Frequently Asked Questions on the Use of the SEVP Portal

Which email address will be assigned for me to access the SEVP Portal?

SEVP account creation information will be sent to your Stevens email account which is the account in your SEVIS record. If you want to change your Stevens email to a preferred email account, you must complete this online form. Your email account will be updated within approximately five business days. Once your email account has been updated, you will receive an account reset email from do-not-reply.sevp@ice.dhs.gov.

I received the SEVP email to create a Portal account, but I cannot access my account. What should I do?

The SEVP Portal is a new system, so you may experience difficulties accessing the Portal or creating your account. If you cannot access the Portal, create an account, or you are locked out of your account, you must complete this online form. ISSS will update your email address in SEVIS and reset your account. Your email account will be updated within approximately five business days. Once your email account is updated, you will receive an account reset email from do-not-reply.sevp@ice.dhs.gov. Please note that once you receive the email from SEVP, you will have a window of time to activate the link before it expires.

Do I need to update ISSS when I make edits or changes in the SEVP Portal?

No, you do not need to update ISSS after you make changes in the SEVP Portal. Keep in mind that you must report a change of address, contact information, and employer information within 10 days of the change.

How do I get an updated I-20 after I made changes to my employer information in the SEVP Portal?

If you need an updated I-20 for travel or a change of status application, please download the I-20 Application Form and email the completed form to isss.application@stevens.edu to request an updated I-20. Employment updates in the Portal will not generate an I-20; you must complete the form and submit it to ISSS. As a reminder, travel signatures while on OPT/STEM OPT are valid for 6 months.

I am on STEM OPT, can I utilize the SEVP Portal to update employment?

No, you cannot use the SEVP Portal to update employment due to the requirements related to the I-983 Training and Evaluation Plan. You can, however, update your phone number and address. If you are on STEM OPT, continue to update ISSS by sending the Employer Update Form and your I-983 to isss.application@stevens.edu.
The Most Common Mistakes Made while Using the SEVP Portal

1. **Duplicating employment by updating the portal while ISSS is processing your OPT Employer Update Request.**
   a. If you are updating your employment via the SEVP Portal, DO NOT SUBMIT AN OPT EMPLOYER UPDATE FORM TO ISSS. This will duplicate your employment history in SEVP, and can complicate your records.

2. **Submitting an OPT Employer Update Form after updating the portal.**
   a. If you have updated the portal and would like a new I-20 with your new employment information, submit a request for a Reprinted, Updated I-20. Submitted an OPT Employer Update Request when your employment is already updated through the portal can create confusion and delay processing times.

3. **Deleting employment histories when changing jobs.**
   a. When changing jobs, there will be an option in the SEVP Portal to add an end date to your previous employment. DO NOT DELETE YOUR OLD EMPLOYER rather than submitting an end date. This will cause your records to count all days with your previous employer as unemployment days.

4. **Inputting incorrect dates.**
   a. When adding your employment to the SEVP Portal, double and triple check ALL information you are inputting. As stated in our informational email, all information submitted to the SEVP Portal goes directly SEVIS System. Inputting an incorrect start date can result in the SEVIS System counting unnecessary unemployment days.

5. **Deleting contact information.**
   a. Once you have access to the portal, you will have the ability to update your address and your phone number. It is very important to remember that it is a USCIS Requirement for all F-1 Students to have a U.S. Phone Number on record in case we need to contact you. Be sure not to delete this information.