



Government User Profiles FAQs

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Who, When, and How to Create and Verify a SEVIS Government Profile

- Q: When will SEVIS government users be prompted to create and verify a SEVIS profile?**
- A: A government user will need to create a SEVIS profile the first time he/she logs into SEVIS after Release 6.23 on December 4, 2015.
- Q: Who is included in the government user category – U.S. Citizenship and Immigration Service (USCIS), Customs and Border Protection (CBP), Immigration and Customs Enforcement (ICE)?**
- A: Government users include any government employee or contractor who uses SEVIS—users who are not from a school or an exchange visitor program.
- Q: For the Work Address, should Student and Exchange Visitor Program (SEVP) Field Representatives (FRs) enter the address of their Special Agent in Charge (SAC)/Regional Agents in Charge (RAC), or is there another address FRs should use?**
- A: Use the address of your SAC or RAC.
- Q: If the user information is listed incorrectly when setting up our user profiles, should we contact the SEVP PICS Officer or the Local PICS Officer (LPO)? If we contact the LPO, how would the LPO correct the information?**
- A: Contact the SEVIS Account Management Team, formerly known as the SEVP PICS team. They will know which information must be corrected by the LPO.
- Q: Would the Federal Supervisor role fall to a Contracting Officer Representative (COR) for contractors?**
- A: Not necessarily; a government supervisor or a technical manager can also authorize access to SEVIS. You may need to ask these people to determine the correct person in your situation.
- Q: Will supervisors have access to assign user roles?**
- A: Supervisors can request SEVIS access, but only the SEVIS Account Management Team can assign user roles. They must follow the guidance in the [SEVIS Access Instructions](#). [<https://www.ice.gov/sevis/overview>, (under the *Federal Users* tab)]



Q: Does my federal supervisor need SEVIS access to verify my information?

A: No. We are doing validation through email so that all supervisors, with or without SEVIS access, can approve SEVIS access.

SEVIS Password Reset

Q: When does the Password Reset function deploy in production?

A: The Password Reset function deploys with SEVIS Release 6.23 on December 4, 2015. However, you will have to create a profile before you can reset your password.

Q: After resetting their passwords, Designated School Officials have a seven-day block before they can reset their password again. Will government users have that block too?

A: SEVIS Release 6.23 removes the seven-day password reset block for everyone. This means that any school or government SEVIS user, who resets his/her password today, will be able to reset the password tomorrow.

Q: Does this process allow the Help Desk to unlock government accounts, if the account is locked for an incorrect password?

A: No. This process does not involve the Help Desk. If your account is locked due to an incorrect password, you can use the Reset Password function to unlock it. If your account is disabled because you have not logged into SEVIS within the last 45 days, your supervisor will need to request that your account for SEVIS be reactivated.

Q: Will the December 4th profile/password change also require a complete PICS password reset?

A: If you reset your SEVIS password using the Reset Password function, this will not affect any of your other PICS passwords. However, if you need to reactivate your SEVIS account through the SEVIS Account Management Team, a complete PICS password reset will rest on whether you are internal or external to ICE.

SEVIS Account Reactivation

Q: Do you still get locked out if you haven't accessed in 30 days?

A: SEVIS has and will continue to disable SEVIS accounts for those users who have not logged into SEVIS within **45 days**.

Q: If the government user account is disabled after 45 days, should the federal supervisor request SEVIS access all over again?

A: Yes. The federal supervisor will need to request reactivation of your SEVIS account again.

Q: What is the preferred method of contacting the SEVIS Account Management Team for reactivation requests? Is there a group email, or do we need to file a catalog request through the ICE Service Catalog?



A: The SEVIS Account Management Team has instructions for requesting initial and reactivation of SEVIS accounts at ice.gov/sevis/overview (under the *Federal Users* tab). ICE and DHS end users' federal supervisors or managers must submit these requests through the [ICE Service Catalog](#). SEVIS users from agencies outside of ICE and DHS must have their federal supervisors submit these requests through SEVIS.Access@ice.dhs.gov.

Q: Who can unlock SEVIS accounts?

A: Only the SEVIS Account Management Team can unlock user accounts disabled from 45 days of inactivity. However, if the account has been locked because a user entered his/her password incorrectly three or more times, then the Reset Password function can correct that.