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Overview

When you log into SEVIS for the first time, you must create a SEVIS government user profile. The SEVIS profile includes your:

- Contact information
- Federal government supervisor’s contact information
- Security questions

Creating your profile is a three-step process:

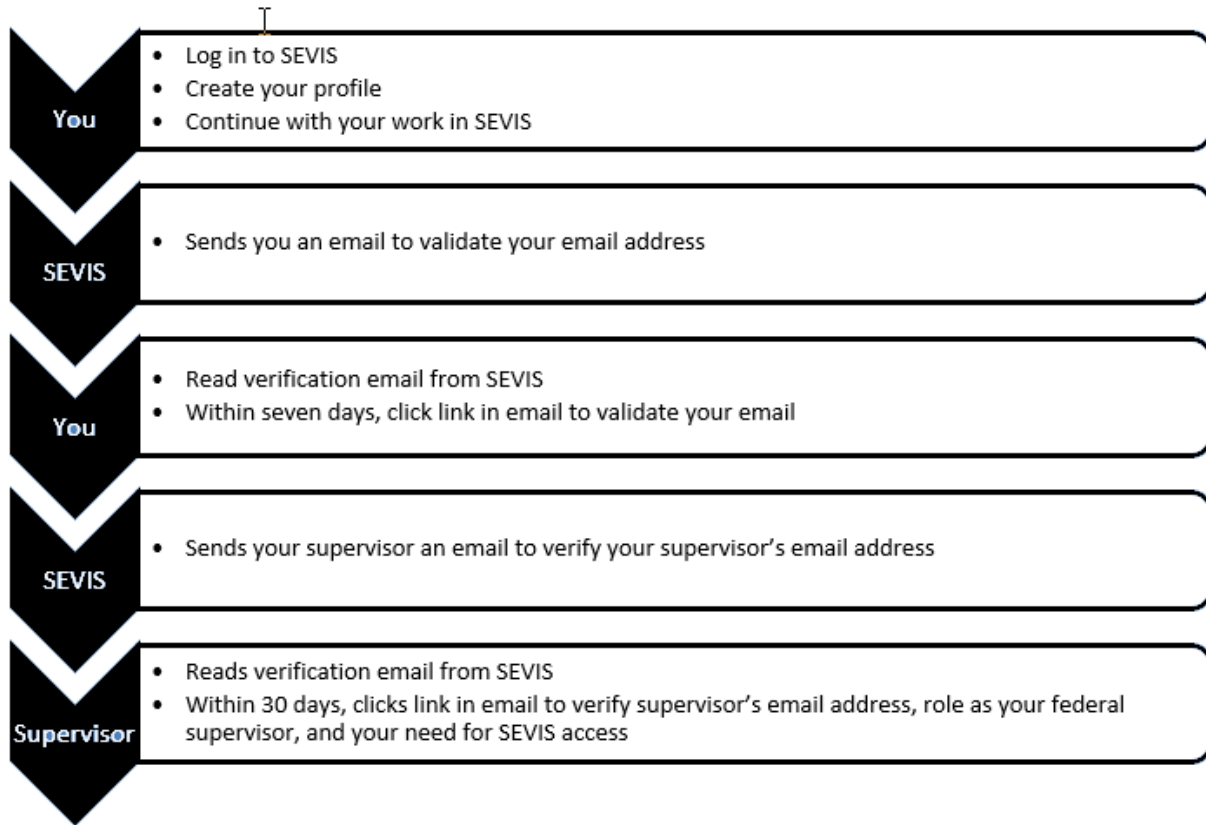
1. Completion of the *Create a New Government User Profile* page.
2. Verification of your email address.
3. Confirmation of SEVIS profile information by your government supervisor.



- When you log into SEVIS, your identifying account information on file in SEVIS is listed near the top of the page. It includes your full name, SEVIS user ID, and SEVIS role. This information cannot be edited.
- You must have an active username and role in SEVIS before you can create a user profile. The SEVIS Account Management Team manages a separate process to [obtain SEVIS access and user roles](#).



Process Overview



Create Your Profile

To create your SEVIS government user profile, log into SEVIS. The *Create a New Government User Profile* page opens.



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SEVIS Student & Exchange Visitor Information System

John Sevis [Logout](#)
ROLES: ISSADMIN, DHSISS

Create a New Government User Profile

Required fields are marked with an asterisk (*).

Use this page to create your SEVIS user profile. Under Federal Supervisor, list your first line supervisor if you are a Federal employee. If you are a Federal Contractor list the Federal employee authorized to grant you access to SEVIS. Click Submit when you are finished. Click Cancel to log out of SEVIS.

User Full Name: John SEVIS User Name: ISSADMIN User Role: ISSADMIN, DHSISS [Why can't I edit these fields?](#)

Profile Information

Telephone Number * Government Email Address * Re-enter Email Address *

() - Ext.

Government Agency *
 Other

Work Address *
[Add U.S. Address](#) [Add Foreign Address](#)

Federal Government Supervisor

Last Name * First Name Middle Name

Supervisor Email Address * Re-enter Email Address *

Warning! Your supervisor must validate your profile within 30 days or your profile information will be deleted and you will have to resubmit your information.

Security Question

Choose a question from each list below and provide an answer that only you will know. Answer must be longer than 2 characters and not more than 60 characters. Answers are not case sensitive.

Question #1 * Answer #1 *

Question #2 * Answer #2 *

Question #3 * Answer #3 *

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Profile Information

Complete the following required fields in the *Profile Information* section:

- **Telephone Number:** Enter a valid phone number, including extension, if any.
- **Government Email Address:** Enter your valid government email address. The address is not case sensitive.
- **Re-enter Email Address:** Enter your government email address again.



- **Government Agency:** Select the applicable agency from the drop-down list or select **Other**.
- **Other:** If **Other** is selected as the Government Agency, enter the agency name. Otherwise, leave this field blank.
- **Work Address:** Enter either a U.S address or foreign address.
 - To enter a U.S address, complete the following steps:
 - Click **Add U.S. Address**. The *Add U.S. Address* window opens.
 - At a minimum, enter the street address and zip code. Completion of the other fields is optional.
 - Click **Submit**. One of two things will occur:
 - The suggested address from the U.S. Postal Service (USPS) database and the entered address display on the *Add U.S. Address* window. Click **Select** to accept the address from the Postal Service and return to the *Create a New Government User Profile* page; or click **Edit Address** to change the address.
 - A message displays indicating that the address could not be found. Click **Over-ride Validation** to save the address. Select a reason for using the address as entered. If **Other** is selected, enter an explanation in the text box. Click **Submit** to save the address and return to the *Create a New Government User Profile* page.
 - To enter a foreign address, complete the following steps:
 - Click **Add Foreign Address**. The *Add/Edit Foreign Address* window opens.
 - At a minimum, enter the street address and select a country. Completion of the other fields is optional.
 - Click **Submit**. The address displays on the *Create a New Government User Profile* page.

Federal Government Supervisor

Complete the following fields in the *Federal Government Supervisor* section:

- **Last Name:** Enter your government supervisor's last name. Completion of this field is required.
- **First Name:** Enter your government supervisor's first name. Completion of this field is optional.
- **Middle Name:** Enter your government supervisor's middle name. Completion of this field is optional.
- **Supervisor Email Address:** Enter your government supervisor's email address. Completion of this field is required.



This email address must have a “.gov” or “.mil” extension. The address is not case sensitive.

- **Re-enter Email Address:** Enter your government supervisor’s email address again. Completion of this field is required.

Security Question

In the *Security Question* section, select a question from each of the three lists, and then enter the answer in the corresponding field.

Profile Submission

Once you enter your profile information, click **Submit Profile**:

- A message displays advising you have created your profile and must verify your email address within seven days.
- You will receive an email from SEVIS with instructions for verifying your email address.
- After verifying your email address, your supervisor will receive an email. Your supervisor must verify your SEVIS profile within 30 days.



- If you do not verify your email address within seven days, your profile will be deleted. You will be required to create your profile again the next time that you access SEVIS.
- If your supervisor does not verify your profile information within 30 days of receipt of the SEVIS email, your profile will be deleted. You will be required to create your profile again the next time that you access SEVIS.

Federal Supervisor Actions

Once you have verified your email address, SEVIS emails your federal supervisor.



From: Sevis, SysAdmin Sent: Tue 11/10/2015 11:08 AM
To: SEVIS Technical Feedback
Cc:
Subject: DEADLINE December 10, 2015 Supervisor's Verification Requested for DHSADJUDICATORFname DHSADJUDICATORLname's Access to

*** DO NOT RESPOND TO THIS E-MAIL ***

DHSADJUDICATORFname DHSADJUDICATORLname created a user profile in SEVIS and indicated that you have the authority to determine if he/she should have continued access to SEVIS. This means, for a federal employee that you are the first line supervisor or for a federal contractor, that you provide federal oversight for access to SEVIS. This person currently has the DHS ADJUDICATOR role in SEVIS.

The Student and Exchange Visitor Program is required to do an annual verification of all users in SEVIS to confirm that they need continued access to SEVIS in the designated role. The information the user provides, including your name and email address as the federal supervisor, will be used for this annual verification.

THIS IS NOT THE ANNUAL VERIFICATION. This is to confirm the user's profile information.

By clicking on the verify link you are confirming that this is your correct email address, that you are DHSADJUDICATORFname DHSADJUDICATORLname's federal supervisor and that he/she requires access to SEVIS in the DHS ADJUDICATOR role. No action is required if you cannot verify this information.

Click on the "Verify" link <http://10.168.1.193/infield/sevis/action/common/getSupervisorVerifyEmailPage?type=187071> to start the verification process. You have until December 10, 2015 to complete this process.

Your federal supervisor must click the **link in the email**. The supervisor's version of the *Verification for Government User* page opens.



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SEVIS | Student & Exchange Visitor Information System FQT-RESIN-1

Verification for Government User

Verification Due Date: December 5, 2015 (30 days left)

User Information

User Role
IMMIGRATION SYSTEM SUPPORT, ISS ADMINISTRATOR

Full Name
ISSName FName

Email Address
[Redacted]@associates.ice.dhs.gov

Government Agency
DHS ICE - SEVP

Your supervisor should review the information and click **Verify User** if the information is correct.



- The supervisor must complete this process within 30 days, or SEVIS will delete the profile you created.
- If your profile is deleted, you will still be able to access SEVIS but will be required to create your profile again.

Manage My SEVIS User Profile

You may edit your SEVIS government user profile at any time. To do so, complete the following steps:

1. Log into SEVIS.
2. Click **Profile** in the top, right corner of the navigation bar. The *Manage My SEVIS User Profile* page opens:



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SEVIS Student & Exchange Visitor Information System

John Sevis Logout
ROLES: ISSADMIN, DHSISS
Get Plug-Ins

Main Program Search Exchange Visitor Search Program Application Search EV Request Search Reports Help Message Board Change Password Enter SEVIS ID

Manage My SEVIS User Profile

Required fields are marked with an asterisk (*).

Use this page at any time to update your SEVIS user profile. Click Submit when you are finished to save your updates. If you update your Supervisor's email address, the supervisor will be asked to verify that they are your first line supervisor if you are a Federal employee or the Federal employee authorized to grant you access to SEVIS if you are a Federal Contractor. If you Cancel, no profile information will be saved.

User Full Name: John SEVIS User Name: ISSADMIN6 User Role: ISSADMIN, DHSISS Why can't I edit these fields?

Profile Information

Telephone Number * Government Email Address * Why can't I edit this field?
 (222) 222 - 2222 Ext. john.q.sevis@associates.ice.dhs.gov

Government Agency *
 DHS ICE - SEVP
 Other

Work Address *
 Edit U.S. Address Delete Add Foreign Address
 4400 UNIVERSITY DR
 FAIRFAX VA 22030 - 4422

Federal Government Supervisor

Last Name * First Name Middle Name
 Blarghy Flarghy

Supervisor Email Address * Re-enter Email Address *
 blargh@dhs.gov blargh@dhs.gov

Warning! Your supervisor must validate your profile within 30 days or your profile information will be deleted and you will have to resubmit your information.

Security Question

Choose a question from each list below and provide an answer that only you will know. Answer must be longer than 2 characters and not more than 60 characters. Answers are not case sensitive.

Question #1 * Answer #1 *
 In what city did you graduate high school? Roanoke

Question #2 * Answer #2 *
 What city were you born in? Fairfax

Question #3 * Answer #3 *
 What is a street name in your city? Market

Submit Profile Cancel

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3. Edit the profile data, as necessary:



- You cannot edit your name or SEVIS user role. Your name and user role were entered into SEVIS when your account was approved. Only a SEVIS PICS Officer can change this information.
- You cannot change your email address after it has been verified. A change in your email address is likely to indicate a change in job, which would require an external review by a PICS Officer.



4. Click **Submit Profile**. The *Update Successful* page opens.
5. If your role or email address has changed, follow the [SEVIS Access Instructions](#) at ICE.Gov to update your PICS information.

Request Password Reset

The *SEVIS Login* page contains a link that may be used to request a password reset. Use the **Forgot Your Password** function if you are an active user in SEVIS and:

- You have forgotten your password.
- Your SEVIS account is locked.



Only users who are active in SEVIS can reset their password this way. If you cannot reset your password with the **Request Password Reset** link, see the appropriate **Reactivating a Disabled Account** section for your government user type (ICE user or government user outside of ICE) on the [SEVIS Access Instructions for Immigration and Customs Enforcement and Other Agency End Users](#) page.

To request a password reset, perform the following:

1. Go to the *SEVIS Login* page.

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SEVIS | Student & Exchange Visitor Information System | 1-800-892-4829 SEVIS Help Desk

Sign In

User Name:

Password:

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

[Forgot Your Password?](#)



- Click **Forgot Your Password?** on the *SEVIS Login* page. The *Request Password Reset* page opens.

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

- Click the **Government User** radio button.



After the radio button is selected, Government User password reset instructions appear.

- Enter your SEVIS User ID in the **SEVIS User Name** field.
- Click **Submit**.



An email will be sent to the email address associated with this SEVIS username. It 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 date on the email.

Document Revision History

Date	Revision Summary
September 13, 2023	Periodic review and update completed with updated icons, textbox notes, and added alt text.
October 27, 2015	Initial Release
November 13, 2016	Added process overview, and Supervisor Actions sections and note about the SEVIS Account Management process