

## **Broadcast Message: SEVP Portal Notice - Scheduled SEVP Portal Maintenance and Outage**

**To:** PDSOs and DSOs at SEVP-certified schools

**Date:** March 11, 2024

**Number:** 2403-02

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### **General Information**

This message is to inform you that the Student and Exchange Visitor Program (SEVP) Portal will undergo routine maintenance and will be unavailable for users at the times specified below.

#### SEVP Portal maintenance and outage details:

- The SEVP Portal will **NOT** be available on **Friday, March 15, 2024, from 9:00 a.m. to 7:30 p.m. EDT.**

During the outage, users will not have access to the SEVP Portal. Any changes to Student and Exchange Visitor Information System (SEVIS) student records will upload to the SEVP Portal once it is back online. SEVP will not send a follow-up email regarding system availability.

**NOTE:** When students log in to the SEVP Portal for the first time after the system update, they will need to change their password. There will be a notification on the SEVP Portal Sign In page explaining the outage and password reset requirement for students.

If you have questions, please contact the SEVP Response Center via email at [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov) or via phone at 703-603-3400 or 800-892-4829, Monday through Friday, from 8 a.m. to 6 p.m. EDT, except federal holidays.

### **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.

