SEVIS Access Instructions for Immigration and Customs Enforcement and Other Agency End Users

The Student and Exchange Visitor Information System (SEVIS) Account Management Team manages all SEVIS user account access and password reset requests for all government employees who are members of Immigration and Customs Enforcement (ICE), U.S. Department of Homeland Security (DHS), and outside government agencies who already have an established Memorandum of Understanding (MOU) with the Student and Exchange Visitor Program (SEVP). For government agencies **outside of ICE and DHS**, please refer to the section titled, "Other Agency End Users (outside of ICE and DHS)." The Account Management Team has the authority to grant initial SEVIS access, modify user information and roles, or delete SEVIS access.

Important Note: When you log into SEVIS for the first time after the December 2015 SEVIS Release, you must create a SEVIS government user profile. The SEVIS profile includes:
1. User contact information,
2. User's federal government supervisor's contact information, and
3. Three security questions.

Creating a government user profile is a three-step process:
1. Complete the "Create a New Government User Profile" page,
2. Verify email address, and
3. Government supervisor confirmation of SEVIS profile information.

ICE End Users:

Important note: Only a federal supervisor or manager can complete the following steps via the ICE Service Catalog.

Requesting Initial Access to SEVIS

1. Complete, certify and submit a SEVIS Application Access - Service Catalog Request.
2. Once in the catalog, click on the "Application Access / Support" link to access the module.
3. If the user has an existing Password Issuance and Control System (PICS) ID, insert this information into the SEVIS User ID block. If the user does not have a PICS ID, state that in the request. The user will be contacted for a full social security number (SSN).
4. Select the role.

Requesting a SEVIS Password Reset

Users with an active SEVIS account (who have logged in within 45 days) can reset their own SEVIS password if their government user profile has been set up.

To request a password reset, perform the following steps:

1. Click "Forgot Your Password?" on the SEVIS Login page and the Request Password Reset page will open.

Sign In

User Name:

Password:

By clicking "Login", you agree to our Security Consent

[Login]   [Register for New Account]

Forgot Your Password? ⟵

2. Click the "Government User" radio button. Note: After selecting the radio button, password reset instructions will appear.

Request Password Reset

Required fields are marked with an asterisk (*).

User Type*

○ Certification by DHS to admit F and/or M Students

○ Designation by DoS to admit J Exchange Visitors

○ Government User ⟵

3. Enter your SEVIS User ID in the SEVIS User Name field.

Government User

Use this function to create a new password if:
  • You have forgotten your password.
  • Your SEVIS account is locked.

Instructions:
  1. Enter your SEVIS User Name.
  2. Click the Submit button or Cancel.
  3. You must log in within 30 days of receiving your password.

  Note: If you do not have a SEVIS account or do not qualify for an electronic password reset, consult the SEVIS Access Instructions.
  (http://www.ice.gov/sevis/sevis-application-instructions-all-users)

SEVIS User Name* ⟵

[Submit] [Cancel]

4. Click "Submit." Note: The email address associated with this SEVIS user name will receive an email. The email will provide instructions for creating a new SEVIS password. The email will be valid for 30 days. A password must be created within 30 days of the email date.

Requesting Reactivation of a Disabled SEVIS Account

SEVIS automatically disables government user SEVIS accounts after 45 days of no activity.
- To request the reactivation of the SEVIS account, complete, certify and submit a SEVIS Access Application via the ICE Service Catalog.
- Provide the user's SEVIS role and existing PICS ID for the request to be processed.

Disabling a SEVIS Account

When access to SEVIS is no longer required, perform the following steps:

1. To disable the account, complete, certify and submit a SEVIS Access Application via the ICE Service Catalog Request.
2. Provide the user's SEVIS role and PICS ID for the request to be processed.

Requesting a SEVIS Role Change

A SEVIS role change request must be submitted using the ICE Service Catalog. Be sure to complete the following steps or the request will be rejected:

1. Mark current role "delete,"
2. Mark new role "add,"
3. Include the PICS ID.

Other Agency End Users (outside of ICE and DHS):

Important Note: Only a federal supervisor, manager or sponsor has authorization to complete and submit requests for end users. Please note the following when submitting requests:

- All requests must come from a government email account (i.e., .gov or .mil).
- A separate request must be submitted for each individual.
- Any request containing multiple individuals will be rejected.
- All forms must be in Adobe PDF format and submitted via SEVP.Access@ice.dhs.gov email.
- All SEVIS requests must include the Form G-872S and the signature page of the DHS ICE Rules of Behavior (RoB) Form.
- Please ensure all required signatures are included.
- Ensure that the end user is copied on the submitted request to avoid delays in processing time.

Requesting Initial SEVIS Access

- If the user has an existing Password Issuance and Control System (PICS) ID, insert this information into the User ID block. If the user has a role, select the role.
- The Local PICS Officer (LPO) **must not** sign in the PICS Officer block.
- Ensure that the end user is copied on the submitted request to avoid delays in processing time.

Requesting a SEVIS Password Reset

Users with an active SEVIS account (who have logged in within 45 days) can reset their own SEVIS password if their government user profile has been set up.

To request a password reset, perform the following steps:

1. Click "Forgot Your Password?" on the SEVIS Login page and the Request Password Reset page will open.

Sign In

User Name:

Password:

By clicking "Login", you agree to our Security Consent

Login   Register for New Account

Forgot Your Password? ⬅

2. Click the "Government User" radio button. Note: After selecting the radio button, password reset instructions will appear.

Request Password Reset

Required fields are marked with an asterisk (*).

User Type*

○ Certification by DHS to admit F and/or M Students

○ Designation by DoS to admit J Exchange Visitors

○ Government User ⬅

3. Enter your SEVIS User ID in the SEVIS User Name field.

Government User

Use this function to create a new password if:
- You have forgotten your password.
- Your SEVIS account is locked.

Instructions:
1. Enter your SEVIS User Name.
2. Click the Submit button or Cancel.
3. You must log in within 30 days of receiving your password.

Note: If you do not have a SEVIS account or do not qualify for an electronic password reset, consult the SEVIS Access Instructions. (http://www.ice.gov/sevis/sevis-application-instructions-all-users)

SEVIS User Name*

⬅

Submit   Cancel

4. Click "Submit." Note: The email address associated with this SEVIS user name will receive an email. The email will provide instructions for creating a new SEVIS password. The email will be valid for 30 days. A password must be created within 30 days of the email date.

Requesting Reactivation of a Disabled SEVIS Account

SEVIS automatically disables government user SEVIS accounts after 45 days of no activity. You must send a complete package to the SEVP.Access@ice.dhs.gov email box. The package must include a completed and signed G872S form (please remember to select the correct SEVIS role on the G872S form), and the DHS ICE Rules of Behavior form (signature page only.) SEVIS Access Application instructions and forms are found HERE. As mentioned above, SEVIS will automatically disable the user's account after 45 days of inactivity, which requires the users to request for SEVIS Reactivation using the instructions below.

- To reactivate the account, a federal supervisor, manager or sponsor must submit a request containing the G872S and DHS ICE Rules of Behavior forms to SEVP.Access@ice.dhs.gov.
- The user's existing PICS ID and role must be provided for the request to be processed.

Disabling Access to SEVIS

When access to SEVIS is no longer required, submit a request to disable the account.

- A DHS ICE Rules of Behavior form is not required for disabling an account.
- Check "delete" for the user's role and send the deletion request to SEVP.Access@ice.dhs.gov.
- The user's PICS ID and role must be provided for the request to be processed.

Requesting a SEVIS Role Change

When requesting a role change, be sure to annotate the following on the G872S form:

1. Mark current role "delete,"
2. Mark new role "add,"
3. Include your PICS ID, and
4. Send request to SEVP.Access@ice.dhs.gov