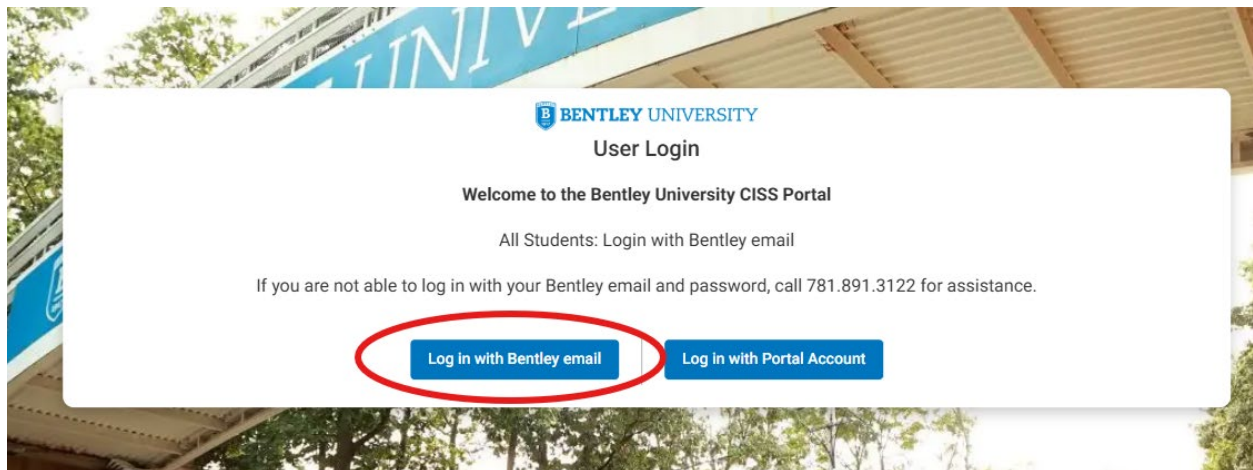## **CISS Portal**

In Fall 2025, you will have the ability to take charge of your immigration journey through the new CISS Portal. The CISS Portal will be your central source to request immigration actions and store your immigration documents.

Some examples of what you can do in the CISS Portal include:

- Download your most recent Form I-20/DS-2019
- Complete the required immigration registration
- Request employment authorization (CPT, OPT, STEM OPT, AT)
- Access copies of previous Form I-20/DS-2019s
- Request a Form I-20/DS-2019 reprint (For a travel signature, update of information, or to replace a lost, stolen, or damaged form)
- Add a dependent to your record

How to use the CISS Portal

You will receive an invitation to the CISS Portal in your Bentley email. You can then go to the CISS Portal (CISSportal.bentley.edu) and log in by selecting "Log in with Bentley email." Use your Bentley credentials to log in.


Once you log into the CISS Portal, you will see four tabs at the top.
On the Welcome tab, you will see important reminders and updates.
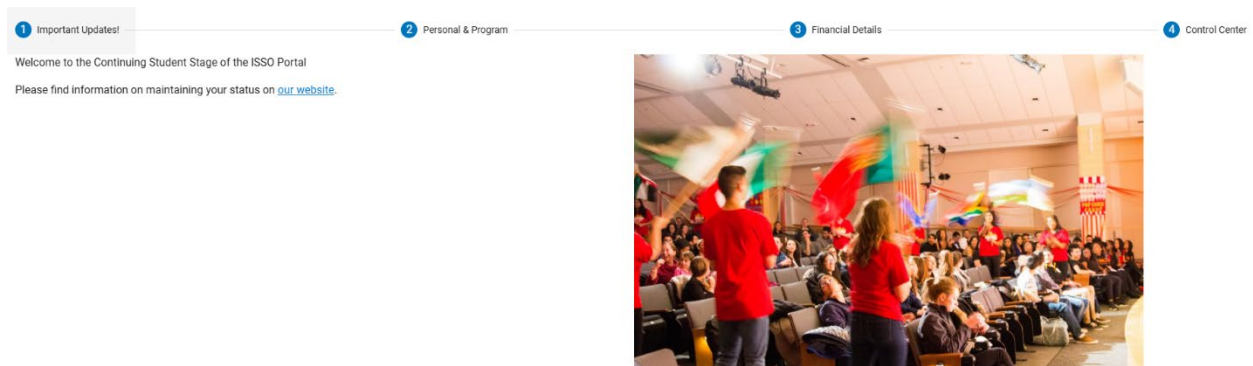
On the Personal & Program and Financial Details tabs, you will see information as it appears on your Form I-20/DS-2019. This information cannot be edited by you. If you see any incorrect information, contact CISS at GA_CISS@bentley.edu.

On the Control Center tab, you will be able to submit requests, view any pending or completed requests, and download documents. Different requests are represented by various icons. Your Portal is customized to your needs. Request icons will become visible to you at different times depending on where you are in your academic program.
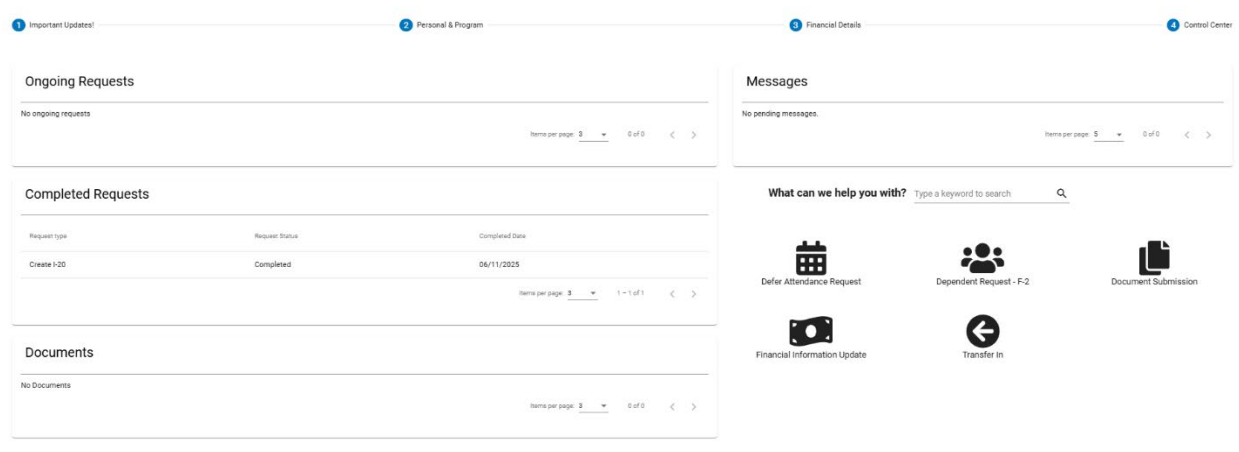
Please contact CISS at ga_ciss@bentley.edu if you have any trouble accessing your CISS Portal account. Please be specific about the issue and include screenshots if appropriate.

Understanding Request Statuses

When submitting or reviewing requests in the CISS portal, the request will note its stage of processing. These stages include:

- **Draft:** When a request is in "Draft" status, this means a request has been started but has not been submitted yet.
  - We cannot process requests in "Draft" status.
  - If all the information in your request is correct, make sure to click the "Submit" button.

- **Approver Review**: When a request is in "Approver Review" status, this means that your Approver has not reviewed or approved your request.
  - You will be asked to enter the name and email address of your "Approver" as part of the request.
  - Some requests will require approval from a Bentley staff or faculty member, and others may require approval from a staff or faculty member outside of Bentley.
  - CISS will email the Approver to request approval of your request.
  - If it's been a while since you submitted your request and it is still in "Approver Review" status, you may want to politely remind your Approver to approve your request.

- If your Approver cannot find or did not receive the email notification from CISS, notify us, and we can send it again.

- **Submitted:** When a request is in "Submitted" status, CISS will see it in the list of requests, and it will be processed.
  - Standard processing time for most requests is **5-7 business days**
  - **Once you submit your Request, you will not be able to edit it.**
  - Contact CISS if you need to change or add anything to your Request **(Do not submit a second request).**

- **Clarification Requested**: When a request is in "Clarification Requested" status, this means that the CISS Advisor needs you to clarify and/or make some changes to your request.

  - You will receive an email from CISS specifying what changes you need to make.
  - You will be able to edit your Request while it is in this status.
  - **Do not create a new Request**; simply make the required edits and click the "Submit" button to resubmit the corrected Request.