Online Collaborating Visitor Process System User Documentation (Requestor)

Purpose

The *Online Collaborating Visitor Process System* is a web-based platform designed to streamline and replace the PDF-based Collaborating Visitor request process. This system provides a structured, secure, and efficient way to initiate, manage, and review requests for Collaborating Visitors to CMU campus.

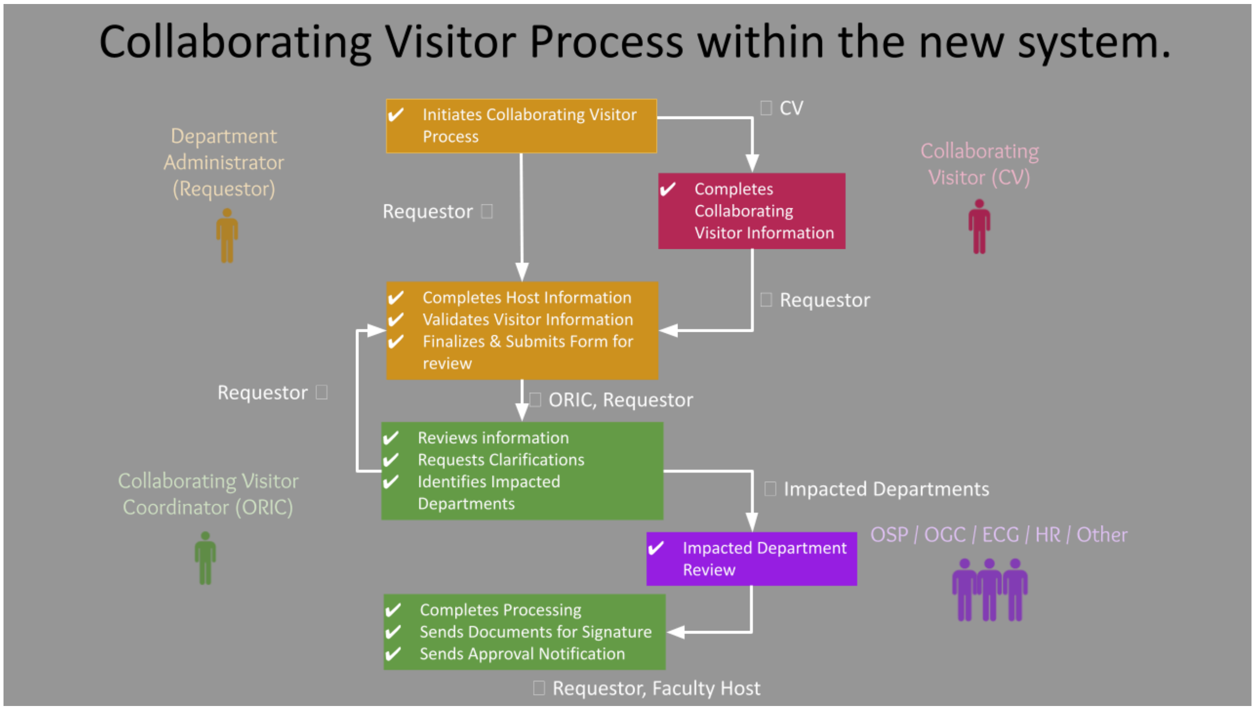
Introduction

This user guide provides detailed instructions on using the *Online Collaborating Visitor Process System* to manage Collaborating Visitor requests from start to finish. Users will learn how to create new requests, track progress, respond to clarifications, and access necessary documents.

> **Note**: Accessing the system requires an active account and, if off-campus, a VPN connection. See **Accessing the System** in the next section for login instructions.

Process Overview: Collaborating Visitor Workflow

To understand how your request progresses through the new system, review the flowchart below. This diagram outlines the key steps in the *Online Collaborating Visitor Process System*, showing the roles of the Requestor (you), Collaborating Visitor, ORIC Collaborating Visitor Coordinator, and Impacted Departments.



Explanation of the Process Flow:

Initiate Visitor Request

- The **Requestor** initiates a new Collaborating Visitor request, which triggers two parallel notifications:
  - A notification to the **Collaborating Visitor** with a link to complete their information form, where they enter demographic details and upload their CV.
  - A notification to the **Requestor** to complete the Host Information Form, where they provide visit dates, purpose, and other essential details.

Complete Forms and Submit for Review

- Once both the Collaborating Visitor's information form and the Host Information Form are complete, the **Requestor** validates the entries, finalizes the form, and submits the request for review.

Initial Review by ORIC

- The **ORIC Collaborating Visitor Coordinator** reviews the submission to ensure completeness and accuracy. If needed, they may request additional clarifications from the Requestor or Collaborating Visitor before routing the case to impacted departments.

Review by Impacted Departments

- The request is routed to relevant **Impacted Departments** (HR, OSP, Export, OGC, etc.) for further review.
- Each department checks compliance, policy adherence, and any legal considerations. Departments may request clarifications from the Requestor or Collaborating Visitor if additional information is required.

Final Processing, Approval, and Signature

- Once all impacted departments have approved the request, the **Collaborating Visitor Coordinator** completes the final processing and sends an approval notification to the Requestor and Faculty Host.
- **DocuSign** documents are then sent for signatures from both the department and the Collaborating Visitor.
- A final notification is sent to the Requestor, Faculty Host, and other relevant parties once the documents are signed, completing the process.

Accessing the System

System URL and VPN Requirement

- **URL**: Access the system at https://exportprocess.andrew.cmu.edu/ecg/visitorintake.
- **VPN Connection**: If you're accessing the system from off-campus, you must be connected to the CMU VPN. Follow the CMU VPN Installation Guide for setup instructions.

Logging In

- The system uses **Single Sign-On (SSO)**. When you access the system link, you'll be directed to the CMU SSO login page.
- Enter your **AndrewID** and password to log in.

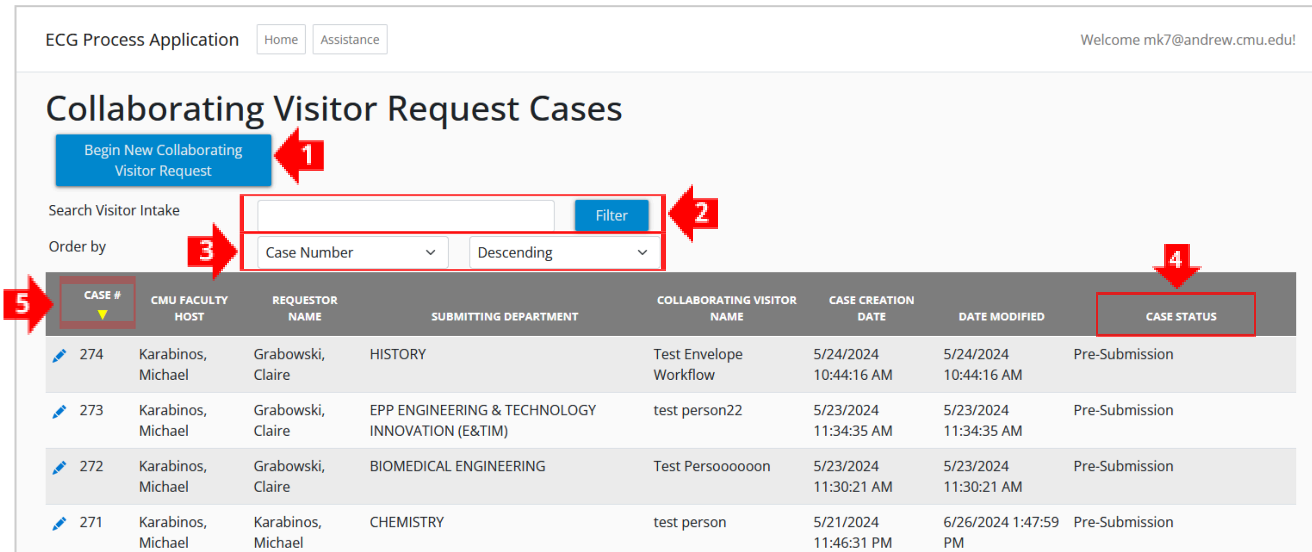
Requesting Access?

- If you are unable to log in or do not have access to the system, contact visitor-support@andrew.cmu.edu to request an account and the necessary training.

Case Index

Overview

The **Case Index** is the main dashboard for managing all Collaborating Visitor requests. It provides a comprehensive list of cases, allowing you to view, sort, and filter requests. From here, you can initiate a new request, monitor the status of existing requests, and quickly access specific cases for updates or review.



Key Features of the Case Index:

- **New Request Button [1]**: Use the **"Begin New Collaborating Visitor Request"** button to start a new request.
- **Search and Filter Options [2]**: Locate cases by specific criteria using the search and filter tools.
- **Sortable Columns [3]**: Sort cases by columns such as **Case #, CMU Faculty Host, Requestor Name, Submitting Department, Visitor Name, Creation Date,** and **Status**.

Case Status and Editability

- The **Case Status [4]** column shows the current status of each case, such as "Pre-Submission," "New," "Under Review," and "Pending Response,"
- **Editing Restrictions**:
  - Cases are only editable when they are in the **Pre-Submission** or **Pending Response** statuses.
  - For cases in other statuses, you can view the details but won't be able to make changes.

Sorting and Filtering Cases

The Case Index offers sorting and filtering options to help you find specific cases efficiently:

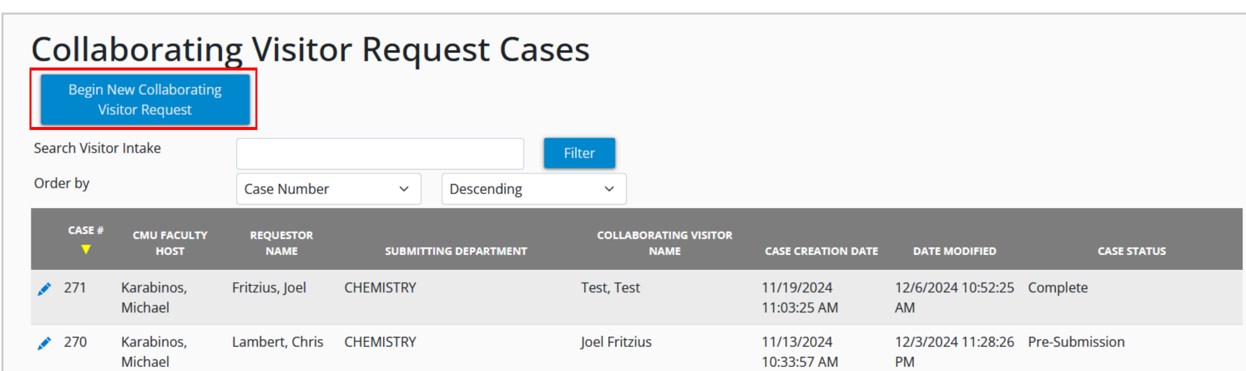
- **Sorting by Column Headers [5]**:
  - Click on any column header (e.g., **Case #**, **Requestor Name**, **Case Creation Date**) to sort the list.
  - An arrow indicator in the column header shows the sorting order (ascending or descending).
  - You can change the order by clicking the header again.
- **Filter by Search Term [2]**:
  - Use the **Search Visitor Intake** box to find cases by keywords such as the visitor's name, department, or other criteria.
  - After entering a search term, click the **Filter** button to apply the search.
  - To clear the search and return to the full case list, select the **Remove Filters** option (if available).
- **Order by Dropdown [3]**:
  - Use the **Order by** dropdown menu to customize the sort criteria, such as sorting by **Case Number** or **Case Creation Date**.
  - Select **Ascending** or **Descending** from the dropdown to set the desired order.

Creating a New Collaborating Visitor Request

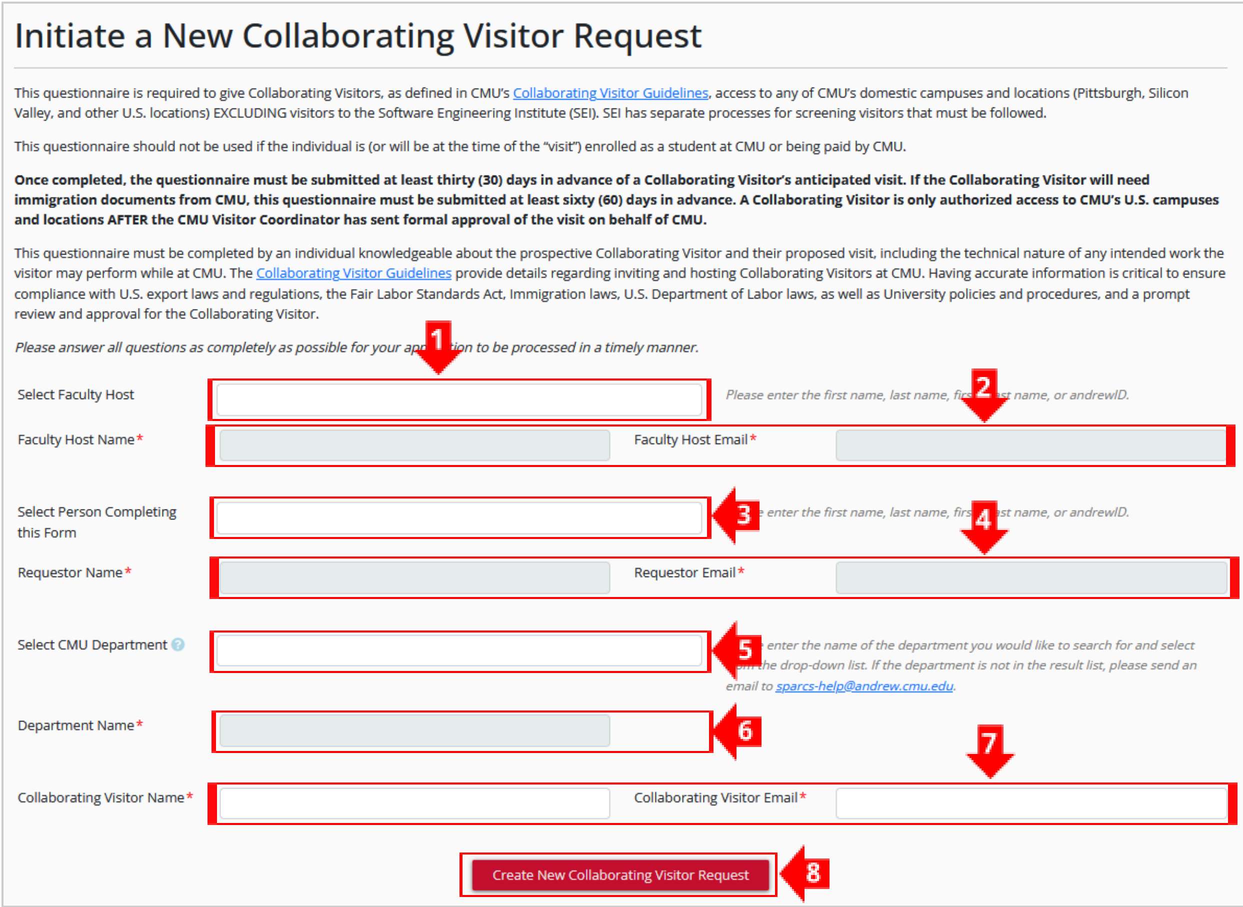
To initiate a new Collaborating Visitor request, follow these steps to complete the required fields on the **Initiate a New Collaborating Visitor Request** form.

Begin a New Request

- From the **Case Index**, click the **"Begin New Collaborating Visitor Request"** button at the top of the screen.



Complete the New Collaborating Visitor Request Form



Initiate a New Collaborating Visitor Request

This questionnaire is required to give Collaborating Visitors, as defined in CMU's Collaborating Visitor Guidelines, access to any of CMU's domestic campuses and locations (Pittsburgh, Silicon Valley, and other U.S. locations) EXCLUDING visitors to the Software Engineering Institute (SEI). SEI has separate processes for screening visitors that must be followed.

This questionnaire should not be used if the individual is (or will be at the time of the "visit") enrolled as a student at CMU or being paid by CMU.

Once completed, the questionnaire must be submitted at least thirty (30) days in advance of a Collaborating Visitor's anticipated visit. If the Collaborating Visitor will need immigration documents from CMU, this questionnaire must be submitted at least sixty (60) days in advance. A Collaborating Visitor is only authorized access to CMU's U.S. campuses and locations AFTER the CMU Visitor Coordinator has sent formal approval of the visit on behalf of CMU.

This questionnaire must be completed by an individual knowledgeable about the prospective Collaborating Visitor and their proposed visit, including the technical nature of any intended work the visitor may perform while at CMU. The Collaborating Visitor Guidelines provide details regarding inviting and hosting Collaborating Visitors at CMU. Having accurate information is critical to ensure compliance with U.S. export laws and regulations, the Fair Labor Standards Act, Immigration laws, U.S. Department of Labor laws, as well as University policies and procedures, and a prompt review and approval for the Collaborating Visitor.

Please answer all questions as completely as possible for your application to be processed in a timely manner.

Select Faculty Host [1] — *Please enter the first name, last name, first + last name, or andrewID.*

Faculty Host Name* [2] Faculty Host Email*

Select Person Completing this Form [3] — *Please enter the first name, last name, first + last name, or andrewID.*

Requestor Name* [4] Requestor Email*

Select CMU Department [5] — *Please enter the name of the department you would like to search for and select from the drop-down list. If the department is not in the result list, please send an email to sparcs-help@andrew.cmu.edu.*

Department Name* [6]

Collaborating Visitor Name* [7] Collaborating Visitor Email*

Create New Collaborating Visitor Request [8]

Complete the Required Fields:

- **Select Faculty Host [1]**: Use the search field to find and select the CMU faculty member who will host the visitor. Enter their name or AndrewID to search.
  - Start typing the name or AndrewID of the person you want to add in the search box.
  - The system will suggest matching names after you enter at least 3 characters.
  - Select the correct person from the list of suggestions to populate the field automatically.
  - If the individual you are looking for does not appear in the list, double-check spelling and ensure they have an active AndrewID.
- **Faculty Host Name and Email [2]**: Automatically populates once you select the faculty host.
- **Select Person Completing this Form [3]**: Enter your own information to identify yourself as the requestor. Start typing your name or AndrewID to locate yourself.
- **Requestor Name and Email [4]**: Automatically populates with your information once you select yourself as the form completer.
- **Select CMU Department [5]**: Use the department search field to find and select the relevant department.

- Begin typing the name of the department or organization in the search box.
    - Matching results will appear after you enter at least 3 characters. Select the appropriate department from the list.
    - If the department does not appear in the list, please contact **sparcs-help@andrew.cmu.edu** to request the addition of missing departments.
- **Department Name [6]**: Automatically populates once you select the department.
- **Collaborating Visitor Name and Email [7]**: Enter the visitor's full name and email address.

Submit the New Collaborating Visitor Request

- After completing all required fields, click the **"Create New Collaborating Visitor Request" [8]** button at the bottom of the form.
- This action will generate two notifications:
    1. **To the Collaborating Visitor**: An email with a link to complete a separate form for entering their demographic information and uploading their CV.
    2. **To the Requestor (you)**: Confirmation that the request has been initiated, with instructions for completing the Host Information Form.

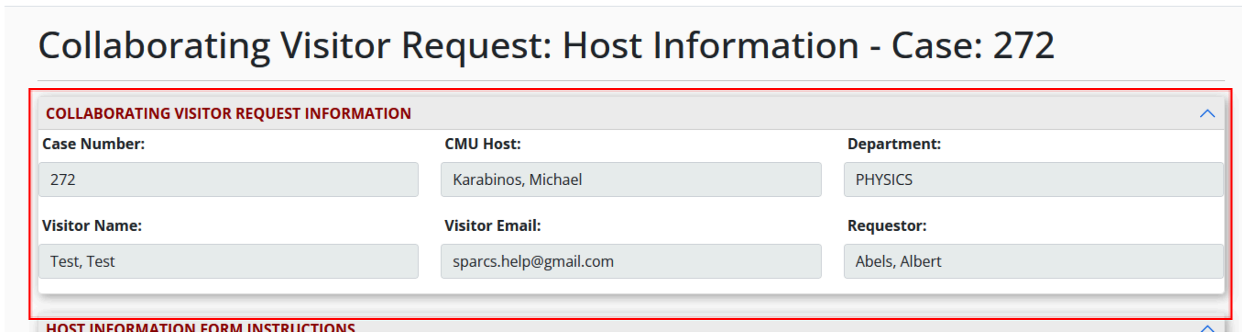
Accessing and Navigating a Case

Opening a Case

- From the **Case Index**, locate the case you wish to access and click the **edit icon** (pencil icon) next to the Case Number.

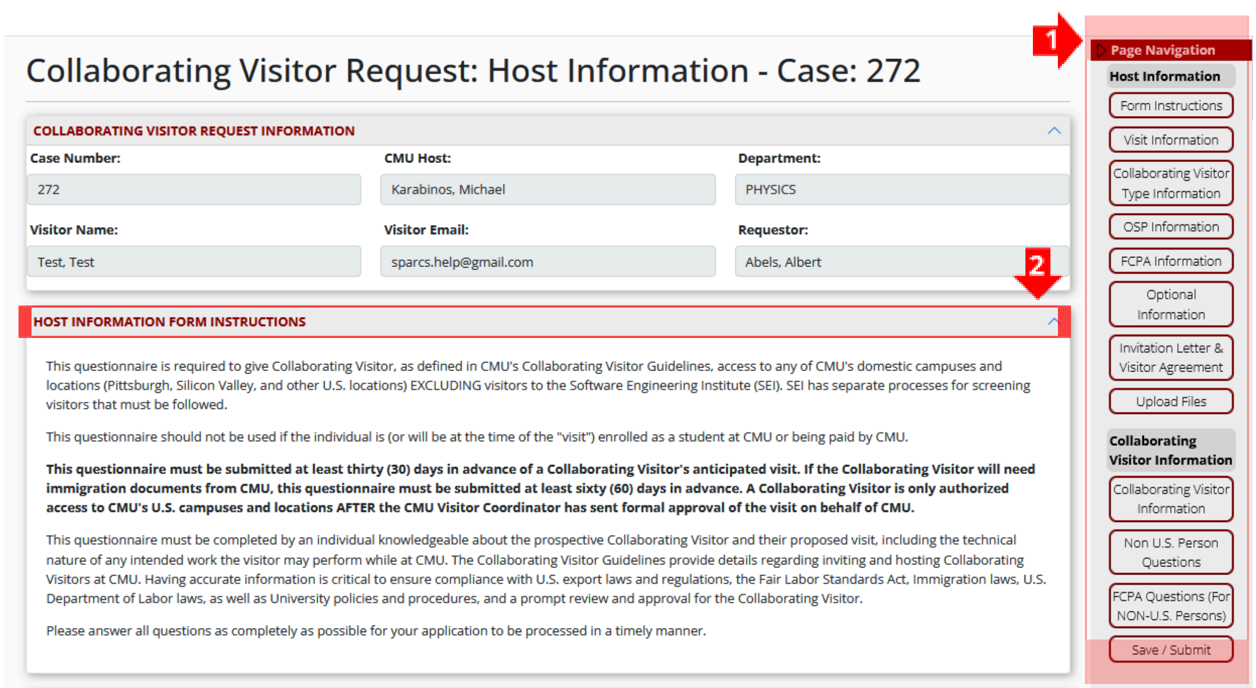
- This opens the **Collaborating Visitor Request** in detail view, allowing you to view, enter, or update information for the visitor request.

- The top section of the page displays **relevant case information**, including **Visitor Name, Requestor, Host Name, and Department**. Review these details to confirm you're working on the correct case.



Navigating the Case Form

- The **Page Navigation [1]** sidebar on the right provides quick links to different sections of the form.
  - Click on any section title (e.g., **Host Information**, **Visit Information**, **OSP Information**) to jump directly to that part of the form.
  - This navigation panel helps you move efficiently through the form without needing to scroll extensively.
- Each section can be expanded or collapsed by clicking its **header [2]**, allowing you to focus on specific areas as you work through the form.

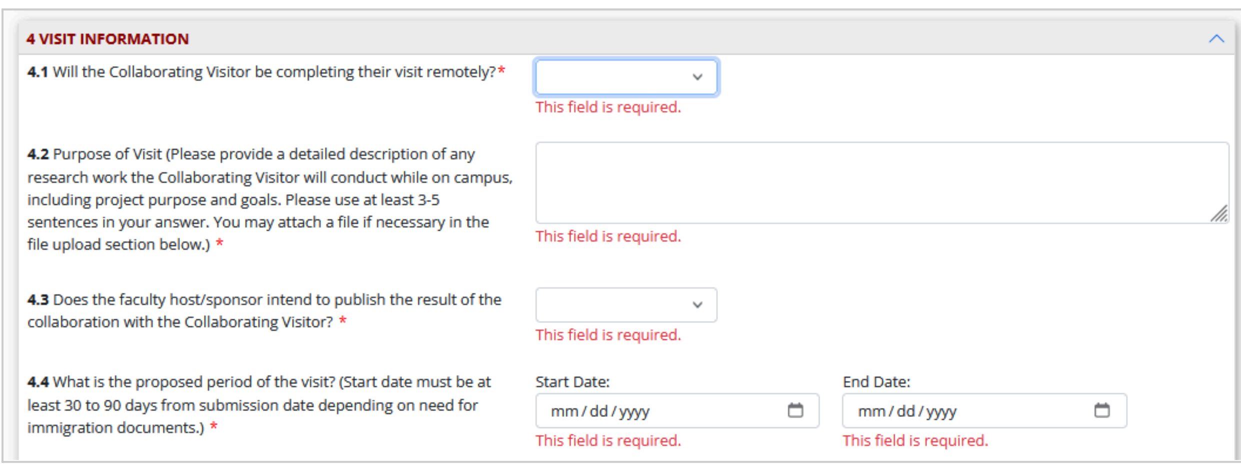


Completing the Host Information Form

The **Host Information Form** is a critical part of the Collaborating Visitor Request process, where the requestor provides essential details about the visitor's proposed activities, visit dates, and supporting documentation. Follow the instructions found at the top of the form to complete the form accurately.

Required Fields

- Fields marked with a **red asterisk (*)** are required and must be completed before submitting the form.
- Examples of required fields include:
  - **Purpose of Visit**: Provide a detailed description of the visitor's planned activities and goals.
  - **Proposed Visit Dates**: Specify the start and end dates for the visit.
  - **Campus Location**: Select the campus location where the visitor will be based.
- If any required fields are left blank, the system will prompt you to complete them before the request can be submitted.



Auto-Save Feature

- The system has an **auto-save feature** that automatically saves your progress every 60 seconds.
- At the top of the screen, a **floppy disk icon** indicates the save status:
  - A **green check** on the icon means your changes have been saved.
  - A **red "X"** indicates unsaved changes or a save error; if this appears, ensure you have a stable connection or try manually saving.

Un-saved changes

Saved changes

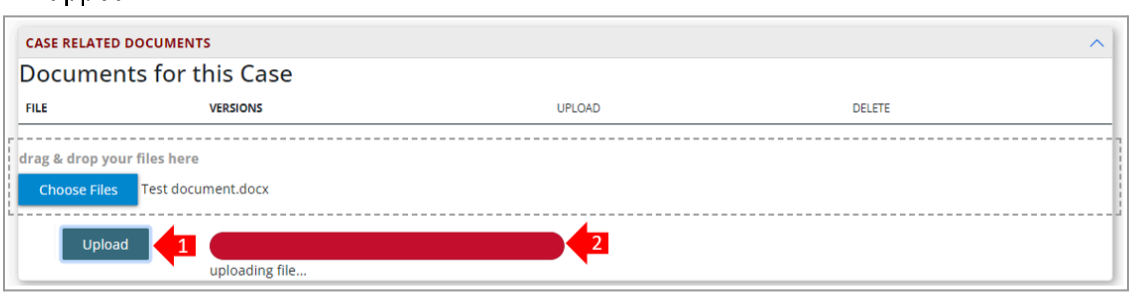
- **Manual Save Option**:
    - You can also manually save your work at any time using the **Save Without Exit** button at the bottom of each section. This is useful if you want to ensure all data is saved before leaving the form.

General Field Types

- **Text Fields**:
    - Use text fields to enter information such as names, addresses, or descriptions.
    - These fields may have character limits, so ensure your input fits within the allowed space.
- **Dropdowns**:
    - Dropdown menus provide a list of options to select from, such as **Yes/No** choices or predefined department names.
    - Click on the dropdown arrow to view the options, then click on your selection.
- **Checkboxes**:
    - Checkboxes allow you to select one or more options within a set.
    - To select an option, click the checkbox next to it. Clicking again will deselect it.
- **Date Pickers**:
    - Date fields use a date picker tool to help you enter specific dates (e.g., start and end dates for the visit).
    - Click the calendar icon next to the field to open the date picker, then select the appropriate date.

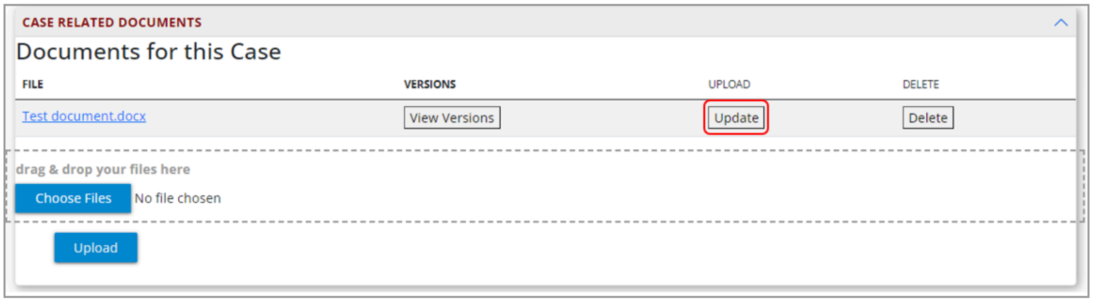
Document Upload

- The **Upload Files** section allows you to attach documents that support the visitor's request, such as a purpose of the visit, invitation letters, and/or other relevant files.
- **Uploading a Document**:
    - Navigate to the **Upload Files** section in the navigation menu.
    - Use the **drag-and-drop** functionality to drop files directly into the upload area, or click the **"Choose Files"** button to select files from your computer.
    - Select the **Upload** button [1] to upload the file to the server. A **progress bar** [2] will appear.



    - Uploaded files will appear in a list within the **Documents for this Case** grid, where you can view, download, or delete them if needed.

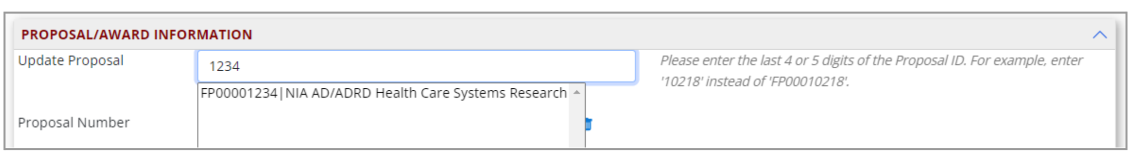
- **Document Version History**:
    - Each uploaded document is tracked with version control, allowing you to view the history of file updates.
    - By selecting the **Update** button for the associated file in the **Documents for this case** table, users can upload new versions of related documents.



    - To check previous versions, select the **View Versions** button from the **Documents for this Case** grid and choose **View Version**.

Funding Proposal Search Field

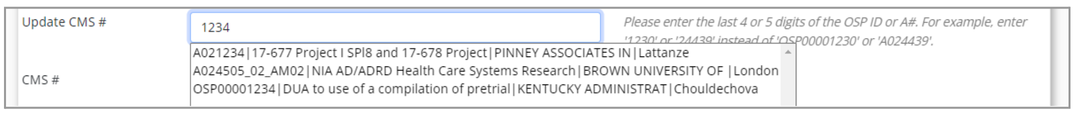
- **Purpose**: The Funding Proposal Search field is used to link existing SPARCS funding proposals with the Collaborating Visitor request, particularly for Collaborating Visitors involved in funded research projects.
- **Using the Proposal Search**:
    1. Enter Principal Investigator (PI), Proposal Title, or SPARCS FP Proposal Number in the search box. *(Note: if you are searching by SPARCS FP Number, please enter the last 4 or 5 digits of the Proposal ID. For example, enter '10218' instead of 'FP00010218')*
    2. After you enter four characters, the system will display matching proposals. The list will show the SPARCS FP Number followed by "|" and the title of the Funding Proposal. Once the desired Funding Proposal appears in the results list, it can be selected.



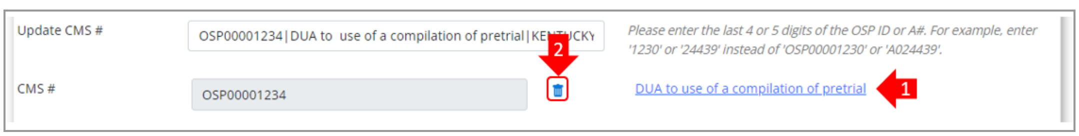
    3. After the Funding Proposal has been selected, the gray **Proposal Number** field below the search field will be populated with the appropriate data. A **link [1]** to the FP within SPARCS will also be displayed. Additionally, a **blue trash icon [2]** to the right of the **Proposal Number** field can be used to clear the selected value in the **Proposal Number** field.

OSP Agreement Number Search Field

- **Purpose**: The OSP Agreement Number field is used to link existing OSP Agreements with the Collaborating Visitor request, particularly for Collaborating Visitors involved in funded research projects.
- **Using the OSP Agreement Number Search**:
    1. Enter OSP CMS/A# Agreement Number, Title, Agreement Sponsor, and PI Last Name in the search box. *(Note: if you are searching by Agreement Number, please enter the last four or five digits of the OSP ID or A#. For example, enter '1230' or '24439' instead of 'OSP00001230' or 'A024439'.)*
    2. After you enter four characters, the list will show the OSP Agreement ID followed by “|” and the title of the Agreement, followed by “|” and the Sponsor Name, followed by “|” and the PI Last Name . Once the desired OSP Agreement appears in the results list, it can be selected.



    3. After the agreement is selected, the gray **Selected OSP Agreement** field below the search field will be populated with the appropriate data. A **link [1]** to the OSP Agreement within the CMS will also be displayed to the right of that field. Additionally, the **blue trash icon [2]** to the right of the **Selected OSP Agreement** field can be used to clear the selected value.



Collaborating Visitor Questionnaire Submission and Review

Once the requestor initiates the Collaborating Visitor request, the Collaborating Visitor is sent a questionnaire via DocuSign to complete and submit their information. Follow the steps below to manage and review this part of the process effectively.

Sending the Visitor Questionnaire

- After you complete the initial Collaborating Visitor request form, the system automatically sends a **DocuSign email notification** to the Collaborating Visitor.
- This email contains a link to the **Collaborating Visitor Questionnaire**, where the Collaborating Visitor provides required demographic information, uploads their CV, and completes other necessary details.
- **Note**: If the Collaborating Visitor reports that they didn’t receive the email, advise them to check their spam or junk folder, and confirm the email address entered on the request

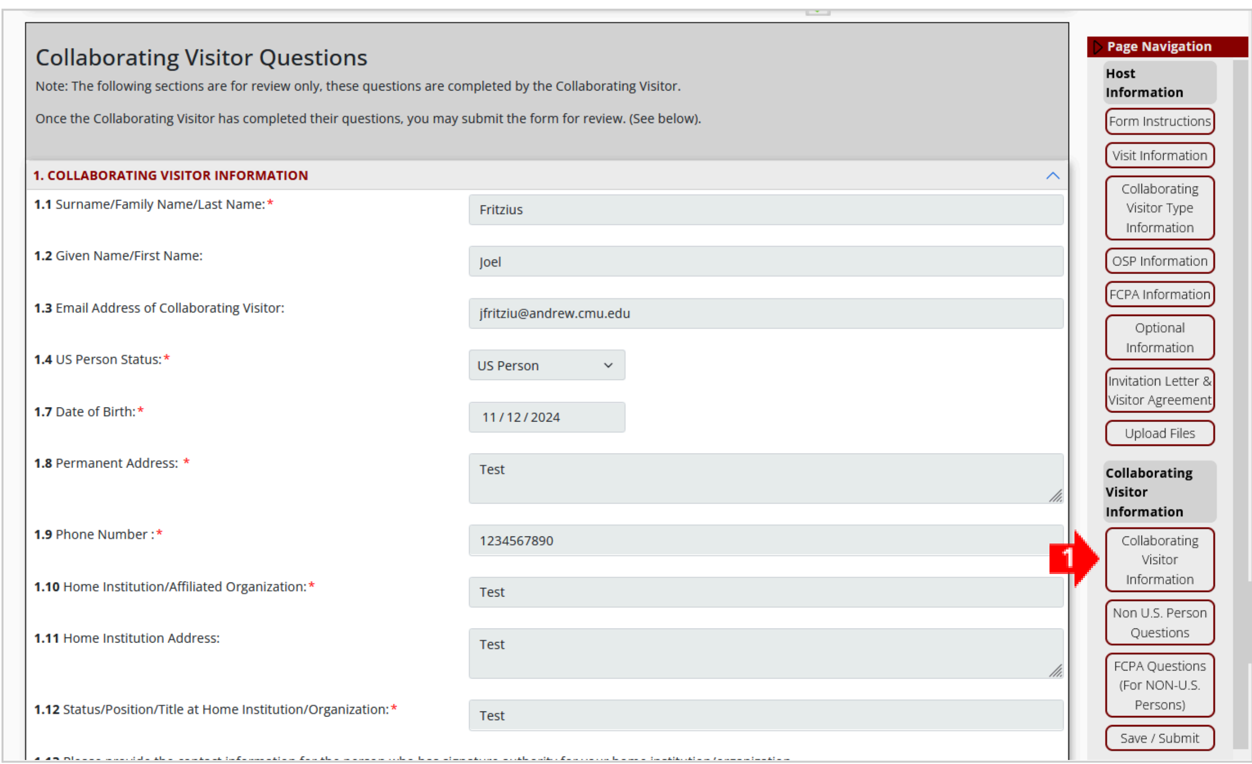
form. If the incorrect email address was accidentally entered into the request form, please contact visitor-support@andrew.cmu.edu to have the message resent.

Monitoring Questionnaire Completion

- You will receive a **notification email** when the Collaborating Visitor completes and submits their questionnaire through DocuSign.
- If the Collaborating Visitor has not completed the questionnaire after a reasonable amount of time, follow up directly with them to avoid delays in processing.

Reviewing the Visitor's Responses

- Once the Collaborating Visitor's questionnaire has been submitted, their responses will be automatically imported into the **Collaborating Visitor Information** section of the case. *(The Collaborating Visitor information takes about 15 minutes to sync).*
- **Accessing Responses**:
  1. Open the case from the **Case Index**.
  2. Use the **Page Navigation** sidebar to locate and click on **Collaborating Visitor Information [1]**.
- **Review Details**: Carefully review the visitor's submitted responses, including demographic information, uploaded documents, and any answers related to their visit's purpose and compliance requirements.



Submitting a Case

After completing all necessary sections of the **Host Information Form** and reviewing the **Collaborating Visitor Information**, you are ready to submit the case for review. This submission notifies the ORIC Collaborating Visitor Coordinator to begin their review process.

Verify All Required Information

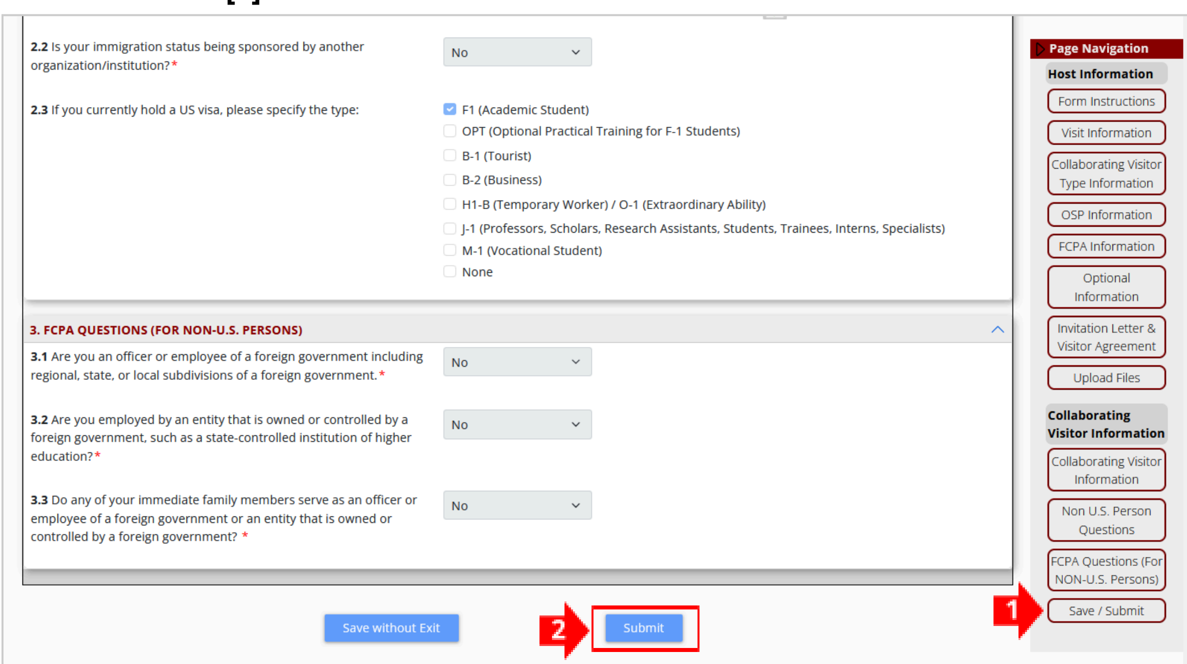
- Before submitting, ensure that all required fields across each section have been completed, including:
  - **Host Information**
  - **Collaborating Visitor Information**
  - **Uploaded Documents** (Invitation letter and agreement document)
- **Tip**: Fields marked with a **red asterisk (*)** are required. The form cannot be submitted if any required fields are left blank.

Reviewing Visitor Questionnaire Responses

- Double-check the visitor's submitted responses in the **Collaborating Visitor Information** section to ensure accuracy and completeness. (The case cannot be submitted until the Collaborating Visitor has completed their questionnaire.)
- If any clarification or additional information is needed from the Collaborating Visitor, follow up before submission to avoid delays.

Submitting the Case

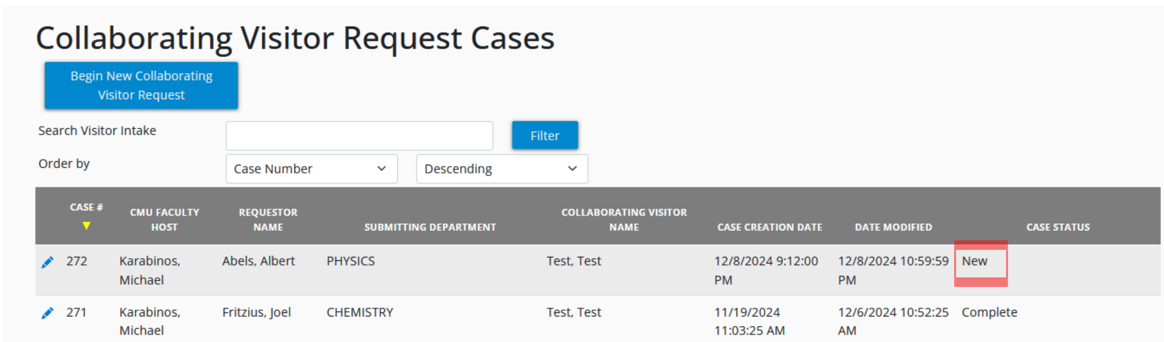
- Navigate to the **Save/Submit [1]** section in the **Page Navigation** sidebar.
- Click the **Submit [2]** button to submit the case for review.



- Once submitted:
  - The case status will change to **New**.
  - The case becomes locked for editing, you will be able to view the case, but you will no longer be able to make changes.
  - Notification is sent to the ORIC Collaborating Visitor Coordinator.

Confirmation and Next Steps

- After submission, you will receive a confirmation notification, indicating that the case has been successfully submitted.
- The **Case Index** will reflect the updated status, allowing you to track the progress as it moves through the review stages.



- **Editing After Submission**: If any changes are needed after submission, contact the Collaborating Visitor Coordinator. They can assist with returning the case for necessary updates.

Clarification Requests and Updates

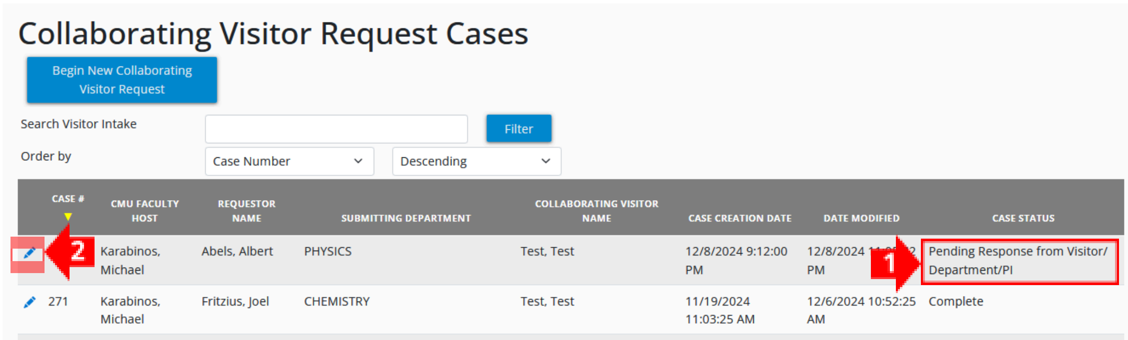
During the review process, the ORIC Collaborating Visitor Coordinator or Impacted Department Reviewers may require additional information or clarification on specific details in the Collaborating Visitor cast request. When a clarification is requested, you'll receive a notification and have the opportunity to update the case.

Receiving a Clarification Request

- You will be notified via email if additional information or clarification is needed on your submitted case.
- The case status in the **Case Index** will change to **Pending Response from Visitor/Department/PI**, indicating that it requires your attention.
- The email notification will typically outline the specific areas or information that needs clarification or updating.
- **Quick Access Link**: The email notification includes a direct link to the case, allowing you to quickly access it for updates.

Accessing the Case for Updates

- You can access the case directly by clicking the link in the clarification request email, which will take you to the case in edit mode.
- Alternatively, you can locate the case in the **Case Index** with the **Pending Response from Visitor/Department/PI [1]** status and click the **edit icon [2]** (pencil icon) next to the Case Number to open it.



Making Updates to the Case

- Review the details provided in the clarification request email and navigate to the relevant sections within the case.
- Use the **Page Navigation** sidebar to quickly access sections that need updating (e.g., Host Information, Visit Information, Collaborating Visitor Information).
- Make the necessary changes or additions as requested by the reviewing department.

Resubmitting the Case

- After making the updates, navigate to the **Save/Submit** section in the **Page Navigation** sidebar.
- Click **Submit** to resubmit the case for review.
- The case status will switch to **Under Review**, and the reviewing departments will be notified that the updated information is available.

Confirmation and Follow-Up

- You will receive email notification once the case has been resubmitted, and the case will proceed through the review stages as usual.
- You will receive further notifications if additional clarifications are needed or when the case has moved to the next stage of the approval process.

Departmental Review and Final Approval Process

Once the case has been submitted, it goes through a review process involving the ORIC Collaborating Visitor Coordinator and impacted departments. Each department assesses the request based on their specific criteria, ensuring compliance with university policies, legal requirements, and procedural standards. The final approval process culminates with signatures from relevant parties via DocuSign.

Initial Review by Collaborating Visitor Coordinator

- After submission, the **Collaborating Visitor Coordinator** conducts an initial review to verify that all required information is complete and accurate.
- If minor clarifications are needed, the Coordinator may send a **clarification request** to the Requestor, as described in the **Clarification Requests and Updates** section.

Review by Impacted Departments

- The case is then routed to the relevant **impacted departments** for their respective reviews. These departments may include:
    - **Human Resources (HR)**: Evaluates compliance with labor laws and university policies.
    - **Office of Sponsored Programs (OSP)**: Assesses alignment with sponsored project guidelines, if applicable.
    - **Export Control (ECG)**: Ensures compliance with export regulations and restricted party screening.
    - **Office of General Counsel (OGC)**: Reviews legal aspects to confirm adherence to regulatory and contractual requirements.
- Each department reviews the information submitted and may request additional clarifications if necessary.

Follow-Up Actions

- If an impacted department needs further clarification, the case status may be updated to **Pending Response**, and you will receive an email notification requesting additional information.
- Follow the instructions in the **Clarification Requests and Updates** section to provide the requested information and resubmit the case for further review.

Final Processing and Approval

- Once all impacted departments have completed their reviews and approved the request, the case proceeds to the final approval stage.
- The **ORIC Collaborating Visitor Coordinator** conducts a final check to ensure all documentation is complete.

Approval Notification

- After the final review, the **ORIC Collaborating Visitor Coordinator** sends an approval notification to the **Requestor** and **Faculty Host**.
- This notification confirms that the case has been approved, provides details about the Collaborating Visitor's approved type (e.g., "Academic Visitor"), and informs recipients that final documents will be sent shortly for signature via DocuSign.

Document Signature via DocuSign

- Following the approval notification, the uploaded Collaborating Visitor agreement and/or invitation letter are sent via DocuSign for signature.
- Signature Process:
    - The **Collaborating Visitor**, **Faculty Host** and **Department Contact** (Department Head, Director, etc) will each receive an email with a link to review and sign the documents.
    - After signatures are completed, the signed documents are stored in the case file and are accessible through the **Documents for this Case** table.

Completion and Notification

- After all signatures have been collected, the case is officially closed.
- The Case Status in the Case Index will update to Complete, indicating that the Collaborating Visitor's request has been fully authorized.

Copy Case Feature

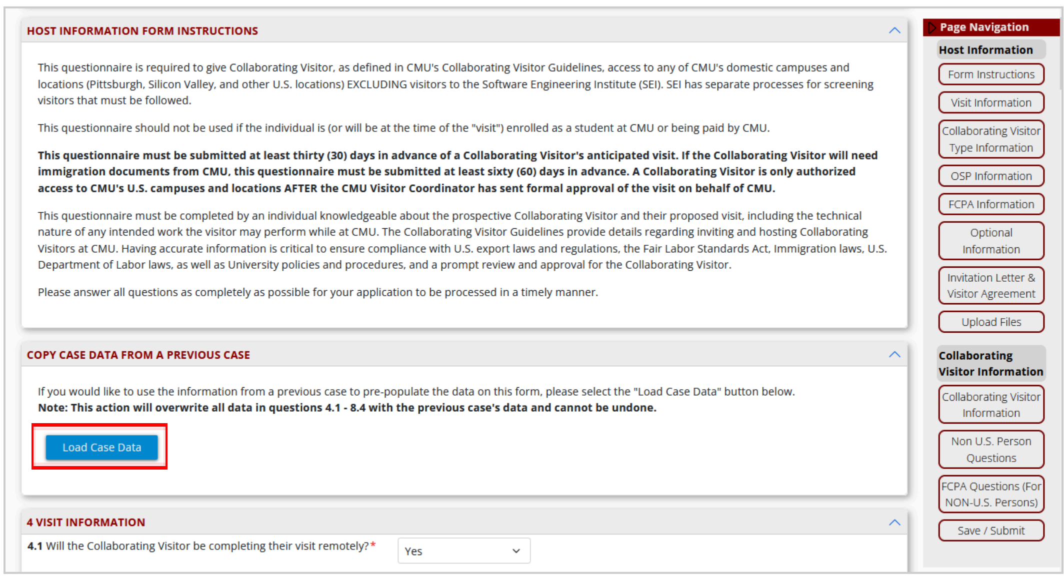
The **Copy Case Feature** allows you to duplicate information from an existing Collaborating Visitor request to create a new request. This is particularly useful when multiple visitors share similar visit details or when a previous request can serve as a template for a new one. Using this feature saves time by pre-filling fields with existing data, which you can then modify as needed.

When to Use the Copy Case Feature

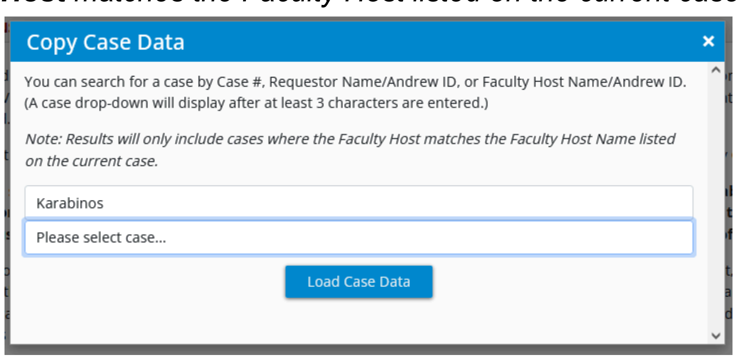
- Use the Copy Case Feature when:
    - You have multiple visitors with similar visit details.
    - You want to reuse data from a previously submitted case, reducing repetitive data entry.
- *Note*: Always review and update specific details to ensure accuracy for each unique visitor.

How to Use the Copy Case Feature

1. **Create a New Collaborating Visitor Request**:
   - From the **Case Index**, click **Begin New Collaborating Visitor Request** to start a new request.
   - Enter the initial information, including **Host, Department, Requestor,** and **Collaborating Visitor** details.
2. **Access the Load Case Data Button**:
   - Once you've created the new request and are in the **Host Information Form**, scroll down to the **Copy Case Data from a Previous Case** section.
   - Click the **Load Case Data** button to open the Copy Case Data dialog.



3. **Search and Select a Previous Case**:
   - In the dialog, start typing at least three characters to search by **Case #, Requestor Name/Andrew ID, or Faculty Host Name/Andrew ID**.
   - ***Security Restriction**: You can only load data from cases where the **Faculty Host** matches the Faculty Host listed on the current case, ensuring data privacy.*



   - Select the appropriate case to populate relevant fields with data from the previous request.
4. **Review and Submit**:

    - After loading data from the previous case, carefully review each populated field and make necessary adjustments to ensure accuracy for the new visitor.
    - The case can be submitted once the visitor completes their section. Follow the standard workflow for submission and review.

Important Considerations

- **Overwriting Data**: Using the Copy Case Feature will overwrite any existing data in specific fields. Confirm that you're comfortable with this replacement before proceeding.
- **Document Upload**: The Copy Case Feature does not transfer documents. You'll need to upload any required files for each new case individually.

Help and Additional Support

If you encounter any issues or need further assistance while using the *Online Collaborating Visitor Process System*, a variety of resources are available to support you. This section outlines ways to get help, contact support, and find additional resources.

System Support Contact Information

- For technical issues or account access inquiries, contact the Research Administration Systems Help Desk at:
    - **Email**: sparcs-help@andrew.cmu.edu
    - **Phone**: 412.268.3485
- For questions about the Collaborating Visitor review process or questions about specific questions on the forms:
    - **Email**: visitor-support@andrew.cmu.edu