

USRAP Afghan P-2 Referrals

Guide for Submitting NGO/Media Referrals to USRAP

The Afghan Referral Record submission page is intuitive to use and contains helpful notes, tips, and clearly identifiable required fields. However, there are some common pitfalls that can be avoided by reading this guide prior to submitting a referral to the USRAP Afghan P-2 program. Please follow the instructions in this guide to prevent referral processing delays.

Contents

Guide for Submitting NGO/Media Referrals to USRAP	1
Referral Creation and START Navigation	1
Getting Started	1
Creating a New Record	3
Entering Referral Data.....	5
1. Principal Applicant Basic Information	5
2. Principal Applicant Location & Contact Information	6
3. Principal Applicant Identity Information.....	7
4. Principal Applicant Qualifying Information.....	7
5. Referrer Information	8
6. Family Member Information.....	10
Attaching Documents.....	11
Submitting the Referral.....	13
Monitoring Your Referrals.....	14

Referral Creation and START Navigation

Getting Started

1. Receive email from Department of State Enterprise ICAM (noreply@seicam.state.gov) and follow instructions to active your START account and enroll in Okta Verify.

2. Sign into START by navigating to Okta (<https://state.okta.com/>) and signing in (using your full email address, password, and one-time code). Select the **ServiceNow** tile with the 'PRM START' label.
3. Your START home page will display with 'USRAP Production' in the top left (*instead of USRAPDEV*), the 'Filter Navigator' on the left-hand menu, and your name in the top-right (*instead of Afghan NGO Media Referrer 1.*)



- a. You will automatically be brought to a home page that reads "Security constraints prevent access to requested page". This is normal – please proceed.
- b. Use the Filter Navigator and type "Afghan Referrals" – the module should show up as you begin typing.
- c. If you hover your mouse over the 'Afghan Referrals' bar, a star will display, which will allow you to favorite the module and find it later by selecting the star icon in the left-hand menu.
- d. Set your date format preference by clicking your name in the top right, clicking 'Profile', and selecting your preferred date format.
- e. Click "Afghan Referrals" - you will receive a pop-up with the START Terms and Conditions – **read carefully** and select 'OK' if you agree.

Creating a New Record

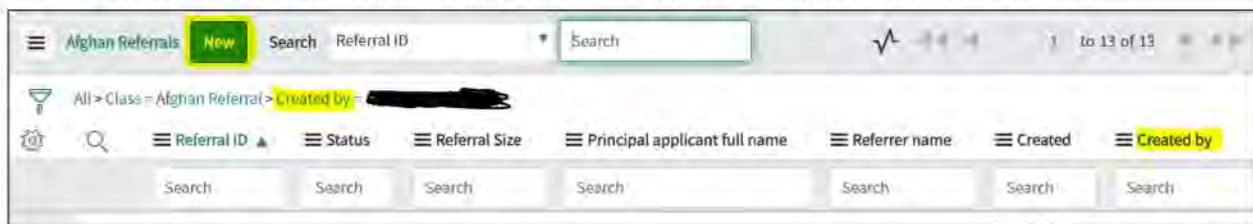
1. **Ensure you have all necessary application materials.** Follow the instructions and utilize the documents provided on wrapsnet.org to ensure that a complete referral package is prepared for the individual employed by your organization in Afghanistan (hereafter referred to as the Principal Applicant or PA) that you are referring.

Section 1: Principal Applicant information (Afghan national staff member)											
First Name*		Middle Name		Surname*		Second Surname		Gender (m/f)*		Date of Birth (Day/Month/Year)	
John				Smith				Male		4-Apr-1991	
Nationality*		Marital Status		Current Location Country*		Primary E-mail*		Secondary E-mail			
Afghanistan		Married		Afghanistan		SmithJ@gmail.com		John.Smith@yahoo.com			
Primary Phone Number		Secondary Phone Number		National ID Number		National ID Place of Issuance		Passport Number		Passport Place of Issuance	
93798195171		93707609640		1234567		Afghanistan		P0554321		Afghanistan	
Section 2: Family Members' Information											
Relationship to Principal Applicant*	First Name*	Middle Name	Surname*	Gender (m/f)*	Date of Birth (Day/Month/Year)	Nationality*	Marital status	National ID Number	National ID Place of Issuance	Passport Number	Passport Place of Issuance
Wife	Sally		Smith	Female	1-Jan-1995	Afghanistan	Married				
Daughter	Alice		Smith	Female	2-Feb-2019	Afghanistan	Single				
Son	Junior		Smith	Male	3-Mar-2021	Afghanistan	Single				

- a. Remember: You must input biographic information indicated in the [Excel Format of Referral Form](#) (see above example) **and** obtain an [Employment Verification form](#) signed by your organization’s senior-most U.S. citizen employee. Note: The Excel Format is meant to help you collect the information you will type into START about your PA – we do not need a copy of this Excel document.
 - b. Remember: For an individual to be eligible for a P-2 referral, they must be of Afghan nationality and have been employed directly by your organization. Please **do not** submit referrals for volunteers, interns (paid or unpaid), independent contractors, or independent consultants.
2. **Create a referral.** When you click ‘Afghan Referrals’ (Step 3. c. of Getting Started) a page will display as depicted below:

Afghan Referrals						
Referral ID	Status	Referral Size	Principal applicant full name	Referrer name	Created	
ARR-00033849	Accepted	1	Benjamin, Arthur	Jane Doe	27 Jan 2022 09:41:11 PM	
ARR-00033848	Incomplete	1	Jones, Grace	Jane Doe	27 Jan 2022 09:36:24 PM	
ARR-00033847	Unsubmitted	2	Smith, Joe	Jane Doe	27 Jan 2022 09:17:51 PM	

- a. This page will display all referrals that you have created that are in an **Unsubmitted, Incomplete, Accepted, and Case Created** status.
 1. If you save a referral, it will have an **Unsubmitted** status, and you may come back and edit it later.
 2. If you submit a referral and PRM determines that it is not complete, the referral will display with an **Incomplete** status in your view.
 3. If you submit a referral and PRM determines that it is complete, the referral will display with an **Accepted** status in your view.
 4. If the PA of your accepted referral relocated to a third country and completes the instructions we send them to notify us that they reached a third country, we will create a USRAP case for them. Their referral's status will then display as **Case Created**.
 - b. Referrals that you submit for review will not display in this list until they are reviewed by the RPC.
 - c. If you have not yet entered and saved a referral, no records will display.
3. Select the 'New' button to begin entering a new Afghan Referral Record.



Entering Referral Data

A newly opened blank referral will display as below. Enter Principal Applicant’s biographic information into the Afghan Referral Record fields. **Required fields are indicated in red below.** Reminder: the Principal Applicant (PA) is the individual who was/is employed for your organization and qualifies for a P-2 referral.

1. Principal Applicant Basic Information

<p>* First name <input type="text"/></p> <p>Middle name <input type="text"/></p> <p>* Surname <input type="text"/></p> <p>Second surname <input type="text"/></p>	<p>* Sex <input type="text" value="- Select a response -"/></p> <p>* Birth date <input type="text" value=""/></p> <p>* Nationality <input type="text" value=""/></p> <p>Marital status <input type="text" value="- Select a response -"/></p>
---	---

2. Principal Applicant Location & Contact Information

<p>* Current location country <input type="text" value=""/></p> <p>* Primary email <input type="text" value=""/></p> <p>Secondary email <input type="text" value=""/></p>	<p>Primary phone number <input type="text" value=""/></p> <p>Secondary phone number <input type="text" value=""/></p>
---	---

3. Principal Applicant Identity Information

We strongly encourage you to provide information on at least one of the categories in this section: National ID, Passport, or Biometrics.

<p>National ID number <input type="text" value=""/></p> <p>National ID place of issuance <input type="text" value=""/></p> <p>Were the Principal Applicant's Biometrics captured by the USG? <input type="text" value="- Select a response -"/></p>	<p>Passport number <input type="text" value=""/></p> <p>Passport place of issuance <input type="text" value=""/></p>
---	--

1. Principal Applicant Basic Information

First name	Enter applicant’s first name; if they do not have a first name, enter "FNU"
Middle name	Enter if applicable
Surname	Enter the applicant’s surname; if the applicant only has one name, enter the name in the 'Surname' field, and enter "FNU" in the 'First name' field
Second Surname	Enter if applicable

* First name

Middle name

* Surname

Second surname

Examples if applicant only has one name:

- Applicant provides that their only name is "Smith" - enter "FNU" in the 'First Name' field and enter "Smith" in the 'Surname' field.

Sex	Enter the applicant's sex
Birth date	Enter the applicant's birth date; if you don't know the exact day, choose the 1 st of the month; if you don't know the exact month, choose January <i>See step 1.c. in Getting Started to set date format preference</i>
Nationality	Enter the applicant's nationality
Marital status	Enter the applicant's marital status



* Sex Male

* Birth date 08 Jul 1980

* Nationality Afghanistan

Marital status Married

2. Principal Applicant Location & Contact Information

Current location country	Enter the country in which the applicant is currently located
Primary email	Enter the applicant's email address. Each referral must have an email provided for the PA because PRM contacts applicants by email to provide further processing instructions If the PA does not have an email address, we encourage you to either assist the applicant in creating an email account or ask the applicant for an email address of a trusted family member that may help them with future processing instructions. Note: if spaces are entered or pasted before or after the email text, the field entry will display as invalid, and you will be unable to submit the referral. Remove the spaces before submitting.
Secondary email	Enter if applicable

Primary phone number	Enter the applicant's phone number – you may remove spaces, "+" characters, and "0" characters that are often provided in the front of a number. The system will automatically generate the country if the country code is entered correctly. Don't put a "0" between the code and number. <i>"93" is the Afghanistan country code</i>
Secondary phone number	Enter if applicable

A screenshot of a web form. On the left, there are three rows: 'Current location country' with a dropdown menu showing 'Afghanistan', 'Primary email' with a text input containing 'smithyjo@gmail.com', and 'Secondary email' with an empty text input. On the right, there are two rows: 'Primary phone number' with a text input containing '93123456789' and a dropdown menu showing 'Afghanistan', and 'Secondary phone number' with an empty text input. Search and help icons are visible next to the dropdown menus.

3. Principal Applicant Identity Information

National ID number	Enter if available
National ID place of issuance	Enter if available
Passport number	Enter if available
Passport place of issuance	Enter if available

A screenshot of a web form. It shows four rows: 'National ID number' with a text input containing '12345678', 'National ID place of issuance' with a dropdown menu showing 'Afghanistan', 'Passport number' with a text input containing 'P01234567', and 'Passport place of issuance' with a dropdown menu showing 'Afghanistan'. Search and help icons are visible next to the dropdown menus.

4. Principal Applicant Qualifying Information

Applicant's affiliation/occupation	Select 'Direct hire of US-Based Media/NGO (P2)' using the magnifying glass icon.
Current employment (Yes/No)	If the applicant is currently employed for your organization, select 'Yes'; otherwise, select 'No'.
Employment start date and end date	Enter the applicant's dates of employment for your organization. Where possible, please provide accurate dates.

	<p>If unable to identify the exact date, these dates may be estimated:</p> <ul style="list-style-type: none"> • If you only know the employment date to the year, enter 01 Jan YYYY as start date and 31 Dec YYYY as end date. • If you only know the employment date to the month and year, enter 01 MM YYYY as start date and 31 MM YYYY.
<p>I am attaching employment verification documentation (Yes/No)</p>	<p>If you have any other documents (employment letter, HR letter, contract, ID badge, pay stubs, etc.) aside from the Employment Verification form that pertain to the PA's employment that you would like to provide in the referral package, select 'Yes'</p> <p>If no other employment documents are available, select 'No' and write a justification in the explanation field as to why employment documents cannot be provided.</p>

4. Principal Applicant Qualifying Information

* Applicant's affiliation/occupation

[Direct hire of US-Based Media/NGO \(P2\)](#)

* Applicant's affiliation/occupation

* Current employment (Yes/No)

* Employment start date

* I am attaching employment verification documentation (Yes/No)

* Please explain why you did not attach employment verification documentation

5. Referrer Information

The Referrer is the current senior-most employee of the non-governmental Organization (NGO) or media organization and should be the person who signed the Employment Verification form. Enter the referrer's name and email address from the Employment Verification form (Section C.) for the referrer fields. If you do not provide the same name and email address as the individual on the Employment Verification form, the referral will be considered incomplete.

Referrer name	Enter as provided in Section C. of the Employment Verification form.
Referrer official email	Enter as provided in Section C. of the Employment Verification form. <i>We recommend the Referrer creates a rule in their inbox to filter all emails from usrapprod@servicenowservices.com to a designated folder.</i>
Referrer organization	Enter by clicking the magnifying glass and select "US NGO" or "US MEDIA" depending on your organization.

* Referrer name	<input type="text" value="Jane Doe"/>	* Referrer official email	<input type="text" value="doej@irc.org"/>
* Referrer organization	<input type="text" value="US NGO"/>		

Name of person submitting this referral	Enter your name as the person who is submitting this referral.
Official email of person submitting this referral	Enter your email address as the person who is submitting this referral or enter the address of a shared inbox so that all confirmation emails for your organization go to one address.
Applicant is aware they've been referred to the USRAP (Yes/No)	If the applicant is aware that you are submitting a referral for the applicant, select 'Yes', if they are not, select 'No'

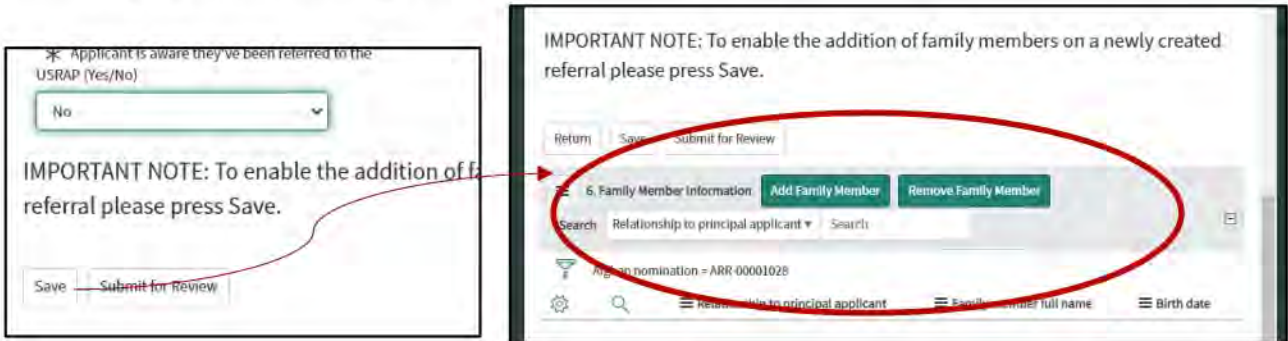
* Name of person submitting this referral	<input type="text" value="Nancy Grey"/>	* Official email of person submitting this referral	<input type="text" value="nancyg@irc.org"/>
* Applicant is aware they've been referred to the USRAP (Yes/No)	<input type="text" value="No"/>		

Once all fields are entered to the best of your ability, click **'Save'** to save the data entered. Clicking 'Update' will also save the data you entered, but it will return you to the list of referrals that you have entered.

You may save your data at any point during the entry process even if all mandatory fields are not complete. You may leave your referral (and even sign out of START) and return to it later with the data you entered preserved as long as you selected 'Save' or 'Update'.

6. Family Member Information

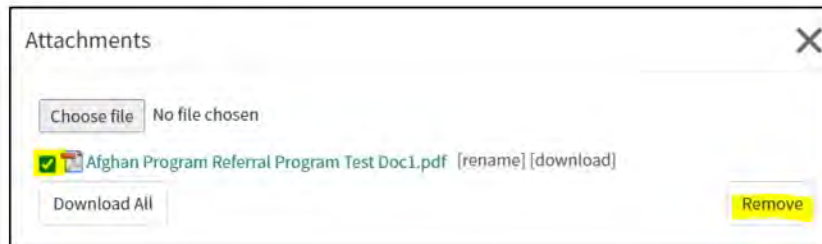
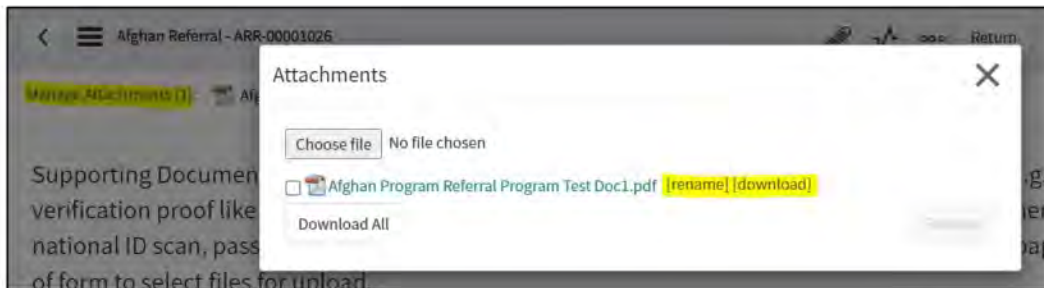
To add family members, click 'Save' in the top right of the referral record. The referral record must first be saved – the option to add family members **will only display after clicking 'Save'**.



To edit a family member's information after initially saving, do not select the family member's name – instead click the (i) next to the family member's record, then click 'Open Record' in the pop-up, edit the information. Update the record and click 'Save'.



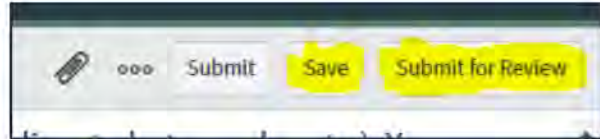
Note: The 'Relationship to principal applicant' drop-down displays many relationship options, including ineligible family relationships. **P-2 eligible family members only include spouse, children of any age (whether married or unmarried), spouse of child, and grandchildren.** If the child of the PA is married, list their spouse as the son/daughter-in-law of the PA. If the child of the PA has children, list them as grandson/granddaughter of the PA.



4. Once all attachments are added to the referral, click **'Save'**.

Submitting the Referral

Once the record is ready with all required fields complete, any family members added, and documents attached (The Employment Verification form **must** be attached), click "Save" and then "**Submit for Review**" to transition the status to "Pending Review".



Upon submitting a referral, the referral will disappear from your list view. You

will not be able to access the referral to edit the referral record information or upload additional documents after you click the 'Submit for Review' button. If you need to edit a record that was already submitted, contact PRM through the established email communication channel requesting for the referral to be made editable.

The referral will return to your view and display in the list once the referral record is reviewed by our staff. Once reviewed, we will transition the status of the referral (see statuses and descriptions in the next section), and you will be able to again view the referral. You will not be able to edit the referral unless it has a status of 'Incomplete' or you contact PRM to request that the referral is made editable.

If you click 'Submit for Review', but you do not leave the view of your referral, there are one or more fields that have invalid data. If a field has invalid data, instructions will prompt you to update the field. This is commonly due to the date being in an incorrect format or an email address having an invalid domain.

Monitoring Your Referrals

As mentioned above, when you select the 'Afghan Referrals' option in the left-hand menu, a list will display. Any referrals entered by you that are either in an **Unsubmitted**, **Incomplete**, **Accepted**, or **Case Created** status will display here.

	Referral ID	Status	Referral Size	Principal applicant full name	Referrer name	Created
<input type="checkbox"/>	ARR-00033849	Accepted	1	Benjamin, Arthur	Jane Doe	27 Jan 2022 09:41:11 PM
<input type="checkbox"/>	ARR-00033848	Incomplete	1	Jones, Grace	Jane Doe	27 Jan 2022 09:36:24 PM
<input type="checkbox"/>	ARR-00033847	Unsubmitted	2	Smith, Joe	Jane Doe	27 Jan 2022 09:17:51 PM

- Unsubmitted:** If you create a new referral and click the 'Save' button (without clicking the 'Submit for Review' button), that referral will have a status of Unsubmitted and will display in your list view.
 - You may save referrals that you are not ready to submit in this status and edit them at any point.
 - Remember: Your referral will not be reviewed or further processed in this status. You must submit a referral for it to be reviewed, but once you submit, you will not be able to edit it.
- Incomplete:** Referrals that you have already submitted will display in your list view with an Incomplete status if they have been reviewed and are missing required information. **It is your responsibility to monitor your list view for Incomplete referrals and to edit, update, and resubmit such referrals. As a reminder, your account has temporary access, so please submit your referrals early and monitor your queue often.**
 - If you find a referral in your list view that has a status of Incomplete, open the referral and scroll to the bottom. There will be a box labelled 'Result comment' in which an explanation for why your referral is incomplete and instruction on how to update it will be provided. See the below example for a referral that has an Employment Verification form attached, but the document is unsigned:

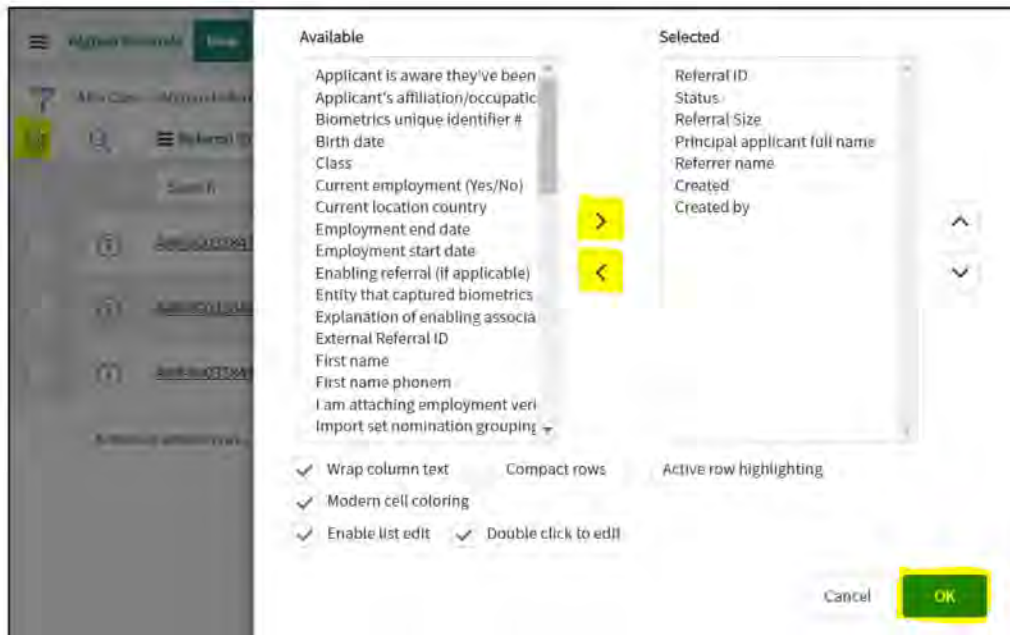
IMPORTANT NOTE: To enable the addition of family members on a newly created referral please press Save.

Result comment: 1/28/2022: The attached Employment Verification form is unsigned by the referrer. Please resubmit with an Employment Verification form signed by the referrer.

Send email notification Update Return Save Review Check for Duplicates

- Make the appropriate updates to the referral and select the 'Submit for Review' button to send it back into the queue for review.
- **Accepted:** Referrals that you have already submitted will display in your list view with an Accepted status if they have been reviewed and are determined complete and eligible for P-2.
 - Upon accepting a referral, we will send a confirmation email to the PA's primary and secondary emails with their ARR number and further processing instructions from usraproduct@servicenowservices.com.
 - The email addresses provided for the Referrer and Submitter will be bcc'd on the confirmation email.
- **Case Created:** Referrals that were reviewed and accepted will have a Case Created status once we are able to create a USRAP refugee case from the referral. A case may only be created once an applicant lets us know they are in a country we can process from (outside of Afghanistan).
 - Upon creating a case for a referral, we will send a confirmation email to the PA's primary and secondary emails with their case number from usraproduct@servicenowservices.com.
 - The email addresses provided for the Referrer and Submitter will be bcc'd on the confirmation email.

You may add/remove columns to display in your list that correspond to fields in the referral record by clicking the cog icon and using the arrows. Click 'Ok' to make the change to your display.



Final Note: The emails of the Referrer and Submitter as provided in the referral record will be bcc'd on an email sent to the applicant once their referral is reviewed and considered complete and accepted. This email will provide further instructions to the applicant to notify us when/if they relocate to a country outside of Afghanistan, which is required to process in USRAP.

It is the responsibility of your organization to monitor such emails to determine which of your applicants have had their referral accepted. These emails will serve as your record of referral acceptance after your temporary START account is disabled.

If a referral is not in your list view with an Incomplete, Accepted, or Case Created status, and you have not received an email confirming the PA's referral, then the referral is still pending our review. Please be patient as we are working through our review queues as quickly as we can. Your organization is the main point of contact for your referred applicants until/unless their referral is accepted into the USRAP (i.e. a USRAP case is created). Applicants are advised to contact their referring organization for updates on their referral status.