

**\*\*SPECIAL ANNOUNCEMENT – PLEASE READ\*\***

Dear SEVIS User,

Please be advised that The Account Management Team for SEVIS PICS is undergoing a ticketing system technology change implementation for managing SEVIS Access Requests. The new system will allow for a more streamlined approach for processing user requests in a more timely manner.

On Tuesday, September 9 the current SEVIS Access Request Ticketing System will be decommissioned. During this time requests will still be received via [SEVP.ACCESS@ice.dhs.gov](mailto:SEVP.ACCESS@ice.dhs.gov), however you will not receive an automated reply with a corresponding ticket number until the new ticket tracking system is fully implemented. The new ticketing system for SEVIS access requests will go live on Monday, September 15.

All ticket requests received from September 9 – September 15 will be processed in the order they are received. Please note that there will be a delay with processing your request, as we are also working to migrate and process SEVIS Access Request tickets from the decommissioned tracking system.

We thank you for your patience and cooperation in this matter and we look forward to better serving you.

-The Account Management Team