ISD FAQs & Common Errors

1) **Q: How can I reset the password for a scholar who has been locked out of ISD?**

   To reset the scholar's password:
   1. Open the scholar's record in ISD
   2. Click "**Tasks**" on the scholar action bar
   3. Click "**Editing Visitor Login and Permissions**"
   4. In the "Login Information" section, click the box that says *Reset Password.*
   5. Click **"Save".**

   The scholar will receive a new temporary password via email that they can use to log in and change their password.

Login Information

The Visitor's email address is required prior to inviting the visitor to visit your International Scholar Dossier website and personal information. A password is automatically created and sent to the visitor when the invitation is sent.

User Name : Papa Bear

Email : jscholar@berkeley.edu

Reset Password : ☐ Check this box if the visitor is locked out. Visitor will be unlocked and the password is sent to visitor at the email address listed above).

2) **Q: Why are the documents I uploaded not being saved?**

   A document name needs to be entered before clicking "Save". After you select your document, add a name to your document, and indicate the document type. Your document should save.

Document Attachments ❓

Please correct the following error(s):

   📄 Document Name value is required

Document Information

Document Path : Q:\Scholars J\general FAQ.doc   Browse...

Is Active ? : ☑

Document Name :

Document Type : 16. Passport ID page ▾   Add Document Type

Save

3) Q: When I upload a document, I get a message that says "File you are trying to upload is too large." How can I format my document to save?

    A. If you open the document using the Adobe Acrobat 9 (or higher) software, there is an option to reduce the file size in File Menu under "Save As Other" and then "Reduced Size PDF". The Adobe suite is free for campus staff and departments.

    B. Most scanners have the option to scan the document at a lower resolution. By reducing the resolution you will reduce the file size.

    C. Consult your I.T. department/ specialist for more options.

4) When I add a new scholar, I get a "duplicate record" message appears. How do I proceed?

Duplicates Record Found

> The following record already exists in International Scholar Dossier database that might be a possible match with the visitor that you're trying to add.

Attention	Last Name	First Name	Campus ID	Academic Department	Status
False	Bear	Papa	FS274	Academic Personnel	Inactive
False	Bear	Papa	FS274	Bioengineering	Active

Continue   Cancel

    A. If you see a "Duplicates Records Found" screen, click Cancel, and exit the record. <u>DO NOT SELECT THE RECORD.</u> This would require unnecessary work on your part and could create data discrepancies

    B. Email jscholar@berkeley.edu with the subject header "ISD duplicate record for ___ (name of scholar)". In the text of the email include:
- Passport name of scholar
- Date of birth of the scholar
- Current email address for the scholar
- Name of the department/unit requesting the ISD record
- Type of request: Indicate if the case will be J-1 or H-1B
- Dates of appointment

    C. Berkeley International Office will reply to your email with instructions on how to proceed.

5) Q: I gave access to the scholar but they didn't receive an email with a temporary password. What can I do?

To give a scholar access to ISD:
1. Enter the scholar's record in ISD.
2. Click "**Tasks**" on the scholar action bar
3. Select **"Invite Visitor"**
4. Enter your customized message to the scholar
5. Select "Send".

DO NOT USE "COMPOSE EMAIL"

The scholar will receive their temporary password at the bottom of your customized email.

Common Errors: How to avoid follow-up emails

Short-term Visit- If your visitor will be coming for 6 months or less, in the Appointment tab, please indicate whether or not there is the possibility for them to extend their program. This information is necessary to determine which category is most appropriate for their visit.


Subject Field Code- Please select the Subject Field Code that most appropriately describes their research or program (found in the Appointment tab).

6) Q: I thought I submitted a request to BIO through ISD, but I am not sure. How can I make confirm that I submitted the record?

There are three different methods to make sure that your case was submitted:

A. Once you click the submit button, you will receive a message that says the "Record was sent to fsaAtlas", for example:
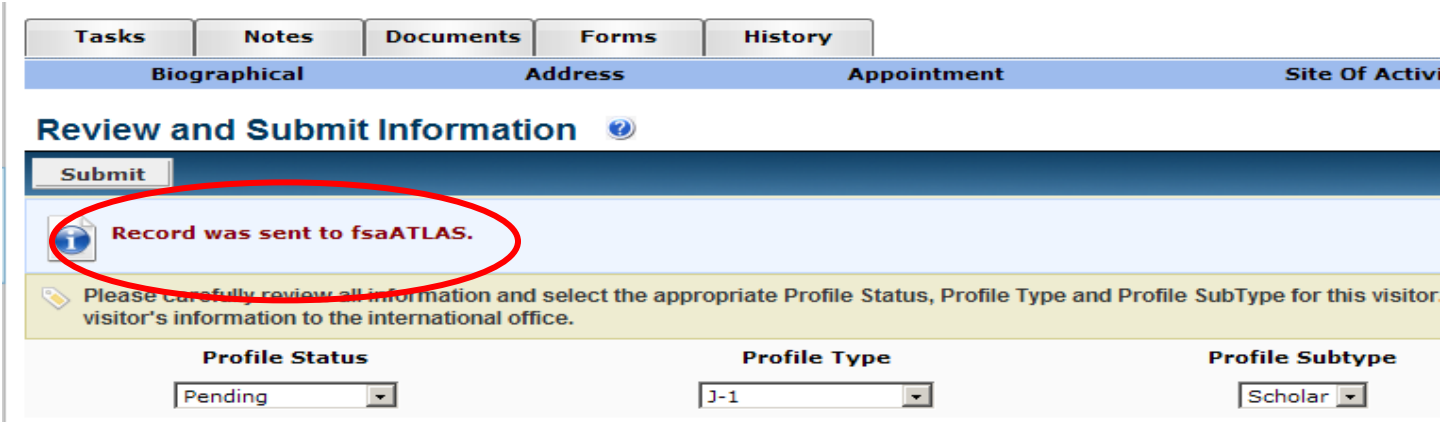
i. The "Processing Stage" on the top of the page will change to "Submitted to International Office":
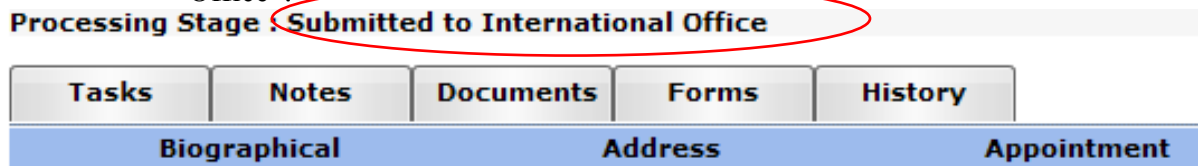
ii. The history tab will display an event "Data Submission by Department" with a description of "Department submitted information to the international office". The date and time the request was submitted is also noted.