The ISD Process: An Overview

This overview is a quick reference to get you started with ISD. Detailed instructions for each step follow are described in the ISD Department’s Guide.

1. Department Logs in to: https://isd.berkeley.edu
   Your Username and password are provided in the email sent to you after attending the ISD training. After logging in for the first time, click on “My Account” (top right of welcome page) and change your password and security question to something easy to remember.

2. Department adds and invites the scholar:
   - Click Search for Visitor from the Record Manager on the top left of ISD to see if the visitor is already in the database.
   - Click Add Visitor from the Record Manager on the top left of ISD. Enter required information including the scholar Name, Email, and a unique Username (we recommend using the first part of the scholar’s email address, before the “@” symbol). If there is a duplicate record, do NOT add the scholar, rather email jscholar@berkeley.edu with the passport name of the scholar, their date of birth, the scholar’s current email address, and the name of the host department.
   - Click Tasks from ISD Action Bar, click Invite Visitor. This will allow you to compose an email which will be sent to the scholar along with their login information. Copy yourself on this email so that you can help the scholar if s/he has trouble logging in. Click “Send”. If the department prefers to enter all of the scholar’s information, do not click Invite Visitor. Rather, set the visitor permission to None when adding the visitor and skip to step 4.

3. Scholar inputs information:
   - Uses the login information provided from email sent by Department (#2, above).
   - Uploads all required attachments.
   - Submits the information to Department.

4. Department completes data entry:
   After the scholar has entered his/her required data and submitted it, you will receive an email, and the processing stage will be “Pending Department Review.”
   - Review the scholar’s information for completeness and accuracy.
   - Complete the departmental information on each tab, including the appointment, site of activity, and funding.

5. Department uploads required documents:
   - Attach any required documents (including IOF payment) to the record.
   - When requesting a J-1 expedite use the drop-down “Expedited J-1 IOF ($200)” so that the Berkeley International Office is alerted that the case is an expedite. Please also email jscholar@berkeley.edu to alert us as to the urgency of the request.

6. Add a note:
   From the ISD Action Bar add a Note to inform Berkeley International Office of the type of request being submitted, for example “New J-1” or “H-1B extension”. Always leave a separate note to indicate (J-1) Expedite requests.
   - Indicate if you would like to be contacted for pick-up when the case is ready, or if you have attached a Fedex airbill. If there is any other information you would like to communicate to BIO, please enter this in the Notes.

7. Submit to Berkeley International Office:
   - From the ISD Action Bar click Tasks
   - Click Review and Submit Visitor’s Information. Click “Submit”. The processing stage will become “Submitted to International Office.”

8. H-1B cases ONLY: Department brings Department of Homeland Security Checks
   - Attach a memo indicating the name, date of birth, and host department of the scholar

9. Berkeley International Office processes request:
   The Department will be notified when the document is ready for pick-up, or when it has been sent out. The normal processing time is 10 working days from the receipt of a complete ISD record for J-1 cases and 30 calendar days for H-1B cases.

See “Tips for Success” on reverse.
ISD Tips for Success

- **Browser Compatibility.** ISD is compatible with Internet Explorer version 8.x and above, and Mozilla Firefox version 3.5.x and above. Use of other browser software (Safari, Google Chrome, etc.) may cause errors.

- **Change Password.** After logging in for the first time, click on **My Account** (top right of welcome page) and change your password and security question to something that you will be able to remember.

- **Duplicate Records.** When adding a new record to ISD, if a record appears as duplicated to the system, you will be brought to a screen that reads “The following record already exists in eScholar database that might be a possible match with the visitor that you're trying to add.” If this happens, DO NOT SELECT CONTINUE. This will cause more work and may cause technical problems. Rather, please hit cancel, email jscholar@berkeley.edu with the passport name of the scholar, their date of birth, the scholar’s current email address, and the name of the host department.

- **Save Each Section.** Click “Save” after completing each section. After 20 minutes of inactivity, ISD will automatically time out and will not save your information unless you have clicked Save.

- **Required Fields.** Fill in all required fields marked with a red asterisk (*).

- **Emergency Information.** Emergency contact and phone number is a required field for all scholars (under the Permanent Address in the ISD Address tab).

- **Scholar Data Bar Section.** Refer to the Editing and Updating Information in the Scholar Data Bar section of the ISD Department Guide when reviewing address, site of activity, and appointment tabs for specific instructions.

- **Visitor vs. Department ISD URL.** The web page address (URL) for the scholars is not the same as the one for you. Do not send the scholar the web address that you use for ISD.

- **Scholar’s email.** Make sure that the email address of the scholar is correct. If it is not, the scholar will not receive necessary instructions and information.

- **Password Errors.** If a visitor is having problems logging in, the most common reason is a password error. The easiest way to avoid this is for the scholar to copy and paste the automatically-generated password from his/her invitation email.

- **Error Messages.** If you receive an error when submitting a record to the Berkeley International Office, contact us at jscholar@berkeley.edu for J-1 cases, H1B@berkeley.edu for H-1B cases, or call 642-2818.