

To: DSOs and PDSOs at SEVP-certified schools only (for F and M students)

Date: Nov. 30, 2016

Re: USCIS OPT Approvals Not Updating in SEVIS

Number: 1611-04

General Information

The Student & Exchange Visitor Information System (SEVIS) is not updating F-1 students' optional practical training (OPT) records in SEVIS with notices from the United States Citizenship and Immigration Services (USCIS).

The following technical issues have occurred:

- SEVIS records do not match the Computer-Linked Application Information Management System (CLAIMS) records.
- Not all updates are being sent to SEVIS through the CLAIMS interface.

To resolve these issues, SEVP is diagnosing and correcting the SEVIS issues and working with USCIS to determine the cause of the CLAIMS issue. However, it is unclear how long it will take to resolve these issues.

In the meantime, designated school officials (DSOs) should request a correction using the SEVIS Correct Student Requests to USCIS function. To assist the SEVIS Help Desk with a quick adjudication, DSOs should do the following:

- Enter the following information in the Correction Remarks field:
 - USCIS receipt number.
 - Correction request is due to CLAIMS matching or transmission issues.
- Email either a copy of the Employment Authorization Card or the Form I-797, "Notice of Action," OPT approval to SEVISHelpDesk@ice.dhs.gov. Enter the following information in the subject line:
 - "OPT Approval Documentation for CR [list correction request number]"

DSOs should respond to requests for information from pending SEVIS Help Desk correction requests.

For additional correction request resources, please visit the [Study in the States' SEVIS Help Hub](#) page.

Direct any questions about the record correction process to the SEVIS Help Desk at 703603-3400 or 800-892-4829; or email SEVISHelpDesk@ice.dhs.gov.

Comments

To comment on this Broadcast Message, please email SEVP@ice.dhs.gov with “Broadcast Message 1611-04 Comment” entered in the subject line.

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