

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 download Duo Security, access Clemson University's VPN, and request your I-20 Certificate of Eligibility for the F-1 Visa or DS-2019 Certificate of Eligibility for the J-1 Visa below. At the end of this document, you will also find a list of Frequently Asked Questions.

Please note the following deadlines:

- 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: [Download the Duo Security App by following CCIT's instructions.](#) ([Click here for FAQs and tips on how to use Duo](#)) Once you have downloaded Duo, you can move on to Step 2 to connect to Clemson University's network through the VPN.

Step 2: [Click here](#) to download the VPN to your computer. If you would like detailed step-by-step instructions on how to download DUO and access Clemson University's VPN, please click [here](#).

Step 3: Once you have accessed the VPN, use Internet Explorer as your browser to visit the URL:
istart.app.clemson.edu

Step 4: Register your iStart portal by entering your CU/XID and date of birth.

Step 5: Click on the "Pre-Arrival" tab on the left-hand side of the page.

Step 6: Complete the Request Certificate of Eligibility e-form group. You must complete all e-forms within the group in order to submit a complete request to International Services.

If you have questions about how to complete these forms, please [contact International Services](#).

Sunapsis Frequently Asked Questions

1. **I cannot launch *istart.app.clemson.edu*. What should I do?**

- a. Make sure your computer is connected to the Clemson University VPN first and then you visit the iStart Portal webpage. To ensure you are connected to the VPN, refer to these [CCIT instructions](#).
- b. Once you are connected to the VPN, try using the Internet Explorer browser and type *istart.app.clemson.edu* into the browser window

If you still experience issues with the VPN or DUO, please [contact CCIT](#).

2. **What is my Clemson ID?**

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

3. **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](#).

4. **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](#).

5. **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.

6. **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.

7. **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.

8. **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.

9. **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.