

What is the SEVP Portal?

As of March 23, 2018, the Department of Homeland Security's Student and Exchange Visitor Program (SEVP) rolled out the SEVP Portal, a website that allows F-1 students to meet the mandatory SEVIS reporting requirements of updating addresses, phone numbers, and employment changes.

All SEVP Portal communications will only be sent to the "preferred" non-SJSU email in MySJSU. Please update your preferred email in MySJSU prior to submitting your OPT application to USCIS. Please be sure not change the preferred email in MySJSU once your SEVP Portal account is created. Also, note that you will lose your access to your SJSU email account one year after your last semester at SJSU; if you wish to keep your SEVP Portal access after this time, you will need to provide a non-SJSU email address.

All address, telephone and employer changes must be reported in the SEVP Portal within **10 days of the change**. OPT students no longer need to report the changes to ISSS.

STEM students can **ONLY** update addresses and phone numbers, and **REVIEW** employment information through the SEVP Portal. STEM students need to continue reporting employment changes to ISSS and validating employment record through the SJSU [Employment Update Report Form](#).

Who's eligible to use the SEVP Portal?

Students will receive an invitation email from SEVP when:

- 1) The status of an OPT request in SEVIS has changed to "Approved"
- 2) OPT start date is not in the future on your approved OPT EAD card.

How to create a SEVP Portal account?

An account creation email will be sent to students from do-not-reply.SEVP@ice.dhs.gov. The subject line of the email will be "**Optional Practical Training Approval - the next step. Create a SEVP Portal account**". The only way to get to the portal registration page is to use the link in the email, and the link is unique to each student. The email will be sent to the "preferred" email saved in MySJSU. Please be sure your email is valid, updated, and checked as "Preferred" in the box next to the email address in MySJSU. Your preferred email will also be your SEVP Portal user ID. Remember, because SJSU email account will be deleted one year after your last semester at SJSU, the "preferred" email must be your non-SJSU email. For more information, please go [here](#).

How to maintain your SEVP Portal account?

As a US government system, the SEVP Portal must conform to the federal government's security procedures. As the SEVP Portal user, students also must follow these procedures. As

part of the requirement, your SEVP Portal account password resets every 90 days; please do choose a strong password that is easy to memorize. Please do not share your ID and password with other people. To find out more information and tips on passwords set up, please go [here](#). If you have questions on how to reset your locked Portal account or to receive a new email invitation due to the expiration of a previous invitation, please scroll down to the “Most Frequently Asked Questions” section on this webpage.

Where can I go to find more information about the SEVP Portal?

You can find detailed information on the SEVP Portal from [Study in the States](#) and [SEVIS User Guide](#). We highly suggest our students watch the SEVP Portal Help videos and read the SEVIS User Guide for step-by-step guides to navigating and updating the SEVP Portal.

Most Frequently Asked Questions:

Why didn't I receive my account creation email?

OR:

I received my EAD card, but why haven't I received the invitation from SEVP or have access to the employment record in the SEVP Portal?

The earliest date you can receive your account creation email is the **Approval Start Date indicated on your EAD card**. In other words, if you have already received your EAD card but the start date is in the future, you need to wait until that start date to receive the email. Additionally, SEVP may take **up to 1 month after your EAD start date** to process a portal account for you.

If you have not received a portal account creation email **within 14 days of your EAD start date**, please update your employment details using the [Employment Update Report Form](#).

If you still have not received your account creation email **30 days after your EAD start date has passed**, please request a data correction of your Portal Account using the [SEVP Portal Access Form](#).

Before sending a request please note:

1. If you request a data correction before 30 days has passed, we may not be able to process your request.
2. Please check your spam or junk mail folders before sending a request.
3. Please also make sure your preferred email address is valid and updated in MySJSU.
4. We may need to make a correction request to SEVP to activate your account. We normally anticipate the correction to your status to take **up to 15 business days**.

What if I have forgotten my password?

If you have forgotten your password and your portal account has not been locked, you may request a password reset by going to the [main login page for the SEVP Portal](#) and clicking the link "Reset Password."

What if my SEVP Portal account is locked?

The SEVP Portal will lock your account after three failed attempts to log in to the SEVP Portal. Please use the [SEVP Portal Access Form](#) to request a reset of your SEVP Portal password. Password resets and account unlocks may take **up to 15 business days**. You will receive an email with a link from do-not-reply.SEVP@ice.dhs.gov with the subject line, "Account Reset". The link is unique and you can only use it once.

I received an account creation email, but I didn't create a SEVP Portal account and now the invitation link is expired. What should I do?

Please use the [SEVP Portal Access Form](#) to request a resend of your invitation email. We will request a new invitation email to be sent to your desired email address. The process may take **up to 15 business days**.

I no longer want to use the preferred email in MySJSU to receive communications from SEVP. Can I request to change my email address?

Yes. You can request to change your email address that is associated with your SEVP Portal account using the [SEVP Portal Access Form](#). An email with a temporary password will be sent from do-no-reply.SEVP@ice.dhs.gov with the subject line, "Your email address has been changed in SEVIS". However, we strongly discourage our students from unnecessarily changing email addresses while on OPT and STEM.

I changed my preferred email in MySJSU. What will happen?

Your preferred email is the user ID of your SEVP Portal account. Changing your preferred email in MySJSU will result in changing your SEVP Portal user ID. You will lose your access to the SEVP Portal until receiving an email from SEVP with the temporary password. Similar to the change email address request, the temporary password email will be sent from do-not-reply.SEVP@ice.dhs.gov with the subject line, "Your email has been changed in SEVIS".

I entered a correct work/home address in the Portal, but it does not validate. What should I do?

The Portal will attempt to validate addresses you enter; however, if the Portal cannot find or verify an address, you will get an error message. Please be sure you entered your address correctly. If you still have trouble validating your address, please use the [Change of Address](#)

[Form](#) to report your home address and use the [Employment Update Report Form](#) to report company addresses.

Can I still use the SJSU Employment Update Report Form to report my employment while I'm on OPT?

Yes. You can still use our service to report your employment, address, and phone number changes. However, we encourage our students to use the SEVP Portal to report changes while they are on OPT.

What happens if I haven't been logged into the SEVP Portal account for over 90 days?

You will need to request a password reset through the [SEVP Portal Access Form](#).