OPENING SUNAPSISS

Overview

Once you have been approved as a user in sunapsis®, you will receive an email that will direct you to the **International Office Module Launch Page** shown below using this link. [https://sun-prd.erp.umasses.net/istart/controllers/start/start.cfm](https://sun-prd.erp.umasses.net/istart/controllers/start/start.cfm) and click **Administrative Services for University Departments**, which will open the **Administrator Login portal**.
Logging into sunapsis®

1. Log in with your credentials and click **Login**.

**Note:** The username is your NetID login (without the @umass.edu or affiliated ending) and password, the same one used to request access.

You should then be able to access the main screen. You will mainly be focused on Departmental Services and UMass Scholar Processing.

**Note:** Verify that **International Office** displays in the left-hand menu on the **Launch** page pictured here on the right.
Adding a new student

Once you are ready to add a new scholar or user, go to Departmental Services on the left-hand column and select Add a New Person.

You will be prompted to fill in the Scholar’s name, Gender, Date of Birth, e-mail address and Campus, select NO to the two question, regarding “network and university ID.” These IDs will be automatically created once the profile has been made.

If the scholar already has a profile in the Sunapsis system you will receive a message that you cannot continue and to contact Nichole Hunley.

Fill out the form that becomes available, making sure to press Submit.
Once you have added the new person, you will be transferred to the Departmental Services Overview page, which will have all students you have added and their case information available to you. This is where you will be able to access the TEMP ID information which is a TEMPORARY University ID that you will need to continue processing their visa.

To access current cases copy the TEMP ID.
Then take the Temp ID information (or University ID if available) and go to UMass Scholar Processing page and select UMass J1 Scholar. Enter the University/TEMP ID into the appropriate field as well as the date of birth of the J1 Scholar and press **Find Record**.
Once the record has been found, you will be transferred to the UMass J1 Scholar review page. **First,** you must press **Initiate J Scholar Process** which will bring you to a page where you must re-enter the scholar’s name and email which will give the scholar access to Sunapsis, initiating the process for the scholar to begin submitting their forms. Make sure to press **SUBMIT.** After this, they will receive an automatic e-mail from you asking her/him to complete the J scholar info in the iStart system. The Scholar will be the one to submit the J-1 Scholar Info. You will then receive an e-mail stating that they have submitted and you can complete the application.
You will then need to go back to **UMass J1 Scholars** under the UMass Scholar Processing and complete the remaining E-Forms: **Program Info and Export Control.** The Department Certification will not be available until the scholar submits their form.**Please verify that all documents and PDFs are uploaded after submitting, to avoid running into technical errors.**

**The message below is what you will receive that will let you access and submit the Dept. Certification form and alert you that the scholar has done their part.**

Information concerning a pending e-form request (J-1 Scholar Information) has been updated by (Name of J-1 Scholar)
International Programs Office
www.ipo.umass.edu

Now your part is complete. We will review the application and if all is complete you and the scholar will receive this message:

**Hello,**

**Your application is complete. The scholar will be receiving an e-mail from UPS with a tracking number. The packet will contain the DS-2019 and instructions on how to obtain the visa for entry into the U.S.**
SUBMITTING A J EXTENSION REQUEST

If you need to extend a scholars stay within your department, this can be done online by going to **UMass Scholar Processing -> Amherst J Extension**. There, you will be prompted to enter the scholars ID number (usually beginning with A, TEMP, or a Employee ID starting with 1. If you are having trouble obtaining that number, it should be in the case tracker viewable under **Departmental Services** or if not you can email Nichole Hunley at shunley@umass.edu. After putting in the ID and DOB the record should appear. Please provide the listed information: Name, DOB, new end dates per invitation letter, new invitation letter, funding proof from the scholar (unless funded by UMass), and health insurance proof from the scholar (unless provided by UMass) and press submit.
FREQUENTLY ASKED QUESTIONS:

Q: I misspelled the scholar’s name or put a typo in other parts of their information when I first added them; can I go back in and change it?

A: Departmental users do not have access to changing names. You can change the birth dates or e-mail address. If you need to make a change in the name, please email Nichole Hunley at shunley@umass.edu with the Scholar’s new information. This will not affect the scholar’s ability to do their form.

Q: I added the scholar in the “Add a New Person” section of Departmental Services but the scholar never received the e-Form.

A: The most likely possibility is that you did not "Initiate the J Scholar Process" which is on the same page as the e-Forms you, as the department; will need to fill out as well.

You should also be able to view if the initiation process has been commenced by viewing the scholar’s e-Form uploads on Sunapsis and seeing if the initiation is listed.

Q: I am filling out the Program Information (or Export Control, any other e-Form) and I need to make an edit to a form that has been SUBMITTED, which might include uploading an invitation letter or updating start and end dates. How do I do that?

A: This you can do! When you are looking to make an edit to upload a document on the Eforms, you can simply press the designed form which you want to make the change to, scroll to the bottom and first press EDIT before you can enter in the updated information.

Remember that you are only allowed to upload one (1) PDF file under invitation / offer letter and if you are uploading a new updated letter it may ask if you want to replace the previous letter before it allows you to upload it.

When making edits to a form, make sure to double check all the information to make sure that none of the fields were deleted in the process. When you are done, make sure to press UPDATE to save.
Q: I entered the scholars email information wrong on the e-form, how can I update it?
A: Just like most of the other e-forms available through iStart, there is an Edit button. All information should be able to be re-entered. If you are updating the email address, the email should be sent out via the updated address. Make sure to save.

Q: Can I view all of the e-forms and documents submitted by the scholar and myself?
A: Yes, go to UMass Scholar Processing and select UMass J1 Scholar. Complete both fields and hit the Find Record button.

Double-click on View/Save/Print e-form Group to see all.