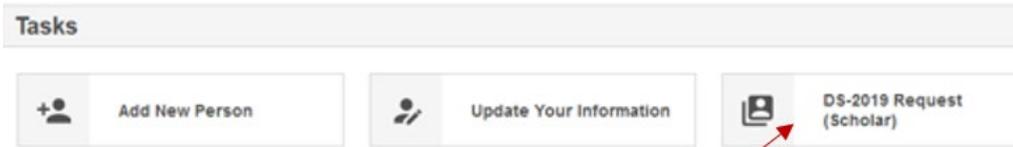
- o This will have to be manually corrected by the department which will slow the processing of the DS-2019 request as all information must be on a singular request.

Next, find the scholar's name on the list and click on the request that is started.
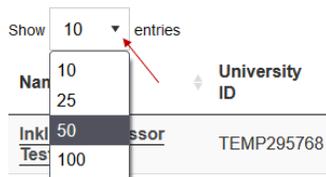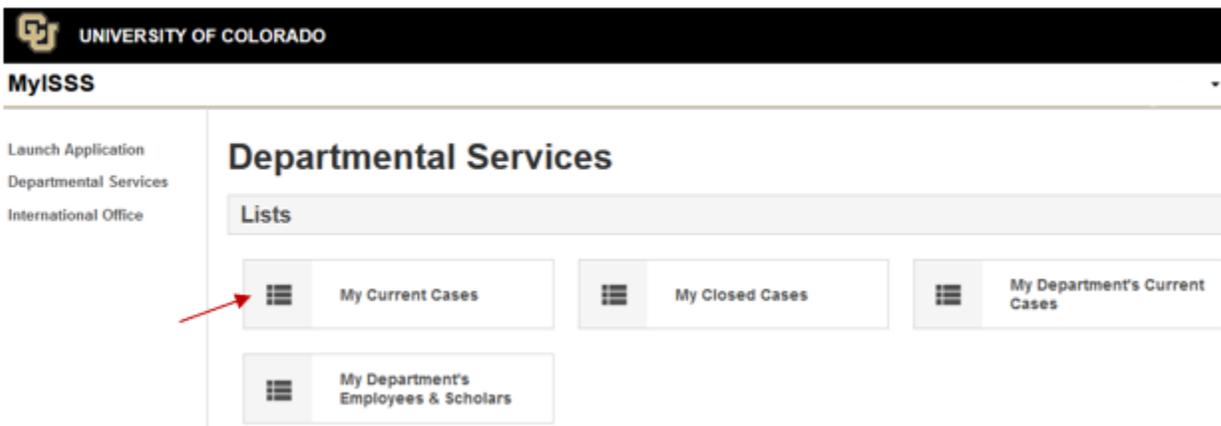

- To view more cases at a time, adjust the "Show entries" number by clicking on the arrow next to the number and selecting a new number.

Monitoring the Status of Request Submissions

To check the status of e-form submissions you initiated for a scholar, navigate to "My Current Cases" and then find the scholar's name and request in your case list.

Click on the Request link.

My Current Cases

Show 10 ▾ entries

Name	University ID	Application	Status	Start Date	Last Updated On	Last Updated By
Utonium, Drake Michael	TEMP617118	DS-2019 Request (Scholar)	Started	01/10/2022	01/10/2022	Ad Min - ISSS

This will bring you to the Request landing page for that scholar. You will be able to see all the e-forms in the request. The status of the e-forms will update as they are initiated and submitted.

- E-Forms marked "Required" have not been submitted yet.

  ☐ **REQUIRED**
  Host Department Information

- E-forms marked "Not Yet Available" are locked and a prior e-form must be approved by ISSS to unlock it.

  🔒 **NOT YET AVAILABLE**
  Program Information & Details (Department Administrator)

- E-forms marked "Pending Office Approval" require ISSS to complete a formal review and then approve the e-form for the department to be able to initiate remaining e-forms.

  🕐 **PENDING OFFICE APPROVAL**
  Host Department Information

- E-forms marked "Approved" have been reviewed by ISSS and approved. This action will unlock the next e-form.

  ✅ **APPROVED**
  Host Department Information

- E-forms marked "Submitted" are complete and do not require approval to initiate subsequent e-forms in the request.

  ✓ **SUBMITTED**
  Departmental Responsibilities & Attestation (Host Supervisor)

- E-forms marked "Routed to Third Party" have been sent to an additional person (e.g., host supervisor, department chairperson, Export Controls) to complete and submit; they have not yet been submitted to ISSS.

  🕐 **ROUTED TO THIRD PARTY**
  Departmental Responsibilities & Attestation (Host Supervisor)

Troubleshooting E-Form Submission Errors

If you are unable to resolve an error after trying the actions listed below, email ISSS for assistance.

General Issues

If you encounter difficulty submitting an e-form, try the following actions:

- Use **different browsers** to access the MyISSS Departmental Services portal
- Use a **private browser session**
- Use a **different computer/device**

Issues with Uploaded Files

- Ensure that the **name of any file**s that you are uploading in the e-form have **all valid characters** such as letters and numbers. File names **cannot include commas or colons** as commas and colons will break the upload.
- **Remove uploaded files**, **save e-form as a draft, open the e-form again** and then **upload the files again**
- If you are unsure if you are encountering a file name error, remove uploaded file from the e-form, rename it with a simple file name (e.g., your name), and upload it again

Internal Server Error

The MyISSS portal is experiencing an intermittent internal server error that occurs upon submission of an e-form. Despite receiving this error, your e-form will most likely have been successfully submitted.

Click on the back button in your browser to view the status of your e-form.

- Only resubmit the e-form if it is not in a Submitted status (submitted statuses include Submitted, Pending Office Approval, Routed to a Third Party or Incomplete if an e-form has a second approver).

- The e-form status can be viewed on the e-form group landing page and in My Current cases.
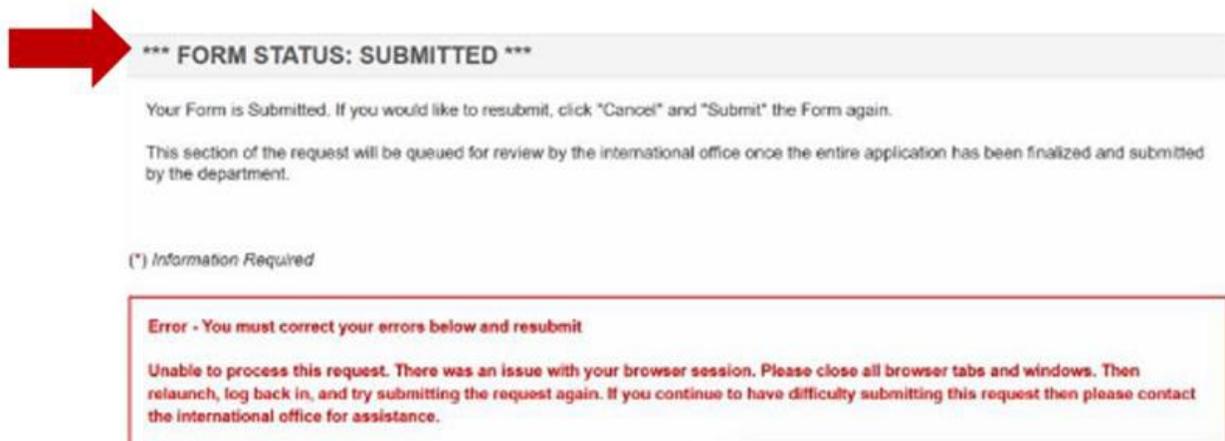
Canceling a Request in MyISSS Departmental Services Portal

If the request has not yet been approved by ISSS, the departmental administrator must cancel the request.
- Canceling a *DS-2019 Request*

If the request has already been approved by ISSS, contact the ISSS advisor assigned to your department to request they cancel the request.