



Completing E-Forms in the MyISSS Departmental Services Portal

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Accessing E-Form Requests so the

Opening an E-Form in an E-Form Group

Once on the e-form group landing page, you will see a list of all the e-forms included in a request. To open an individual e-form in an e-form group, click on the link in the e-form group list.

Some e-forms may be marked “Not Yet Available.” These forms contain “blocking” and cannot be opened until the previous e-form is submitted. In some instances, the e-form may also need to be approved by ISSS before additional e-forms in the request can be opened.

- The *DS-2019 Request* contains “blocking” on the first e-form, *Host Department Information*. After it is submitted, it must be reviewed and approved by ISSS to unlock the remaining e-forms in the *DS-2019 Request*.

After clicking on the e-form link, you will be brought into the e-form. It will indicate the e-form name and the client record (scholar) associated with the e-form.

Conditionals

Within each e-form, there are conditional questions and informational displays

- If you attempt to access an already initiated request by clicking on the request tile under “Tasks,” you may create a duplicate request and information may be spread across multiple requests.
 - This will have to be manually corrected by the department which will slow the processing of the DS-2019 request as all information must be on a singular request.

Next, find the scholar’s name on the list and click on the request that is started.

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This will bring you to the Request landing page for that scholar Dtol wil72.6 (l)2.6 e ab6 (l)2.e t(f)-6.6 (o)10.4 ()J0301

Troubleshooting E-Form Submission Errors

If you are unable to resolve an error after trying the actions listed below, [email ISSS](#) for assistance.

General Issues

If you encounter difficulty submitting an e-form, try the following actions:

- Use **different browsers** to access the MyISSS Departmental Services portal
- Use a **private browser session**
- Use a **different computer/device**

Issues with Uploaded Files

- Ensure that the **name of any files** that you are uploading in the e-form have **all valid characters** such as letters and numbers. File names **cannot include commas or colons** as commas and colons will break the upload.
- **Remove uploaded files, save e-form as a draft, open the e-form again** and then **upload the files again**
- If you are unsure if you are encountering a file name error, remove uploaded file from the e-form, rename it with a simple file name (e.g., your name), and upload it again

save