



## 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](#)

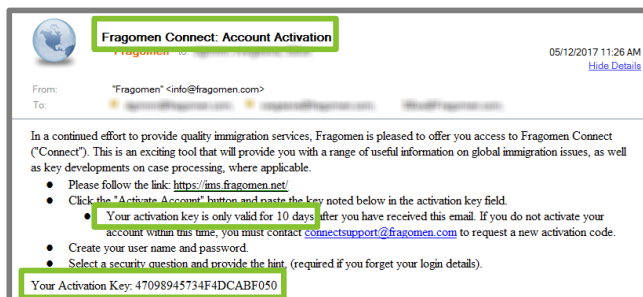
**Note:** Google Chrome is the preferred browser.

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

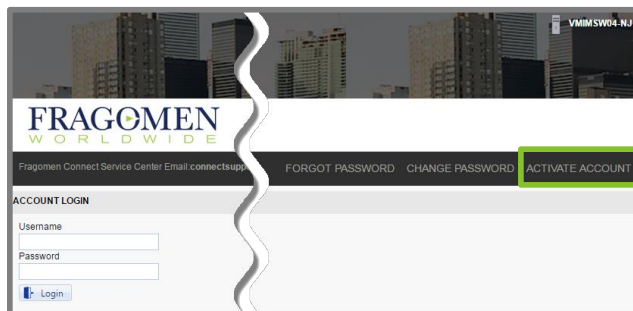
New Regular Users will receive an email with an Activation Key and instructions to access the Connect Client Portal.



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.

## CLIENT PORTAL – QUESTIONNAIRE HELP

### 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.

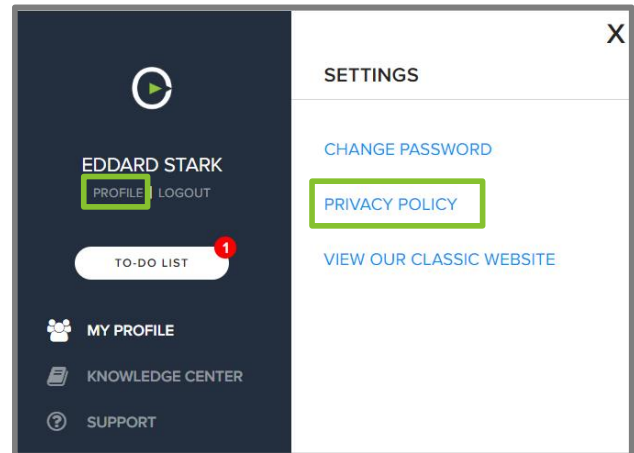
### Accept the Privacy Policy

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**.

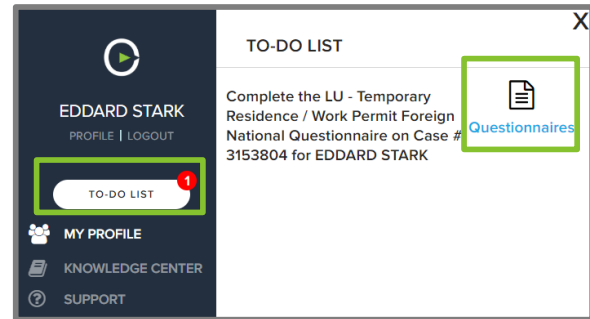



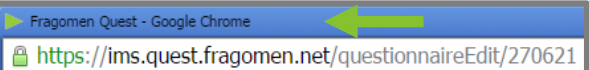
## How to Complete a Pending Questionnaire

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.

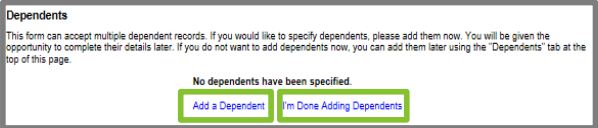


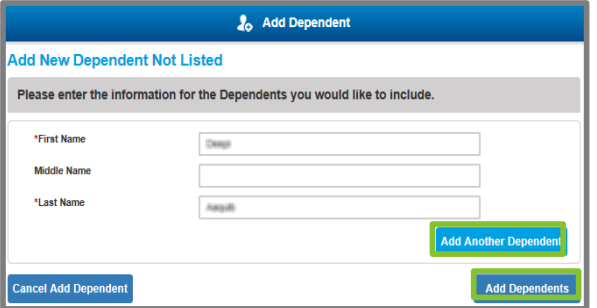
**Note:** Connect uses two different Questionnaire styles, as referenced in the sections below. The following defines how to identify the Questionnaire style provided.



Init2	Quest
Init2 Questionnaires will reference the Questionnaire Title in the window header bar.	Quest Questionnaires will reference Fragomen Quest in the window header bar.
	

## Add Dependent to Questionnaire

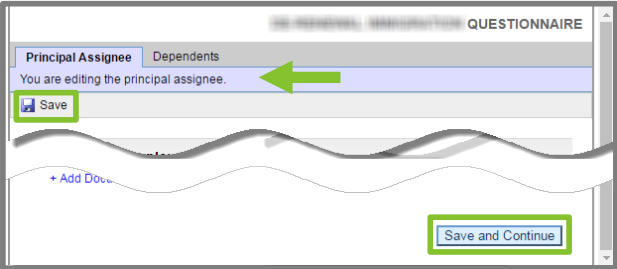
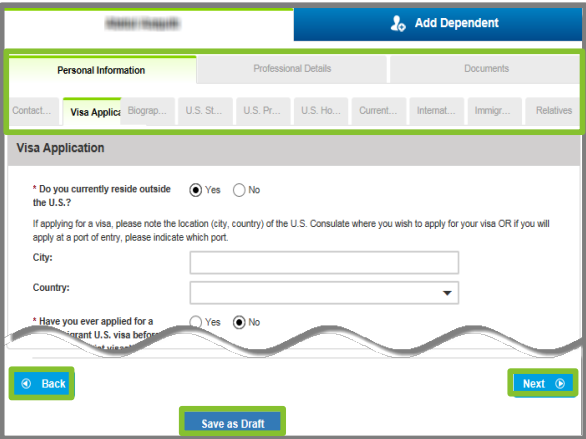
Many Questionnaires allow the addition of Dependent family members' information.

Init2	Quest
<p>If enabled, the initial page of the Questionnaire allows for the addition of Dependents. Known Dependents will be listed.</p> <ol style="list-style-type: none"> <li>1. Click <b>Add a Dependent</b> if Dependents are not listed.</li> <li>2. Enter the name and click <b>Save this Dependent</b>. Dependents can be added later from within the Questionnaire.</li> <li>3. Click <b>I'm Done Adding Dependents</b> to open the Questionnaire.</li> </ol>  <p>To add Dependents within the Questionnaire, click the <b>Dependents</b> tab at the top of the Questionnaire, then <b>+Add Another</b> to add information for accompanying Dependents.</p>  <p>When finished adding Dependents, click <b>I'm Done Adding Dependents</b>.</p>	<p>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.</p> <ol style="list-style-type: none"> <li>1. Click <b>Add Dependent</b> if Dependents are not listed.</li> </ol>  <ol style="list-style-type: none"> <li>2. Enter the first Dependent's name. <ol style="list-style-type: none"> <li>a. If necessary, click <b>Add Another Dependent</b>, enter the next Dependent's name and repeat as needed.</li> <li>b. When all Dependents have been added, click <b>Add Dependents</b>.</li> </ol> </li> </ol> 

### Provide Information in the Questionnaire

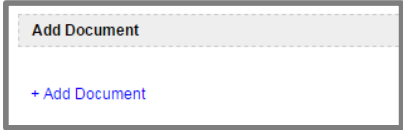
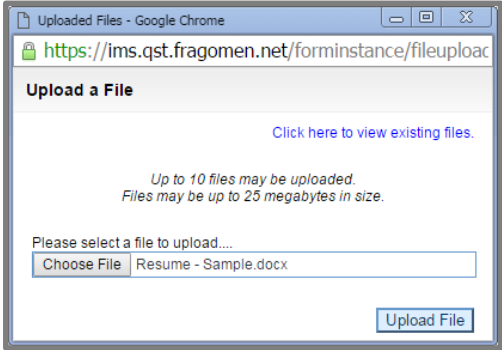
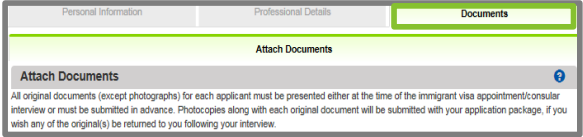
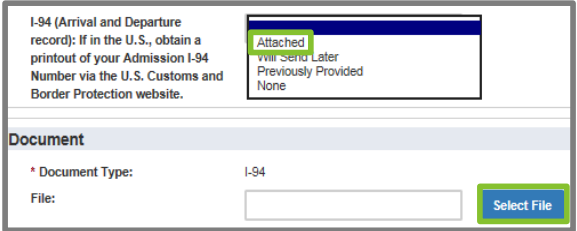
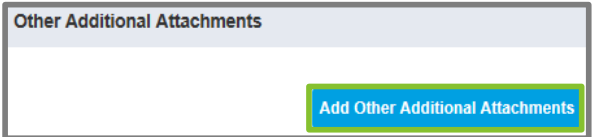
The Questionnaires are intuitive, therefore, some questions and entire sections may appear or disappear based on responses.

- 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.

Init2	Quest
<p>Complete the fields for the person identified at the top of the Questionnaire (e.g., Principal Assignee or a named Dependent).</p> <ul style="list-style-type: none"> <li>• If a required field (*) does not apply, enter “none” or “N/A” (not applicable).</li> <li>• Click <b>Save</b> every few minutes.</li> <li>• Click <b>Save and Continue</b> to proceed to the next screen.</li> </ul> 	<p>Complete the fields on each tab for the Principal Assignee, unless labeled for a Dependent.</p> <ul style="list-style-type: none"> <li>• If a required field (*) does not apply, enter “none” or “N/A” (not applicable).</li> <li>• Click <b>Save as Draft</b> to complete the Questionnaire at a later time.</li> <li>• Click <b>Next</b> to move to the next section of the Questionnaire.</li> <li>• The <b>Next</b> button will be inactive until all required fields (*) are completed.</li> <li>• Click <b>Back</b> to return to the previous section.</li> </ul> 

## Upload Documents to the Questionnaire

Documents can be uploaded to many Questionnaires.

Init2	Quest
<p>If applicable, <b>Add Document</b> displays within the Questionnaire.</p>  <ol style="list-style-type: none"> <li>1. Click <b>+Add Document</b>.</li> <li>2. Select the <b>* Document Type</b> from the drop-down list, then click <b>Click here to upload files</b>.</li> <li>3. Follow the prompts in the <b>Upload a File</b> pop-up window to upload.</li> <li>4. Close the <b>Upload a File</b> pop-up window when finished uploading the Document Type.</li> </ol>  <ul style="list-style-type: none"> <li>○ Click <b>+Add Document</b> to add additional Document Types and repeat as needed.</li> <li>○ Some Questionnaires include data fields to provide information about the uploaded Document. Complete as applicable.</li> </ul>	<p>If available, Documents can be uploaded in the <b>Documents</b> tab.</p>  <ol style="list-style-type: none"> <li>1. Locate the placeholder for the <b>Document Type</b> and click <b>Attached</b> from the drop-down list.</li> <li>2. Click <b>Select File</b>.</li> </ol>  <ol style="list-style-type: none"> <li>3. Locate and select the Document, then click <b>Open</b> to attach the file.</li> <li>4. Complete information for the Document. <ul style="list-style-type: none"> <li>○ Repeat Steps 1 - 4 to attach additional Document Types.</li> <li>○ Once attached, the file name will display with an <b>X</b> beside it. To delete the file click the <b>X</b>.</li> <li>○ If a specific Document Type is not included in the Questionnaire, click <b>Add Other Additional Attachments</b>.</li> </ul> </li> </ol> 

### Submit the Questionnaire

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

Init2	Quest
<p>At the end of the Questionnaire, the system verifies all required fields (*) are completed.</p> <ol style="list-style-type: none"> <li>1. If a required field is flagged as incomplete, click <b>Go</b> to access the field and complete it.</li> <li>2. When all required fields (*) are complete, click <b>Save and Continue</b>.</li> </ol> <p>On the final screen, click <b>SUBMIT: The Questionnaire is complete. I would like to submit it to Fragomen</b>.</p> <p>Other options include:</p> <ul style="list-style-type: none"> <li>• <b>GO BACK: I would like to go back and make changes now.</b> Return to the Questionnaire to make immediate edits.</li> <li>• <b>SAVE DRAFT: Save the information I have entered. I will make changes later.</b> Save the Questionnaire as a draft to be edited later.</li> </ul>	<p>On the final screen of the Questionnaire, verify all information is correct, then click <b>Save &amp; Submit</b>.</p> <div data-bbox="841 403 1432 609"> <p>Before submitting this questionnaire, please check all information to make sure it is accurate and complete, including, but not limited to: Your biographic details, residence(s), contact information, marital history, work/education history, current immigration status and immigration history. Information about your family members, including their names, biographic details, residence(s), contact details, marital history, work/education history, current immigration status and immigration history. By submitting this questionnaire, you confirm that you have reviewed all responses and that each response is true, complete and correct. You also confirm that each supporting document you provide to Fragomen is an unaltered original or a true copy thereof.</p> <p>⏪ Back</p> <p>Save as Draft Save &amp; Submit</p> </div> <p>Other options include:</p> <ul style="list-style-type: none"> <li>• <b>Back</b> – Return to the Questionnaire to make immediate edits.</li> <li>• <b>Save as Draft</b> – Save the Questionnaire as a draft to be edited later.</li> </ul>

### Need Help?

For assistance, send a detailed email with screenshots to the Fragomen Connect Service Center at [connectsupport@fragomen.com](mailto:connectsupport@fragomen.com)