

eForms FAQs

A) Getting Started:

1. How do I get access to iGlobal to process eForms for immigration paperwork/documents?

If you attended an SDPS training course, you will receive an e-mail with access instructions. If you have not yet attended training, you are required to complete our online SDPS iGlobal training course to obtain access to the database by the SISS data team. In the course, you will learn how to request access.

2. I am new to iGlobal. How can I get training?

SISS offers an online SDPS training class: Using SISS iGlobal to Process J-1 Visa Requests.

First, go to: <https://uc.sumtotalsystems.com/sumtotal/learner/home/index?PersistMode=1>.

Then, in the search engine box on the upper left hand corner type in iGlobal and a course entitled "Using SISS iGlobal to Process J-1 Visa Requests" should appear. Click on this to begin the required training.

3. Where can I log into iGlobal?

The link for iGlobal is: <https://iglobal.ucdavis.edu>. Go to the very bottom of the web page, and you will find a link: Administrative Services for University Departments. Click on this and use your UC Davis Kerberos network id and password.

4. I have problems logging in. Who should I contact?

Please contact the SISS data team at SISSdata@ucdavis.edu

B) iGlobal Workflow:

1. What is the general document/e-mail flow between departments, the scholar and SISS?

First Step: Department contact checks iGlobal scholar report to find out if the scholar has an iGlobal record. This report can be found here <http://bit.ly/iglobalreportnov2017>

If scholar is on report, then, scholar already has a record in iGlobal. Go to the Departmental Services menu in iGlobal and select "Application for a J-1 Exchange Visitor". When iGlobal asks for University ID and Date of Birth, enter the information from the report.

If the Department contact cannot find the scholar in the report, then, follow the procedure to add a new person to iGlobal. Click "Add New Person" under the Departmental Services menu.

Second Step: Under Department Services menu, find the scholar's name and click on it. Click on Application for a J-1 Exchange Visitor on the bottom right-hand side of the Department Services view.

Third Step: Department Contact completes the first eForm, "J-1 Applicant Contact Information", which triggers an e-mail to the scholar with iGlobal login information.

Fourth Step: Department contact and scholar fill out eForms.

Fifth step: Department contact and scholar submit completed eForm requests Make sure to click the submit button on all completed eForms. Please note that once all the eForms have been completed you will also need to click the final submit button in order for SISS to process your request.

Sixth step: Department contact completes second approver information for hosting faculty supervisor and department chair. Please note: Make sure that the embedded iGlobal link does not open in Safari. Hosting Faculty members and Department chairs will not be able to certify if they attempt to complete this step in Safari. We recommend using any other browser.

The host faculty supervisor and department chair receive the following secure email for logging into iGlobal to complete their certifications from SISSscholar@ucdavis.edu :

To Hosting Faculty Supervisor:

Dear Host Professor,

Your department is submitting a request for a J-1 exchange visitor program for Angela Merkel. Please click on the link below to complete an electronic form required for completion of this request.

[Faculty Supervisor Certification](#)

Client Name: TESTscholar25

Client ID Number: TEMP776517

Your Login ID: awesomedepartment@test124.com

Your Password: 93527F1-FB

Sincerely,

The SISS Scholar Advising Team

Services for International Students and Scholars SISS

Phone: 530-752-0864

Web: <http://siss.ucdavis.edu>

To Department Chair:

Dear Dept. Chair,

Your department is requesting a J-1 exchange visitor program for Testscholar25. As the indicated department chair for this visitor, you must log in to SISS's iGlobal system to review the application and to complete a required information and compliance form. Please click on the link below to access this form.

[Department Chair Certification](#)

Client Name: TESTscholar25

Client ID Number: TEMP776517

Your Login ID: awesomedepartment@test124.com

Your Password: CD7E18B-D5

Sincerely,

The SISS Scholar Advising Team

Services for International Students and Scholars SISS

Phone: 530-752-0864

Web: <http://siss.ucdavis.edu>

Email: siss@ucdavis.edu

Seventh step: SISS processes request, follows up with department or scholar, if necessary and sends notification when document/application has been processed.

2. In my department, more than one person may need to access the record of a prospective scholar for whom we are submitting an eForm request. How can each of us gain access to the electronic scholar files? How can I designate this person in my extended absence?

First step: Make sure your staff delegate has completed the iGlobal training (see section A part 2) and has received access from the SISS data team. Once the staff delegate has completed this step provide the staff delegate with the scholar's iGlobal ID and date of birth. Departmental contact can find this information on

the Departmental Services Overview menu by clicking on a scholar's name. If the scholar is not already on the Departmental Services Overview list of Current or Past Cases, then check the iGlobal scholar report. If needed, contact SISSdata@ucdavis.edu for assistance. Our SISS data team will provide you with the iGlobal scholar report when your access request is approved.

Second Step: Colleague of Department Contact may now log in to iGlobal and select "Application for a J-1 Exchange Visitor" under the Departmental Services menu.

Third Step: Colleague enters iGlobal ID and date of birth. Scholar's record will appear under colleague's Current Cases. A scholar's record can appear under multiple departmental contacts Current Cases. So, any departmental contact who works on a scholar's record will have that scholar's record on their Current Cases.

C) Who to Contact if there are iGlobal Issues:

1. I have technical issues.

You should contact the SISS data team at SISSdata@ucdavis.edu.

2. What should I do if the scholar for whom I am submitting a new request was previously at UC Davis as a student or a scholar before I enter new information iGlobal?

Our SISS data team will provide you with an iGlobal scholar report when your access request is approved to confirm that a scholar has been at UC Davis in the past. You will receive instructions as to how to proceed to maintain the one-person one-record system.

3. I have questions about required eForm information.

If you have general questions, please e-mail SISSscholar@ucdavis.edu for information. For case-specific questions e-mail the assistant/advisor working on the case http://siss.ucdavis.edu/about_us/staff.html

4. Who should I contact/ what should I do if a second approver has lost/ not received email instruction on how to login to iGlobal.

First, make sure the second approver has checked his/ her email inbox and/or junk box for any emails from SISSscholar@ucdavis.edu. If the second approver is still unable to locate the email, you can forward the second approver your copy of the email with their login information. Please remember the second approvers must complete their sections of the eForms, you cannot complete it on the second approver's behalf. 2nd approver is not getting email sent out from iGlobal:

Note: There have been some reports of individuals using the Mac Mail program not getting the email. If your email address is on the UC Davis exchange server, we suggest trying to log into your email using [Office 365](#) web application.

5. I am concerned about the security login for those who will not use their Kerberos Id and password to log into iGlobal, how can I confirm it is secure?

For those who will receive their login information through email, each time the request comes through all he/she needs to do is click on the iGlobal link and it will enter the unique login id information into the iGlobal login page. Each request that the person receives via e-mail is unique, so he/she will never need to remember any of the information that is sent in the e-mail. All the person needs to do is click the button in the e-mail, then, click log on. He/ she doesn't even have to enter any information to log on. It's two clicks.

Then, the person can scroll down on the page to review the information, and again, click to check a box and click to submit.

6. I am having trouble uploading a document into iGlobal. What should I do?

First, check to see the file is not corrupted or was not saved in high resolution. If you still experience problems email SISSscholar@ucdavis.edu with the document attached and a scholar team member will upload it.

7. The scholar is not receiving the SISSscholar@ucdavis.edu e-mails that iGlobal should be sending. What should I do?

Case 1: You believe that you entered the correct e-mail in iGlobal: First, verify that the scholar is receiving e-mails at the e-mail address that you entered in iGlobal. Do this by double-checking that the scholar has successfully received communication from you at the exact address (look for typos) that you entered in iGlobal. View the e-mail that you entered by going to the J-1 Applicant Contact Information eForm that you completed. Click on it and look at the e-mail address. Is it correct? If so, then simply click the “New” button on this eForm and then, click Submit button. The e-mail will be resent immediately. As always, you will receive a copy.

Case II: There is a problem with the e-mail address that you entered at iGlobal: In this case, you will need to contact SISSscholar@ucdavis.edu and let staff know that you need an e-mail address corrected for a scholar. Our staff will correct the e-mail in the iGlobal database and set the eForm back to Draft status. Now, you will be able to resend a new e-mail by simply going back to the J-1 Applicant Contact Information eForm, correcting the information, and clicking the submit button. The e-mail will be resent immediately. As always, you will receive a copy.

8. The iGlobal link is not working. What should I do?

Option 1: Try a different web browser.

We have noticed some issues with the link for second approvers and the Safari web browser. You can copy the link from the email and paste it into the [Google Chrome](#) web browser. Other web browsers known to work are:

1. [Opera](#)
2. [Firefox](#)
3. [Edge - only available for Windows 10](#)
4. [Vivaldi](#)

Option 2: If option 1 does not work try clearing your browsers cache and retry number 1. If you are unsure how to clear your browsers cache, you can refer to helpful [Knowledge Base Article](#) (provided by developers of iGlobal) on how to clear cache from the most popular web browsers.

D) eForm Data Entry Questions:

Biographical Information

1. How important is it to enter the scholar’s name correctly?

Extremely important! You must enter the name as it appears in the scholar’s passport.

- Use the machine readable line at the bottom of the passport
- Only Latin (Roman) alphabet characters
- No hyphens
- No apostrophes
- One space between names

The eForm provides additional instructions.

2. What happens if I entered the name incorrectly?

If prior to submitting the complete request to SISS, please contact SISSscholar@ucdavis.edu to request a name correction for the scholar. We will update the scholar's name in sunapsis, and it will be corrected in both sunapsis and at iGlobal.

3. How do I enter the date of birth?

The date of birth is entered: month/day/year. Remember, from SISS training for processing J-1 requests, most passports will not have the date in this format, so be cautious to enter the date accurately.

4. If I entered in the date of birth incorrectly how can I fix it?

The SISS data team must correct this. There are two options to fix the error:

Option 1: If the application is new, and you don't mind starting over you would do the following:

- Contact a SISS scholar staff member who will email the data team with the scholar's name and iGlobal ID, and correct date of birth.
- SISS Data team deletes the profile with the incorrect birthdate.
- Once deleted, you can start a new application.

Option 2: If the majority of the application has been filled out and you do not want to start a new application you would do the following:

- Contact a SISS scholar staff who will email the SISS Data team with the scholar's name, ID number and correct birthdate.
- SISS data team will make the correction in iGlobal and reply to email confirming the change.
- Once emailed, you will continue the application.

NOTE: You will not see the correct birthdate for the rest of the DS-2019 request if you choose this option.

If you have already submitted the application, you would do the following:

- Email a SISS scholar team assistant and ask them to correct the date of birth in record management
- SISS scholar assistant will correct the date of birth and put the J-1 Contact Info eForm back in draft status,
- You would go back into iGlobal and fill out the J-1 Contact Information eForm and submit.

Financial information

1. What documentation is required to demonstrate financial support when support is not coming from UC Davis?

The "Financial Information" eForm provides a link with detailed information regarding funding sources and accepted documentation. In general, for personal funds: a recent bank statement is needed (If family

support, an additional sponsor note is needed), for UC Davis salary: the offer or Postdoc appointment letter and for home institution funding support: the award letter.

2. How do I know what funding sources and documentation are acceptable?

Please check the info at http://siss.ucdavis.edu/local_resources/docs/student-forms/Funding%20Options%20and%20Required%20Support%20Documents%20for%20J%20Scholars.docx

3. I have an undergraduate researcher coming and inquiring what type of funding documents are needed. Can you give me some examples of the type of funding documents required?

Undergraduate researchers may not be completely funded by personal funds (including support from family members). At least 50% of the minimum financial requirement has to come from an outside sources, such as home institutions, organizations, government, corporations, UC Davis etc.

Other data:

1. For J-1 DS-2019 requests, must we provide the attestation for J-1 Physicians for all scholars who have the equivalent of M.D.s in their home country, even if they do not have any patient contact?

Yes, the attestation has to be provided for all scholars who received an M.D. back home. Please note the Physician attestation must be downloaded for print, signed and uploaded into the J-1 request before we can process. The J-1 Physician attestation can be found here http://siss.ucdavis.edu/local_resources/docs/dept-forms/J-1%20Physician%20Attachment.docx.

- iGlobal login: <https://iglobal.ucdavis.edu>

2. How do I decide what UC Davis position title and position title code to assign a scholar?

Please check with Human Resources or Academic Personnel about an appropriate position title. Some departments do not assign position titles if the J scholar is not paid by UC Davis. Please note, that per J regulations J scholar may not accept a tenure-track position.

3. What do I do if the scholar will work in two different locations during his/her program?

If the scholar has two work locations at the start of the J program, the second site of activity may be entered on the J eForm for the initial DS-2019. If the scholar will start to work at a second site later in the program, please contact SISS by using the SISSscholar@ucdavis.edu.

4. How do I enter address information correctly?

At a minimum addresses need to have a valid street, city, state and zip code. Follow USPS street and secondary unit abbreviations, enter number for apartment, suite etc. (6-character limit). For address line one, always begin with a number. For example: 1 Shields Avenue.

5. What should I do if I have an updated department invitation letter and the DS-2019 has not been issued?

Contact SISSscholar@ucdavis.edu. A scholar team member will change the department letter section back to draft status. Once it has been set back to draft status you can go back into this section and edit the program dates and upload the updated department letter.

6. A prospective J scholar has been in another J status during the last 2 years. How do I know if a “bar” exists that would mean they cannot come?

Bars only apply to a scholar who has been in any J status during the last 2 years and who plans to return to the US as a J-1 research scholar (no other J categories are affected) Please consult with a SISS scholar advisor to determine whether a bar applies to a returning J-1 research scholar.

http://sisss.ucdavis.edu/about_us/staff.html

7. A student is asking about changing his/ her status to J-1 scholar. Who should he/she contact?

The scholar should contact a SISS scholar advisor. http://sisss.ucdavis.edu/about_us/staff.html

E) General Questions:

1. I realized I made a mistake and entered incorrect information in the eForm after submitting the request to SISS. What should I do?

Please contact SISS by sending an e-mail to SISSscholar@ucdavis.edu.

2. When is the cancel button used?

The cancel button should be used if you want to cancel all the entered information on the eForm. You will have to re-enter all information after cancellation. If you want to correct information in just a few fields, you should make the correction without using the cancellation button.

3. How will I know whether all the documents I have submitted electronically actually arrive at SISS? Is there a way I can confirm what I have submitted?

You will receive an e-mail confirming your submission.

4. How can I check on the status of the application after submission?

On iGlobal, navigate to “Departmental Services Overview” and find the scholar’s record under Current Cases. Click on the “Application for a J-1 Exchange Visitor”. If the submission is still pending review, the “Submit Request for J-1 Exchange Visitor” will have a “Pending Review” status icon. If SISS staff has completed processing, there will be a “Complete” status icon.

5. What is the role of the scholar during the eForm process?

After the Department contact adds a new scholar in iGlobal, an automated e-mail will be sent from SISS to the scholar with directions about logging into the “scholar eForm view” of iGlobal. The scholar will complete scholar eForms independent of the Department contact eForms. The scholar’s forms will be submitted to SISS after completion. Information includes biographical, degree, visa history and other information. An automated e-mail should be triggered to inform the department of it.

6. If I have a J-1 Exchange Visitors that has been at UC Davis but I previously did a paper request for in the past, will the scholar still have a record in the iGlobal system?

Yes, and this can be verified by the Scholar list provided by our SIS Data Team. If you are unable to locate the scholar on the list and want to double check email SISSdata@ucdavis.edu or SISSscholar@ucdavis.edu along with the scholar’s name, date of birth, country of citizenship, and his/her email.

- When you log in to iGlobal, you would click on Extension for a J-1 visitor if the scholar is currently working at UC Davis. If the scholar is beginning a new program at UC Davis you would use the same record but request an initial DS-2019. Make sure to use the scholar’s iGlobal ID number and not the UCD Employee ID number.

- If you do not have the iGlobal ID send an email to SISSscholar@ucdavis.edu. Make sure to include the scholar's name as it appears on the passport, date of birth, country of citizenship, and his/her email.
- If you would like a preview of the other forms that are in the Extension request refer to our resources section at the bottom of this FAQS sheet which offers a link to the full list of the forms. It is entitled "Full content of scholar eForms"

7. The scholar I am working with will not arrive by the program start date on the DS-2019 I have mailed him/her, what should I do?

If the scholar is arriving at a late date to begin his/her program you will need to complete an amendment request in iGlobal. First, you will need to have an updated invitation letter with the new program dates. Once you have the updated invitation letter you would login to iGlobal and complete the Existing J-1 Visitor Program Amendment. You would submit this along with the updated invitation letter.

F) Resources List:

- SISS online eForm training course: Using SISS iGlobal to Process J-1 Visa Requests http://sdps.ucdavis.edu/course_catalog/ulearn/index.html
- SDPS course “Using SISS iGlobal to Process J-1 Visa Requests” (enter iGlobal in Activity search window) <http://lms.ucdavis.edu>
- Scholar report <http://bit.ly/iglobalreportnov2017>
- eForm Faqs http://sis.ucdavis.edu/local_resources/docs/dept-forms/eForms%20FAQs.pdf
- J-1 Physician Attachment http://sis.ucdavis.edu/local_resources/docs/dept-forms/J-1%20Physician%20Attachment.docx
- iGlobal login: <https://iglobal.ucdavis.edu>
- Link to all departmental forms and instructions http://sis.ucdavis.edu/forms/department_forms.html
- Full content of scholar eForms: <http://bit.ly/iGlobalScholarForms>
- Email address for technical issues: sisdata@ucdavis.edu
- Email address if you have a returning scholar and you cannot find iGlobal ID and Date of Birth on iGlobal scholar report: sisdata@ucdavis.edu
- Email for e-form completion questions: sissscholar@ucdavis.edu
- Financial documentation overview: http://sis.ucdavis.edu/local_resources/docs/student-forms/Funding%20Options%20and%20Required%20Support%20Documents%20for%20J%20Scholars.docx