



## Instructions for Updating Your U.S. Address and Uploading your Arrival Documents in the Self-Service Portal

Welcome to the United States! Below are instructions to create an account for the Self-Service Portal, update your U.S. address and to upload your Arrival Documents to your account. Please read and follow the instructions below carefully.

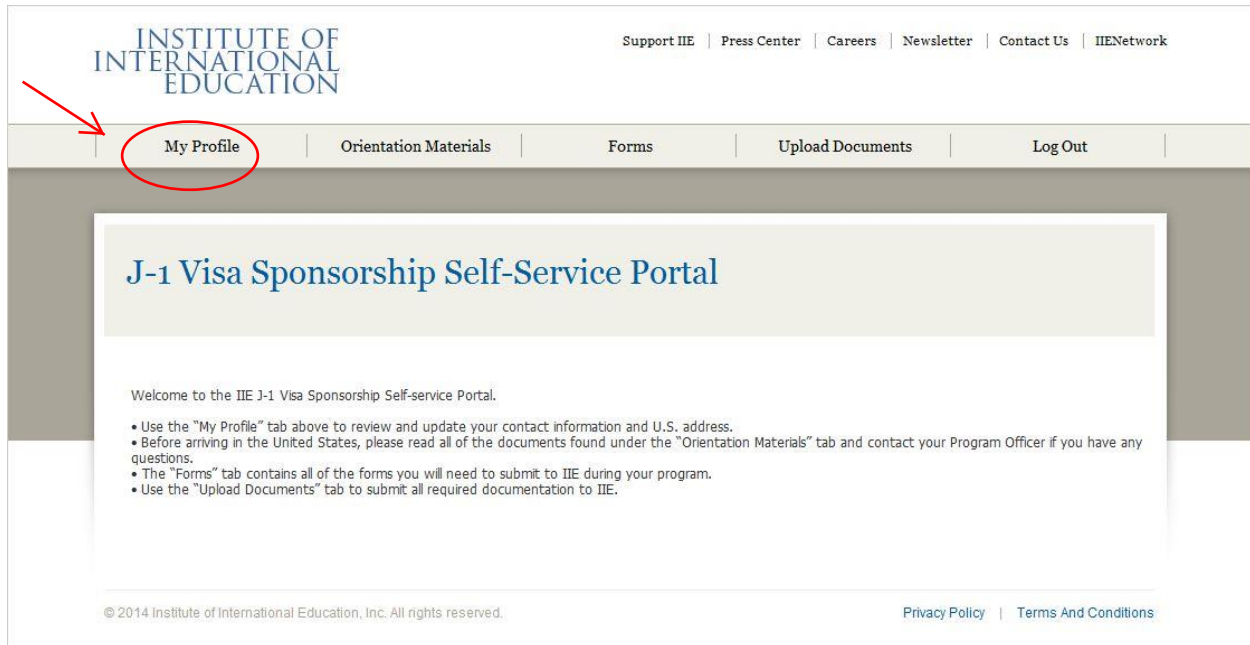
Note that if you already created an account and password in the Self-Service Portal, you can skip Steps 1 and 2.

1. **Log into the Self-Service portal** : Portal Link: <http://mycusthelp.info/IIIE>
  - a. **Email:** Use the same email address with which you have received this email.
  - b. **Password:** For your first login, click on **"Forgot your Password?"** and a temporary password will be sent to the email account you entered under "Email". If you receive an "Unknown Email" response email me at [jvisasponsorship@iie.org](mailto:jvisasponsorship@iie.org).

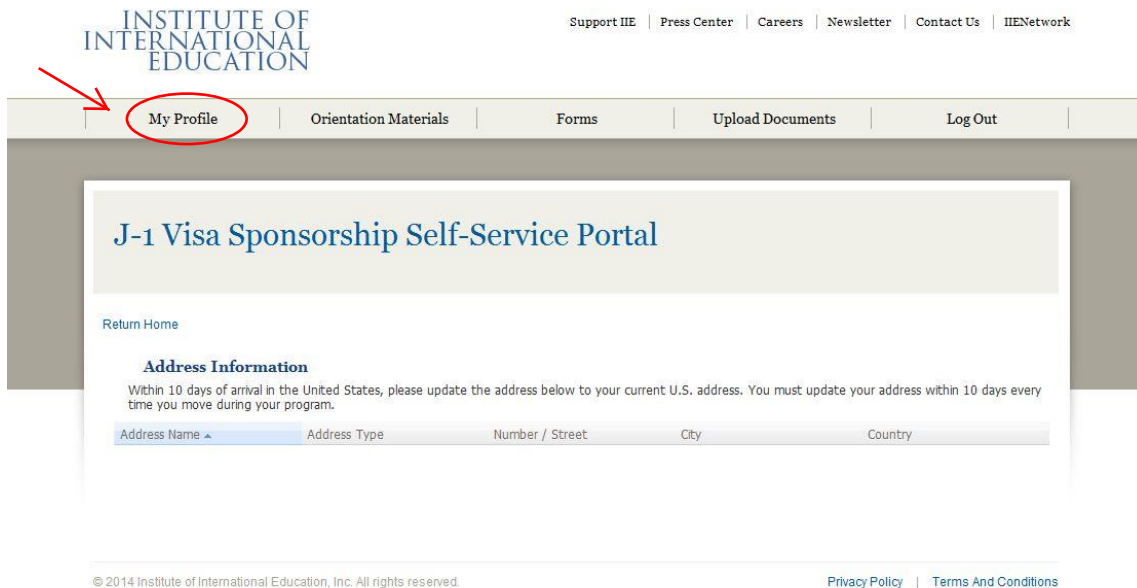
A screenshot of the "Participant Service Portal" login page. The page has a light beige header with the "INSTITUTE OF INTERNATIONAL EDUCATION" logo on the left and a navigation menu on the right with links: "Support IIE", "Press Center", "Careers", "Newsletter", "Contact Us", and "IIENetwork". The main content area is white and contains the title "Participant Service Portal" in blue. Below the title are two input fields: "Email Address:" and "Password:". Below the password field is a note: "NOTE: Passwords are case sensitive". There is a blue "Log In" button and a link "Forgot your password?" which is circled in red with a red arrow pointing to it. At the bottom of the page, there is a copyright notice "© 2014 Institute of International Education, Inc. All rights reserved." and links for "Privacy Policy" and "Terms And Conditions".

2. **Change your Password:** After you log into the portal using your temporary password, immediately change your password to a permanent one for your future use. Never share with anyone your password.
  - a. **How to:** Go to "My Profile" (first tab) and click on "Contact Information".

- i. Delete the password that is currently there and create your new password.



3. **Update your Address in MY PROFILE page:** Go to “My Profile” and click on “Addresses” to update your U.S. address (include your apartment/room number)
  - a. Enter your phone number
  - b. Enter an *Additional Email Address*
    - i. Put an email (Gmail, Hotmail, Yahoo, Outlook)



#### 4. Uploading your Arrival Documents:

- a. You must upload each of the following documents separately to the self-service portal after you arrive in the U.S.:
  - i. Arrival and Address Form (with supervisor's signature)
  - ii. Form I-94 (obtained from [www.cbp.gov/I94](http://www.cbp.gov/I94))
  - iii. Processed Form DS-2019
  - iv. J-1 Visa with Port of Entry Visa in Passport
  - v. Documents for dependents (if applicable): J-2 Visa(s) with port of entry stamps in passport, Form(s) DS-2019, Form(s) I-94
- b. Go to "Forms" and click on "Arrival and Address Form," use the button in the upper left-hand corner to download the document.
  - i. Print and complete the document
- c. Before uploading your arrival documents, scan the documents and save them as a PDF file. Title the document based on the document type (e.g. J-1 Visa).
- d. Click on the "Upload Documents" tab and click on your program name (**IIE Visa Sponsorship Services**)
- e. After you click on your program name (**IIE Visa Sponsorship Services**) click on the "**Add New Document**" button.
- f. Fill out the fields on the screen using the chart below as guidance on how to upload your Arrival Documents.

|                   |  |
|-------------------|--|
| Document Name     | Leave as Auto Populate   |
| Document Category | Arrival Form (use this for Arrival and Address Form), DS-2019, I-94 Card, Visa (and if applicable: J-2 DS-2019, J-2 I-94 Card, J-2 Visa) |
| Date Received     | Today's Date (Date you are uploading your document)  |
| Applicable Term   | Leave Blank  |
| Applicable Year   | Current Year   |

## J-1 Visa Sponsorship Self-Service Portal

### Program

Program: IIE Visa Sponsorship Services

Country of Nomination:

Location Country:

Institution/Account:

Opportunity Objective:

Start Date:

End Date: 2/13/2005 12:00:00 AM

Participant ID:

World Region:

Field of Study:

Back

### Documents you have uploaded (0)

If you need to upload an additional document for IIE review, please click on "Add New Document" below.

| Document Name ▲ | Document Category | Date Received |
|-----------------|-------------------|---------------|
|-----------------|-------------------|---------------|

Add New Document

- g. **Attach your Terms of Appointment:** Click on "Browse" and search for your document as you have saved it on your computer. Make sure it is the correct file, only upload it once.
- h. Once your document has been fully uploaded, click "Save" which will send the document to IIE.
- i. Make sure any document you upload to the portal is under 10MB, anything over 10MB will be difficult to upload.

## J-1 Visa Sponsorship Self-Service Portal

To submit a document to IIE, fill out the fields below and select the correct Document Category type. For Terms of Appointment, please use the "Grant Document" category.

Do not combine documents – attach each document separately.

After attaching your document, click "Save" and follow instructions on the next page to submit your next document.

\* Document Name:

\* Document Category:

Date Received:

Applicable Term:

Applicable Year:

\* Attachment:

You have now successfully created your account and have uploaded your Arrival Documents to the Self-Service Portal! If you have any questions, or if you encounter any errors during this process, please contact me at [jvisasponsorship@iie.org](mailto:jvisasponsorship@iie.org).