

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 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.

- a. [Graduate Onboarding Instructions](#)
- b. [Undergraduate Onboarding Instructions](#)

Step 2. Login to the [Clemson VPN](#) if you are not on the Clemson internet network. Please [contact CCIT](#) if you have trouble accessing the Clemson VPN.


Step 3. Access the iStart Portal: istart.app.clemson.edu

Step 4. Complete the “Request Certificate of Eligibility” e-form under the “Pre-Arrival” tab.


Home
Biographical Information
F-1 Student Services
International Office
Orientation
Pre-Arrival
University Employment

Pre-Arrival

Tasks



**Request Certificate of
Eligibility**



**Report Program Start
Information**

Step 5. 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. To be fair to all students, requests to expedite cannot be granted.

All four e-form sections below must be completed in full to request your Certificate of Eligibility. All four sections should show "Pending Review" once successfully submitted.

E-Forms	
🕒	PENDING OFFICE APPROVAL <u>Admission Information</u>
🕒	PENDING OFFICE APPROVAL Request Dependent SEVIS Document: 06/21/2022 12:52 AM Pending - Request Dependent SEVIS Document
+	<u>Add New Request Dependent SEVIS Document</u>
🕒	PENDING OFFICE APPROVAL <u>SEVIS Transfer In Request</u>
🕒	PENDING OFFICE APPROVAL <u>Financial Certification</u>

Sunapsis Frequently Asked Questions

1. What is my Clemson XID?

Your Clemson ID will begin with a C and will have 9 digits after the C. For example: C00000000. If you can't find your XID, please review [CCIT's website](#) that provides further detail.

2. 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](#).

3. 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.

4. 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. Please note that business days do not include weekends or holidays.