CLIENT PORTAL

The Fragomen Connect Client Portal provides a dynamic, interactive interface that enables Fragomen clients to gather information and transmit data in a secure and efficient manner.

This document will illustrate how to:

- Activate Your Account
- Complete a Pending Questionnaire
    - Add Dependent
    - Provide Information
    - Upload Documents
    - Submit to Fragomen

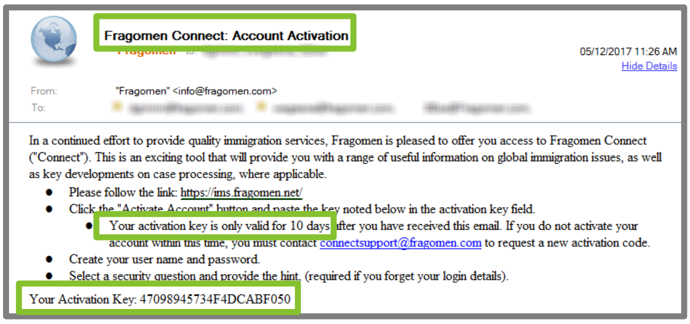
Note: Google Chrome is the preferred browser.

Single Sign-On (SSO) users can access Connect from their Company's intranet. A separate Username and Password is not needed.

Active Regular Users can login with their Username and Password.

How to Activate an Account

New Regular Users will receive an email with an Activation Key and instructions to access the Connect Client Portal.



Fragomen Connect: Account Activation

05/12/2017 11:26 AM
Hide Details

From: "Fragomen" <info@fragomen.com>
To:

In a continued effort to provide quality immigration services, Fragomen is pleased to offer you access to Fragomen Connect ("Connect"). This is an exciting tool that will provide you with a range of useful information on global immigration issues, as well as key developments on case processing, where applicable.

- Please follow the link: https://ims.fragomen.net/
- Click the "Activate Account" button and paste the key noted below in the activation key field.
    - Your activation key is only valid for 10 days after you have received this email. If you do not activate your account within this time, you must contact connectsupport@fragomen.com to request a new activation code.
- Create your user name and password.
- Select a security question and provide the hint. (required if you forget your login details).

Your Activation Key: 47098945734F4DCABF050

1. Copy (***CTRL + C***) the **Activation Key** provided in the email, then click the link or visit https://ims.fragomen.net.

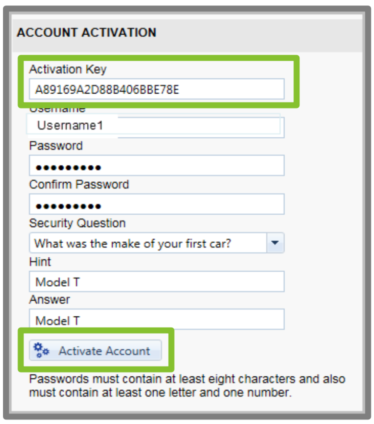
   The email will indicate how many days the Activation Key is valid.

2. Click ***Activate Account*** on the right side of the screen. The **Account Activation** page will display.

3. Paste (***CTRL + V***) the copied Activation Key into the **Activation Key** field.
4. Create a **Username** and **Password**. The Password must contain the following:
    - Minimum of 15 characters
    - At least one upper and lower case letter
    - At least one number and/or one special character
5. Select a **Security Question** in the drop-down.
    - Enter a **Hint**
    - Enter an **Answer**

   The **Security Question** will be asked if ***FORGOT PASSWORD*** is clicked from the Connect **Account Login** screen.

6. Click ***Activate Account***. An email will be sent to confirm account activation.



Note:

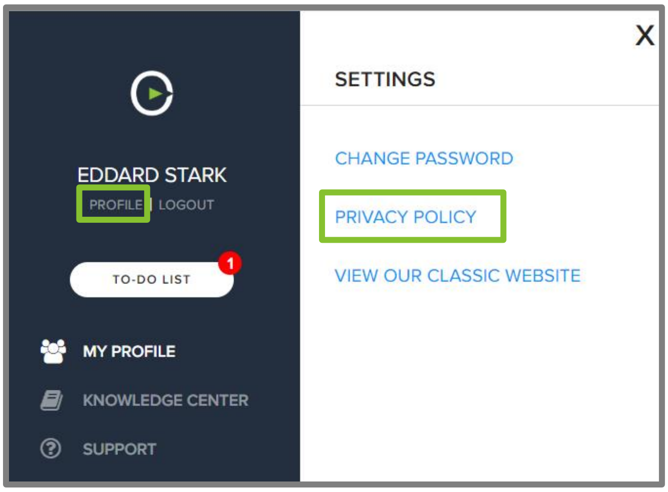
- Activation Key will expire; refer to the activation email to confirm the validity period.
- Password expires after 180 days.
- A pop-up warning with an extension option will display if the session is left idle.
- Username and Activation Key cannot be the same.

Accept the Privacy Policy

Upon first log in, users will be redirected to https://immigration.fragomen.net.

1. Read and accept the Privacy Policy
2. Check ***I agree*** (bottom of page)
3. Click ***Submit*** to access the Portal.

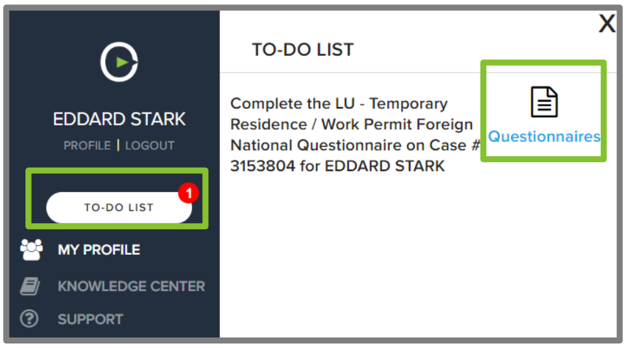
Fragomen's Privacy Policy can also be viewed on the Client Portal via ***PROFILE*** > ***PRIVACY POLICY***.



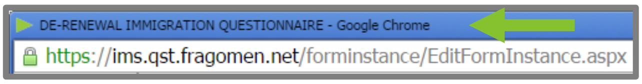
How to Complete a Pending Questionnaire

Questionnaires will be available in the **TO-DO LIST**.

1. Click ***To-Do List*** from the Navigation Bar.
2. Click the ***Questionnaires*** button to open the Questionnaire in a new window.



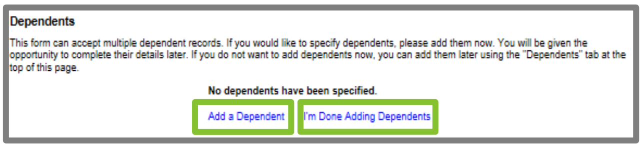
Note: Connect uses two different Questionnaire styles, as referenced in the sections below. The following defines how to identify the Questionnaire style provided.

<table>
<tr><th>Init2</th><th>Quest</th></tr>
<tr><td>Init2 Questionnaires will reference the Questionnaire Title in the window header bar.

</td><td>Quest Questionnaires will reference Fragomen Quest in the window header bar.

</td></tr>
</table>

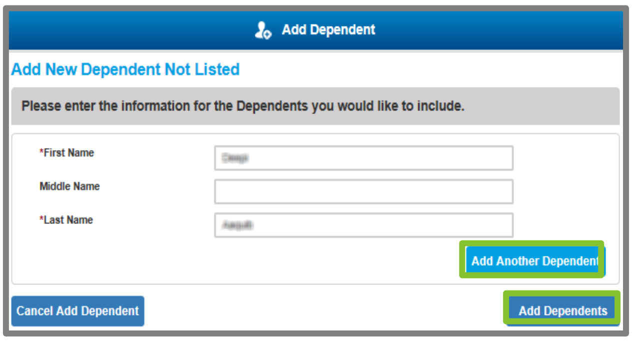
Add Dependent to Questionnaire

Many Questionnaires allow the addition of Dependent family members' information.

<table>
<tr><th>Init2</th><th>Quest</th></tr>
<tr><td>If enabled, the initial page of the Questionnaire allows for the addition of Dependents. Known Dependents will be listed.
1. Click Add a Dependent if Dependents are not listed.
2. Enter the name and click Save this Dependent. Dependents can be added later from within the Questionnaire.
3. Click I'm Done Adding Dependents to open the Questionnaire.


To add Dependents within the Questionnaire, click the Dependents tab at the top of the Questionnaire, then +Add Another to add information for accompanying Dependents.


When finished adding Dependents, click I'm Done Adding Dependents.</td><td>If enabled, known Dependents will be listed in the Questionnaire and identified in separate tabs. Dependents can be added at any time within the Questionnaire.
1. Click Add Dependent if Dependents are not listed.


2. Enter the first Dependent's name.
a. If necessary, click Add Another Dependent, enter the next Dependent's name and repeat as needed.
b. When all Dependents have been added, click Add Dependents.

</td></tr>
</table>

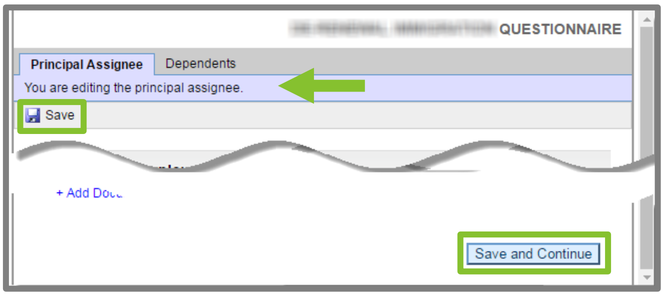
Provide Information in the Questionnaire

The Questionnaires are intuitive, therefore, some questions and entire sections may appear or disappear based on responses.

- Complete as much information as possible and verify all required fields (*) are completed.
- The system will time-out after 60 minutes of inactivity. Unsaved changes will be lost.
- If the Connect session is left idle, a pop-up will display allowing a time extension to continue working.

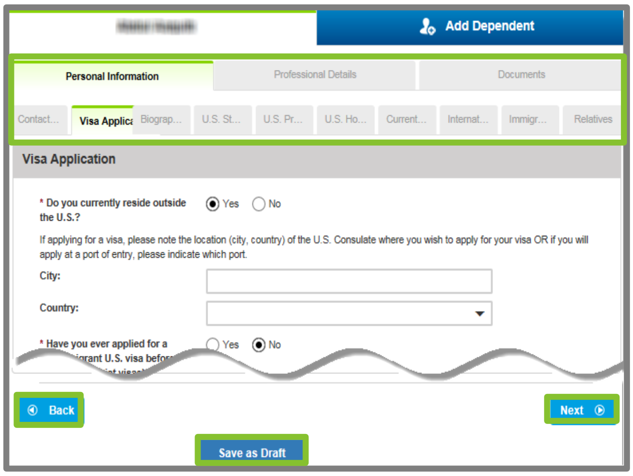
<table>
<tr><th>Init2</th><th>Quest</th></tr>
<tr><td>
Complete the fields for the person identified at the top of the Questionnaire (e.g., Principal Assignee or a named Dependent).

If a required field (*) does not apply, enter “none” or “N/A” (not applicable).
Click Save every few minutes.
Click Save and Continue to proceed to the next screen.



</td><td>
Complete the fields on each tab for the Principal Assignee, unless labeled for a Dependent.

If a required field (*) does not apply, enter “none” or “N/A” (not applicable).
Click Save as Draft to complete the Questionnaire at a later time.
Click Next to move to the next section of the Questionnaire.
The Next button will be inactive until all required fields (*) are completed.
Click Back to return to the previous section.



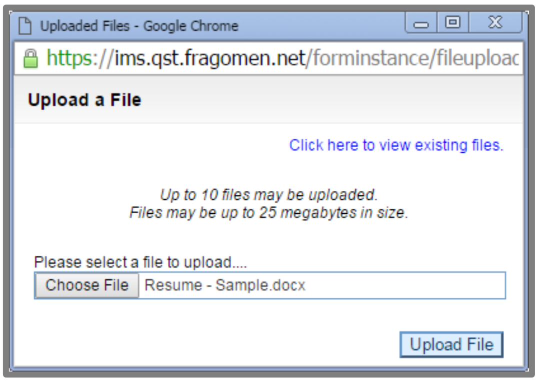
</td></tr>
</table>

Upload Documents to the Questionnaire

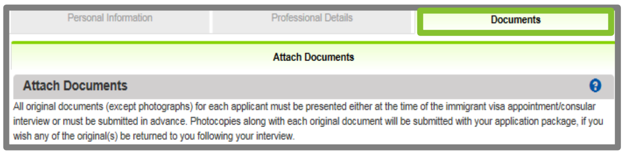
Documents can be uploaded to many Questionnaires.

<table>
<tr><th>Init2</th><th>Quest</th></tr>
<tr>
<td>
If applicable, Add Document displays within the Questionnaire.

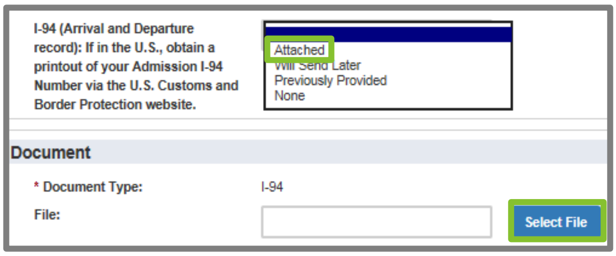

Click +Add Document.
Select the * Document Type from the drop-down list, then click Click here to upload files.
Follow the prompts in the Upload a File pop-up window to upload.
Close the Upload a File pop-up window when finished uploading the Document Type.



Click +Add Document to add additional Document Types and repeat as needed.
Some Questionnaires include data fields to provide information about the uploaded Document. Complete as applicable.

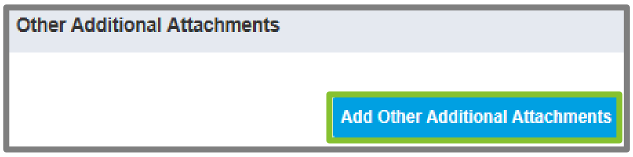
</td>
<td>
If available, Documents can be uploaded in the Documents tab.


Locate the placeholder for the Document Type and click Attached from the drop-down list.
Click Select File.



<ol start="3">
Locate and select the Document, then click Open to attach the file.
Complete information for the Document.

Repeat Steps 1 - 4 to attach additional Document Types.
Once attached, the file name will display with an X beside it. To delete the file click the X.
If a specific Document Type is not included in the Questionnaire, click Add Other Additional Attachments.



</td>
</tr>
</table>

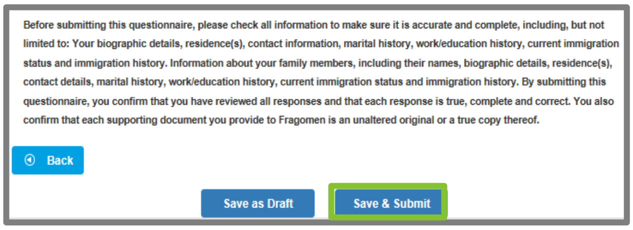
Submit the Questionnaire

When a Questionnaire is submitted to Fragomen, it will be removed from the **TO-DO LIST**:

<table>
<tr><th>Init2</th><th>Quest</th></tr>
<tr>
<td>
At the end of the Questionnaire, the system verifies all required fields (*) are completed.
1. If a required field is flagged as incomplete, click Go to access the field and complete it.
2. When all required fields (*) are complete, click Save and Continue.

On the final screen, click SUBMIT: The Questionnaire is complete. I would like to submit it to Fragomen.

Other options include:
• GO BACK: I would like to go back and make changes now. Return to the Questionnaire to make immediate edits.
• SAVE DRAFT: Save the information I have entered. I will make changes later. Save the Questionnaire as a draft to be edited later.
</td>
<td>
On the final screen of the Questionnaire, verify all information is correct, then click Save & Submit.



Other options include:
• Back – Return to the Questionnaire to make immediate edits.
• Save as Draft – Save the Questionnaire as a draft to be edited later.
</td>
</tr>
</table>

Need Help?

For assistance, send a detailed email with screenshots to the Fragomen Connect Service Center at connectsupport@fragomen.com

Last Updated - 09 April 2019