

## *Virtual Town Hall:* Impact of Coronavirus/COVID-19

### *URcompass & Reporting Tools*

Friday, April 17, 2020 • 11:00 am Eastern



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### Panelists

#### Stephanie Krause

Associate Director for ISO Student Services

#### Kevin Turley

Assistant Director for Systems & SEVIS Compliance

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### Today's Agenda

#### Accessing ISO's Client Portal: *URcompass*

#### Electronic Reporting Tools & Requests

- Address Updates \* *F/J requirement*
- Immigration Planning Survey
- I-20 / DS-2019 Reprint Request
- Student Document Upload

*Please submit questions to the Q&A tool!*

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### ISO Business Operations

- Accessing ISO Staff & Services
  - 8:30am to 4:30pm (Wednesdays at 9:30 – 4:30)
  - Inquiries by email: [questions@iso.rochester.edu](mailto:questions@iso.rochester.edu)
  - Temporary Phone Number: +1 (585) 371-8736
  - Advising appointments via Zoom
    - 30 min; Schedule at least 1 day in advance
  - Walk-In Hours via Zoom (1:30 – 4:30, exc. Wed.)
    - <https://rochester.zoom.us/my/isowalkins>

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### ISO Document Distribution

- Managing multiple document locations!
  - *Incoming*: Scan & notify of receipt remotely
  - *Outgoing*: Explicitly coordinated, in advance
- Distribution options for current students
  - ★ *Postpone*: Non-urgent docs can wait with ISO
  - *Electronic*: Copy, via email; Original to follow
  - *Scheduled Mailing*: Slower now, possible costs
    - Web form, to request/confirm shipping info

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### *URcompass:* ISO's Client Portal

*Please submit questions to the Q&A tool!*

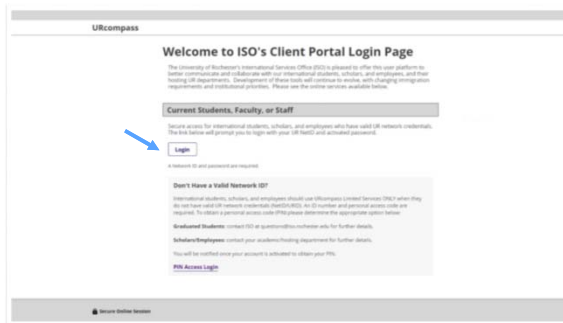


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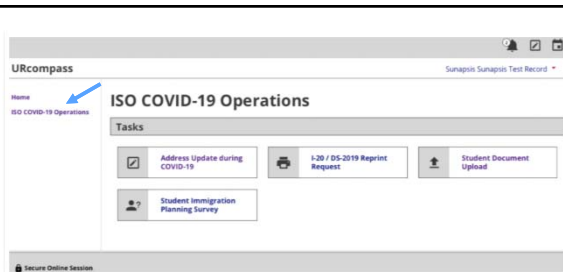
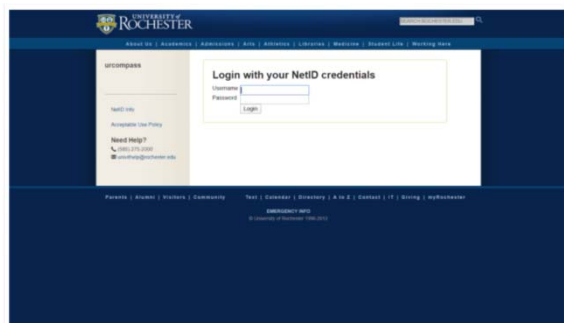
## ISO Forms & Reporting Tools

- New client portal tool: *URcompass*
  - Platform will eventually replace all ISO forms
- Best option for efficiency & security!
  - Students have direct access via UR NetID
  - *Menu*: ISO COVID-19 Operations (for now)
  - *Forms*: Options designed for specific purposes
  - Integrated mapping & notifications for ISO
  - Upload files; 30mb file size limitation

<https://urcompass.ur.rochester.edu>



## Authenticate with UR NetID



- Future Design: Replace current paper forms
  - Initiate & route ISO requests electronically
  - Integration with UR Student for single data entry

## Deactivated NetID? Request Access! During Post-Completion Work Authorizations

### Don't Have a Valid Network ID?

International students, scholars, and employees should use URcompass Limited Services ONLY when they do not have valid UR network credentials (NetID/URID). An ID number and personal access code are required. To obtain a personal access code (PIN) please determine the appropriate option below:

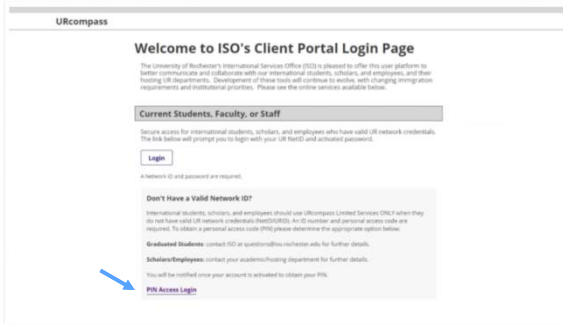
**Graduated Students:** contact ISO at [questions@iso.rochester.edu](mailto:questions@iso.rochester.edu) for further details.

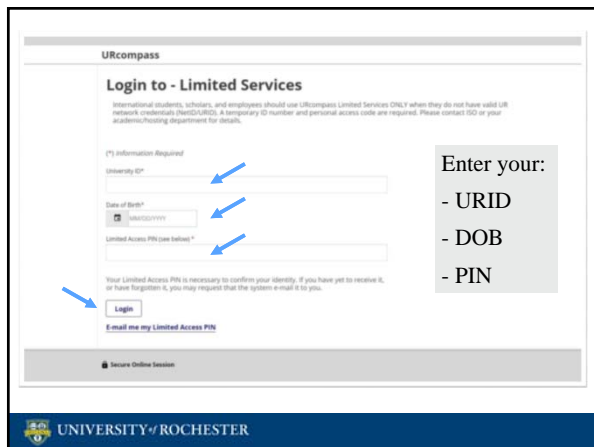
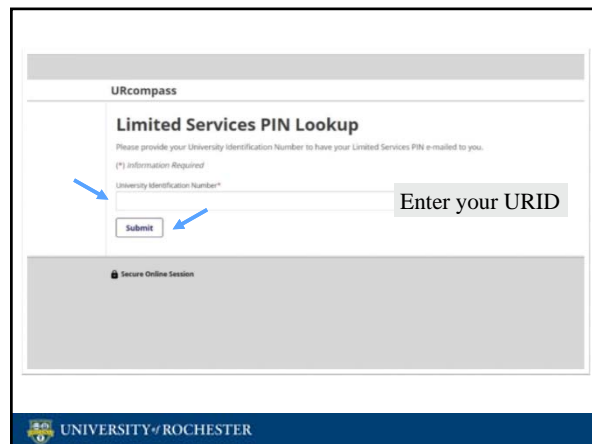
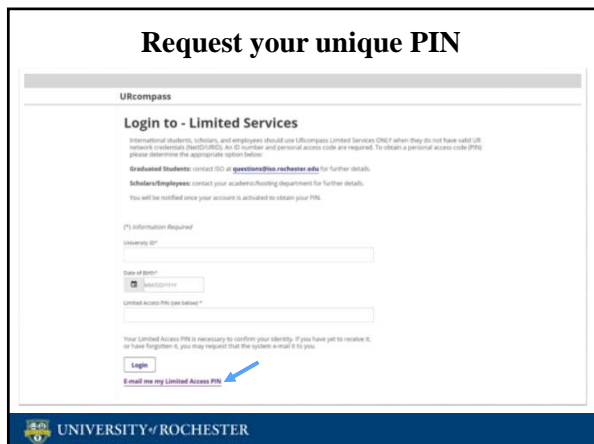
**Scholars/Employees:** contact your academic/hosting department for further details.

You will be notified once your account is activated to obtain your PIN.

- Email request: [questions@iso.rochester.edu](mailto:questions@iso.rochester.edu)
- Notification confirming PIN access is granted
- Return to URcompass to authenticate access

## Login to *URcompass* via Personal PIN





### Tips & Troubleshooting

- *URcompass can be accessed off-campus*
  - Authentication with NetID is required (or PIN)
  - You do not need DUO (2-factor authentication)
- Use any internet browser, and on mobile devices
  - ISO recommends using Google Chrome
- Document uploads may be easier via computer, rather than a mobile device

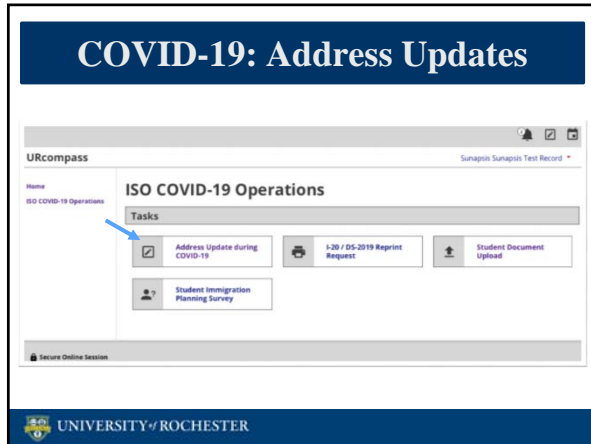
## URcompass: Required Immigration Reporting & Optional Tools

*Please submit questions to the Q&A tool!*

ISO INTERNATIONAL SERVICES OFFICE

### Reporting via Electronic Form

- ISO must know your location & activities!
  - Required\* vs. Optional notifications to ISO
- Targeted tools related to COVID-19 issues
  - Address Update during online study\*
  - Immigration Planning Survey
  - I-20 / DS-2019 Reprint Request
  - Student Document Upload



## Address Update Form

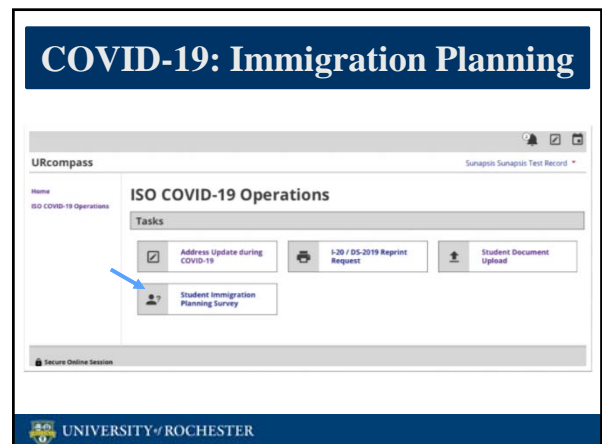
- Maintain current address details in SEVIS
  - Foreign Permanent Residential Address
  - US Residential Address (or last known)
  - Updates submitted within 10 days of change
- Unique arrangements during COVID-19
  - Permission to study remotely from anywhere!
  - No change to US address if living abroad
  - No change to Foreign address if only temporary

## Submit address directly to ISO!

- Complexities of collecting precise data
  - Standard data mapping tools are not reliable
  - Context & submission date may be necessary
  - URcompass tool designed to capture current physical location during online study
- All F-1/J-1 students must submit ISO form!
  - **Deadline: Sunday, April 26<sup>th</sup>, or earlier**
  - Repeat submissions as needed, if you relocate

## Review address details already reported to ISO!

## View previous requests & notices via 'Home'



## Immigration Planning Survey

- Optional tool to notify ISO of your plans
  - General location, inc. any anticipated changes
  - Current enrollment & expected completion
  - Intended activities for Summer/Fall 2020
  - Upcoming travel needs & visa validity
- Additional processing may be necessary
  - Links provided to common ISO forms online

## Potential Activities for Summer & Fall

What will be your intended activities in the US for the remainder of this year? (check all that apply)

- Summer: Continue study at UR
- Summer: Continue study at another US institution
- Summer: Work (permitted OPT, CPT, etc.)
- Summer: Vacation/leisure
- Fall: Continue study at UR
- Fall: Continue study at another US institution
- Fall: Work (permitted OPT, CPT, etc.)
- Not applicable / Other

Briefly describe any additional plans for Summer and/or Fall 2020:

## Visa Validity & Renewal Needs

What is the status of your F or J student visa (date in your passport)?

My visa remains valid through (specify date):

Visa Expiration Date:

Do you plan to renew your visa (date) while you are abroad?

City of US Consulate where you intend to apply:

Country of US Consulate where you intend to apply:

Comments/Notes, or other pertinent information for ISO:

## COVID-19: Document Reprints

## I-20 / DS-2019 Reprint Request

- Reprint documents for travel or replacement
  - Travel signatures suspended 3/16 when ISO shifted to virtual operations due to COVID-19
  - ISO must issue a new document, sign & mail
  - No guidance on electronic documents for travel
  - **NOT** intended for other processing purposes!
- Delivery to a US mailing address by USPS
  - International shipments require coordination

### Reprints for Travel, Lost, or Stolen *only*

### Provide dates of last signature & any travel

### Reprints will be mailed domestically via USPS

## COVID-19: Upload ISO Forms

## Student Document Upload

- Secure submission via upload, vs. email
  - Submit all types of ISO forms & requests
  - Identify category; Locate appropriate button
  - Routed to ISO Staff for processing or review
- Academic / Departmental approvals
  - No change to request or authorization process
  - Administrators can access this tool, as well
  - Option to “sign” electronically, via secure login

***Virtual Town Hall:***  
**Coronavirus Impact & Updates**

**Q & A**

*Submit questions via the Q&A tool!*



**Thank You!**

*If your question was not addressed, please  
email [questions@iso.rochester.edu](mailto:questions@iso.rochester.edu)*

**Look for additional Town Halls!**

