



## Tutorial – How to make an immigration request

This tutorial provides instructions how to make any immigration request such as, Internship /CPT, letters for SSN, letters for classes outside MU, OPT and more.

**Please note that if any contact information in your ISSS portal profile such as personal address, phone or email are not accurate, you must update it on Marynet, also located in the MU portal. After 48 hours the change will be reflected in the ISSS portal**

1 Log in to your MU Portal using your MU credentials

2 On the left side **Sign on links**, select [ISSS portal](#). You can also type on your browser [www.international.marymount.edu](http://www.international.marymount.edu)

2 Log in using your MU credential by clicking the login button in the upper right corner and then click on Log in with MU ID.

**INTERNATIONAL STUDENTS & SCHOLAR SERVICES**  
**Center for Global Engagement**

LOGIN

New F-1 Students  
Current F-1 Students  
New J-1 Students/Scholars  
Current J-1 Students/Scholars  
Frequently Asked Questions  
Report Change of status to a different visa/status  
Change of Status to F-1 Student  
Sponsored Students  
Contact ISSS Staff  
Events  
Announcements & Immigration Alerts  
**Announcements**  
There are no announcements

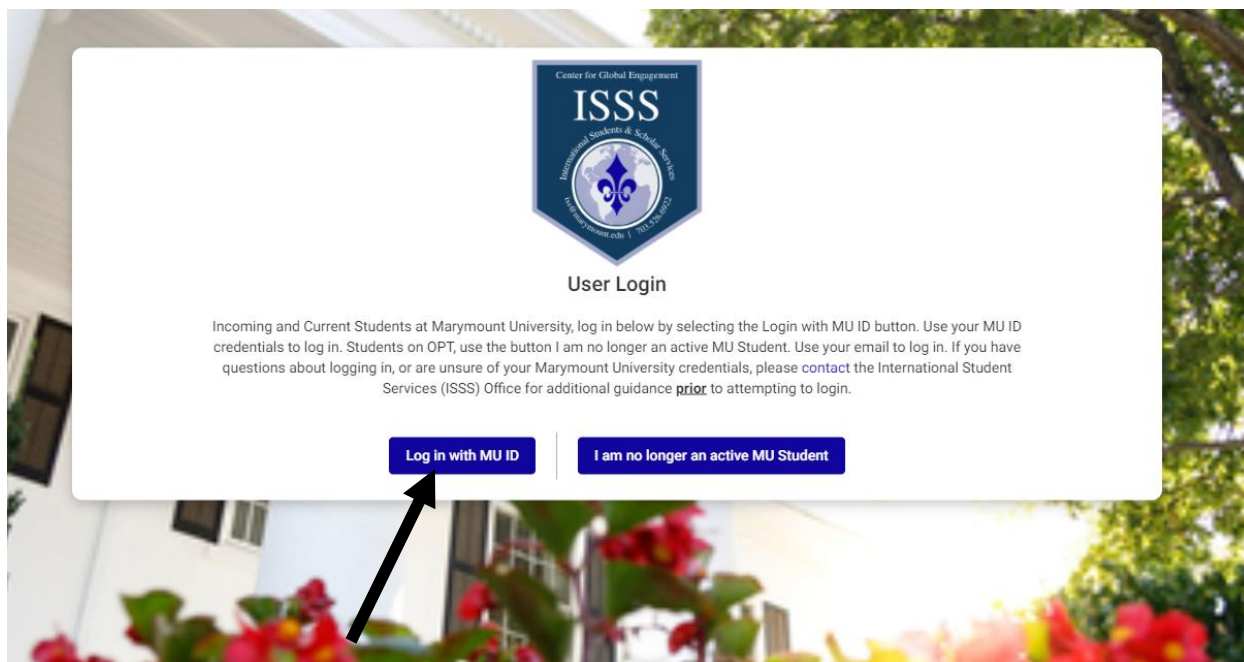
**About the ISSS portal**  
Welcome to the Marymount International Student & Scholar Services Portal which is the paperless application that will allow you to view and manage your immigration record. Through the portal, you can learn the process and initiate all the different immigration requests applicable to your F-1 status. On the left side menu, you will have available to read at any time all the information regarding the different processes and immigration requests related to your I-20 that you may need throughout your time as an international student.

**How to Access the Portal**  
All students can access and read the content related to all the processes and requests. However, in order to start an immigration request, review your profile, or contact an international advisor you must log in as a user.

- **New students** will receive an email with the link and instructions to log in after they deposit and confirm they will be attending Marymount. Then **they must create their MU account first** in order to have their MU credential, which they will use to log into this ISSS portal. Click on the upper right button to login.
- **Current students** log in using your MU credential by clicking the login button in the upper right corner.

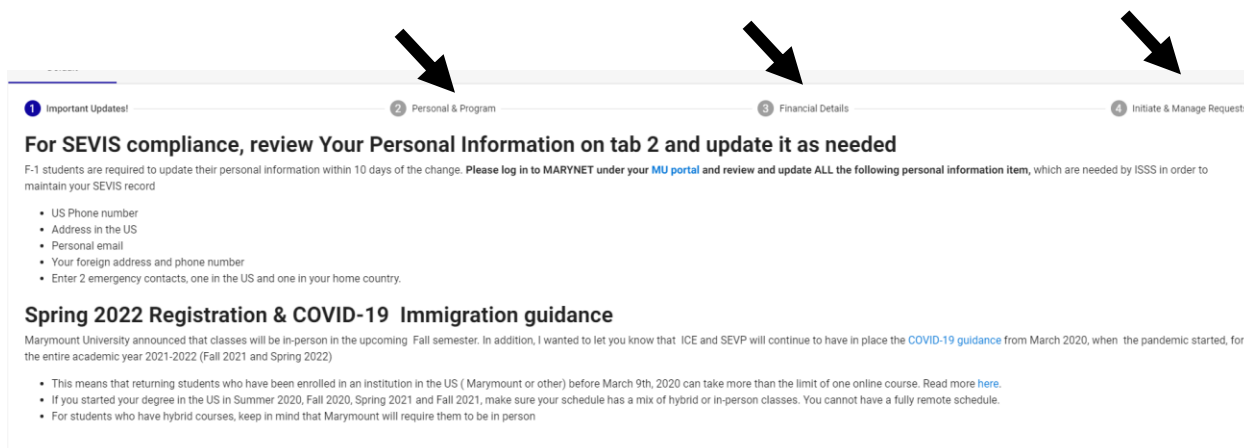
**Students on OPT** will no longer use their MU credentials after graduation so they will transition to access their account using your personal email. **On the upper right corner click the login button and then select I do not longer have access to my MU ID.**

**How to make an immigration request**  
Once you log in there are four number tabs on top. Click on the last tab Initiate and manage your requests. There you will have a set of icons for each type of request. Click on the icon to start and follow all the required steps. After you click submit, the international advisors will automatically receive your request.  
In Addition, Click number 1 to check important announcements. Click number 2 to review your profile and all your personal and academic information. On number 3, you will be able to see your financial information.



Once you are in your profile, always read the **important announcement** and reminders posted on the first page. Then you can click on any of the numbered tabs to review and access information.


- a) Always review your personal information on **Tab 2**.
  - Please note if any Contact information in your ISSS portal profile such as personal address, phone or email are not accurate, you must update it on **Marynet, also located in the MU portal**.
  - If your major/ minor are not correct, please follow up with your academic advisor to verify that any change or addition has been processed in you respective college, so that it can show in the ISSS portal.
- b) **Tab 3** shows your financial information. If you need to make any changes, you will be able to make a financial information update request on tab 4



### Initiating an Immigration request.

- a) Click on tab 4, manage and initiate requests.
- b) On the right side you will have icons for the different immigration requests.
- c) Find the name of the request you want to start and click on it. You will have instructions and a summary of the regulations for you to be informed of the process. Next, answer the necessary questions and upload the required document for each particular request.
- d) Many of the requests will require in the last question that you **enter the name and email of your academic advisor**, so that he/she can certify your request in terms of credits completed or graduation date.
- e) Your advisor will receive a link with the request to be approved and then it will automatically go to the ISSS advisor.
- f) When you finish the request, please click **COMPLETE** and **SUBMIT** so that your request goes through.
- g) If you have not finished your request, you can click **SAVE** and come back to it later.

Please allow 3 to 5 business days for your request to be processed. If there is missing information an ISSS advisor will contact you requesting for clarification.

What can we help you with?  



CPT/Internship Request



Classes Outside MU - Concurrent  
Enrollment Letter request



Dependent Information Create



Dependent Information Delete



Dependent Information Update



Doctoral Notification of Course  
Completion



Driver's License Letter Request



Financial Information Update



I-20 Program Extension Request



I-20 Reprint request



I-20 Travel Signature Request



I-20 for New Degree Level Request



Major / Minor Information Update



OPT - STEM OPT Employer Report



OPT Application Review Request

I have read and understood the instructions and requirements of this process.

I certify that my address and phone number in [My Marynet \(MU Portal\)](#) are up to date or I have recently updated them before submitting this request.

☐ I confirm that I have read and understand the information presented.

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Enter comments to display to the student

000 characters left

#### Tab 4 dashboard.

- a) Besides submitting immigration requests, on tab 4, you can see your **pending requests or completed request**.
- b) Also, under the **documents section** download any immigration document that has been issue to you after an immigration request has been approved. (allow pop ups, first if you are not able to download a document)

The screenshot shows the 'Initiate & Manage Requests' tab (Tab 4) of the Marymount University portal. On the left sidebar, there are four main sections: 'Pending Requests' (No pending requests), 'Completed Requests' (No completed requests), 'Documents' (No Documents), and 'Practical Training' (Curricular Practical Training (CPT) - No pending CPT available, and Optional Practical Training (OPT)). An arrow points to the 'Documents' section. The main content area features a search bar 'What can we help you with?' and a grid of 12 service icons: CPT/Internship Request, Classes Outside MU - Concurrent Enrollment Letter request, Dependent Information Create, Dependent Information Delete, Dependent Information Update, Doctoral Notification of Course Completion, Driver's License Letter Request, Financial Information Update, I-20 Program Extension Request, I-20 Reprint request, I-20 Travel Signature Request, and I-20 for New Degree Level Request. Arrows also point to the 'Importance' tab and the 'Documents' section in the sidebar.

If you are having trouble accessing your account or you are having difficulties uploading documents, please contact our office.

International Student & Scholar Services

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