Upon arrival to the US, you will need to meet with an ISSO advisor to go over your immigration documents, participate in a scholar orientation, address any questions or concerns you may have, and – in the case of J-1 visa holders – validate your program with the US government/SEVIS system.

In advance of your mandatory meeting with an ISSO advisor, you MUST complete the ISSO Scholar Check-in eForm. Instructions on how to complete this eForm are available on page 2 of this document. This eForm will allow you to upload important immigration documents, provide valuable, legally-required information to the ISSO, and to attest to your understanding of the health insurance requirements of your visa category, if applicable.

Once you have completed this eForm, your ISSO advisor will contact you to schedule your J-1 orientation.

In advance of your meeting with an ISSO advisor, you should get in touch with your UMass Lowell departmental host. They can help get you settled in the department and in your work space, arrange a tour of the campus so that you are familiar with UMass Lowell, and assist you with obtaining your UMass Lowell ID card. Your departmental host can complete one of two forms, linked below, before you bring it to the UCAPS office located at University Crossing to obtain the ID card:

For non-benefitted, visiting researchers/faculty: Vendor/Visitor/Volunteer Request for Services
For benefitted faculty/staff: Request for Services for New Faculty/Staff

Present this form along with your UMass Lowell Invitation Letter when applying for the ID card. For more information, visit the UCAPS website, HERE.

Please note, you will not be able to apply for a Social Security Number (SSN) until you have met with an ISSO advisor, have and confirmed a US address with the ISSO, and have had your program validated by an ISSO advisor. This will be discussed further during your meeting with an ISSO advisor.

Please complete the online check-in, detailed below, in preparation for your meeting with an ISSO advisor. We look forward to meeting with you and welcome any questions or concerns you have at that time.

Thank you, and welcome to the United States and UMass Lowell!

Sincerely,

ISSO Staff
New Scholar Confirmation of Arrival – To be Completed after scholar arrives in the United States

Scholar should click here: https://sun-prd.erp.umasscs.net/istart/controllers/start/start.cfm

They will then be brought to the below page:

Scholar should click on “Limited Access Login” - Highlighted in yellow

The below page will then pop up:

Click “Email me my Limited Access PIN”
Scholar enters TEMPORARY ID and clicks submit

Check your email address for your Limited Access Pin!

Limited Services PIN

iss@umass.edu

Dear Lowell TESTEmily:

Lowell TESTEmily,

The following is the information that you requested.

Limited Access PIN: 608226

International Students & Scholars Office
www.umass.edu/issso | 978-545-2383

Use the Limited Access Pin that was sent to your email. If you do not receive the email shortly, please check your junk email folder.
Go back to the iStart Page: [https://sun-prd.erp.umasscs.net/istart/controllers/admission/AdmissionEngine.cfm?home=true](https://sun-prd.erp.umasscs.net/istart/controllers/admission/AdmissionEngine.cfm?home=true)

Enter your TEMPORARY ID #, Date of Birth, and the Limited Access Pin that you received via Email and select “Login”

The below page will THEN pop up. Click on “J-1 Scholar Services” highlighted in Yellow
Then click on “J-1 Arrival” And Complete the J-1 Arrival E-form

Make sure to check all boxes and then click “Submit”

*Please note that the university pays for #1 and #2 above for all J scholars

If you ARE paid by UMass Lowell AND are also eligible to receive health insurance benefits, then be sure to apply for health insurance coverage as instructed by the UMass Lowell Benefits’ Office. Please note that not all employees of UMass Lowell are eligible for health insurance benefits. If you are eligible for health insurance benefits, these benefits will not be active until the first of the month following 60 days of employment, so purchasing a separate insurance plan to cover you until then might be required.

If you are paid by UMass Lowell and are unsure of your health insurance eligibility, then feel free to contact the UMass Lowell Benefits’ Office with your questions at benefits@uml.edu or call them at 978-934-4100. They are located at 600 Suffolk Street, Suite 3012, Wannalancit Business Center, East Campus, Lowell, MA 01854. If you are paid by UMass Lowell and you are eligible for UMass Lowell health insurance coverage, it will not happen automatically unless you enroll for it by completing the necessary paperwork for the UMass Lowell Benefits’ Office.

You will then receive an email confirming your submission of the J-1 Arrival E-form!