

ISSS PORTAL LOG IN INSTRUCTIONS

Having difficulty logging in? Browser Information

If you have tried to log in and you have not been able to, please clear all browsers, log out of any FIU-related websites, and start over. Google Chrome generally does not work- preferably use **Firefox or Internet Explorer**

STEP 1

Log into the ISSS Portal using the following access page (login using Internet Explorer or Firefox) <https://globalaffairs.fiu.edu/issv/forms/>

STEP 2

Click "Login" to enter the portal.

The screenshot shows the FIU ISSS portal. At the top, it says 'FIU ISSS International Student & Scholar Services'. Below this, there is a mission statement and a paragraph about the portal's goal to improve customer service. There are two main sections: 'Full Client Services for Students & Scholars' and 'Limited Services for Students & Scholars'. The 'Full Client Services' section lists three items: 1. View and update information on file, 2. Submit electronic form (e-form) requests for travel signatures, reduced course load authorization, program extensions, etc., and 3. Access alerts and notes on file that require action in order to maintain legal status. A blue arrow points to the 'Login' button in this section. The 'Limited Services' section lists two items: 1. Limited student services like registration for orientation or SEVIS transfer-in, and 2. Limited initial intake forms for J-1 scholars or H-1B employees. Below these sections, there are links for 'International Student & Scholar Statistical Reports', 'Anonymous Feedback (surveys, evaluations, etc)', and 'Administrative Services for University Departments'.

Step 3

Enter your FIU credentials (username and password). Your **FIU username** is your network ID (ex. jdoe123)

The screenshot shows the Sunopsis login page. At the top, it says 'FIU FLORIDA INTERNATIONAL UNIVERSITY Sunopsis'. There are two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link 'Forgot username?'. To the right of the 'Password' field is a link 'Forgot password?'. Below the input fields is a 'Log In' button. At the bottom, there are links for 'Manage Account' and 'Need Help?'. A callout box on the right says 'Username Example: mnann003 (It is the first part of your email)'.

Step 4

Use the **Two-factor authentication** to log in

**If you are still having difficulties, visit our Virtual Office
Monday to Friday 9 am to 12 pm**

go.fiu.edu/virtualoffice

Thank you and have a good semester!