Copy of Immigration Document: Frequently Asked Questions
Students in F-1 Status

When do I need to submit this type of request?
- If you need a copy of your current ISU I-20 or EAD
- If you need a copy of your previous ISU I-20 or EAD
- If you need a copy of your passport identity page or visa from first arrival at ISU
- If you need a copy of your I-94 card from first arrival at ISU (if it was a paper copy)

Will I receive an exact copy of my previous I-20?
- No, most likely not since the copy may not have the following:
  - Your signature and the signature of a Designated School Office (International Students and Scholars staff member)
  - U.S. entry stamp

Does ISSO have copies of my other immigration forms: passport, visa and I-94 card?
- ISSO does make a copy of each of these documents when a student first arrives at ISU
- ISSO does not make copies of new passports, new visas, or new I-94 cards for continuing students
  - It is a good practice for you to make copies of your current immigration documents in case the original documents are lost, stolen or damaged

How do I submit this request?
- This is an electronic process completed by logging in to Cystart using your ISU NetID and password
- Cystart ➔ F-1 Student Services ➔ Missing Immigration Documents

What is the timeline for processing this request?
- We will process your request within 10 business days after the Copies of Missing Immigration Documents e-form is submitted through Cystart.

How will I know if this request has been approved?
- ISSO will send an e-mail to your ISU e-mail address when processing is complete.
  - If you do not receive this e-mail within 10 business days after submitting your request, please send an e-mail to isso@iastate.edu to check on your request.