

Broadcast Message: SEVP Portal Notice – Continued SEVP Portal Maintenance

To: PDSOs and DSOs at SEVP-certified schools

Date: March 19, 2024

Number: 2403-05

General Information

The Student and Exchange Visitor Program (SEVP) Portal system upgrade is completed, and the system is back online. Due to the complexity of the maintenance, the outage lasted longer than originally expected, and SEVP Portal users may still experience some latency. To resolve the latency issue, there will be a SEVP Portal outage tonight:

- The SEVP Portal will **NOT** be available from **Tuesday, March 19, 2024, at 8:00 p.m. (EDT) to Wednesday, March 20, 2024, at 12:00 a.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.

When students log in to the SEVP Portal for the first time after the system upgrade, they will need to change their password. There is a notification on the SEVP Portal Sign In page explaining the password reset requirement for students.

During the upgrade, the SEVP Portal unexpectedly triggered SEVP Portal emails, notifying students that their designated school officials (DSOs) have not completed required reporting on their student SEVIS records, even though in some cases, DSOs had completed the reporting. DSOs can confirm the reporting was completed by looking at a student's SEVIS record event history. If the reporting appears there, students and DSOs can ignore the SEVP Portal email. In some cases of self-evaluation, the Form I-983, "Training Plan for STEM OPT Students" is also uploaded. For more information about Science, Technology, Engineering, and Mathematics (STEM) reporting, see the [F-1 STEM Optional Practical Training \(OPT\) Extension](#) page.

If you have questions, please contact the SEVP Response Center via email at 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

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