

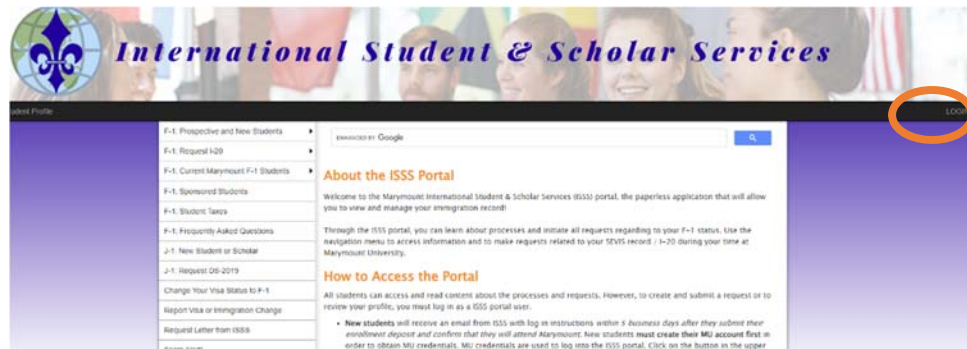
Create a Request via the ISSS Portal

This guide provides instructions for how to submit any F-1 related immigration request to the Office of International Student and Scholar Services (ISSS), including requests such as P/DSO travel endorsement on your I-20, support letter for SSN before starting your first on-campus employment, CPT authorization for your degree program's required internship, Concurrent Enrollment letter to take classes at a U.S. school other than Marymount, add a dependent (spouse or child) to your SEVIS record, extend your program completion date on your I-20, and so forth.

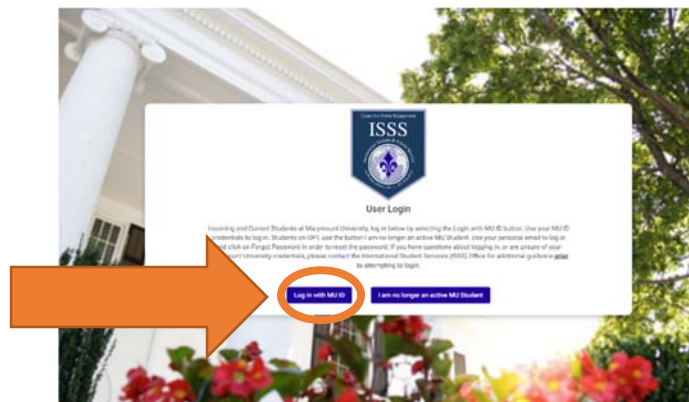
Before submitting an immigration request, confirm that your contact information is up to date. If your address, telephone number, or email address needs to be changed, make any updates to your personal information through [Workday](#). Detailed instructions are found [here](#).

Create a request through the ISSS portal:

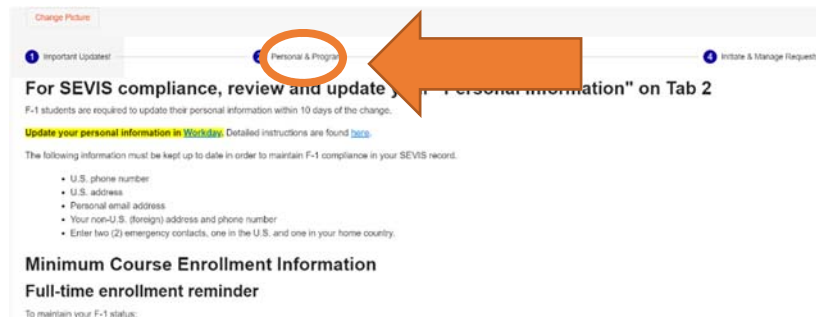
1. Log in to your MU portal using your MU credentials.
2. On the left side navigation menu under Sign On links, select [ISSS portal](#). Alternatively, you can type the following URL into your browser: international.marymount.edu.
3. Click the login button in the upper right corner of the page.



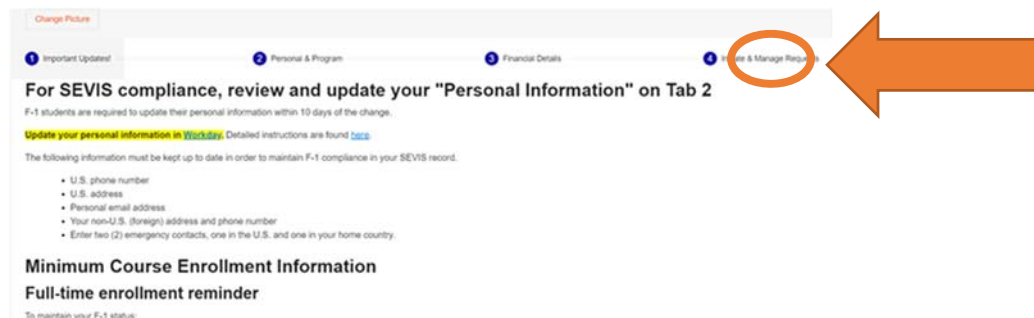
4. Log in using your MU credentials.



5. Once you are in to your portal, review the first page for any important announcements and reminders. While there, make sure that your personal information is correct!



6. After you have confirmed that your personal information is correct (or made updates, if needed), proceed to Tab 4 "Initiate & Manage Requests." Hint! If you are using your cell phone to access the ISSS portal, use landscape mode to more easily view all tab numbers.



7. Scroll down until you see the section "What can we help you with?" (right side of screen, if using a computer monitor).
 - a. Find the request you want to start and click on the icon. Instructions are embedded in the online request form. There will be a summary of regulations related to the request. Answer questions to the best of your knowledge and upload required documents specified for that particular request.



- b. Some requests require that you enter the name and email address of your *academic* advisor, so that they receive an automatic notification to confirm credits completed or graduation date. To reduce delays in processing, enter the correct email address for your academic advisor.
 - c. If you are working on your request but not ready to submit it, click Save as Draft. When you are ready to submit your request to ISSS, click Submit. The request will be routed to your academic advisor for review and then to ISSS. Once Submitted, you cannot edit your request unless you contact iss@marymount.edu for assistance.

Allow up to 10 business days for ISSS to process your request.

Review your pending and processed requests:

1. In Tab 4 “Initiate & Manage Requests”, view Ongoing Requests, Completed Requests, and Documents.
 - a. Ongoing Requests are requests that you started and either remain in Draft or that you Submitted and are awaiting Approver Review or require some other further action. If your request is returned to you for more information, then it will be in Clarification Requested status.
 - i. If you receive an email from ISSS with a request for clarification, then please follow instructions promptly to provide any missing information.
 - b. Completed Requests are requests that have been processed by ISSS. You will receive an email when your request is completed.
 - c. The Documents section is where you will find your I-20s, letters issued by ISSS, etc.

Frequently asked questions (FAQs):

1. I cannot access the ISSS portal using my MU credentials.

Answer: contact the ISSS team via email using your Marymount student email account.
2. An ISSS Advisor emailed me to tell me to upload a missing document but the online request form does not have a place for me to do that.

Answer: use the “Document Upload” request icon.

Contact ISSS:**International Student & Scholar Services**

iss@marymount.edu (emails answered Monday-Friday 9:00AM – 4:00 PM, except University holidays)

Tel: 1-703-526-6922 (calls answered Monday-Friday 9:00AM – 4:00 PM, except University holidays)

[Make an appointment](#) with an ISSS Advisor