

# USING THE OISS PORTAL

## For New Students with University-Issued NetIDs

### How to request your immigration document (I-20 or DS-2019)

Welcome to Northwestern University! In order to travel to the United States for study, you must have the appropriate immigration document – the I-20 for F-1 students or the DS-2019 for J-1 students. These documents are created by the Office of International Student and Scholar Services (OISS) and will be needed to apply for your F-1 or J-1 visa at the United States embassy or consulate.

You will need a copy of your passport, your admission/invitation letter and financial documentation to apply for an immigration document. You can follow this guide to request your immigration document. Additional information can be found on our [Immigration Document Request](#) webpage.

Please also review the following resources on the OISS website for detailed information for newly admitted students:

[Steps for Newly Admitted Students](#)

[Immigration Document Request](#)

Transfer students - please review instructions at [Transfer a SEVIS Record to NU](#)

## Steps to gain access to the OISS Portal and request an immigration document (I-20 or DS-2019)

**Step 1: Set up your Northwestern [NetID](#), password, and NU Email.**

**Step 2: Pay your NU tuition deposit if one is required by your academic program.**

### Some notes about tuition deposits:

- Undergraduate students are required to make a tuition deposit.
- Master's and PhD programs in The Graduate School (TGS) do NOT require a tuition deposit. Students admitted to a program in The Graduate School need only accept the admission offer.
- Tuition deposits for master's programs in other schools outside The Graduate School (for example McCormick, Kellogg, Pritzker, Medill, Bienen School of Music, etc.) VARY BY PROGRAM. Please contact your academic program to inquire if a tuition deposit is required.
- If a tuition deposit is required, the amount due will appear on your Account in [CAESAR](#). Please see the [instructions](#) to make a tuition deposit in CAESAR for more details.

## Step 3: Await notification of access to the OISS Portal

### Degree-seeking students:

Admitted students will be granted access to the OISS portal once the Northwestern Student Information System (CAESAR) transmits essential profile information over to the OISS. Your OISS profile includes biographic information, academic level, academic program to which you have been admitted, program dates, program costs, and other essential information.

This process generally takes at least 2 WEEKS from the date your admission information is entered in CAESAR and tuition deposit is paid (if required by your program).

Upon receiving access to the portal, you will receive a system generated email sent to your NU email address. You will then be able to log in to the OISS Portal with your Net ID and password to request an [immigration document](#).

**Please note:** We begin granting access to the OISS portal for eligible admitted degree-seeking students based on term of admission as follows:

Fall term students	March 1
Winter term students	July 15
Spring term students	July 15
Summer term students	December 15

### Non-degree/ exchange students/ and other special cohorts including:

- GLO Undergraduate Exchange
- Kellogg MBA Exchange
- NU-Q Communications Exchange
- Executive LLM Madrid
- Executive LLM Tel Aviv
- Executive LLM Korea

Students in the above and other special non-degree seeking programs will be given access to the portal no earlier than 6 months before the start of their program, and only after the academic unit has provided student cohort lists to OISS with the official request for cohort access to the portal.

**IMPORTANT: Please do not attempt to log in to the OISS Portal until after you have received the email notification that you have access to the portal.** If you attempt to log in to the portal before your access is confirmed via the system generated notification email, you will receive the following error message:

### SIS Data Not Found

Your login credentials have been accepted, but no record in the SIS resource could be found matching your ID. This may be a problem with your eligibility to apply, or a problem in the definition of the SIS resource. Please notify the system administrator about this error: [intoff@northwestern.edu](mailto:intoff@northwestern.edu).

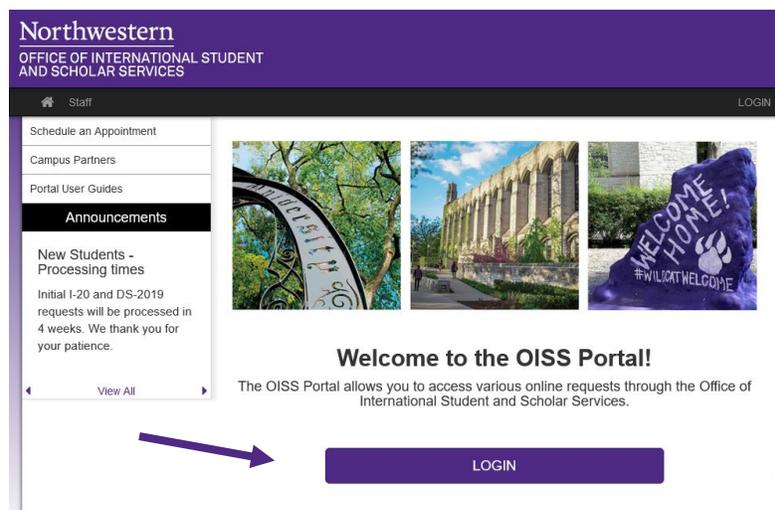
If you have not received access to the portal 2 weeks or more after paying your NU admission deposit (if required), please send an email to [intoff@northwestern.edu](mailto:intoff@northwestern.edu) and include your full name, NetID, and term of admission. We will work with your admitting unit to resolve the issue. Once the issue has been resolved, you will receive the invitation to the OISS portal and can proceed.

## Step 4: Log into the OISS Portal

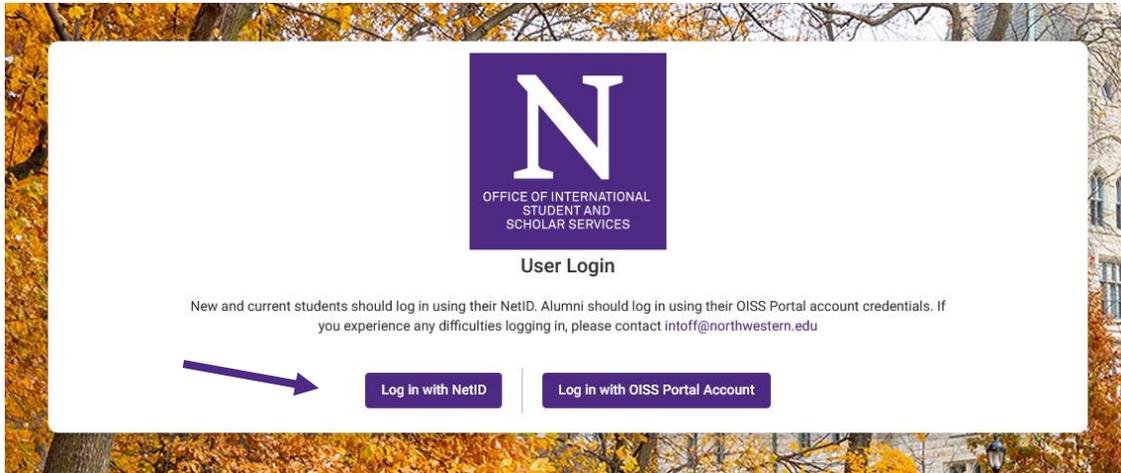
Please ensure that you have activated your NetID before attempting to log in to the OISS portal. For any questions regarding your NetID, please refer to Northwestern University IT: <https://www.it.northwestern.edu/netid/index.html>

**For best results, please access the OISS Portal using the Google Chrome web browser.**

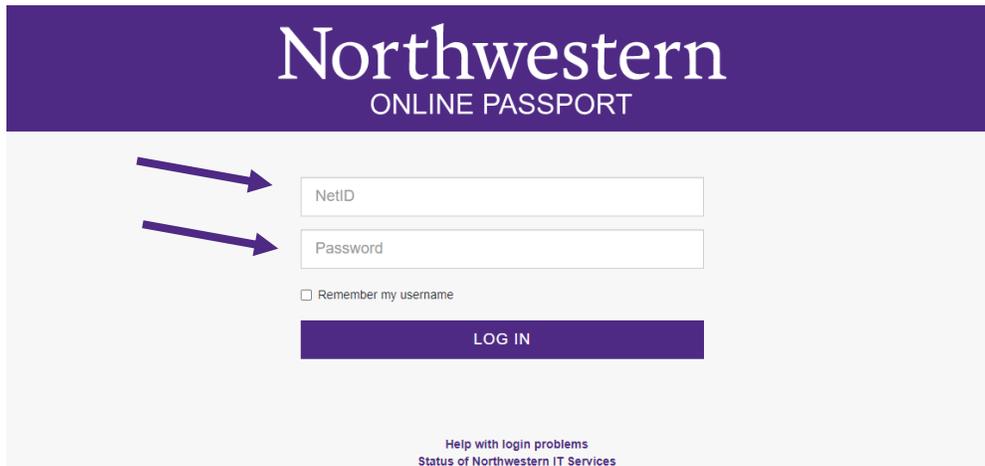
From the OISS portal home page, select the “Login” button.



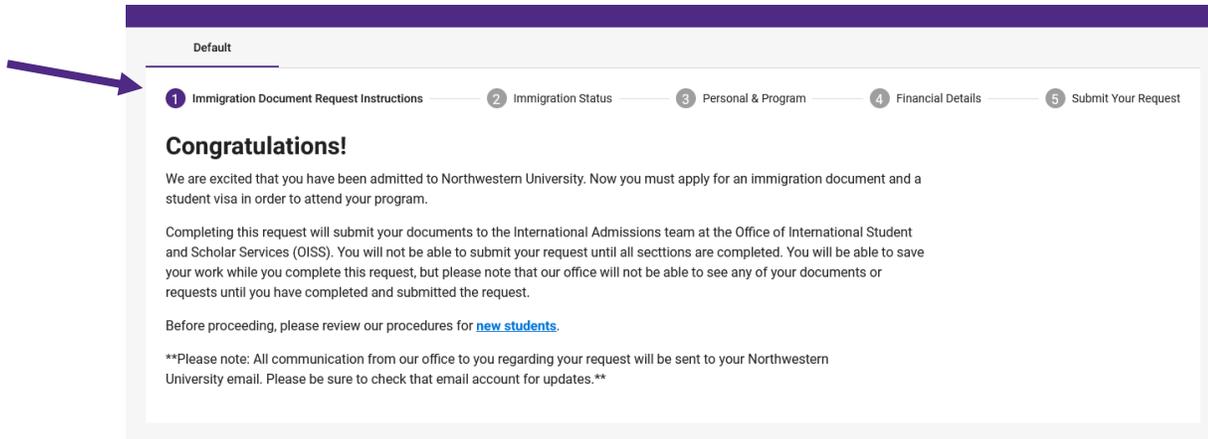
You will then be taken to the user login page, where you will select the “**Log in with NetID**” button.



Lastly, you will be taken to the Northwestern Online Passport page, where you will enter your NetID and password.

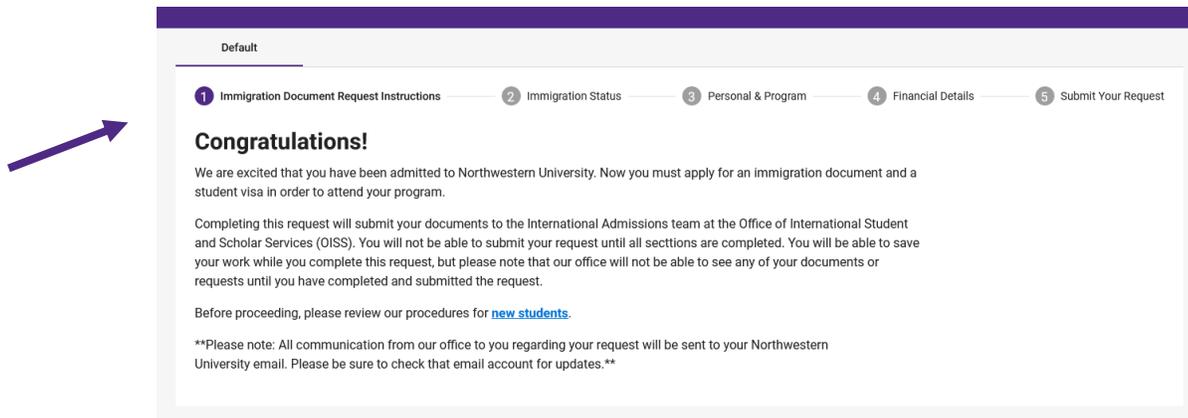


Upon logging in, you should be directed to the Immigration Document Request and can navigate through the request by clicking on the numbered tabs at the top of the screen.



## Step 5: Fill out the immigration document request.

Be sure to read all of the instructions that are presented to you on each tab.



You must provide all of the information requested in the “Immigration Status”, “Personal & Program”, and “Financial Details” tabs. If you are unable to complete your entire request at one time, you will be prompted to save it and you can return to it later.

Default

1 Immigration Document Request Instructions 2 Immigration Status 3 Personal & Program 4 Financial Details 5 Submit Your Request

### Personal Information

First Name Last Name

Date of Birth City of Birth  
MM/DD/YYYY 0/100

Country of Birth Country of Permanent Residence

Country of Citizenship

**Passport ID page**  
Passport biographic page  
Please upload a copy of your passport biographic page

Browse  
or drag a file here

## Step 6: Submit the immigration document request

When you finish completing the request, submit it by clicking on the “Submit Your Request” tab and following the instructions. After you have submitted the request, your document will be reviewed by the OISS. You will be contacted if there are any questions. When your immigration document is created, you will receive an email.

Default

1 Immigration Document Request Instructions 2 Immigration Status 3 Personal & Program 4 Financial Details 5 Submit Your Request

### Review and submit your immigration document request

Once you have completed the Personal & Program and Financial Details tabs, please submit your request to the OISS by clicking “Complete” below.

**When will my immigration document be issued?**

The processing time for this request is up to 4 weeks. Due to the large number of applicants, it will not be possible to expedite any requests.

If you have requested a SEVIS transfer, we will not be able to issue your immigration document until **after** your SEVIS transfer release date. Therefore, processing times may exceed 4 weeks.

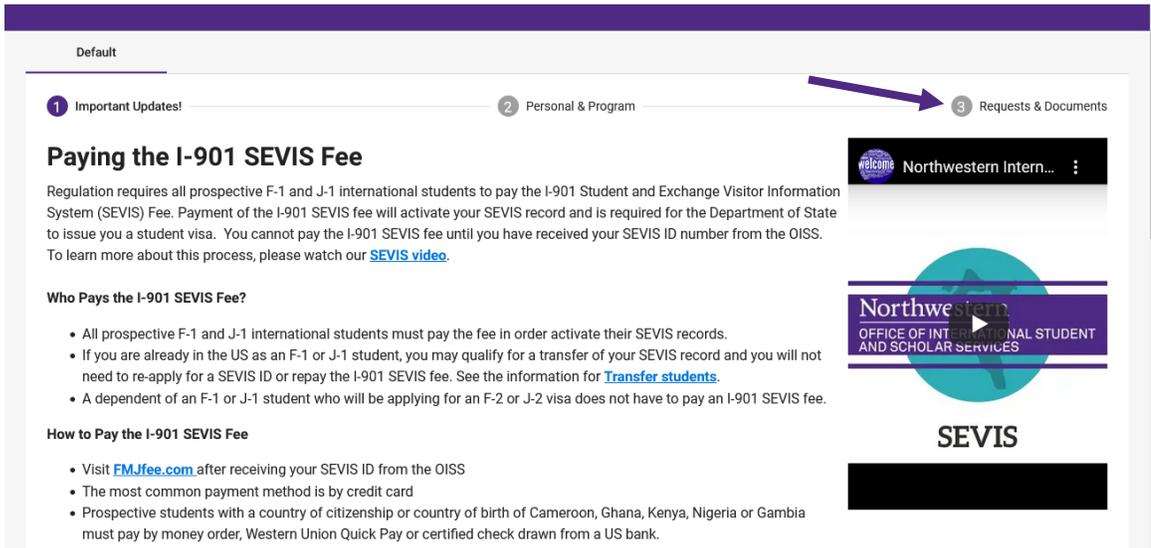
**How will I receive my immigration document?**

If you are requesting a F-1 visa, an electronic copy of your I-20 will be sent to your Northwestern University email address once it has been issued. A hard copy of your I-20 will **not** be issued to you.

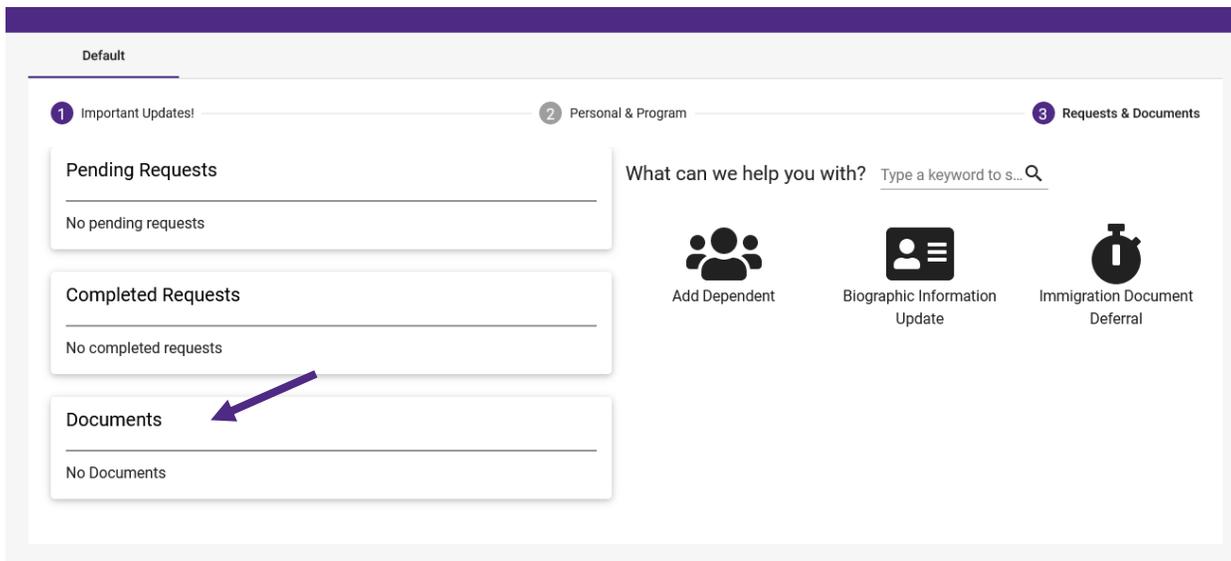
If you are requesting a J-1 visa, a hard copy of your DS-2019 will be shipped to you by your academic program. An electronic copy of your DS-2019 will **not** be issued to you.

## Step 7: Retrieving your I-20 (F-1 students only\*)

Once you have received the email that your I-20 has been issued, you can access an electronic copy of it through the OISS Portal. Upon logging into the OISS Portal, you will now have a Student Profile and can navigate to the “Requests & Documents” tab.



Your I-20 can then be found in the Documents section of the Requests & Documents tab.



## J-1 students

\*J-1 students are not eligible for electronic DS-2019s and must receive their documents via postal mail.