



Instructions to Access the iStart Student Portal

The iStart Student Portal is an online portal which F-1/J-1 students can utilize to update personal information as well as to submit e-form requests to International Services. Below are the general instructions on how to access your iStart Student Portal. Once you are inside the portal, you will be able to access the various e-forms to submit requests to International Services. If you have any questions regarding the portal, please contact [International Services Office](#).

Step 1: Using Internet Explorer as your browser, visit the URL: istart.app.clemson.edu.

Step 2: If you are a first-time user, please register your portal by entering your CU/XID and date of birth.

Step 3: On the left-hand list of forms, select the corresponding tab and complete the appropriate e-form.

iStart Portal Frequently Asked Questions

1. I have tried everything, but I still cannot access my iStart Portal, what should I do?

Please send a detailed email as to when the errors occurred along with a screenshot of the error you are receiving to is@clemson.edu . We will take a look and see if we can provide additional support.

2. What is my Clemson ID?

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

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

The Admissions offices typically send emails with instructions on how to access your institutional username for newly admitted students. Please check your emails to see if you received this email. If you are unable to find this information, please [review CCIT's website that explains where this information can be found](#).

4. My name is listed incorrectly in my iStart Portal, can this be corrected?

Unfortunately, no. The name in the iStart Portal is carried over from how you provided your name in the admission application to Clemson University.

5. I made a mistake when entering information in iStart Portal and have submitted incorrect information. How can I correct the information?

Before submitting e-forms, we recommend you review the information carefully to ensure accuracy. if you did make a mistake on the e-form, you can cancel the e-form. Once you've cancelled the incorrect e-form, complete the e-form again with the correct information and submit the request. This will restart the processing clock on your request.