

Broadcast Message: SEVP Portal Notice — Known Issues from SEVP Portal Release 6.0 and Maintenance

To: All SEVIS Users

Date: April 17, 2024

Number: 2404-04

General Information

The Student and Exchange Visitor Program (SEVP) received reports of several issues affecting users of the SEVP Portal following SEVP Portal Release 6.0 and additional maintenance and outage that occurred the week of March 11, 2024. SEVP will address the issues with the following initiatives:

1. An hour-long maintenance outage on **Thursday, April 18, 2024, from 3:30 p.m. to 4:30 p.m. EDT**. During this time the SEVP Portal will NOT be available. Any changes to Student and Exchange Visitor Information System (SEVIS) student records will upload to the SEVP Portal once the portal is back online. SEVP will not send a follow-up email regarding system availability. This effort will address the following issues:
 - Designated school officials' (DSOs') inability to generate temporary passwords for student portal password resets.
 - Students' inability to log in to the SEVP Portal.

NOTE: Like the March outage, 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.

2. A rolling, backend SEVIS Portal data resynchronization effort that should not impact portal users. Students should see correct information in their portal accounts by Monday, April 29, 2024. This effort will address the following issues:
 - SEVP Portal inability to authenticate users.
 - The portal displaying a generic "error" message when students try to update their portal account information.
 - The portal sending erroneous missed portal validation and reporting emails.
 - Employer information missing from certain portal records.
 - When DSOs update student email addresses in SEVIS, the portal is not accepting the new emails addresses and is not sending updated email address emails to students.

Until these two initiatives are complete, please do not contact SEVP or the SEVP Response Center (SRC) about the issues listed.

For questions about other issues, please contact the SRC via phone at 703-603-3400 or 1-800-892-4829 or via email at SEVP@ice.dhs.gov. The SRC is open Monday through Friday, 8 a.m. to 6 p.m. EDT, except for federal holidays.

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