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

Overview
When do I need to submit this type of request?
Students may request a copy of immigration documents that the ISSO has on file. Students may request the following copies of immigration documents:
- Copy of current ISU I-20 or EAD
- Copy of previous ISU I-20 or EAD
- Copy of passport identity page or visa from first arrival at ISU
- Copy of 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, students will most likely not receive the exact copy as it may be missing the student and Designated School Official's signatures.

Does ISSO have copies of my other immigration forms: passport, visa and I-94 card?
ISSO makes a copy of the student's passport, visa, and I-94 card during orientation check-in. ISSO does not make copies of new passports, new visas, or new I-94 cards for continuing students. It is good practice for students to make copies of current immigration documents in case the original documents are lost, stolen, or damaged.

What do I do if I need my missing immigration documents faster than the required processing time?
Although ISSO requires 10 working days to process requests for missing immigration documents, students who are experiencing an emergency should e-mail ISSO at isso@iastate.edu for additional assistance.

Cystart Application
How do I submit this request?
This is an electronic process completed through Cystart. The link for Cystart can be found on the ISSO homepage. Log in to Cystart using ISU NetID and password. Once in Cystart, select F-1 Student Services and complete the Copies of Missing Immigration Documents e-form.

What is the timeline for processing this request?
It will take ISSO up to 10 working days after there is a check mark in all boxes on the Cystart Missing Immigration Documents page. ISSO will send an e-mail to the student's ISU e-mail address when processing is complete. If this e-mail is not received in 10 working days as previously noted, the ISSO recommends contacting the office by e-mail at isso@iastate.edu to request the status of the application.