

## **Broadcast Message: SEVIS Notice – SEVIS Scheduled Maintenance and Outage**

**To:** All SEVIS Users

**Date:** Feb. 21, 2024

**Number:** 2402-02

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### **General Information**

This message is to inform users that the Student and Exchange Visitor Information System (SEVIS) will undergo routine maintenance on the Production environment. During this time, SEVIS Production may have periodic outages.

The maintenance period for SEVIS Production will be from Thursday, Feb. 22, 2024, at 8 p.m. ET to 10 p.m. ET.

During the possible outage, users will not have access to the SEVIS Production environment. Be aware that the Student and Exchange Visitor Program (SEVP) will not send a follow-up email regarding system availability.

For questions about this outage, please contact the SEVP Response Center (SRC) via phone at 703-603-3400 or 1-800-892-4829 or via email at [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov). The SRC is open Monday through Friday, 8 a.m. to 6 p.m. EDT, except for federal holidays.

### **FOR BATCH USERS ONLY**

SEVIS Batch file processing is unavailable during SEVIS outages. Please refrain from uploading files in the Production environment during the outage. Files uploaded during the outage will generate an error and users will have to reupload those files once the Production environment is available.

### **Disclaimer**

The Broadcast Message is not a substitute for applicable legal requirements, nor is it itself a rule or a final action by SEVP. It is not intended to, does not, and may not be relied upon to create any right or benefit, substantive or procedural, enforceable at law by any party in any administrative, civil, or criminal matter.

