



## Top Questions from Students about the Student and Exchange Visitor Program (SEVP) Portal

*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. Questions were either received by SEVP or taken from the [SEVP Special Report Webinar: SEVP Portal](#) on March 20, 2018.*

### SEVP Portal users

#### 1. Who is eligible to create an SEVP Portal account? Will students on cap gap have access to the SEVP Portal to update their information?

A. Currently, only the following international students are eligible to use the SEVP Portal:

- F-1 students engaged in post-completion optional practical training (OPT), including science, technology, engineering and mathematics (STEM) OPT.
- M-1 students participating in practical training.

Yes, students on cap gap will have access to the SEVP Portal and will be able to view their information and change their employment end date in the portal.

### Account creation process

#### 2. How do I create an SEVP Portal account?

A. When the status of an OPT request or practical training request in the Student and Exchange Visitor Information System (SEVIS), changes to “Approved” and the OPT authorization is active, SEVIS sends relevant data from the student’s record to the SEVP portal. Students will receive an email with instructions about the account creation process to their email address listed in SEVIS.

To create an SEVP Portal account, students should:

1. Receive an account creation email from [do-not-reply.SEVP@ice.dhs.gov](mailto:do-not-reply.SEVP@ice.dhs.gov) and click the link included in the email to open the registration page.
2. Enter their Student and Exchange Visitor Information System (SEVIS) identification (ID) number, found in the upper left-hand corner of the Form I-20, “Certificate of Eligibility for Nonimmigrant Student Status,” on the initial registration page.



3. Create and submit a password for the SEVP Portal account.

For step-by-step instructions, visit the [Create an SEVP Portal account page](#) or watch the [SEVP Portal: Create Portal Account video](#) on Study in the States.

**3. When can I expect to receive an email to set up my SEVP Portal account?**

A. SEVIS sends OPT or practical training information to the SEVP Portal if the following are true:

- The student's OPT request or practical training request is approved.
- The OPT or practical training start date is not in the future.
- The student's email address is in SEVIS.

Once SEVIS pushes information to the portal, students will receive an email address from [Do-Not-Reply.SEVIS@ice.dhs.gov](mailto:Do-Not-Reply.SEVIS@ice.dhs.gov) with instructions for creating an account. Visit the [Create an SEVP Portal Account page](#) on [Study in the States](#) for more information and step-by-step instructions.

**4. What email address should I use to create my SEVP Portal account? Does it need to be an .edu email address? What happens if my email address changes while I'm engaged in practical training?**

A. Students should provide an email address that they have access to and regularly check to their designated school official (DSO) for entry into SEVIS. The SEVP Portal will send an email to the student's email address listed in SEVIS. SEVP does not require that students use an .edu email address to create a portal account.

Students cannot update their email address through the SEVP Portal. If a student's email address changes during their practical training period, they must report the change by giving the new email address to their DSO, who can update it in SEVIS. Upon entry into SEVIS, the new email address will be automatically sent to the portal. Students will need to verify this new email address for it to update in their user profile.

**5. If I complete post-completion OPT and apply for STEM OPT, will I need to create a new SEVP Portal account?**

A. Students who maintain the same SEVIS ID between practical training opportunities do not need to create a new SEVP Portal account if they move from post-completion OPT



to STEM OPT. However, if a student receives a new SEVIS ID, they will need to create a new SEVP Portal account using the new SEVIS ID provided on their Form I-20.

## Using the SEVP Portal

### 6. How does the SEVP Portal work?

- A. To gain access to the SEVP Portal, students must have a valid email address in SEVIS. Students should confirm with their DSO that their email address is up to date in SEVIS, as SEVP will email this address with information about creating a portal account.

Although the portal shares information with SEVIS, it does not provide students with direct access to the system. Only DSOs have direct access to SEVIS. Visit the Study in the States [SEVP Portal Overview page](#) to learn more.

### 7. What information can I report in the SEVP Portal?

- A. Students can use the SEVP Portal to update their:
- Physical address in the United States.
  - Mailing address in the United States.
  - Telephone number.
  - [Employment information](#) (with some exceptions).

Students can also monitor their employment authorization through the SEVP Portal. For more information, visit the Study in the States [Update User Profile page](#).

*\*Note: F-1 students participating in STEM OPT are unable to add a new employer or to change the start date with their employer in the SEVP Portal due to the Form I-983, "Training Plan for STEM OPT Students," requirement.*

### 8. Can I report and view information in the SEVP Portal after my practical training period ends?

- A. Students are unable to report information through the SEVP Portal following completion of their practical training opportunity. However, these students remain able to view information in the SEVP Portal in read only mode. Students must continue to maintain an active SEVP Portal account—which involves logging in to the portal every 90 days and updating their password—to view information after completion of their training opportunity. DSOs cannot reset SEVP Portal accounts for students who are no longer engaged in practical training.



## Troubleshooting

### 9. I believe I am eligible for an SEVP Portal account, but I did not receive an email from SEVP. What should I do?

- A. If a student does not receive a notification email to create an SEVP Portal account, they should:
- Check their spam or junk mail folders.
  - Contact their DSO to:
    - Confirm that the correct email address is in their SEVIS record.
    - Request that the portal resend the account creation email.

Remember, students will receive an email from [Do-Not-Reply.SEVP@ice.dhs.gov](mailto:Do-Not-Reply.SEVP@ice.dhs.gov) with the subject, “Optional Practical Training Approval – the next step. Create an SEVP Portal account.” Students can only access the portal registration page through the link in this email.

### 10. I forgot my SEVP Portal password. What should I do?

- A. Students can reset their own password through the SEVP Portal login page. To request a password reset, students should:
- Click the “Reset Password” link located under the email and password fields on the SEVP Portal login page.
  - The portal will prompt the student to enter their email address and SEVIS ID.
  - The portal will send the student a password reset email, which contains a unique link the student can use to change their password.

The student’s new password must meet the criteria listed on the login page and outlined in the [SEVP Portal Password Policy](#). After a student creates a new password that complies with all applicable criteria, they must click “Update Password.” The login page opens for students to use their newly-created password to access the portal.

Students can locate their SEVIS ID in the upper left-hand corner of the Form I-20. Visit the Study in the States [Navigate the SEVP Portal page](#) for more information.



### **11. What should I do if my SEVP Portal account is locked?**

A. Students locked out of their SEVP Portal account must contact their DSO to have their account reset. Once the DSO has reset the student's SEVP Portal account, the student should:

- Look for an email from [do-not-reply.SEVP@ice.dhs.gov](mailto:do-not-reply.SEVP@ice.dhs.gov) once your DSO submits a request. The subject line will read, "Account reset." Click the link in the email. This link is unique and can only be used once.
- Enter their SEVIS ID.
- Create a new password.

The SEVP Portal will lock a user's account in certain situations, including:

- If the student does not log in to the portal for 90 days, or
- After three failed attempts to log in to the system.

For more information, download the [SEVP Portal User Guide](#) on Study in the States.

### **12. What should students do if read-only information in the SEVP Portal is incorrect?**

A. If a student's read-only information in the portal is incorrect, such as their name, date of birth or email address, they must contact their DSO to update the information in SEVIS.