Creating your Account

You will receive an email from one of the ISFS staff welcoming you to Tracker.

You must activate your account within 3 days of receiving this email. To activate your account, click on the URL in that email. You will be taken to the following screen where you will create your username, password, and security question:
Logging In to your Account

Log in to Tracker at https://tamu.casemgmtsys.com/home/login. Do not use the URL in the email you received about activating your account.
When you log in, you will be taken to your dashboard:

- Search for your employees and visitors
- Clickable list of the Tracker pages you have recently viewed
- Upcoming expirations for your employees and visitors

Log off
Adding an Employee (H-1B, TN, O-1, E-3)

Place your cursor on the button in the top menu of your dashboard and choose ‘Individual’ from the choices that appear.

On the screen that comes up (below), choose the ‘Employment of a Foreign National’ questionnaire in the New Service Request block.

The Employment of a Foreign National Questionnaire

Enter information about the foreign national.
Complete the fields about the position

Select the reason for your request

Best estimates for the employment dates

When the employer (university or agency) is selected, the address fields will disappear and will be replaced by a dropdown for the possible worksites (departments)

Submit the completed questionnaire or save it to complete later
If you choose to save a questionnaire to complete later, you can find the saved questionnaire by putting your cursor over the ‘Add’ button on the top menu and clicking on ‘Individual’ when it appears. You will find your questionnaire in the box labeled ‘Questionnaires to be Completed’. Click on the questionnaire to resume filling it out.

View showing that a questionnaire has been submitted to ISFS for review:

Questionnaire that was saved for later completion.
Uploading documents to an employee’s record

As part of the H-1B process, you will receive an email (image below) with instructions to upload the employer forms to an employee’s record. For your convenience a packet of blank forms will be attached to this email. Follow the instructions listed to upload the documents. You can find the employee by searching for him in the ‘Individual’ search box on your dashboard.

1 packet with all employer forms attached to email

You will need to provide the Employers Documents for the H-1B associated with ______. Follow the instructions listed below to upload the required forms.

1. Complete and save a copy of the attached forms.
2. Log into the Tracker portal.
3. Go to this employee’s record.
4. Click on the Process Summary tab.
5. Locate the H-1B process. If there are more than one, chose the most current as indicated by the date under the ‘Start’ arrow. Click on the ‘H-1B’ label to open the process.
6. Click on the Documents tab.
7. Upload the saved employer documents.

Click on the ‘process summary’ tab.

Click on the H-1B label to open the process

Process Summary tab
When a process is opened, the employee’s name will be preceded by ‘H-1B’. Also the process will expand to show the steps involved.

With the process open, click on the ‘documents’ tab. Then click on ‘upload file’ in the right corner to start uploading your documents.
Click on the ‘select files’ button so you can browse for files you have saved. Select the saved, completed employer forms and click on the ‘upload files’ button.

By clicking on ‘back to documents’ in the lower right hand corner, you can see the forms and documents that you have uploaded along with those uploaded by your employee. This will also show the status of the documents so you can see if ISFS has accepted, rejected, or still has to review them.

Status of the forms with regard to ISFS

You can download the forms you submitted if you need copies later
**Viewing a Foreign National’s Record**

You can view your foreign national’s record to look up important information like notes by the ISFS staff.

ISFS is not notified when you add notes to a foreign national’s record. If you need to communicate something of importance to the case, you need to email the staff member handling that case. Otherwise, your note may go unseen.

The ‘Process Summary’ tab shows the process assigned and the current stage of that process. You can click on the process name (H-1B in this case) to see a listing of the steps and tasks.

CAUTION: Any notes entered here can be viewed by the foreign national.
The ‘Individual Details’ tab:

The ‘Gov Docs’ tab keeps track of the numbers and dates for government documents like the I-94 and DS-2019.
The ‘Documents’ tab gives you access to all documents uploaded for the foreign national by you, the foreign national, and ISFS.
The ‘Contact Info’ tab has the foreign national’s address(es), phone number(s), and email address(es).

### Extending an Employee’s Status

To extend the status of an employee already in the Tracker system, log into your account, hover over the ‘Add’ option on the top menu. From the choices, select ‘Process’. In the New Service Request area, locate the questionnaire entitled ‘Employment of Foreign National (non J-1 employees)’, but don’t click on it yet. First, use the ‘Individual’ dropdown to find the name of the employee whose status you need to extend. After the individual has been selected, then you can click on the questionnaire.

![Image showing the New Service Request section with dropdowns and questionnaires]
The form should be pre-populated with information based on what is already in the system for the employee. You should check it over for accuracy and make any changes necessary before submitting it.

**Changes to an Employee’s Employment**

To report changes in an employee’s employment use the ‘Amendment Determination’ questionnaire. ISFS will determine if an amendment petition needs to be filed with USCIS.
Ending Employment/Visit

When a foreign national (only those that have been processed through Tracker) ends his/her employment or visit or becomes a permanent resident, notify ISFS by submitting the appropriate form. You can find this by hovering over the ‘Add’ button in the top menu and clicking on ‘Process’. From the choices that appear, find the questionnaire titled ‘Departure/Change of Status Notification’. Select the employee’s name in the dropdown menu and then click on the questionnaire.