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### Introduction

When you log into SEVIS for the first time after the December 2015 Release, you must create a SEVIS government user profile. The SEVIS profile includes:

- Your contact information
- Your Federal Government Supervisor’s contact information
- Security questions

Creating your profile is a three-step process:

1. Completion of the *Create a New Government User Profile* page.
2. Verification of your email address.
3. Confirmation of SEVIS profile information by your government supervisor.

**Note:** When you log into SEVIS, your identifying account information on file in SEVIS is listed near the top of the page. It includes your full name, SEVIS user ID, and SEVIS role. This information cannot be edited.

You must have an active user name and role in SEVIS before you can create a user profile. The SEVIS Account Management Team manages a separate process to obtain SEVIS access and user roles.
### Process Overview

**You**
- Log in to SEVIS
- Create your profile
- Continue with your work in SEVIS

**SEVIS**
- Sends you an email to validate your email address

**You**
- Read verification email from SEVIS
- Within seven days, click link in email to validate your email

**SEVIS**
- Sends your supervisor an email to verify your supervisor’s email address

**Supervisor**
- Reads verification email from SEVIS
- Within 30 days, clicks link in email to verify supervisor’s email address, role as your federal supervisor, and your need for SEVIS access

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### Create Your Profile

To create your SEVIS government user profile, log into SEVIS. The *Create a New Government User Profile* page opens.
Profile Information

Complete the following required fields in the Profile Information section:

- **Telephone Number**: Enter a valid phone number, including extension, if any.
- **Government Email Address**: Enter your valid government email address. The address is not case sensitive.
- **Re-enter Email Address**: Enter your government email address again.
• **Government Agency:** Select the applicable agency from the drop-down list, or select **Other**.

• **Other:** If **Other** is selected as the Government Agency, enter the agency name. Otherwise, leave this field blank.

• **Work Address:** Enter either a U.S address or foreign address.

  o To enter a U.S address, complete the following steps:

    ▪ Click **Add U.S. Address.** The *Add U.S. Address* window opens.

    ▪ At a minimum, enter the street address and zip code. Completion of the other fields is optional.

    ▪ Click **Submit.** One of two things will occur:

      • The suggested address from the U.S. Postal Service (USPS) database and the entered address display on the *Add U.S. Address* window. Click **Select** to accept the address from the Postal Service and return to the *Create a New Government User Profile* page; or click **Edit Address** to change the address.

      • A message displays indicating that the address could not be found. Click **Over-ride Validation** to save the address. Select a reason for using the address as entered. If **Other** is selected, enter an explanation in the text box. Click **Submit** to save the address and return to the *Create a New Government User Profile* page.

  o To enter a foreign address, complete the following steps:

    ▪ Click **Add Foreign Address.** The *Add/Edit Foreign Address* window opens.

    ▪ At a minimum, enter the street address and select a country. Completion of the other fields is optional.

    ▪ Click **Submit.** The address displays on the *Create a New Government User Profile* page.

**Federal Government Supervisor**

Complete the following fields in the **Federal Government Supervisor** section:

• **Last Name:** Enter your government supervisor’s last name. Completion of this field is required.

• **First Name:** Enter your government supervisor’s first name. Completion of this field is optional.

• **Middle Name:** Enter your government supervisor’s middle name. Completion of this field is optional.

• **Supervisor Email Address:** Enter your government supervisor’s email address. Completion of this field is required.
Note: This email address must have a “.gov” or “.mil” extension. The address is not case sensitive.

- **Re-enter Email Address**: Enter your government supervisor’s email address again. Completion of this field is required.

**Security Question**

In the *Security Question* section, select a question from each of the three lists, and then enter the answer in the corresponding field.

**Profile Submission**

Once you enter your profile information, click **Submit Profile**:

- A message displays advising you have created your profile and must verify your email address within seven days.
- You will receive an email from SEVIS with instructions for verifying your email address.
- After verifying your email address, your supervisor will receive an email. He/she must verify your SEVIS profile within 30 days.

Note: If you do not verify your email address within seven days, your profile will be deleted. You will be required to create your profile again the next time that you access SEVIS. If your supervisor does not verify your profile information within 30 days of receipt of the SEVIS email, your profile will be deleted. You will be required to create your profile again the next time that you access SEVIS.

**Federal Supervisor Actions**

Once you have verified your email address, SEVIS emails your federal supervisor.
Your federal supervisor must click the link in the email. The supervisor’s version of the Verification for Government User page opens.
Your supervisor should review the information and click Verify User if the information is correct.

The supervisor must complete this process within 30 days. SEVIS will delete the profile you created. You will still be able to access SEVIS, but will be required to create your profile again.

Manage My SEVIS User Profile

You may edit your SEVIS government user profile at any time. To do so, complete the following steps:

1. Log into SEVIS.
2. Click Profile in the top, right corner of the navigation bar. The Manage My SEVIS User Profile page opens:
3. Edit the profile data, as necessary:

   **Note:** You cannot edit your name or SEVIS user role. Your name and user role were entered into SEVIS when your account was approved. Only a SEVIS PICS Officer can change this information. You cannot change your email address after it has been verified. A change in your email address is likely to indicate a change in job, which would require an external review by a PICS Officer.

4. Click **Submit Profile**. The *Update Successful* page opens.
5. If your role or email address has changed, follow the SEVIS Access Instructions at ICE.Gov to update your PICS information.

**Request Password Reset**

The SEVIS Login page contains a link that may be used to request a password reset. Use the Forgot Your Password function if you are an active user in SEVIS and:

- You have forgotten your password.
- Your SEVIS account is locked.

Only users who are active in SEVIS can reset their password this way. If you have not logged in to SEVIS for 45 or more days and your account is locked, you must work with the SEVIS Account Management Team to regain access to SEVIS.

To request a password reset, perform the following:

1. Click **Forgot Your Password?** on the SEVIS Login page. The Request Password Reset page opens.

2. Click the **Government User** radio button.
Note: After the radio button is selected, Government User password reset instructions appear.

3. Enter your SEVIS User ID in the SEVIS User Name field.

4. Click Submit.

Note: An email will be sent to the email address associated with this SEVIS user name. It will provide instructions for creating a new SEVIS password. The email will be valid for 30 days. A password must be created within 30 days of the date on the email.

### Document Revision History

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<tr>
<td>October 27, 2015</td>
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<tr>
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<td>Added process overview, and Supervisor Actions sections and note about the SEVIS Account Management process</td>
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