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 at least one week prior to the start of their expected start term.

**Step 1.** Complete the onboarding process with Admissions to obtain your CUID.

**Step 2.** Access the iStart Portal: istart.app.clemson.edu

**Step 3.** Complete the “Request Certificate of Eligibility” e-form under the “Pre-Arrival” tab.

**Step 4.** There will be **four sections** within the Request Certificate of Eligibility e-form which need to be submitted, including Admission Information, Request Dependent SEVIS Document, SEVIS Transfer In Request, and Financial Certification. Once all the e-forms are submitted and shown as “Pending Office Approval”, it will take up to 10 business days for processing. During this time, your documents will be 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.
1. **What is my Clemson ID?**
   Your Clemson ID will begin with a C and will have 9 digits after the C. For example: C0000000.

2. **I don’t know where to find my Clemson ID?**
   The Admissions Office typically sends 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 screenshot of the error you are receiving to [is@clemson.edu](mailto: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. Please note that we can only process requests in the order we receive them.

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 considered business days.