

## International Scholar Dossier: HR Frequently Asked Questions

### 1) Unable to Pull Up A Scholar's Record

- a) ISSUE: I created the shell of a record for a scholar, and later attempted to search for the record, but was unable to find it.
- b) RESPONSE: In the **Search for Visitor** screen, all fields (including "User") must be set to "All." If any of the fields are set differently, the record will not pull up.

Department

Home  
Administration  
Record Manager  
    Search for Visitor  
    Add Visitor

**Search Visitor**

Enter information about the person you are searching for and click the Search button. The results appear on this page and include a list of visitors that match the criteria that you have entered.

Last Name:   
 First Name:   
 Campus ID:   
 fsaScholar ID:   
 Campus: All  
 Academic Department: All  
 ISSO Advisor: All  
 User: All  
 Visitor Status: All  
 Processing Stage: All

Search    Reset

**Search Results**

# of visitor record(s) found: 57

Please click the Last Name value to view the detail information of a visitor.

Last Name	First Name	Academic Department	Campus ID	fsaScholar ID	Status	Processing Stage
FloresTEST1	ChrisTEST1	Neurology	FSx345	FS18	Active	Invited
FloresTEST3	ChrisTEST3	Biochemistry & Biophysics		FS19	Active	Invited
FloresTEST4	ChrisTEST4	Anaesthesia		FS27	Active	Submitted to International Office

### 2) Data Entry Not Saving

- a) ISSUE: I completed the data within the fields, but it did not save.
- b) RESPONSE: ISD will only save data if *all* required fields are complete. If you partially complete the required fields within one tab and move on to a second tab, the data will not save.

Save    Reset

**Appointment Information**

Appointment Fields Data

For more information on J-1 categories, click [here](#).

School Name: Graduate Division  
 Department Name: Anatomy  
 Appointment Start Date (DD, MM, YYYY): 1 January 1920  
 Appointment End Date (DD, MM, YYYY): 1 January 1921  
 UC Appointment Title: Junior Specialist  
 HR Representative Preparing Form: Holly Nigorizawa  
 Dept Chair Name: Russell Guajardo  
 Faculty Sponsor or P.I. Name:   
 Is appointment less than 6 months?: Yes

### 3) ISD Duplicate Record Notice

- a) ISSUE: Do I have to email ISSO every time I get this notice? Sometimes I'm working on a time sensitive case, and it takes valuable time away from data entry.
- b) RESPONSE: If you click "Continue" when this screen appears, a duplicate immigration record will be created. ISSO will have to ask that the data entry be re-entered into the correct record so that an entirely new immigration record is not created for the scholar.
- c) TIP: To alert ISSO of a time sensitive request, email your ISSO adviser and list "URGENT: Need Access to ISD Record for (name of scholar)" in the subject heading, along with the required information (passport name of scholar, UCSF program dates, date of birth, scholar's current email address, name of host department). This will notify ISSO advisers to respond as soon as possible.

#### Duplicates Record Found

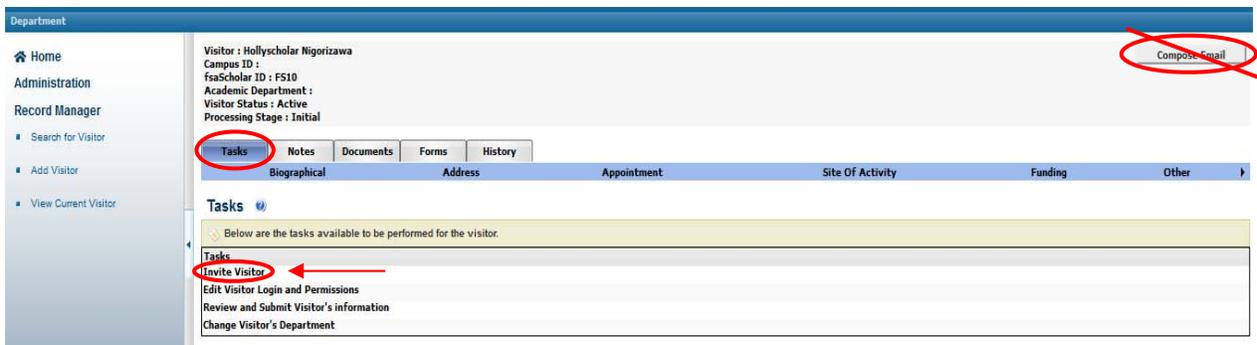
 The following record already exists in International Scholar Dossier database that might be a possible match with the visitor that you're trying to add.

Attention	Last Name	First Name	Campus ID	Academic Department	Status
False	Nigorizawa	Hollyscholar			Active

Continue **Cancel**

### 4) Difficulty Granting Scholar ISD Access

- a) ISSUE: I gave the scholar access to ISD, but they didn't receive an email with a temporary password.
- b) RESPONSE: Click on the **Tasks** tab, and then click **Invite Visitor**. Be sure to Cc yourself in the email. Enter your customized message (sample provided on p 28 of ISD HR Manual) and click **Send**.
- c) TIP: Do not click on "Compose Email" on the top right hand side of ISD to invite a scholar to complete data entry. It will send an email to the scholar, but will not include the login information.



The screenshot shows the ISD system interface for a visitor named Hollyscholar Nigorizawa. The 'Tasks' tab is selected and circled in red. Below the 'Tasks' tab, the 'Invite Visitor' option is also circled in red. A red arrow points to the 'Invite Visitor' option. In the top right corner, the 'Compose Email' button is circled in red and crossed out with a red 'X'.

## 5) ISD Submission is Missing Information

- a) ISSUE: I completed all the fields with a red dot, but I received an email from ISSO saying I missed some fields.
- b) RESPONSE: ISD is limited in that it only allows the option of making fields required or not required, without the ability to configure the database differently based on the type of request. If ISSO made certain fields required for J's, they would also be required for H's. We earnestly tried to make this as seamless as possible by making responses required for some questions. This topic will also come up when we launch ISD for H-1Bs.
- c) TIP: Required fields that are not noted with a red dot:
  - a. Appointment Tab: Must enter either the entire chartstring (with exception of Activity Period or Flexfield) or speedtype
  - b. Funding Tab
  - c. Dependent-Specific
  - d. Site of Activity Tab (only for J's)

Custom Fields Data	
<b>Custom Appointment Information</b>	
A. At UCSF, will scholar primarily be teaching, researching or both?	Research <span style="color: red;">*</span>
B. Service Center	C <span style="color: red;">*</span>
C. Dept Representative Who Completed Fee Form	Mary-Kate Fitzsimons <span style="color: red;">*</span>
D. Business Unit	SFCMP
E. Fund	5014
F. DeptID	14206
G. Project	100000
H. Activity Period	
I. Function	46
J. Flexfield	
K. SpeedType, COMPLETE THIS FIELD ONLY IF NO CHARTSTRING	

Enter Chartstring OR  
Speedtype

## 6) My Scholar Doesn't Have Access to Fix Errors

- a) ISSUE: My scholar previously had ISD access to enter their data. I'd like for them to make corrections to their record, but they no longer have access even though they keep logging in with their correct username and password.
- b) RESPONSE: Sometimes the scholar may still be entering their password incorrectly. Advise them to cut and paste their password directly into ISD from your invitation email. This could also be because they no longer have access to ISD after you've submitted to ISSO. To grant them access again, pull up the scholar's record and click on the **Tasks** tab. Click on **Edit Visitor Login and Permissions**. Click on **Read/Write** under the Visitor Permissions header.

Tasks

Below are the tasks available to be performed for the visitor.

- Tasks
- Invite Visitor
- Edit Visitor Login and Permissions**
- Review and Submit Visitor's Information
- Change Visitor's Department
- Confirm Visitor Information

### Basic Information

Please fill the basic visitor information below.

Last Name : Nigorizawa TEST3

First Name : Holly TEST3

Middle Name :

Campus ID :

Status : Active

Department User : Nigorizawa, Holly

ISSO Advisor : Nigorizawa, Holly

### 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 : nholly3

Email : holly.nigorizawa@ucsf.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).

### Visitor Permissions

Below are the different permission levels available for visitor.

Read/Write (Visitor can modify personal information)

View (Visitor can only view personal information)

None (Visitor cannot log into International Scholar Dossier)

Save Cancel Reset