

How to request your Certificate of Eligibility from Clemson University

Congratulations on your recent admission to Clemson University!

In this document you will find instructions on how to request your I-20 Certificate of Eligibility for the F-1 Visa or DS-2019 Certificate of Eligibility for the J-1 Visa. At the end of this document, you will also find a list of Frequently Asked Questions.

Please note the following deadlines provided by our office:

- Students expecting to enroll in the spring term should submit all materials by November 15.
- Students expecting to enroll in the summer term should submit all materials by April 1.
- Students expecting to enroll in the fall term should submit all materials by July 1.
- Students transferring their SEVIS record from another U.S. Institution should complete their certificate of eligibility request by the start of classes in their expected start term.

Step 1: Use Internet Explorer as your browser to visit the URL: istart.app.clemson.edu

Step 2: Register your iStart portal by entering your CU/XID and date of birth.

Step 3: Complete the “Request Certificate of Eligibility (group)” under the “Pre-Arrival” tab.

Pre-Arrival
Request Certificate of Eligibility
Request Certificate of Eligibility (group)
Financial Certification
Request Dependent SEVIS Document
SEVIS Transfer In Request
Report Program Start Information
University Employment
Logout of iStart

of your documents prior to shipping them to you.

We encourage you to review your iStart Portal after the processing of your I-20/DS-2019 Form to review the information within your portal to ensure the information is correct. You will also be able to see your SEVIS ID to schedule your visa interview at the consular.

Once you've completed this request, we recommend you visit the [Arrival Guide](#) for more information on housing, airport transportation, orientation registration and other useful arrival details. If you have any questions regarding this process, please [contact International Services](#).

- Admission Information (group)
- Request Dependent SEVIS Document (group)
- SEVIS Transfer In Request (group)
- Financial Certification (group)

Step 4: Once one of the e-forms is submitted, the symbol to the left will change from to . Then you can move on to the next e-form.

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- [Admission Information \(group\)](#)
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- [SEVIS Transfer In Request \(group\)](#)
- [Financial Certification \(group\)](#)

Step 5: Once all the e-forms are submitted and shown as "Pending Review", it will take up to 10 business days for processing. During this time, your documents will get reviewed and the advisor will let you know if additional materials are needed. If your request is deemed as complete and no additional information is needed, we will issue the certificate of eligibility within 10 business days, and also send you an email with shipping instructions.

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- [Admission Information \(group\)](#)
- [Request Dependent SEVIS Document \(group\):](#)
[05/09/2018 11:22 AM | Pending - Request Dependent SEVIS Document](#)
- [Request Dependent SEVIS Document \(group\):](#)
[05/09/2018 11:18 AM | Pending - Request Dependent SEVIS Document](#)
- [Add New Request Dependent SEVIS Document \(group\)](#)
- [SEVIS Transfer In Request \(group\)](#)
- [Financial Certification \(group\)](#)

Sunapsis Frequently Asked Questions

1. What is my Clemson ID?

Your Clemson ID will begin with a C and will have 9 digits after the C. For example: C00000000.

2. I don't know where to find my Clemson ID?

The Admissions offices typically send emails with instructions on how to access your institutional username for newly admitted students. Please check your emails to see if you received this email. If you are unable to find this information, please [review CCIT's website that explains where this information can be found.](#)

3. I am unable to upload multiple financial documents in the financial certification form. What should I do to attach multiple bank statements or award letters?

You will need to combine all bank statements or award letters together into one Adobe pdf document. If you are unsure how to do this, [visit this website for detailed instructions.](#)

4. I made a mistake when entering information in Sunapsis and have submitted incorrect information. How can I correct the information?

Before submitting e-forms, we recommend you review the information carefully to ensure accuracy. If you did make a mistake on the e-form, you can cancel the e-form. Once you've cancelled the incorrect e-form, complete the e-form again with the correct information and submit the request. This will restart the processing clock on your request.

5. I have tried everything, but I still cannot access my iStart Portal, what should I do?

If you have tried all of the suggestions above, please send a detailed email as to when the errors occurred along with a screen short of the error you are receiving to is@clemson.edu. We will take a look and see if we can provide additional support.

6. My name is listed incorrectly in my iStart Portal, can this be corrected? Will my certificate of eligibility list the incorrect name?

An advisor will review your passport and ensure that the name is listed correctly on the certificate of eligibility form. The name in the iStart Portal is carried over from how you provided your name in the admission application to Clemson University.

7. How long does it take to review and issue my certificate of eligibility request?

An advisor will review and process your request within 10 business days after receiving a complete request. The advisor will check to see that your request is complete and that all of the requested materials are provided. If additional information is needed, an advisor will reach out to you within the 10 business days. If additional materials are needed, the processing of the certificate of eligibility form could take more than 10 business days to process.

8. What are business days?

Business days are days in which the University is open and operating. Typically Monday, Tuesday, Wednesday, Thursday, and Friday, are all business days. During [University holidays and inclement weather events](#), the University will be closed and these will not be considered business days.