Broadcast Message: SEVIS is Experiencing Technical Issues

To: All SEVIS Users

Date: April 29, 2019

Re: SEVIS is Experiencing Technical Issues

Number: 1904-05

General Information

The Student and Exchange Visitor Program (SEVP) and U.S. Department of State is aware that end users are encountering "ERR_CONNECTION_RESET" and "Page can't be displayed" error messages while performing regular SEVIS functions. In addition, SEVIS batch users are experiencing connection timeouts while submitting uploads or retrieving download files.

Please be aware that, due to these SEVIS technical issues, the SEVP Response Center (SRC) is experiencing dropped calls, static interference on calls and a higher than normal call volume.

SEVP and U.S. Department of State are working together to address these SEVIS technical issues and hope to have them resolved soon.

Due to these technical issues and the higher than normal call volume, should you have any SEVIS-related questions please refer to these resources:

- SRC email SEVP@ice.dhs.gov or SEVIShelpdesk@ice.dhs.gov
- Study in the States
- ICE.gov/SEVP
- SEVP field representative

We apologize for any inconvenience and appreciate your patience during this time.

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with "Broadcast Message 1904-05 Comment" entered in the subject line.

Disclaimer

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