



SEVP Ask the Experts Webinar: SEVP Portal Follow up

Sept. 25, 2019

Webinar Script

Slide 1: Pre-webinar Title Slide

[Adobe Connect room opens approximately 15 minutes prior to webinar. Slide 1 displays until the start of the webinar]

Slide 2: Webinar Title Slide

HARRIET:

- Thank you for tuning in to today’s SEVP Ask the Experts Webinar: SEVP Portal Follow up. I’m Harriet Brown and I’ll be your moderator for today’s webinar.
- We’re going to begin with a brief presentation before taking live questions from the audience. If you have not done so, please complete the poll questions on your screen, including the webinar attendance poll.
 - There will be a few polls throughout this presentation to gauge your insight on topics related to the SEVP Portal.
 - SEVP will use your feedback to enhance existing resources and develop new resources.

Slide 3: Housekeeping Notes

HARRIET:

- Let’s start with several housekeeping notes. Please take a minute to download items in the Webinar Resources pod located at the bottom of the screen.
 - The hyperlink appendix has links to the webpages and email addresses that we’ll mention during this presentation. There is also a PDF copy of today’s presentation and a glossary of key terms.
- Do you have questions about the SEVP Portal? Please submit those questions throughout the webinar using the Questions for SEVP and Technical Difficulties pod on your screen.



- We'll address pre-submitted questions from stakeholders throughout this presentation. Thank you to everyone that submitted their questions before the webinar—we really appreciate it.
- We'll take your live questions at the end, but please keep in mind that we won't be able to answer any of the following questions:
 - Case-specific questions, and
 - Questions that do not pertain to portal functionality.
- Are you experiencing technical difficulties? Please provide a brief description of the issue through the Questions for SEVP and Technical Difficulties pod. We'll do our best to address the situation for you.
- Finally, a copy of the webinar recording and the resources I just mentioned will be available on Study in the States after the event. You can access the recording through the Stakeholder Webinars page. We encourage you to share this recording with any of your colleagues unable to join the webinar today.

Slide 4: Presentation Overview

HARRIET:

- During today's webinar, we'll cover the following topics:
 - An overview of the SEVP Portal;
 - SEVIS, DSOs and their relationship with the portal;
 - An overview of what students can view and edit in the portal;
 - Past and upcoming portal releases; and
 - Helpful resources available to school officials and students on Study in the States.
- We'll also have additional polls to provide feedback about this webinar at the end of the presentation—so please stick around until then to provide your feedback! Our team uses this feedback to improve future webinars, conference presentations and other resources. So, we strongly encourage you to provide your feedback at the end.



Slide 5: Presenters

HARRIET:

- And now, we'll take a moment to introduce today's presenters! Lis, do you mind starting us off and introducing yourself?

LIS:

- Sure, Harriet! Hello, I'm Lis Catterton and I'm a section chief with the Systems Management Unit.

HELENE:

- Hi everyone, I'm Helene Robertson and I'm a management and program analyst also with the Systems Management Unit.

HARRIET:

- Hello everyone! I'm Harriet Brown and I'm the SEVP field representative for Territory 9, which includes the Los Angeles, California area, and I will be your moderator today.

Slide 6: Ask the Audience—Today's Audience

HARRIET:

- Thanks for those introductions, Helene and Lis! Let's begin with a brief poll question to get a sense of who is watching today's webinar. We want to know what your current position is: whether you are a DSO, PDSO or school administrator.
- Please select a response from the options provided on your screen. If you'd like to provide additional insight, you can do so through the comment box at the bottom of the screen.
- I'll give everyone a few moments to complete this question.

Slide 7: Ask the Audience—Today's Audience

HARRIET:

- We now have another brief poll question to get a sense of the school types represented in our audience. We want to know what type of school you represent; whether it is a



postsecondary, vocational or other school. Once again, please select a response from the options provided on your screen. Given today’s webinar topic, we imagine we have quite a few DSOs from postsecondary schools watching.

- And, if you’re not one of the school types listed, you can provide additional explanations or insight through the comment box at the bottom of the screen.
- I’ll give everyone another moment to complete these polls.

Slide 8: SEVP Portal at a Glance

HARRIET:

- Thanks everyone for completing those two poll questions. We’ll now move into our first section, which provides an overview of the SEVP Portal, including:
 - Current portal users and functionality;
 - Information eligible students can report through the portal;
 - An overview of the portal account creation process; and
 - When students receive emails from the portal.
- Much of this content was discussed during last year’s [SEVP Special Report Webinar: SEVP Portal](#). If you missed this webinar, a recording is available on the [Study in the States Stakeholder Webinars page](#).

Slide 9: Ask the Audience—SEVP Portal Usage

HARRIET:

- And, before we get too far into the presentation, we want to understand how many schools watching currently require their students to use the portal. So, our question is: Does your school require eligible students to use the SEVP Portal? Please select from the responses provided.
- As always, I’ll give you a few moments to respond to this question and write in any additional insight.



Slide 10: Overview

LIS:

- Thanks, Harriet. We're going to start with a brief overview of the SEVP Portal for those who may be unfamiliar with this tool. The portal deployed in March 2018 and is a tool for F and M students to report certain information directly to SEVP. The portal represents a significant step for allowing nonimmigrant students to assist in their reporting obligations.
- Current portal users include:
 - F-1 students participating in post-completion OPT, which includes students participating in the STEM extension, and
 - M-1 students participating in practical training.
- SEVP plans to expand the portal over time with the goal of creating a robust nonimmigrant portal where F and M students, and J exchange visitors can update their biographic and demographic data. This will be coming in slow steps over the course of several years.
- Also, did you know that more than 90,000 students have successfully created an SEVP Portal account since its deployment last year?

Slide 11: Pre-submitted Question—Portal Regulatory Requirements

HARRIET:

- That's an interesting fact, Lis! We'll now pause for a pre-submitted question about whether federal regulation requires students to use the portal. So, Lis, does federal regulation require students to use the SEVP Portal?

LIS:

- At this time, student use of the SEVP Portal is completely voluntary and is not required by federal regulation. Schools may institute their own policies regarding or requiring use of the portal. Students must continue to fulfill their regulatory reporting obligations if they choose not to use the portal.



Slide 12: Portal Functionality—Student Uses

LIS:

- Through the SEVP Portal, post-completion practical training students can report:
 - Their address, including their physical and home address,
 - Their telephone numbers, both domestic and international, and
 - Their employer information.
 - However, I want to note that STEM OPT students are unable to add a new employer or change their employer start date through the portal due to STEM OPT regulatory requirements.
- Also, through the portal, post-completion practical training students can monitor their employment authorization.

Slide 13: Account Creation Process

LIS:

- The graphic on this next slide provides an overview of the account creation process.
- Once USCIS approves a student’s practical training request, the SEVIS status should change to “Approved.” If SEVIS does not reflect USCIS’ OPT approval, DSOs can submit a correction request through SEVIS to change the student’s OPT status to approved.
- Next, SEVIS shares information from the student’s record with the portal, including:
 - SEVIS ID and email addresses,
 - Biographic information,
 - Contact information,
 - Employment authorization information, and
 - Employer information.
- However, SEVIS only sends OPT information to the portal if all the following are true:
 - OPT is approved,
 - The OPT start date is not in the future, and
 - The Student’s email address is in SEVIS.



- Upon receipt of information from SEVIS, the portal will send an account creation email to the student. This email contains a unique link to create an account. Students must click on this link to open the Registration page.
- After accessing this link, students are prompted to enter their SEVIS ID number on the Registration page and create a password. Students must enter their password twice and click “Create Account” to access the portal.
- You can see a step-by-step demonstration to create an SEVP Portal account in the SEVP Portal Help section at StudyintheStates.dhs.gov/SEVP-Portal-Help. This link is also included in your hyperlink appendix.

Slide 14: Account Creation Process—What DSOs Need to Know

LIS:

- This slide contains reminders for DSOs to share with students when creating an SEVP Portal account. DSOs: Please remind your students to provide an accurate email address to you. Students must have access to their email address listed in SEVIS to create a portal account and receive associated portal emails.
- Also, please ensure students register for the portal using the SEVIS ID on the Form I-20 used to receive practical training authorization. The SEVIS ID is located on the upper left-hand corner of the Form I-20.
- Remember, students must work with their DSO to update their email address in SEVIS. At this time, students cannot update their email address through the portal; students must coordinate this update with their DSO.

Slide 15: Portal Email Notices to Students—When Students Receive Emails

LIS:

- Sticking on the subject of emails, the SEVP Portal uses email to convey important information and messages to students. The portal sends emails to students to take the following actions:
 - To create a portal account, or



- To reset or change their password.
- There are also situations where the portal will email students to notify them if:
 - Their account is locked,
 - Their email address changes, or
 - Their STEM OPT reporting requirements are due.
- Stakeholders can view sample portal emails to students on the SEVP Portal Help section on Study in the States; this link is included on the bottom of the slide and in your hyperlink appendix.

Slide 16: Pre-submitted Question—Portal Email to Students

HARRIET:

- Alright, we'll now pause for another pre-submitted question that we received from school officials about portal emails to students. This seems to be a hot topic for many DSOs. So, Lis, does SEVP plan to notify DSOs when the portal sends reminders and notifications to students?

LIS:

- We've received this feedback frequently from DSOs, and we have identified this as a known-issue requirement. Right now, SEVP doesn't have an anticipated date of when we will deploy this functionality; however, we will update you when we develop this option and it becomes a feature.

Slide 17: SEVIS, DSOs and the SEVP Portal

LIS:

- Moving on to our next section, we're now going to look at SEVIS, DSOs and their interaction with the SEVP Portal, including:
 - Data exchange between the portal and SEVIS;
 - Actions and alerts available to students in the portal; and
 - Troubleshooting the portal.



Slide 18: SEVIS and the Portal—Data Exchange

LIS:

- As many of those watching are probably aware, the SEVP Portal and SEVIS regularly share data. Data entered in the portal is immediately sent to SEVIS. So, changes made by students are immediately reflected in student SEVIS records.
- On the other end, data entered in SEVIS is sent to the SEVP Portal eight times a day. So, when changes are made by DSOs to student SEVIS records, those should appear in the portal no later than the next day. Batch process changes are made overnight, with the process starting at midnight. Changes made through the Batch will be included in the first push in the morning.

Slide 19: DSOs and the Portal

LIS:

- While DSOs cannot access the portal, there are several portal-related actions available to DSOs in SEVIS, including:
 - Resending the initial portal account creation email,
 - Unlocking a student’s portal account, and
 - Changing a student’s email in SEVIS.
- DSOs can also access a number of reports and alerts, including:
 - Data changed by students using the portal;
 - Students on post-completion or STEM OPT with portal accounts; or
 - Accrued unemployment days for students on approved OPT or STEM OPT.

Slide 20: Pre-Submitted Question—DSOs and the SEVP Portal

HARRIET:

- Thanks for that information, Lis. Alright, let’s take a moment for another pre-submitted question. Lis, are DSOs held to the 21-day reporting requirement to update a student’s SEVIS record if the student fails to report information through the SEVP Portal?



LIS:

- Thanks, Harriet, this is a great question. DSOs cannot delegate their reporting requirements to students. Refusal on the part of the DSO to upload information reported by a student is grounds for removal of the DSO or even withdrawal of the school’s SEVP certification. If a school institutes a specific reporting requirement for students regarding the SEVP Portal, the DSO could terminate students for failure to comply with that policy.
- Schools should publish information regarding student use and reporting requirements for the SEVP Portal to students.
 - For example, you could publish a memo to international students or information in the course catalogue. However, in the absence of such a requirement, there is no basis to terminate students based on their failure to use the SEVP Portal.

Slide 21: Identify Students with Portal Accounts—SEVIS Alert List

LIS:

- We’re now going to look at alerts and downloadable lists associated with the portal available to DSOs in SEVIS. The screenshot on this slide shows the Students with Post-Completion or STEM OPT Who Have a Portal Account list in SEVIS. This alert list provides information to help DSOs monitor students with active portal accounts. On this list, DSOs can view:
 - A student’s primary and given name,
 - Their SEVIS ID,
 - Employment type and dates, as well as
 - Their portal account status and details.

Slide 22: View Information Updated by Students—SEVIS Downloadable List

LIS:

- This next screenshot shows the SEVIS Downloads page, focusing on the SEVIS Updates Submitted by Students report. DSOs can download this report in .CSV or Excel format to



view information changed by students in the portal, including personal and employer information.

Slide 23: Ask the Audience—SEVIS Downloadable List

HARRIET:

- Now that we've learned about these lists and reports, let's now pause for another poll question to get a sense of whether those DSOs watching actively use these two lists.
- We want to know if those DSOs watching regularly use the:
 - Students with Post-completion OPT Who Have a Portal Account alert list, or
 - SEVIS Updates Submitted by Students downloadable list?
- I'll give you a moment to complete this poll—it looks like several of those watching were not aware of these lists in SEVIS! So, that's great information to know.

Slide 24: Troubleshooting the Portal—Tips for DSOs

LIS:

- Thanks for that question, Harriet. We'll now move on to another hot topic: troubleshooting the portal. This slide provides tips for DSOs to assist students with troubleshooting common portal-related issues.
- To avoid lost portal emails, DSOs should ensure that students:
 - Have an accurate email address listed in SEVIS,
 - Add Do-Not-Reply.SEVP@ice.dhs.gov to their approved contacts list, and
 - Check their junk email for portal-related emails.
- Also, make sure to check the accuracy of student email addresses before submitting reset portal account requests in SEVIS. Remember, students can now unlock their own portal account with DSO assistance.



Slide 25: Pre-submitted Question—DSOs and the Portal

HARRIET:

- Jumping in here again, Lis. We'll have another pre-submitted question about DSO roles and responsibilities with troubleshooting the portal. So, to what extent are DSOs required to support students with addressing portal technical issues?

LIS:

- As much as possible, SEVP encourages DSOs to support your students with reporting their technical issues to our team. DSOs can submit issues on behalf of your students by contacting SRC with the issue—we'll go into this in more detail on the coming slides.
- Students are also encouraged to reach out directly to SRC when they encounter an issue. But as much as possible, troubleshoot should really be a coordinated effort on behalf of both DSOs and students to submit issues.

Slide 26: Pre-submitted Question—Locked Portal Account

HARRIET:

- Thanks for that answer, Lis! We actually have another pre-submitted question on a similar topic. How should DSOs troubleshoot a situation where a student's portal account is locked, but the Reset Portal link does not appear in SEVIS?

LIS:

- We are aware that this issue has been encountered in the portal and SEVIS intermittently. Right now, our team is currently unable to determine if this needs a data change in the portal. If you experience this issue, please reach out to SRC and provide details of the situation and impacted accounts so our team can continue to troubleshoot and work to identify the cause of this issue.



Slide 27: Troubleshooting the Portal—Reset Portal Account

LIS:

- Moving on with additional troubleshooting information, the screenshot on this slide shows the Student Information page in SEVIS, focusing on the Reset Portal Account option available to DSOs.
- If a student’s portal account is locked, they can regain access by:
 - Using the Reset Password function on the SEVP Portal login page, or
 - Requesting their DSO use the Reset Portal Account function in SEVIS.
- DSOs can use the Reset Portal Account option on the Student Information page to:
 - Resend initial account creation email, or
 - Unlock a student’s portal account.

Slide 28: Troubleshooting the SEVP Portal—Who to Contact

LIS:

- If you have problems or issues with the SEVP Portal or SEVIS as it relates to the portal, please contact SRC with any portal-related inquiries or issues.
- To help resolve the issue, stakeholders should, at a minimum, include:
 - The student name(s),
 - SEVIS ID number(s), and
 - Screenshots of the issue, if possible.
- We encourage you to provide as much information as possible to assist our team with troubleshooting the issue.
- With that, I’ll hand it over to Helene to walk you through the SEVP Portal.

Slide 29: SEVP Portal: Student View

HELENE:

- Now that Lis has walked us through how students get access to the portal and some troubleshooting, we are going to turn our attention to looking at what the students see when they register for a portal account and log in.



Slide 30: Create Account—Register

HELENE:

- Thanks, Lis!
- The screenshot on this slide shows the actual registration page that the student will come to after they click the unique link in the email from the portal. They must enter their SEVIS ID to start the account creation process.
- It's possible students might need some help with identifying their SEVIS ID. It's important that students enter this information properly because if they improperly enter their ID three times, they will get locked out of the portal and will need their DSO to reset their account.

Slide 31: Create Account—Create Password

HELENE:

- After students enter their SEVIS ID, they are taken to a password creation page, which is shown on this slide. Students must create a secure password that meets the criteria specified on the page.
- Remember, students should keep their password secure and should not share their password with anybody. Additionally, students, like DSOs in SEVIS, must update their password every 90 days.

Slide 32: Sign In

HELENE:

- After students create the password, they will be taken to a sign in page like the one on the slide. Students will be prompted to enter their email address and password every time they log in to the portal. Additionally, students will see an announcement box on the login page if there is a message about upcoming outages or any important information students need to know.
- It's important, though, that you remind students that there is a difference between SEVIS and the portal. If students try to log in to the portal through SEVIS, they won't have any



success. If students reach out to you about login issues, make sure that they're trying to login through actual portal login page.

Slide 33: Attestation and Privacy Statement

HELENE:

- After students successfully log in, they will come to a series of pages that are the same as what DSOs see when they log into SEVIS. Students will view an attestation page and must attest that the information that they enter in the portal is truthful, as well as a privacy statement. Students must click “continue” on both of those pages to go forward. If they click anything else, they will be taken out of the portal.

Slide 34: Student Profile Page

HELENE:

- The Student Profile page is the default opening page in the portal. From this page, students can see a navigation header that allows them to navigate to other pages in the portal. On this page, students can also see:
 - Their employment information,
 - Their history, as well as
 - Their account management options.
- The screenshot on this slide shows the Student Profile page for a STEM OPT student, so they can also view a STEM OPT reporting announcements box, which we'll go into on the next slide.

Slide 35: Student Profile Page—STEM OPT Notification

HELENE:

- The screenshot on this slide focuses on the reporting schedule for STEM OPT students. This schedule shows the date that each reporting event is due for the student. All dates are calculated off the student's STEM OPT start date. The box also indicates the status of each event, such as whether a report was submitted, past due or coming due. This notification



box displays across each page in the portal. Students have the option to collapse the box, so they can see a smaller version.

Slide 36: Student Profile Page—Update Student Information

HELENE:

- The Student Profile page provides basic information about the student. It displays biographic information in read-only format, including their name and date of birth. Students cannot edit this section. If students need to make a change, they must contact their DSO to update the information in SEVIS. However, on this page, students can change their physical address and update their mailing address and phone numbers.

Slide 37: Pre-submitted Question—Information Available to Students

HARRIET:

- Thank you for that information, Helene. We will now pause for another pre-submitted question about information available to students in the portal. Helene, can students view the unemployment calculator in the portal? Also, can they view the confirmation when DSOs submit STEM OPT validation reports?

HELENE:

- Students cannot view the unemployment calculator at this point in time. The team has this functionality slated for an upcoming portal release, but we do not have a specific date. SEVP does plan to deploy two portal releases coming up before the end of the year.
- However, students can view confirmation of when the DSO has submitted the validation report. This functionality was included in Portal Release 1.9.

Slide 38: Student Employment Page

HELENE:

- The Student Employment page allows students to view or edit employment information. Students should click on the Employment tab in the portal to open this page. The default view shows a list of all employment authorizations students may have. In the case of OPT



students, there would only be one listing. The screen on this slide shows a STEM OPT student, so there are two OPT authorizations listed.

- Each authorization shows the following elements:
 - A SEVIS-assigned identifier for the authorization,
 - The type of OPT authorization,
 - The dates of employment, and
 - The number of employers associated with that OPT authorization.
- Students can expand each area to view employer information for current and past employment authorizations, including:
 - Read-only information about the authorization,
 - A list of employers, and
 - Action buttons that allow students to delete or save employers information.

Slide 39: Student Employment Page—What DSOs Need to Know

HELENE:

- When students enter employment information in the SEVP Portal, they can enter more than one employer if they are on post-completion OPT. Students can also edit their employer information. If students are changing employers, they should edit the end date for the current employer and then add a new employer to the record. Students should never type over existing employer information with new employer data.
- Students also should not list any volunteer opportunities that are not directly related to their program of study, as OPT employment must be related to their course of study. I would refer those watching to the May 2018 Broadcast Message “Reporting Volunteer Positions During OPT Employment”—located at [ICE.gov/SEVIS/Whats-New](https://ice.dhs.gov/SEVIS/Whats-New) under the Broadcast Message tab—for additional information.

Slide 40: Student Employment Page—Add or Delete Employer

HELENE:

- This slide shows the Student Information page and how to add or delete employers. This function is only available to students on post-completion OPT. Students can add or delete employers in the portal. However, STEM OPT students do not have this option. If students



try to delete an employer while on post-completion OPT, they must first confirm that they have never worked for that employer.

Slide 41: Student Employment Page—Add New Employer

HELENE:

- When adding a new employer in the portal, students are required to provide:
 - The employer’s address,
 - Indicate whether it is full or part-time employment,
 - The employment start date, and
 - The relation to the field of study.
- Students can also add optional information including:
 - The job title, and
 - Their supervisor’s information.
- Remember, students must complete all required fields to add a new employer. These required fields are outlined in red.

Slide 42: Student Employment Page—Update Employment Information

HELENE:

- The Employment page shows a list of all employment authorizations and allows students to:
 - Add employer information. Students can edit more than one employer, as well as:
 - Employer location and contact information,
 - Supervisor contact information, and
 - Employment dates.
 - Students can also edit employer information. Students should use this feature to update employer information when data in any field changes. Students should never replace an existing employer’s information with new employer information. When changing jobs, edit the end date for an existing employer and add a new employer.
 - If deleting an employer, students are asked to confirm that they have never worked for that employer.



Slide 43: Pre-submitted Question—Delete Employer

HARRIET:

- That’s great information, Helene. Let’s pause for another pre-submitted question about when to delete employer information in the SEVP Portal. Helene, when should students delete employer information in the SEVP Portal?

HELENE:

- Students should only delete employment information if they never worked for the employer. If students enter an employer and the job offer is withdrawn, they can delete it in the portal. However, students should *never* delete an employer if they worked for that employer.

Slide 44: Student Employment Page—Update Employer Address

HELENE:

- The screenshot on this slide shows the Student Employment page, focusing on the Employer Address field. Students should enter the address where they complete their work. They should enter the street address in the top line, and then use the Address 2 line for the name of the building, if it is normally part of the address. The portal will validate the address and suggest addresses if it doesn’t recognize the one entered by the student.

Slide 45: Pre-submitted Question—Employer Address

HARRIET:

- Here’s another one of our pre-submitted questions, Helene. What address does SEVP prefer to be entered in the Employer Address field if a student works at a client or different site location than the employer’s headquarters?

HELENE:

- SEVP prefers the actual location where the work is being performed, so that would be the client site.



Slide 46: History

HELENE:

- The History page is available to all students and shows every change that has occurred to their record since creating their portal account. On this page, students can see:
 - When the change occurred,
 - The change type,
 - The old and new field values, and
 - Who made the change, whether it was the student or a DSO.

Slide 47: Troubleshooting – Unlock Account

HELENE:

- SEVP is aware of problems with students getting locked out of the portal. Students can unlock their own account by using the reset password option on the portal login page. This is useful when students haven't logged in in a long time or if they fat-fingered their password a few times and accidentally locked themselves out.

Slide 48: Want to Learn More? —Access Additional Portal Screenshots

HELENE:

- We have a lot of resources on [Study in the States](#) to learn more about the portal. We have a lot of portal screenshots and step-by-step instructions in the [SEVP Portal User Guide](#). This is a very helpful PDF file that you can print out and download. The SEVIS Help Hub also provides screenshots and instructions for DSOs. Finally, you can also contact your local SEVP field representative to schedule additional demonstrations or a live portal demo.

Slide 49: Past and Upcoming Portal Releases

LIS:

- Thanks for that great walkthrough, Helene. This next section discusses past and upcoming portal releases. SEVP plans to continually enhance the portal through a series of releases to expand functionality and fix bugs. We deployed four releases in 2019 to enhance user



experience and respond directly to stakeholder feedback about portal functionality. SEVP notifies stakeholders prior to each release through [Study in the States](#) and social media.

Slide 50: SEVP Portal Release 1.5

LIS:

- SEVP Portal Release 1.5 launched in February 2019. This release included several SEVP portal enhancements, including:
 - A password reset option allowing students to reset their password when they are locked out of their account.
 - Notification box so STEM OPT students can view their reporting and self-evaluation requirements when they log in to the portal.
 - Changes to email notifications for when an employer end date changes if this student is in an active period of STEM OPT authorization. This update is a solution to the misleading email previously received by students on post-completion OPT when STEM OPT was added to their record.

Slide 51: SEVP Portal Release 1.6

LIS:

- SEVP Portal Release 1.6 launched in March 2019 and introduced three email notifications to students including:
 - An email address change confirmation. This confirmation email is sent to both student's old email address and new email address.
 - Two STEM OPT reminder notifications, including an email sent to STEM OPT students 30 days before the six-month validation due date and another email sent 30 days before their annual self-evaluation due date.
- Remember, students should review their reporting and self-evaluation deadlines.



Slide 52: SEVP Portal Release 1.7

LIS:

- SEVP Portal Release 1.7 launched in April 2019 and addressed system errors and enabled the portal to:
 - Send email reporting reminders only to active STEM OPT students;
 - Send reporting reminders to students with Requested or Pending STEM OPT applications in the first 180 days of their authorization period;
 - Stop sending reporting reminders if report due dates are later than the authorization end date;
 - Stop sending duplicate emails;
 - Announce portal outages on the login page; and
 - Address issues with unavailable user history.

Slide 53: SEVP Portal Release 1.9

LIS:

- SEVP Portal Release 1.9 launched just recently in September 2019. This release included the following functionality changes, including:
 - Employer deletion confirmation. As Helene previously mentioned, before deleting an employer, students must confirm they never worked for the employer; and
 - Modifications to the STEM Student Due Date Announcement box to reflect the status of the student's periodic validation and self-evaluation reports.
- Once again, please remember to follow Study in the States on social media to stay up-to-date with portal release information.

Slide 54: SEVP Portal Release 1.10

LIS:

- The next big upcoming release is SEVP Portal Release 1.10, which we expect to deploy in early October. This release is big because SEVP will begin ending student access to their SEVP Portal account. Currently, students can continually access the portal account after



completion of their OPT or STEM OPT period. Moving forward, students will only be able to access their portal account six months after their OPT end date.

- Starting in October, SEVP will send email notifications to all affected students. We will give students past that six-month period 30 days to go into their account and download and screenshot anything information that they would like to save. Moving forward, SEVP will send an automated alert to any student at the end of their OPT period and prior to their account closure.

Slide 55: Helpful Resources

HARRIET:

- This section highlights the many free resources available to stakeholders, including:
 - SEVP Portal Help Section on Study in the States,
 - The SEVIS Help Hub, and
 - How to contact SEVP.

Slide 56: Ask the Audience – Portal Resources

HARRIET:

- We will now pause for another poll question about resources you recommend to students about the SEVP Portal. We want to know what resources you recommend to students to assist with the SEVP Portal.
- Once again, attendees can provide additional explanations or insight through the comment box at the bottom of the screen. We will give you a few moments to respond to this poll.

Slide 57: SEVP Portal Links – Login Page and Resources

HARRIET:

- Students can access the SEVP Portal from the locations listed on this slide.



Slide 58: SEVP Portal Help

HARRIET:

- This slide contains a screenshot of the SEVP Portal Help section home page. Study in the States launched the SEVP Portal Help section to assist students and DSOs with navigating the portal. From this page stakeholders can:
 - Learn how to create an SEVP Portal account,
 - View tips for maintaining a user password,
 - View tips for navigating and updating information through the SEVP Portal.
 - Access the following resources and guides:
 - SEVP Portal User Guide for international students,
 - SEVP Portal demonstration videos, and
 - An infographic summarizing the SEVP Portal’s purpose and information for students.
- DSOs can provide a copy of the SEVP Portal infographic to students on post-completion OPT. This includes instructions for creating an SEVP Portal account.

Slide 59: SEVIS Help Hub – Portal Resources for DSOs

HARRIET:

- The SEVIS Help Hub contains several pages to assist DSOs with SEVIS and the SEVP Portal. The SEVIS and the SEVP Portal page discusses SEVIS and the portal interface, how DSOs can reset and unlock student portal accounts, and downloadable lists and alerts.
- The SEVP Portal Email Notices to Students page discusses when the portal emails students and sample portal emails to students.
- Stakeholders can learn more in the SEVIS Help Hub at StudyintheStates.dhs.gov/SEVIS-Help-Hub.

Slide 60: SEVP Portal User Guide

HARRIET:

- The [SEVP Portal User Guide](#) is a resource to help international students navigate:
 - Updating the SEVP Portal, including troubleshooting problems with their account;



- Updating their profile information; and
- Managing employment information, including adding, editing and deleting employers.
- The user guide contains portal screenshots to assist students with portal navigation and processes.

Slide 61: Engage with SEVP—Stay Connected

HARRIET:

- We want to encourage you to continue staying in touch with SEVP. You can do this through our publications, including the Study in the States blog, the SEVP Outreach Bulletin, and the SEVP Spotlight newsletter.
- You can also engage with us through conferences. If you'd like to have SEVP attend an event, please submit a request through our Event Request Form—this link is on the slide and in your hyperlink appendix.
- Finally, as Lis and Helene have mentioned, we're also active on Twitter, Facebook and LinkedIn, so please connect with us on those platforms.

Slide 62: SEVP Contact Information

HARRIET:

- We also have SRC as an additional resource. You can see their phone number and email address on the slide. SRC is available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time, except for federal holidays. There's also additional contact information available on the Study in the States [Contact Us page](#).

Slide 63: Question and Answer Session

HARRIET:

- For the remainder of this presentation, we'll take live questions and answers from those in the audience. Please submit your questions through the Questions for SEVP and Technical Difficulties pod on the bottom of your screen. Remember, our question and answer session will focus on topics discussed during this webinar.



- We'll do our best to get through as many questions as we can today during the time remaining. Unfortunately, we will not answer case-specific questions or SEVIS technical difficulty questions. If you have these questions, I recommend that you reach out to SRC for assistance. Their contact information will be displayed on the slide during our question and answer session.

Slide 64: SEVP Contact Information

[Slide displays during live question and answer session.]

Slide 65: Webinar Conclusion

HARRIET:

- Thank you so much to our presenters, Helene and Lis! And, thank you all so much for tuning in today. As a reminder, today's webinar will be available on [Study in the States](#) shortly. If you have any colleagues who were not able to make it today, please direct them to this recording on Study in the States.
- Also, please take a moment and complete our feedback poll—we'd love to hear from you. We wish you a wonderful rest of the day!

[To view the top questions addressed during the live question and answer session, visit the [Top 10 Questions from Designated School Officials about the SEVP Portal](#), accessible from the [SEVP Ask the Experts Webinar: SEVP Portal Follow Up](#) page on [Study in the States](#).]