Virtual Town Hall:
Impact of Coronavirus/COVID-19

URcompass & Reporting Tools

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

Panelists

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Compliance

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!

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
  - 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

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

URcompass:
ISO’s Client Portal

Please submit questions to the Q&A tool!
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

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

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

Login to **URcompass** via Personal PIN

- Login to **URcompass** via Personal PIN
Request your unique PIN

Enter your URID
- U R I D
- D O B
- P I N

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!

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
COVID-19: Address Updates

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 26th, or earlier
  - Repeat submissions as needed, if you relocate

Review address details already reported to ISO!

Additional updates to other systems may be required!

View previous requests & notices via ‘Home’

COVID-19: Immigration Planning
**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**

**Visa Validity & Renewal Needs**

**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

Your URID
Immig. Status *
Doc. Categories
File Upload(s)
Notes for ISO
Virtual Town Hall:
Coronavirus Impact & Updates

Q & A
Submit questions via the Q&A tool!

If your question was not addressed, please email questions@iso.rochester.edu

Look for additional Town Halls!

Thank You!