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# SEVP Special Report Webinar: SEVP Portal

## March 20, 2018

### 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

##### **MARISSA:**

- Hi everybody! Thank you for tuning in to today's SEVP Special Report Webinar on the SEVP Portal; my name is Marissa Tinsley and I will be your moderator for today's webinar.
- We hold SEVP Special Report Webinars on an as-needed basis to address breaking program news; in this case, the SEVP Portal. We'll begin with a brief presentation before taking live questions from the audience.
- If you have not done so, please complete the polls on your screen, including the webinar attendance poll. There are also going to be polls throughout this presentation to gauge your insight on the SEVP Portal. We'll use your feedback to enhance existing resources and develop new resources, so please take these polls as they appear.

#### Slide 3: Housekeeping Notes

##### **MARISSA:**

- Let's start with a few housekeeping notes.
  - Take a minute to download the items in the Webinar Resources pod located at the bottom of the screen. There's a hyperlink appendix with links to all webpages mentioned during this presentation, a PDF copy of today's presentation and glossary of some key terms that we'll be using.
  - Do you have questions about the SEVP Portal? We bet you do! Please submit those questions throughout the webinar using the Questions for



- SEVP and Technical Difficulties pod. We will address frequently asked questions throughout this presentation, and like I mentioned, we will do live questions at the end, but please keep in mind we will not address the following types of questions:
- Case-specific questions, and
  - Questions that do not pertain to the SEVP Portal or SEVP Portal functionality.
- Are you experiencing technical difficulties? Please provide a brief description through that same Questions for SEVP and Technical Difficulties pod, and we will do our best to address the situation.
  - A copy of the webinar recording and additional resources from this webinar will be available on Study in the States after the event. You can access that recording through the Stakeholder Webinars page. We encourage viewers to share the recording with any colleagues or their students that were unable to join today's webinar.

## Slide 4: Today's Presenters

### MARISSA:

- Okay, so now I will kick it off to our presenters so that they can introduce themselves!

### HELENE:

- Hi! I'm Helene Robertson, and I am the team lead for the SEVIS Help Team.

### TRACY:

- Hello! I'm Tracy Diaz, and I am the Help Team program analyst from the SEVP Systems Management Unit.

### KEVIN:

- And I'm Kevin Overstreet. I am a team lead with SRC.

### MARISSA:

- Thanks, all. I want to take a moment before we jump into the presentation to provide a brief announcement. I have just been notified that we have reached



webinar capacity. If you have colleagues that are trying to join the webinar, they will not be able to get in as of right now.

- We apologize for the inconvenience, but unfortunately, the webinar room only holds 1,000 participants. If one of your colleagues is attempting to access the webinar, please let them know that they will be unable to enter the webinar room for the time being.
- If for some reason you lose access to the webinar and cannot rejoin, again, please keep in mind that a recording and all the resources that we mentioned will be available on Study in the States following the event.

## Slide 5: Presentation Overview

### MARISSA:

- Let's jump in to our presentation overview! Here's what we're going to talk about today:
  - An overview of the SEVP Portal,
  - How to create an SEVP Portal account,
  - Information about navigating the SEVP Portal,
  - Information for DSOs, and
  - Helpful resources related to the SEVP Portal.
- Again, please provide feedback on this presentation through the Stakeholder Satisfaction Survey—that link is on the bottom of this slide and in your hyperlink appendix! We review feedback from this survey throughout the year and use it to improve our webinars and conference presentations.
- And, like I mentioned, there will be additional polls to provide feedback about this webinar at the end of the presentation.

## Slide 6: Ask the Audience—Today's Audience

### MARISSA:

- I'd like to start with a poll question. We would like to know: Are you an international student or are you a DSO?
- Please select a response on your screen. If you like, you can also provide an additional explanation or insight through the comment box at the bottom of your screen.



- We'll give you all some extra time to respond to this question—we received feedback that you would like more time to respond and to write in any additional feedback.
- Overwhelmingly, it looks like we have a lot of PDSOs and DSOs watching, which is awesome! I do want to note that about five percent of our audience is F-1 students, so we'd like to welcome you to the webinar! We'll give you a few more seconds, since I see some more responses trickling in. Thanks everyone!

## **Slide 7: Ask the Audience—Today's Audience**

### **MARISSA:**

- Our next poll follows up on our previous one about who is watching today's webinar. We have two different questions: if you're a DSO, please answer the question for DSOs; and if you're an international student, please answer the question for students.
- We'd like to know, DSOs: How many international students do you currently have engaged in practical training at your school? And for our students in attendance today: What is your current practical training status?
- Again, we'll give you a little bit of time to respond.
- Okay, so far, it looks like the overwhelming majority of DSOs have between zero and 50 students currently enrolled in practical training. But, we do have a small percentage that have over a thousand students, so it seems like there is a wide range in the responses we're getting.
- Then for students, we have about half who are currently engaged in post-completion OPT, and some who are currently engaged in STEM OPT. It also looks like a few of you are thinking of applying for practical training, so that's good too!
- With those questions out of the way, I'm going to throw it to Helene to start our presentation.

## **Slide 8: SEVP Portal Overview**

### **HELENE:**

- Thanks Marissa! Kevin, Tracy and I are going to lead you through an overview of the SEVP Portal. As part of this section, we'll look at:



- The portal deployment,
- Who's going to use the portal initially,
- What the benefits are for using the portal, and
- Some of the functionality contained in the portal.

## **Slide 9: Introducing the SEVP Portal**

### **HELENE:**

- The biggest question we have been getting from stakeholders is, “What is the SEVP Portal? Can you help us understand it better?” At its most basic level, the SEVP Portal is a tool for data entry that F-1 and M-1 students can use to satisfy their reporting requirements. In the beginning, the portal will be a basic application. However, it represents an important first step toward greater accountability for nonimmigrants.
- Over time, we will evolve the portal into a greater nonimmigrant portal with expanded functionality. There's a lot of work that's going to have to happen between the initial release and the future where all F and M nonimmigrants, J exchange visitors, and their dependents, will have access to the portal.
- Right now, the portal is limited to F-1 students engaged in post-completion OPT and M-1 students engaged in practical training. Our team will follow a process called Agile development, where we will make continuous improvements to the portal over time.

## **Slide 10: Initial Users**

### **KEVIN:**

- Thank you, Helene. You just touched on the initial SEVP Portal users. Can you quickly confirm that the SEVP Portal users will be F-1 students currently participating in post-completion OPT, including the OPT STEM extension, and M-1 students participating in practical training?

### **HELENE:**

- Absolutely! Initially, the portal will only be available to these students.



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**KEVIN:**

- Awesome, great to know!

**HELENE:**

- Yes, it is very limited group in the very beginning.

## Slide 11: Deployment Information

**TRACY:**

- The SEVP Portal is scheduled to go live on Friday, March 23, 2018. SEVP will notify stakeholders about the portal launch through SEVIS Broadcast Messages, Study in the States and social media.
- DSOs can prepare for the launch by ensuring that student email addresses are up to date in SEVIS. Students will need to have access to their email to create an SEVP Portal account.
- Both DSOs and students can also review practical training reporting requirements. Remember, federal regulation requires students and DSOs to keep student records up to date. I also want to note that students and DSOs should review special considerations for STEM OPT extension.

**HELENE:**

- I want to quickly jump in with a note for our viewers. When we say the portal is going live on March 23, we're actually deploying it at 8 o'clock at night EDT. I want to let folks know not to expect portal-related emails during the day. Our team will start deploying the portal from around 8 p.m. EDT until we have it completely functional.

## Slide 12: Ask the Audience—SEVP Portal Launch

**MARISSA:**

- Alright, I'd like to pause for another question to help us get an idea of how folks have prepared for the portal launch. To answer these questions, you'll see a tool on the bottom of your screen called UpVote.
- Here's how UpVote works: Feel free to write in an answer in the text box provided. If someone submits an answer that you agree with, hover your



mouse over the selection and click the “+1” that appears. We’ll tally up the votes at the end to gauge our overall audience opinion.

- Our question for you is: DSOs and students—how did you prepare for the SEVP Portal Launch? We’ll give you a little bit of time to answer that.
- Once again, I just want to put our question out there. DSOs and students: How did you prepare for the SEVP Portal launch? You can either type your answer into the box below or, if someone’s already submitted an answer, click the “+1” next to it and that will show that you agree with that person.
- We’re seeing that some folks have emailed their students about the portal, which is great! It looks like you all have already put some great thought into how you want to prepare your students for the launch. That’s great, and we thank you for that!
- With that, I will toss it back over to Helene!

## **Slide 13: Benefits for Students**

### **HELENE:**

- Thanks, Marissa. Now, we’re going to briefly look at some of the benefits for students related to the portal. We recognize, with the limited functionality in the first release, the initial benefits for students are not as extensive as they will be in the future.
- What we would really like to emphasize is that, for the first time, students will have the ability to update some of their own information. Students will not necessarily have to go to their DSO to update their address and employment information; there will now be the ability for students to make real-time updates to this information using the portal.
  - However, we recommend that students stay in contact with their DSO throughout their practical training period. It’s important that students maintain that relationship, especially those students engaged in STEM OPT.
- Another benefit is that students can now view and monitor information about their practical training opportunity. For example, students can see if information changed in terms of employment authorization dates, end dates and other similar information.



- And, most importantly—I think one of the most exciting things—is the ability for students to see information about all their employers associated with practical training in one place. Additionally, as I mentioned, there will be more benefits in the future as the portal becomes more robust.

## **Slide 14: Benefits for DSOs**

### **KEVIN:**

- Like Helene was just saying, the SEVP Portal is a way to alleviate some of the burden for DSOs' reporting responsibility. However, as previously mentioned, the portal isn't meant to replace DSO interaction with your students. Instead, the portal is meant to enhance student reporting.
- Holding students accountable for adding or changing certain information will become very important as SEVP begins to develop and expand the portal.
- For students that are out there listening or that listen to this webinar in the future, remember: There's no cost to you to utilize the SEVP Portal. We'll talk a little more about that in the future.

## **Slide 15: Frequently Asked Question—SEVP Portal Requirement**

### **MARISSA:**

- Thanks, Kevin. I would like to interject with a frequently asked question we've received about SEVP Portal reporting requirements.
- Helene, I will direct this question to you: Does federal regulation require students to use the SEVP Portal? And, 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?

### **HELENE:**

- Those are great questions, Marissa. At the moment, federal regulations do not require the students to use the portal. However, we do highly recommend that schools look at their own policies to determine whether they want to require



students to use the portal. It is at the discretion of the school to make those kinds of decisions.

- Also, DSOs still have a regulatory obligation to report changes to student information. We can't absolve DSOs of that requirement because we launched a portal that allows students to update their own information.

### **MARISSA:**

- Alright, Tracy take it away!

### **Slide 16: Functionality**

### **TRACY:**

- Thank you! So how do the portal and SEVIS work? First thing, DSOs do not lose any reporting capabilities with the launch of the portal, so DSOs will continue to use SEVIS as usual. Practical training students can report their physical and home address, their U.S. and international phone numbers, and their employer information through the portal. They can also monitor their employment authorization.
- Information entered by students into the portal is immediately sent to SEVIS, and any information entered into SEVIS is transferred to the portal daily. To summarize: Any changes a DSO makes to a student's record will appear in the portal the next day.

### **HELENE:**

- You lost me for a little bit there, Tracy. SEVIS remains the system of record for student information, and the SEVP Portal is a subsystem of SEVIS. Students can use the portal to update their information; these updates will be reflected in SEVIS immediately, so SEVIS remains the system of record for nonimmigrant student information, which is very important.
- DSOs retain all their functionality in SEVIS, and will not lose any reporting capabilities. Any updates made by a DSO in SEVIS will be pushed to the portal overnight.

### **MARISSA:**

- Okay, thank you both!



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## Slide 17: Functionality for STEM OPT

### HELENE:

- As Tracy mentioned, post-completion OPT students using the portal can update their home address, their mailing address, their telephone numbers and their employment information in the portal. These students can also add employers, delete employers and edit employers.
- Now students on STEM OPT have a fundamental difference in terms of what they can do in the portal when it comes to employer information. These students cannot add employers through the portal because that requires a new Form I-983, which DSOs must receive and enter into SEVIS.
- Additionally, STEM OPT students cannot delete employers for a similar reason: When a STEM OPT student leaves an employer, they must complete a final evaluation and provide it to the DSO. Therefore, the DSO must remove an employer from a student's record through SEVIS.
- STEM OPT students can update their personal information, but they cannot or should not change the employer information, because that may warrant a new Form I-983. These students can edit information about current employers, if needed, such as resolving spelling errors or noting supervisor changes.

### MARISSA:

- I want to jump in here, Helene, since we have a frequently asked question about the Form I-983. Has SEVP considered placing a reminder in the portal so STEM OPT students receive a notification to update their Form I-983?

### HELENE:

- That's a good question Marissa. The portal will send an email to STEM OPT students if their employment end date changes. If there is a change, students will receive an email that notifies them to complete a final evaluation. That is the only notice in the initial release. However, eventually there are plans to incorporate more notifications for students in future releases.

### MARISSA:

- Awesome, that's all we can ask for!



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## Slide 19: Creating an SEVP Portal Account

### KEVIN:

- In this next section, we're going to talk about creating an SEVP Portal account, including:
  - How SEVIS interchanges information,
  - How the portal works and sends emails to the students,
  - Necessary details to create SEVP Portal accounts, and
  - How students know they successfully created an SEVP Portal account.

## Slide 20: Account Creation Overview

### KEVIN:

- This graphic provides an overview of the account creation process. First, USCIS will approve an OPT, OPT STEM or practical training application. If your SEVIS record is updated accurately, students will receive an email to create an account.
  - If, for some reason students do not receive this email, it may require a data fix to your SEVIS record. Your DSO would contact us at SRC to update the information.
- Once SEVIS shows the OPT approval, there's certain information that SEVIS will share with the portal:
  - Your SEVIS ID,
  - Email address,
  - Biographic information,
  - Contact information,
  - Employer information, and
  - Employment authorization information.
- We'll get a bit more in depth on the account creation process in the following slides. However, I want to provide a brief reminder to DSOs and students that SEVIS sends OPT information to the portal if all the following are true:
  - The OPT is approved,
  - The OPT start date is in the future, and
  - The student's email address is accurate in SEVIS.



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## HELENE:

- Thanks, Kevin. I want to put in a brief plug for DSOs to check the student’s record to make sure there is an email address listed in SEVIS for the student. If there’s no email address, and the student is eligible to create an SEVP Portal account, they will not receive an email.

## Slide 21: Step One—SEVP Portal Sends Account Creation Email

### TRACY:

- Step one in the account creation process is: Once a student has USCIS approval, the SEVP Portal sends an account creation email to the student. An email will be sent from [Do-Not-Reply.SEVP@ice.dhs.gov](mailto:Do-Not-Reply.SEVP@ice.dhs.gov) with the subject line: “Optional Practical Training Approval – the next step: Create an SEVP Portal account.”
- If the student does not receive an email notification, they should check their spam or junk mail folders, or contact their DSO to confirm that they have the correct email address in their SEVIS record. Students can also request that the DSO reset their account so that they can receive a new account creation email.
- DSOs: Tell your students what to expect when creating an SEVP Portal account. It’s important that students understand the process of how to create an account and what information they will need to provide.

## Slide 22: Frequently Asked Question—SEVP Portal Account Creation Email

### MARISSA:

- Tracy, I’ve got a follow-up question for you. It’s something we’ve gotten asked quite a bit: Will students receive an email when the SEVP Portal launches?



## TRACY:

- Yes, when the portal deploys, three things must occur for the student to receive an account creation email:
  - USCIS approves post-completion OPT,
  - The start date for OPT cannot be in the future, and
  - Students must have a valid email address in SEVIS.

## Slide 23: Step Two—Create an SEVP Portal Account

### TRACY:

- The account creation email contains a unique link that allows students to create a portal account. This link can only be used once, cannot be shared and is only valid for 14 days. When the student clicks the link, they begin the creation process. The link will open the account creation page, where students will need to enter their current SEVIS ID, choose to continue and then create a password. A student's account will automatically lock after three failed attempts to enter information.

### HELENE:

- What that means is that if the student enters their SEVIS ID incorrectly three times, their portal account will automatically lock.

### TRACY:

- And, just to note, the SEVIS ID number is located on the upper left-hand corner of the student's Form I-20.

## Slide 24: Information for Students—Be Aware of Phishing

### KEVIN:

- For both students and DSOs, SEVP is very concerned about your online safety. Students will only receive emails from [Do-Not-Reply.SEVP@ice.dhs.gov](mailto:Do-Not-Reply.SEVP@ice.dhs.gov) and not another email address.
- Students that feel like they are being phished should contact their DSO or SRC. DSOs, if you receive a notification from your student that they feel like they



are being phished related to the portal or any other SEVP system, please contact us. We'll provide our contact information later in this presentation.

**HELENE:**

- Thanks Kevin! That's a big concern for everyone, both DSOs and students.

## **Slide 25: Information for Students—Make and Maintain a Strong Password**

**HELENE:**

- Keeping with the theme of security, I want to talk about creating a password. Creating a strong password for the portal is a requirement, and DHS has certain password standards that students will have to comply with. The good news: The password standards for the portal are a little bit easier than the password standards for SEVIS.

**KEVIN:**

- Sorry DSOs!

**HELENE:**

- I'm not going to list all the requirements for passwords today, but this information is included in the help materials online, and it will be listed on the page when students create their passwords.
- Minimally, passwords must be 12 characters. So, students, you want to make a password that is easy to remember. The password should never include the student's SEVIS ID. Additionally, students: Please never share your password with anyone. This is something the government truly frowns upon.
- SEVP Portal passwords are valid for 90 days, so students must update the password on a regular basis. The good news is, if a student cannot remember their password after they created their account, they have the ability to reset their own password from the portal login page. And if you are like me sometimes, and incorrectly enter your password, there are ways to unlock your account.



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**KEVIN:**

- I want to also make sure, because we cannot stress this enough, SEVP will only send emails to students on a limited basis. We want to make sure that DSOs and students are aware of this and know that there is no cost associated with the portal.

## Slide 26: Step Three—Successful Account Creation

**HELENE:**

- After creating your password, you'll click a button to create your account. This will complete the account creation process. Once a student has created their account, they can log in and out of the portal as many times as they please, as well as view and update their information.
- We have step-by-step demonstrations on how to create an SEVP Portal account on the SEVP Portal Help pages on Study in the States; a link is included in the hyperlink appendix. We highly encourage you to take a look at the materials and videos that are on that site to assist with the account creation process.

## Slide 27: Frequently Asked Question—SEVP Portal Accounts

**MARISSA:**

- I want to pop back in with another frequently asked question about SEVP Portal accounts. So, Helene, if a student completes post-completion OPT and applies for a higher-level OPT, will they need to create a new SEVP Portal account?

**HELENE:**

- No, as long as the SEVIS ID and the email address are the same, then the student does not need to create a new account.

**KEVIN:**

- And, just to follow up, the student may need to have their account unlocked if it's been more than 90 days since they last accessed their account.



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**MARISSA:**

- That's a good point, Kevin!

**Slide 28: Ask the Audience—Creating an SEVP Portal Account**

**MARISSA:**

- We have another question for those watching. Now that we've reviewed the steps for creating an SEVP Portal account, we'd like to get a sense of how much you feel like you understand the SEVP Portal account creation process.
- So, for DSOs: Do you feel prepared to tell your students about the SEVP Portal account creation process?
- And for the students: Do you feel like you understand the process for how to create an SEVP Portal account?
- We'll give you some time to answer these questions, but, right now it looks like at least half of the DSOs watching say you feel like you understand the process—that's great. We love to hear it! Some of you are saying that you may need to review additional resources—luckily, we have plenty of resources available on Study in the States.
- And for students: Yes, the majority of you also feel like you have a good understanding of this process, while some may need to review some of our resources!
- Since everyone has had a chance to go through those questions, Tracy, will you jump in to explain how students can navigate the SEVP Portal?

**Slide 29: Navigating the SEVP Portal**

**TRACY:**

- Absolutely!



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## Slide 30: Getting Started—Sign In and Attestation

### TRACY:

- To get started, students can access the SEVP Portal at [SEVP.ICE.gov/OPT](https://SEVP.ICE.gov/OPT). Links to the SEVP Portal are available in the SEVP Portal Help section on Study in the States and on the Student's page at [ICE.gov/SEVIS/Students](https://ICE.gov/SEVIS/Students).
- Students must enter their email address and newly created password to access the portal. Once they enter their password and click continue, an attestation page will appear, which will ask students to acknowledge that they will not provide any fraudulent information through the portal. They will then click continue to access the portal.

## Slide 31: Updating User Profile

### HELENE:

- Once in the portal, the first page the students will access is updating the user profile page. This page will display read-only biographic information, so students will be able to view the information, but not change certain information, like their name or date of birth.
  - If there is a problem with the student's name or their birthdate is incorrect, students must reach out to their DSO to have it corrected via SEVIS.
- Students will be able to edit their physical home address and their mailing address—both of these addresses are validated within the portal. Students can enter the house number, street name, apartment building number and unit number, city, state and zip code for each address.
  - If the student cannot save the address in the portal, there is a fallback option for them. Students can still reach out to their DSOs, who can still edit addresses in SEVIS. Students cannot override an address if it does not validate in SEVIS. DSOs currently have that ability in SEVIS to enter an address; when the validation runs, they have an option of overriding the address. Students don't have this option in the portal.



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## Slide 32: Changes to Student Email Addresses

### KEVIN:

- This next slide talks about changes to a student’s email address. Like Helene mentioned, students cannot update their email address through the portal. They need to contact their DSO to have that email address updated in SEVIS.
- Once the DSO updates the student’s email address, the portal will send a new email to them to create a new password. I want to emphasize that students will not need to create an account, just a new password, when their email address changes.

## Slide 33: Update Employer Information

### TRACY:

- To update a student’s employer information, students can add, edit or delete an employer. Students can add more than one employer to the portal. They can also edit their employer location and contact information, supervisor contact information and employment dates.

### HELENE:

- But, just to jump in, supervisor edits are only for STEM OPT students.

### TRACY:

- Students can update employer information when data in any field changes. Helene already went over this information, but I want to emphasize that students should not replace existing employer information with new employer information. Instead, they should add a new employer.
- Students should only delete an employer if they never worked for the employer. I want to note that the SEVP Portal will not ask the student to confirm a deletion.
- Also, remember that STEM OPT students cannot add or delete an employer through the portal.



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## Slide 34: Troubleshooting the SEVP Portal

### KEVIN:

- I want to compliment Helene on this next slide, since it simplifies and easily explains the troubleshoot process. If you are a student and you cannot remember your password, click the password reset link in the portal.
- If your account is locked, students should contact their DSO. Additionally, if a student didn't receive the account creation email, they should check their junk or spam folders and follow up with their DSO to ensure the correct email address is in SEVIS.
- If all else fails, students can contact SRC if they're encountering a situation or error with the portal that cannot be solved.

## Slide 35: Information for DSOs

### HELENE:

- Now that we've seen what the students can do in the portal, let's look at what DSOs can do in SEVIS.

## Slide 36: SEVP Portal Functions in SEVIS

### HELENE:

- Within SEVIS, we have a few tools that are available to DSOs to assist with portal accounts. There is an alert list, or a student list that provides information about a student's portal account status for each student that is eligible for a portal account. DSOs can find this alert list on the student list; it's the very last one on the list.
- We also have a downloadable report that provides information about data changed by a student in the portal. This report is available on the SEVIS Downloads page. DSOs can go to this page, specify a date range and SEVIS will pull up a list of students who modified data in the portal during the specified period. DSOs can export the report into .CSV files or Excel, and feed this information into a Batch system, if the school has one.



- On the Student Information page, there is a link—Reset Portal Account—that allows the DSOs to reset a student’s locked account and resend an email with a link to create an account.
- Finally, we have the Event History page that can give DSOs insight into what might be happening with a student’s record.

## Slide 37: Frequently Asked Question—DSO Alerts

### MARISSA:

- I’d like to pause for another frequently asked question that we received. How will DSOs know when students update their address or employer information in the portal?

### HELENE:

- The only way to find that out other than a student saying, “Hey, I changed my information,” is by looking at the downloadable report and using the filter capabilities to find the specific date range.

## Slide 38: Frequently Asked Question—DSO Alerts

### MARISSA:

- Keeping on the subject of SEVIS alerts, we have another frequently asked question. For large universities with multiple students and multiple DSOs: Will every DSO receive an email prompt from a student when they need a password or portal account reset? And what happens when several DSOs request a password reset for one student?

### HELENE:

- I want to note that the portal and SEVIS aren’t going to send an email to every single DSO each time a student changes their information in the portal. The only notification SEVP will provide will be via the downloadable report or alert lists, and information on the Student Information page.
- If a student needs a reset, they need to request this through their normal way of communicating with their DSO. So, either emailing their DSO, stop by their offices, chat in the coffee shop, whatever that method is, they should follow.



- If two DSOs request a reset, both requests will go into the portal and both will be sent to the student, so the student will receive two emails. However, the request sent last will be the one with the active link to reset that account.

**MARISSA:**

- Would you say whichever email is newest? As in, the email they received most recently?

**HELENE:**

- Not technically, since we cannot control the order in which the email server sends out the email to students. If you've ever had a situation where both you and your colleague are on the same email chain, but your colleague receives the email an hour earlier than you, that's the email server.

**Slide 39: Helpful Resources**

**TRACY:**

- Thanks, Helene. This next section will highlight some helpful resources to assist stakeholders with the SEVP Portal.

**Slide 40: Locate the SEVP Portal—Login Page Locations**

**TRACY:**

- Students can access the portal from multiple locations, including Study in the States and ICE.gov. The SEVP Portal Help section on Study in the States has portal demonstration videos, which you can access using the link at the bottom of the slide.



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## Slide 41: SEVP Portal Help

### KEVIN:

- I also want to note, since we've mentioned the SEVP Portal Help section throughout this presentation, that there's a link included in the hyperlink appendix.
- The SEVP Portal Help section is a great place for both DSOs and students to:
  - Learn how to create an SEVP Portal account,
  - Get tips for maintaining your password,
  - Navigate and update information throughout the portal, and
  - Find user guides and videos.
- There is also an infographic that DSOs can share with your students to help them navigate and utilize the portal.

## Slide 42: SEVP Portal Videos

### HELENE:

- I'm very proud of our SEVP Portal videos, and highly encourage you to take a look at them because they provide insight into how the various processes within the portal work. We have videos about how to update an employer and how to create an account. I would strongly encourage you to take a look at them.

### KEVIN:

- Yeah, I think there's about seven videos right now?

### HELENE:

- Yeah, there's seven. They're great!

## Slide 43: Engage with SEVP—Stay Connected

### MARISSA:

- I want to make sure we can get to your questions that have been coming in through the whole webinar. We're going to briefly run through our standard



resources and contact information before we get to the question and answer period.

- I believe most folks watching know how to receive key news and content through our blog and our publications—SEVP Spotlight and SEVP Outreach Bulletin. Of course, you can also engage with us through social media and other conferences and events, such as webinars like this.
- If you want SEVP to come and speak at your upcoming event, please remember you can submit a request at [StudyintheStates.dhs.gov/Conferences](https://StudyintheStates.dhs.gov/Conferences).

## Slide 44: SEVP Values Your Feedback

### MARISSA:

- We would love your feedback on this presentation, like Tracy mentioned earlier. Please take our Stakeholder Satisfaction Survey—you can see the link on your screen now. Please take the survey and provide information through our closing polls so we know what you would like to see in the future related to the SEVP Portal.

## Slide 45: SEVP Contact Information

### MARISSA:

- Finally, we have our information that we will leave up through the remainder of the presentation. If you have a case-specific question or a question that we did not answer today, please submit your question to the email address listed on the slide and in your hyperlink appendix.

## Slide 46: Question and Answer Session

### MARISSA:

- For the remainder of this presentation, we will take live questions from those in the audience. We will do our best to address as many questions as possible during this session.

## Slide 47: SEVP Contact Information

*Slide displays during live question and answer session.*



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## **Slide 48: Webinar Conclusion**

### **MARISSA:**

- I want to thank everyone again for joining today’s webinar. Again, please direct any remaining questions to SRC. Their contact information is available in your hyperlink appendix.
- A recording of today’s webinar, like I mentioned, will be available on Study in the States shortly. If your colleagues were unable to join today’s webinar, since we did reach our maximum capacity early on, please let them know that the webinar recording will be available shortly.
- If you haven’t done so already, please take a moment to complete our feedback polls on your screen and our Stakeholder Satisfaction Survey after the webinar.
- I want to thank our presenters for taking the time to join today’s webinar. Also, thank you to everyone attending—both students and DSOs. Have a great rest of your day and feel free to reach out with any questions you may have on the SEVP Portal!
- Thank you everyone!