

myOGS user guide for SEVIS contacts

What is myOGS?

myOGS is the online interface for a *case management system (CMS)* called **Sunapsis**. Sunapsis helps international services staff manage and track foreign nationals during their time at the university.

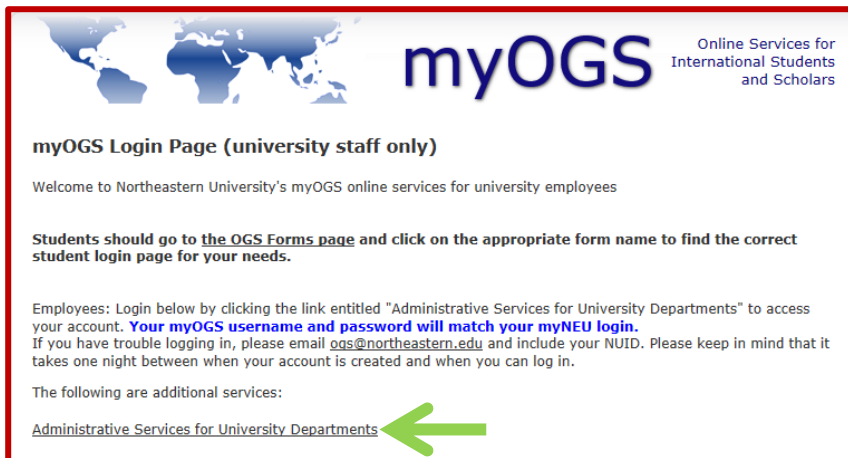
You may hear administrative staff refer to Sunapsis, or they may refer to myOGS. For your role, understand that they are one and the same.

myOGS most simply is an online service that hosts electronic forms, or “**E-Forms**” so that departmental staff, students, scholars, and employees can submit information to international services staff.

Having a central location for data collection, one that collects information straight from each source, creates a single-entry data collection system. Ultimately, this system will help lead offices down the road toward paperless environments with efficient data lookup and processing.

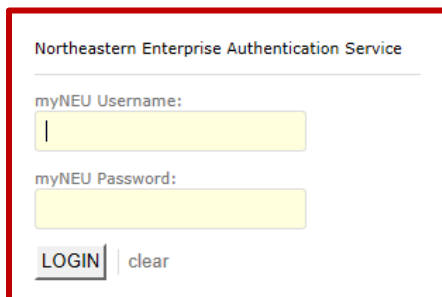
Logging into myOGS

Link: <https://myogs.northeastern.edu>



The screenshot shows the myOGS login page. At the top left is a world map icon. To its right is the myOGS logo and the text "Online Services for International Students and Scholars". Below this is the heading "myOGS Login Page (university staff only)". The page content includes a welcome message for university employees, instructions for students to go to the OGS Forms page, and instructions for employees to log in using their myOGS username and password, which matches their myNEU login. A link for "Administrative Services for University Departments" is highlighted with a green arrow.

Once you click “Administrative Services for University Departments”. Then window pops up and you will log in using your MyNEU credentials



The screenshot shows the Northeastern Enterprise Authentication Service login form. It has a title "Northeastern Enterprise Authentication Service". Below the title are two input fields: "myNEU Username:" and "myNEU Password:". At the bottom left is a "LOGIN" button, and to its right is a "clear" link.

Once you are logged in, you will see this page:

The screenshot shows the myOGS web application interface. At the top left is a world map. The logo "myOGS" is prominently displayed in the top center, with the text "Online Services for International Students and Scholars" to its right. Below the logo, it indicates a "Secure Online Session" for user "Anna Eppink" with Network ID: 001645041. The main heading is "Administrative and Departmental Services Overview". A message states: "Please access a given service via the menu options on the left side panel. There are departmental services (i.e., H-1B application and renewals, J-1 scholar requests, etc.) that are available to submit to the International Office." The interface is divided into three main sections: 1. A left-hand navigation menu (highlighted with a green border) containing: myOGS Home Page, Admission / Pre-Arrival, Departmental Services (with sub-options: Departmental Services Overview, Add New Person, Update Your Information), International Office, J-1 Student Services, Scholars & Researchers, Upgrade / Installation Procedures, and Logout of myOGS. 2. A "Current Cases" section (highlighted with a purple border) listing: Banana Duck Test, RoadTest RunnerTest, Test Scholar, Mickey Mouse TEST, and Snow WhiteTEST. 3. A "Case Information Display" section (highlighted with a blue border) showing details for "Mickey Mouse TEST" (ID: 001645041, DOB: January 01, 1974) and a note: "The last updated departmental eform on file for this individual is CPT TEST, updated at 04:16 PM on November 28, 2016". Below these sections is a "Past Cases" section (highlighted with a yellow border) which is currently empty. At the bottom, there are two status indicators: a red triangle for "Case has been updated in the past week" and a green checkmark for "Individual has filled out client accessible e-form".

Left Menu

This menu presents your options for forms to complete.

Current Cases

Individuals who you have recently completed e-forms for.

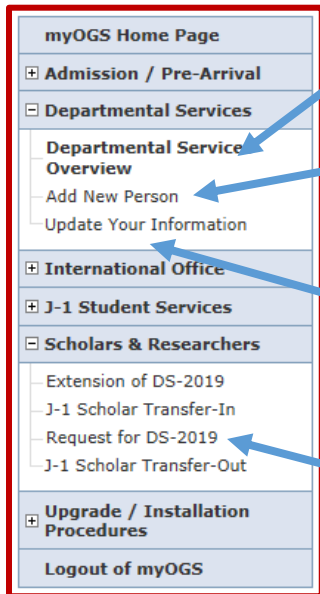
Past Cases

If it has been more than so many days, cases will drop to this section.

Case Information Display

Provides information on the student/scholar's ID # and Date of Birth, as well as the most recent form activity.

Menu Options on myOGS Home page



Departmental Services Overview

Displays your current cases and the Case Information Display

Add New Person

To begin a new intake process for someone not already in the system, click this link.

Update Your Information

A form for updating your campus contact information (first provided on the access request form)

J-1 DS-2019 Request Form

An [example](#) of a form available for completion

Beginning DS-2019 Request submission

Click **Add New Person** under Departmental Services on myOGS home page. Answer “No” to the questions about IDs at the bottom.

Add New Person

This is a service to add a new person profile record into the system. If an institutional university ID is not specified then the system will verify that no existing records with the same date of birth and email address are in the system. The new profile record will also be added to the departmental user's current cases.

Last Name *

First Name *

Middle Name

Date of Birth * Month Day Year

Gender *

Email Address *

Campus *

Do you have an institutional university ID for this new profile? * YES NO

Do you have a network ID for this new profile? * YES NO

* required fields

ces Last Name * Momo

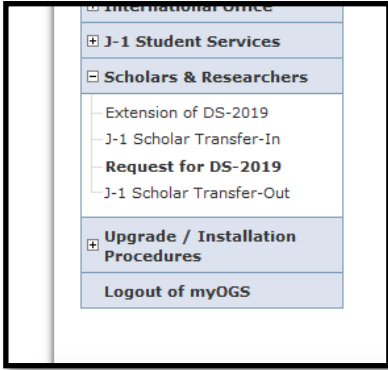
Failure—You must correct your errors below & resubmit

- Found an existing record of Bambi Little TEST TEMP863138 that matches the university ID or the date of birth and email address currently on file. Please use the found university ID number or contact the international office if you believe this to be an inaccurate match.

When you add a new person, it will generate a record of the scholar and also a TEMP ID. **Please write down the TEMP ID and their date of birth as it will be needed in the next step.**

If the scholar you attempted to add has a record already on Sunapsis, it will show you the “failure” message. In this case move on to the next step without adding the new profile.

Once you add the profile of the scholar, click “Request for DS-2019” on the menu.



Once you click the link, you will see the “Look up international Record” screen.

Enter TEMP ID and DOB you have written down. This step links the form to the correct scholar’s record.

A screenshot of a web form titled 'Lookup International Record'. The form contains a text input field for 'University ID *' and three dropdown menus for 'Date of Birth *' labeled 'Month', 'Day', and 'Year'. Below these fields is a 'Find Record' button. A note at the bottom left states '* required fields'.

Once you find the scholar’s record, you will see a complete list of forms for the DS-2019 request.

A screenshot of a web form titled 'Request for Issuance of J-1 Certificate of Eligibility'. The form includes a paragraph of introductory text and a section for 'TEMP586143 |'. Below this, there is a list of forms with checkboxes: 'Granting Access for Scholars to Begin DS-2019 Request', 'J-1 Scholar Appointment Details', 'Faculty Host Form', and 'SEVIS contact Documents Upload'. A red box highlights the first four items. Below this is a section titled 'E-FORMS TO BE COMPLETED BY THE INTERNATIONAL' with a list of forms: 'Personal Information', 'Financial Declaration & Certification', 'Statement of Compliance with Health Insurance Requirements', 'Dependents', and 'Short-Term Scholar Acknowledgement (6 months or less)'. A yellow box highlights the first four items. At the bottom, there is a legend for form statuses: 'Incomplete', 'Optional', 'Complete', 'Draft', 'Submit Another', 'Not Yet Available', 'Pending Review', 'Follow-Up Required', 'Awaiting Answer', and 'Denied'.

Your college (SEVIS contacts, Department contacts, Faculty) is responsible for forms in red. Scholars are responsible for ones in yellow. At the bottom of each form are buttons to Save as a Draft, or Submit.

First step: click **“Granting Access for Scholars to Begin DS-2019 Request”**. Please make sure that you enter the correct email address. Based on the email address you enter here, the access email will be sent to prompt the scholar to fill out their part.

MAIN PAGE | 001645041 | MICKEY MOUSE TEST

This form will initiate an email to the scholar to request him/her to complete additional forms.

CLIENT RECORD: MICKEY MOUSE TEST | 001645041

Scholars Name *

Scholars Email *

Re-type Scholars Email *

* required fields

Once you complete the first step, you will repeat the same process for the following forms:

- J-1 scholar appointment Details
- Faculty Host Form

Hiring Department process

Dear TEST:

The Office of Global Services (OGS) requests that you review and submit on the following request as

Please click the link below and fill out necessary information. When you click the link, it will take you do not need to change the login credentials.

Please follow the link below to respond to this request:

[J-1 Scholar Appointment Details](#)

Client ID Number: *****3138
Your Login ID: i.konda@northeastern.edu
Your Password: 9E8FEFD-2D

Once Department receives the email, they would need to:

1. Click on “J-1 Scholar Appointment Details” link - It will take them to a log in page with login information prepopulated.
2. Click log in button
3. Fill out necessary information
4. Submit the form

Host Faculty process

Dear **Faculty's name**

The Office of Global Services (OGS) requests that you review / comment on the following request submitted to our office.

Please click the link below and fill out necessary information. When you click the link, it will take you to the myOGS login page, which already have do not need to change the login credentials.

Please follow the link below to respond to this request:

[Faculty Host Agreement](#)

Client Name: **Scholar's name**
Client ID Number: *****6371
Your Login ID **Login info**
Your Password: CCBE32D-C5

Once Faculty receives the email, they would need to:

1. Click on "Faculty Host Form" link - It will take them to a log in page with login information prepopulated.
2. Click log in button
3. Fill out necessary information
4. Submit the form

Once scholars/Host Faculty/Department contacts complete their part of the request, you will receive emails confirming their submissions. You should log back in myOGS once you receive all three emails, or log back on the scholar's request page and see the forms are completed.

When you are logged in, you can locate the scholar's form from "Current Cases" on the Departmental overview. Click scholar's name, and **click "Main Page" at the top to go to the list of forms** (shown below)

Form Submitted: Scholar Info

[MAIN PAGE | 001645041 | MICKEY MOUSE TEST](#) **Click here**

*** FORM STATUS: SUBMITTED ***

Your Form is Submitted. If you would like to resubmit, click "Cancel" and "Submit" the Form again.

This section of the request will be queued for review by the Office of Global Services once the entire application has been finalized and submitted by the department.

This form will initiate an email to the scholar to request him/her to complete additional forms.

CLIENT RECORD: MICKEY MOUSE TEST | 001645041

Scholars Name *

Scholars Email *

Re-type Scholars Email *

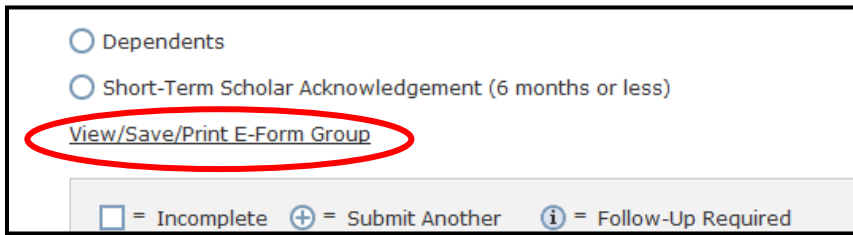
Submitted By

Last Updated 01/25/2017 11:27 PM

* required fields

Don't click here

When you are on the Scholar's DS-2019 request, please verify all the info that are submitted by Hiring Department/Faculty Host/Scholar are consistent and accurate. You can review their submission by clicking "view/Save/Print Eform group"



If any information filled out by Scholar/Department/faculty host are incorrect and needs to be adjusted, please let them know to find the access email to the eform, cancel the submission, and start over.

Once the request is ready for final submission to OGS, click "Appointment Letter and Program Duration Confirmation". At this point, this form should no longer be greyed out. Click the form link and upload the appointment letter and enter the final appointment dates.

As soon as you submit this eform, the entire request will be routed to OGS for the final review and process of DS-2019. If there are any questions, you and the scholar will be notified by OGS.

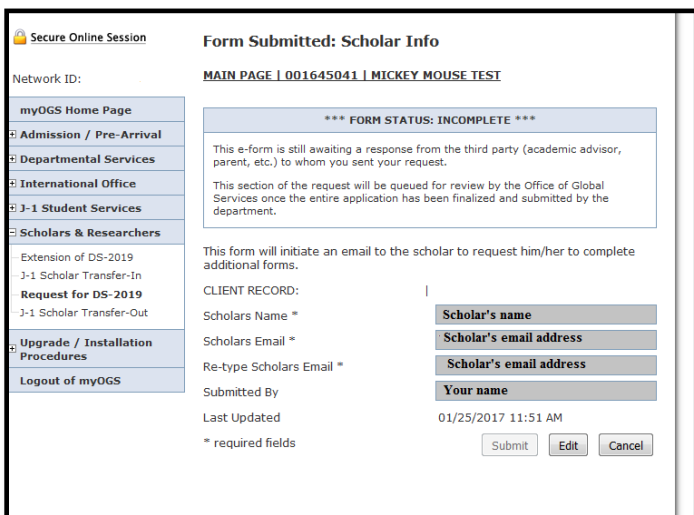
In case of submission denials by OGS:

When OGS determine that any eform needs to be resubmitted, each party (scholar/department/host faculty) will receive an email about submission denial and SEVIS contact will be copied on it.

Once the submission is denied, SEVIS contacts will need to go back to the request form from myOGS main page and initiate the access email again. SEVIS contacts will first need to cancel the previous submission and enter the info.

Important Reminder

Once you submit the access emails to all parties, the form will be greyed out like this. **You should not click "cancel" after the email was successfully sent out, unless their submission is denied by OGS.** It will result in cancelling out the information they might have already entered. Use "edit" button only if you have entered the incorrect email address previously.



J-1 scholar DS-2019 Request eform work flow overview

1. Bio information of a scholar given to SEVIS contact from host departments
2. SEVIS contacts create a scholar's profile on myOGS
 - A. SEVIS contact sends the eform link access email to the scholar
 - B. SEVIS contact sends the eform link access email to the host department
 - C. SEVIS contact sends the eform link access email to the host faculty
 - a. Scholar fills out form B info (biological info, funding ,etc.)
 - b. Department fills out form A info (Appointment details)
 - c. Faculty Host fills out their form (English proficiency, Faculty host agreement, and subject field info).
3. SEIVIS contact receives emails when form a. b. & c. are completed, then their office upload the appointment letter and confirm the appointment start and end date as a last step
4. The entire DS-2019 request get routed to OGS
5. OGS reviews the submission
6. OGS notifies the SEVIS contact when DS-2019 is issued

FAQs

- 1) I clicked one eform link and want to go back to the list of forms**
 - Use browser's "go back one page" to the previous page OR click "main page" link on top
- 2) Scholar/Hiring department/Faculty noticed that they made mistakes on the forms after submission. What should they do?**
 - They can go back to the eform and cancel the submission
- 3) Scholar/Department/Faculty host never received the email to log in to myOGS OR they have lost the email to log in to myOGS before starting to fill out any eforms**
 - Contact OGS via m.sturtevant@northeastern.edu. Please specify their name and DOB in the email and indicate that they need to have the login email resent.
OR
 - Cancel the eform submission with their emails, and reenter the info
- 4) I have initiated the scholar DS-2019 but I will be out of office for a while before Scholar completes their part.**
 - Another SEVIS contact in your department can access the DS-2019 request as long as they have the TEMP ID and DOB of scholar and submit the Faculty Host information.