



Student Exchange Visitor Program (SEVP) Ask the Experts Webinar: SEVP Portal Follow-up

Top 10 Questions from Designated School Officials (DSOs) about the SEVP Portal

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Note: This document provides answers that interpret U.S. government regulation but does not serve as a replacement for federal regulation or official SEVP policy guidance. Questions have been edited for grammar and style.

Portal communications

1. **Can DSOs receive access to all communications sent from SEVP to students? Where can stakeholders find sample portal emails sent to students?**
 - A. Stakeholders can access sample SEVP Portal emails sent to students on the [SEVP Portal Email Notices to Students](#) page in the [SEVP Portal Help](#) section on [Study in the States](#). This page outlines when students receive portal emails and contains both the email subject line and body content for stakeholder awareness. SEVP updates this page whenever the program adds a new portal email or to reflect changes to existing portal email text.

Troubleshooting the portal

2. **What happens if students accidentally delete their employer through the portal?**
 - A. Before students delete an employer, they must first confirm in the portal that they have never worked for the employer. SEVP hopes that this confirmation notice will reduce the number of accidental employer deletions.

If students accidentally delete an employer through the portal, they should contact their DSO for assistance with retrieving the employment information. Remember, students should **not** re-add an employer to the portal in this situation.
3. **How can students unlock their own portal account?**
 - A. Students can use the password reset button, located on the SEVP Portal homepage, to reset their password and regain access to their portal account. If this option does not



work, students should contact their DSO for assistance with unlocking their account. Stakeholders can learn more about resetting and unlocking portal accounts in the [SEVP Portal User Guide](#), located in the [SEVP Portal Help](#) section on Study in the States.

If DSOs are unable to unlock student accounts, they should contact the SEVP Response Center (SRC) for assistance.

4. To what extent are DSOs required to assist students with troubleshooting the portal?

A. SEVP encourages DSOs to support their students with troubleshooting the portal. Students and DSOs can email SRC at SEVP@ice.dhs.gov to report portal-related issues. When reporting issues, SEVP encourages stakeholders to provide:

- Student name(s).
- Student Exchange Visitor Information System (SEVIS) ID(s).
- Screenshots of the issue, if applicable.

This information will help SEVP investigate and correct the issue.

5. Sometimes DSOs cannot see the reset portal button in SEVIS. How should DSOs address this situation?

A. SEVP is aware of situations where the reset portal button does not appear in SEVIS. If DSOs experience this issue, they should send details of the situation and screenshots, if applicable, to SEVP@ice.dhs.gov to assist the program with addressing this issue.

6. Sometimes approved Science, Technology, Engineering and Math (STEM) Optional Practical Training (OPT) does not appear in SEVIS and the student's application remains in pending status even though USCIS approved the STEM extension. Are students able to edit their employment information through the portal while their status remains pending even though the student is really on STEM OPT?

A. Yes, students are able to edit their employment information while STEM OPT is pending with U.S. Citizenship Immigration Services (USCIS).



7. What happens if SRC manually updates a student’s OPT status to reflect USCIS approval, but the student does not receive a portal account creation email? How should DSOs handle this situation? Can the link be sent automatically after the correction?

- A. SEVIS should automatically send data to the portal when the OPT request status changes to “Approved.” It should not matter whether the approval comes directly from USCIS or an approved correction request from SRC.

To troubleshoot this situation, first double check the accuracy of the student’s email address in SEVIS and ensure the account creation email is not in the student’s spam or junk folders. If the student has not received the email and the **Reset Portal Account** link is available on the Student Information page in SEVIS, click the link to resend the portal account creation email.

If the email is correct and the student fails to receive both account creation emails, check the SEVIS event history to make sure the data went to the portal. If the data failed to transmit from SEVIS to the portal, email SEVP@ice.dhs.gov to open a ticket.

8. Is SEVP aware of issues where student employment information is deleted in the portal for:

- **Post-completion OPT students who transfer to other schools?**
- **STEM OPT students denied OPT?**
- **Students who complete OPT ahead of time?**
- **Students who change their education level?**

- A. SEVP is aware of issues related to the deletion of employer information in the portal for different status changes. The program is coordinating with our government partners at USCIS to identify and address the underlying cause of this issue.

When a student transfers or changes education level, SEVIS ends the current OPT and creates a new program of study record under the same SEVIS ID for the student; this new record does not have the student’s previous OPT associated with it. For this reason, students may no longer view the data from the previous program of study. The student is able to see the events that happened in the portal History page.

If a DSO completes a record because a student stops participating in OPT before the authorized OPT end date, the student should still be able to view their information in the portal for six months after the OPT end date.



If a student is denied STEM OPT, the STEM OPT is deleted in both SEVIS and the portal.

9. How can stakeholders report issues with the portal?

A. Stakeholders can report portal-related issues to SRC at SEVP@ice.dhs.gov. When submitting an issue, stakeholders should include:

- Student name(s).
- SEVIS ID(s).
- Screenshots of the issue, if applicable.

This information will help SEVP investigate and correct the issue.

Future enhancements

10. Does SEVP plan to enhance the portal to make it easier for DSOs to identify changes students make? Will SEVP provide a notification when students update their employer or contact information?

A. Yes. Based on stakeholder feedback, SEVP has identified the need to enhance current downloadable lists in SEVIS to assist DSOs with recognizing information students have changed in the portal. SEVP will announce any releases containing this functionality through [Study in the States](#) and [Broadcast Messages](#).