



## SEVIS Upload Evidence Webinar FAQs

Date FAQs Released: January 24, 2018

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### Upload Evidence – General

**Q: When did the upload evidence functionality become effective?**

A: The upload evidence function started on January 8, 2018. There is a transition period through 11:59 PM on March 8, 2018, which allows DSOs to still email evidence to SEVP.

**NOTE:** After the transition period ends, SEVP will not accept emailed evidence email. All evidence must be uploaded to SEVIS.

**Q: What does the upload evidence functionality do?**

A: The upload evidence function works with student correction requests and Form I-17 petition submission processes. It allows PDSOs and DSOs to upload supporting evidence directly into the Student and Exchange Visitor Information System (SEVIS).

**Q: Was there any upload functionality on January 8, 2018 for the Exchange Visitor-side of SEVIS? If not, are there plans to have upload functionality on the J-side of SEVIS?**

A: No, there are no plans at this time to have upload functionalities on the Exchange Visitors-side.

**Q: Can the upload evidence option be used to submit Form I-515A?**

A: No, the Form I-515A is not adjudicated by the SEVP Response Center. You will still need to follow the instructions listed on the Form I-515A.

**Q: Are there any file requirements for the documents to upload successfully?**

A: Document requirements for a successful upload include:

- File name cannot exceed 60 characters for any document.
- Size of a single document cannot exceed 10 MB.
- Document cannot be encrypted or password protected.
- Document must be in one of these file formats:  
.DOCX, .DOC, .PDF, .XLS, .XLSX, .JPG, .JPEG, .PNG, .GIF, .TXT, .CSV.



**Q: Why does each document need to be a separate upload? It seems almost easier to email, rather than having to upload one file at a time.**

A: There are a number of reasons DSOs should upload each piece of evidence in a separate document:

- Uploading and labeling each document separately creates a full list of evidence submitted. This reduces the possibility that an adjudicator will overlook a critical piece of evidence in a large file. It also allows all DSOs for a school to see what has been sent regarding the Form I-17 process or a student's correction request.
- The upload evidence function works as a records management and storage system. It collects useful meta-data and allows for easier research and access to documents for SEVP adjudicators.
- There is a maximum file size of 10MB for each uploaded file. Sending all of the supporting evidence in one file could exceed this limit.

**Q: Do we need to put our school code or any other information in the evidence file name?**

A: No, the upload function automatically connects the document with the action the DSO is taking, and a unique tag is added to the file on our end. This tag indicates where the file came from, when it was sent, and who sent it. Therefore, all documents are tied to a particular student's correction request or a particular school's Form I-17.

**Q: How many documents can we upload separately?**

A: There is no limit to the number of documents that you can upload as evidence.

**Q: If a DSO or PDSO tries to upload the same Evidence Type more than once, will the newer file overwrite the older file in SEVIS, or will they each have separate line items in the *Upload Evidence* page in SEVIS?**

A: There is no limit on the number of documents per evidence type. If you upload files of the same evidence type, each will upload into the system and be listed separately on the *Upload Evidence* page.

**Q: Are there any plans to allow DSOs to open uploaded documents that were previously submitted in SEVIS?**

A: No.

**Q: Is there any instructional information regarding the file upload evidence functionality?**

A: Yes, you will find guidance on the upload evidence functionality in the SEVIS Help Hub articles:

- [Upload Evidence for Correction Requests](#)
- [Form I-17 Upload Evidence](#)



**Q: Is the Upload Evidence Webinar recording available for viewing?**

A: Yes, it is located on the SEVIS Help Hub under the [SEVIS Webinars](#) page in the [SEVIS Upload Evidence Webinar](#) article.

**Q: When SEVP sends a request for evidence, will it still be an email or will it be an alert in SEVIS itself?**

A: It will still be an email sent via SEVIS.

**Q: Which internet browser is best for the SEVIS interface and to avoid errors?**

A: SEVIS works best with Microsoft Internet Explorer.

**Q: Since Microsoft does not support or provide upgrades to Internet Explorer, does SEVP have any plans to make SEVIS more friendly to other internet browsers. (<https://www.microsoft.com/en-us/windowsforbusiness/end-of-ie-support>)**

A: As SEVP goes forward with SEVIS Modernization, other browsers are being considered.

**Q: If the upload errors and fails, are we allowed to upload the documents again?**

A: Users may encounter errors when attempting to upload files. If you encounter an error when attempting to upload a file, try again. If the error persists, contact the [SEVP Response Center](#) at 1-800-892-4829. For more upload error information on:

- **Form I-17 petitions:** See the [Form I-17: Upload Evidence](#) article under [Upload Errors](#) on the SEVIS Help Hub.
- **Correction requests:** See the [Upload Evidence for Correction Requests](#) article under [Upload Errors](#) on the SEVIS Help Hub.

**Q: What if I accidentally upload an incorrect file? Is there a place where I can review before uploading all the evidence?**

A: There is no way to review a file before you upload it. You need to be sure of the file name before you search for and upload the file to SEVIS. Once a file is uploaded for evidence to SEVIS, it becomes a permanent government record. There is no way to remove the file. To help prevent uploading an incorrect file, when browsing your computer for the file to upload, there is a confirmation that you must make before you upload.

**Note:** The adjudicators review all the uploaded evidence files for relevance to the correction request.

**Q: If we realize we've made a mistake with the upload, who can we contact?**

A: The [SEVP Response Center](#) is the point of contact for issues with the upload and can be reached at 1-800-892-4829.

**Q: Can we explain in Comments if we have uploaded an incorrect file?**

A: At this time, SEVIS does not have any comments fields to note that an incorrect file has been uploaded.



## Upload Evidence – Correction Requests

**Q: What types of correction requests can use the upload functionality?**

A: The following [correction request](#) types have the upload evidence functionality:

- Change to Program Dates
- Change to Student Status
- Change to Termination Reason
- Correct SEVIS Status of USCIS Request

Evidence for data fixes will still be sent by email. Supporting evidence is not necessary for [PDSO-only corrections](#).

**Q: How will we know if the correction request is approved?**

A: You will receive an email with the approval or denial decision.

**Q: Since we'll be uploading correction request documentation directly from our SEVIS accounts, can we consider dropping the requirement that we write a formal letter on letterhead every time we submit a request?**

A: Yes, SEVP is encouraging DSOs to enter a clear explanation of their requests in the SEVIS Correction Request's Remarks section instead of a letter on letterhead. This reduces the need for a letter on school letterhead.

**Q: Could we upload a Word document with an explanation?**

A: Yes, you may upload a Word document that explains the correction request. You can also explain or describe a particular document you are uploading in the Additional Comments field of the Upload Evidence modal for any approved file format.

**Q: What is the character limit for the Description field after selecting the "Other" Evidence Type?**

A: The character limit for the "Other" Evidence Type Description field is 120 characters.

**Note:** The "Other" Evidence Type Description field is a required field and is used to enter the "Other" type of evidence file being uploaded.

**Q: What is the character limit for the Additional Comments field in the Upload Evidence modal?**

A: The character limit for the Additional Comments field is 1200 characters.

**Note:** The Additional Comments field is an optional field and can be used to add an explanation about the evidence file being uploaded.

**Q: Can additional documents be submitted after the first one is provided?**

A: Yes, the Upload Evidence functionality remains active until your correction request is processed.



**Q: Can we use the upload functionality when requesting an EAD correction?**

A: The “Correct SEVIS Status of USCIS Request” correction request has the upload evidence function. It allows DSOs to make requests, such as, requesting the SEVIS status of an OPT request be changed from Pending to Active. However, this request does not affect the actual employment authorization document (EAD). If there is a problem with the EAD, only USCIS can correct it.

**Q: Is there still a way to escalate or expedite correction requests through the new upload process?**

A: Upload evidence and requesting an expedite are two different functions in SEVIS. First, DSOs upload the evidence for their correction requests; and then, the DSOs use the **Request Expedite** button on the *Corrections Management* page to request an escalation of their correction requests.

**Q: Will DSOs be expected to upload evidence when making the correction request, or should we wait for a request from the SEVP Response Center (SRC) for the evidence?**

A: If you have a good idea of what SRC needs to process your correction request, you should upload the evidence when submitting the correction request. However, you can also wait for a request for information.

This new process simply allows DSOs to be pro-active and upload needed information up front, so the correction request can be handled faster.

**Note:** New information has been added to the SEVIS Help Hub’s [Correction Requests](#) articles at the bottom of each type of correction request. This information explains what evidence may be helpful for each type of correction request. SEVP has streamlined the process and has removed the requirement for some redundant information. We recommend reviewing the SEVIS Help Hub’s [Correction Requests](#) articles.

**Q: Will we get some form of confirmation that the documents have been uploaded and received correctly?**

A: Yes, you can confirm the success or failure of the evidence upload in one of two fields of the student’s SEVIS record:

- **Corrections Management page:** In the **Existing Correction Requests** section, EVIDENCE RECEIVED will appear in the Request Status column for that correction request.
- **Event History page:** A **Correction Request [xxxx] Evidence Upload Status** indicates a successful (**Success**) or corrupted upload (**Failed**) submission in the New Value column.



## Upload Evidence – Form I-17

**Q: Our recertification is currently pending. Do we still have to upload anything or resubmit our recertification?**

A: No, unless you are asked to do so, there is no need to upload anything for your pending recertification; nor do you need to resubmit your recertification.

**Q: For school recertification during the transition period, is it better to submit our recertification under the previous practice of emailing evidence to SEVP?**

A: The transition period from January 8, 2018 to 11:59 PM on March 8, 2018 does allow you to still email your evidence. However, we strongly encourage you to use the upload evidence functionality from day one. The transition period is here to identify and resolve any issues with the upload evidence functionality.

**Q: How are we to handle Form I-17 updates that were submitted before the upload evidence activation date of January 8, 2018, but now we have more evidence to submit to support our petition?**

A: If you have already submitted your petition and now have additional evidence to submit, send an email to [sevp@ice.dhs.gov](mailto:sevp@ice.dhs.gov) stating this information. When adjudicators review the update petition, they will send you an RFE with the Upload Evidence link, so you can upload the remainder of your evidence.

**Q: For schools with a current RFE that is due after the upload functionality opens, will the Upload Evidence for Form I-17 functionality be available to us on January 8, 2018?**

A: If an RFE is pending for the school on January 8, the upload evidence link should be available.

**Q: Is there a time limit on submitting evidence after clicking "Continue" from the *Petition* page. For example, previously we had 24 hours to email evidence after applying for recertification?**

A: PDSOs must be prepared to upload all supporting evidence at the point of Form I-17 submission in SEVIS. The upload evidence function disappears after the PDSO leaves the *Upload Evidence: Form I-17* page in SEVIS.

**Note:** After 18 minutes of inactivity, SEVIS warns you that your session is about to expire. You can click **OK** at this point to continue working in SEVIS, but if you are inactive for more than 20 minutes, SEVIS displays a message that your session has expired. Any unsaved data will be lost. If you are already on the *Upload Evidence: Form I-17* page and you are logged out, you will not be able to access the Upload Evidence function for the Form I-17 again.

If you are past the *Submit* page and SEVIS times out your session, immediately contact the [SEVP Response Center](#) (SRC) at 703-603-3400 or 1-800-892-4829. Let them know that you have timed out in the middle of your session. The SRC will assist with evidence delivery through another method.





**Q: When updating a Form I-17, we are required to obtain signatures of the president and DSOs. How do we do that when we cannot submit the Form I-17 update unless we also upload evidence with it; that is, the signed Form I-17?**

A: If your Form I-17 update requires a signed Form I-17, follow this process on the *Edit School Information (Form I-17)* page:

1. Click **View Edit** to confirm the Form I-17 updates are accurate.
2. Click **Print Petition** to print the updated Form I-17.
  - This version no longer has DRAFT printed on it.
  - PDSO has 90 days from the date the updated Form I-17 is printed to collect school official signatures and submit the actual updated Form I-17 and additional evidence in SEVIS.

**Note:** If you click the **Cancel** button to delay your submission to gather evidence, you will lose all Form I-17 edits and have to start again.

**Q: For recertification, do schools still have the 90-day period before the due date to get the necessary signatures?**

A: Yes, you have a 90-day period before the recertification due date to get the necessary signatures. Recertification timelines include:

- You have 180 days to file for recertification.
- You will receive a 90-day reminder to file recertification.
- If we still have not heard from you for filing your recertification, you will receive a 30-day Notice of Intent to Withdraw (NOIW).

**Q: What evidence is required for Form I-17 updates, and where would I find that information?**

A: You can go to our website on [ICE.gov/SEVIS](http://ICE.gov/SEVIS). On the *Schools* page under the [Petition Updates](#) tab, there is a list of all the fields that will require evidence when you update your Form I-17. There are also two documents with the full list of Form I-17 requirements.

**Q: If the school certification adjudicator needs additional information, will the additional information be emailed directly to the adjudicator or will we upload through SEVIS?**

A: If adjudicators need additional information, they will send a RFE to the school. At that time the upload link will become available. The PDSO will upload the evidence through SEVIS.

**Q: How long is the RFE period for the Form I-17 evidence or edits?**

A: It varies based on the application type and the amount of information requested at the time.



**Q: Regarding SEVP's deadlines for responses to RFEs, you advised that the link to provide evidence will only remain on the *School Information* page during the response window set by the School Certification Unit. Will the link close at 12:00 AM or 11:59 PM on the specified date of "last date to submit?"**

**A:** It depends on the situation:

- If filing for recertification, you have until 11:59 PM the day before your Certification Expiration Date (CED) to submit your recertification, as at 12:00 AM on your CED, you will be withdrawn. For example, if your CED is January 19, 2018, you have until 11:59 PM on January 18, 2018 to submit your recertification to maintain your SEVP certification.
- If for an RFE, you have until 11:59 PM on the due date in the RFE to submit your evidence. The adjudicator will go in the next day to make sure you have uploaded evidence or responded to the request.

**Q: Can we use the upload evidence functionality when adding a PDSO or DSO?**

**A:** Yes.

**Q: Will every single DSO continue to be copied on notices that the submission of evidence was insufficient or unsuccessful?**

**A:** The DSOs will not receive notices about the success of the submission of Form I-17 petition evidence; but on the *School Event History* page, the DSOs can see whether the upload evidence was successful or not.