

Broadcast Message: SEVIS Notice—Password Issue on *Edit School Information (Form I-17) Page*

To: PDSOs and DSOs at SEVP-Certified Schools

Date: January 27, 2025

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General Information

The Student and Exchange Visitor Program (SEVP) is aware that some principle designated school officials (PDSOs) are having an issue when entering their password on the Student and Exchange Visitor System's (SEVIS) Edit School Information (Form I-17) page.

Currently, the SEVIS password field does not accept more than 16 characters. The next SEVIS release will fix this issue. In the meantime, the workaround is to shorten user passwords to no more than 16 characters.

If users 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. ET, except federal holidays.

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