

## **Broadcast Message: SEVP Portal Notice - Unscheduled SEVP Portal Outage**

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

**Date:** March 13, 2024

**Number:** 2403-04

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### **General Information**

Due to the complexity of the system upgrade planned for the Student and Exchange Visitor Program (SEVP) Portal on Friday, March 15, the SEVP Portal is now unavailable through midnight, 12:00 a.m., Saturday, March 16, EDT.

During the outage, users do 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 upgrade, 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.

