# Congratulations on your recent admission to Clemson University!

We look forward to welcoming you to Clemson University soon. Please find instructions on how to access Clemson University's VPN and how to request your I-20 Certificate of Eligibility for the F-1 Visa or DS-2019 Certificate of Eligibility for the J-1 Visa below. At the end of this document, you will also find a list of Frequently Asked Questions.

# Instructions on How to Connect to Clemson University's VPN

Before you can access and set up your student portal to request your Certificate of Eligibility (I-20 or DS-2019 Form) you will first need to connect to Clemson University's network through the VPN. Below are step by step instructions that you should follow.

#### Step 1:

Go to: <u>http://www.clemson.edu/ccit/get\_connected/vpn/</u> and select "Click here for New VPN Service."



Step 2:

Enter your Clemson username and password. If you are not sure of your username and password please refer back to your acceptance emails. If you are still having difficulties finding out this information, you can contact Graduate admissions through <a href="mailto:grdapp@clemson.edu">grdapp@clemson.edu</a> and undergraduate admissions by phone at 864-656-2287.

<u>(</u>	VPN Login
Please ent	er your Clemson username and password.
USE	RNAME: SWORD:
	Login

## Step 3: Select continue

Welcom CUVPN	to the Clemson Ne group.	twork, you are ir	1 the	
	Cancel	Continue		

Step 4:

The VPN will upload automatically. You must wait until this screen comes up to select "Windows Desktop" and allow the application to run.

iliiilii AnyC cisco	connect Secure Mobility Client
<ul> <li>WebLaunch</li> <li>Platform Detection</li> <li>- ActiveX</li> <li>- Java Detection</li> <li>- Java</li> <li>- Download</li> </ul>	Attempting to use Java for Installation Sun Java applet has started. This could take up to 60 seconds. Please wait
Connected	Help Download

anyC ماریکانی دisco	onnect Secure Mobility Client		
今 WebLaunch	Manual Installation		
Platform Detection	Web-based installation was unsuccessful. If you wish to install the Cisco AnyConnect Secure Mobility Client, you may download an installer package.		
- ActiveX	Install using the link below:		
Java Detection	Windows Desktop		
Java	Alternatively, retry the automatic installation.		
- Download			
Connected			
	Help Download		

#### Step 5:

The Cisco AnyConnect Secure Mobility Client Setup box will open and you will need to select "Next."



#### Step 6:

Select "I accept the terms..." and then click "Next"

Image: Cisco AnyConnect Secure Mobility Client Setup       Image: Cisco AnyConnect Secure Mobility Client Setup         End-User License Agreement       Image: Cisco AnyConnect Secure Mobility Client Setup         Please read the following license agreement carefully       Image: Cisco AnyConnect Secure Mobility Client Setup	
Supplemental End User License Agreement for Cisco Systems AnyConnect Secure Mobility and other related Client Software IMPORTANT: READ CAREFULLY This Supplemental End User License Agreement ("SEULA") contains additional terms and conditions for the Software Product licensed under the End User License Agreement ("EULA") between You	
I accept the terms in the License Agreement I do not accept the terms in the License Agreement Advanced Installer <a href="https://www.accelland.com"></a> Cancel	

Step 7: Select "Install" to begin the installation of the VPN access.

😸 Cisco AnyConnect Secure Mobility Client Setup
Ready to Install     The Setup Wizard is ready to begin the Typical installation
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.
Advanced Installer < Back Install Cancel

## Step 8: Finish Installing the program.



Step 9: Open the program



## Step 10:

Enter " cuvpn.clemson.edu " and click "connect"



# Step 11: Enter your Clemson University username and password again and click "OK"

S Cisco AnyConnect   cuvpn.clemson.edu	
Please enter your Clemson username and password. Username: Password: Connection Banner For assistance contact the CCIT Help Desk at	
864-656-3494, or email ithelp@demson.edu.	Cisco AnyConnect Secure Mobility Client
OK Cancel	cuvpn.demson.edu * Connect

# Step 12: Select "Accept" and you will now be connected and able to establish your student portal.

Welcome	to the Clemson	Network, you ar	e in the CU\	/PN group.	4

# Instructions on How to Set-Up Your Student Portal & Request Your Certificate of Eligibility

Please be sure to complete each form carefully and upload all requested documents to ensure timely processing of your certificate of eligibility. Please allow 10 business days for an advisor to review your request. You will receive shipping instructions after your certificate of eligibility has been processed.

If you have any questions while completing the forms, please email <u>is@clemson.edu</u>.





# **Sunapsis Frequently Asked Questions**

#### I can't launch istart.app.clemson.edu. What should I do?

- Make sure your computer is connected to the Clemson University VPN, refer to instructions at the following link: <u>http://www.clemson.edu/administration/ia/services/Student\_Instructions\_on\_How\_to\_Reques</u> <u>t\_Certificate\_of\_Eligibility.pdf</u>
- 2. Try using the **Internet Explorer** browser and type istart.app.clemson.edu into the browser window

#### Which number is my Clemson ID?

Your Clemson ID will begin with a C and will have 9 digits after the C. For example: C00000000.

#### I don't know where to find my Clemson ID?

The Graduate Admissions portal Admit normally sends an automated email with instructions on how to create your institutional username for newly admitted graduate students. Please check back to see if you received this email. Here is a link to the Graduate Admissions page just in case you need more assistance with retrieving your Clemson University username and password.

http://www.clemson.edu/graduate/students/new-student.html

# I am unable to upload multiple financial documents in the financial certification form. What should I do to attach multiple bank statements or award letters?

You will need to combine all bank statements or award letters together into one Adobe pdf document. Visit this website for detailed instructions on how to complete this task: <u>http://www.ehow.com/how\_4871007\_combine-multiple-pdfs-one.html</u>

# I made a mistake when entering information in Sunapsis and have submitted incorrect information. What should I do to correct this information?

Please cancel the form you submitted. You will then have the open to complete the form again with the correct information.

# I have tried everything, but I still can't get the Virtual Private Network to work in order to access Sunapsis, what should I do?

Send a print screen image of the error you are receiving to <u>is@clemson.edu</u>. We'll take a look and see if we can provide additional support.