**To:** All SEVIS Users

**Date:** May 29, 2020

**Re:** SEVIS, SEVP Portal and SEVP External Training Application (SETA) URL Issues

**Number:** 2005-05

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**General Information**

Users have reported issues accessing the Student and Exchange Visitor Information System (SEVIS), the Student and Exchange Visitor Program (SEVP) Portal and the SEVP External Training Application (SETA).

Currently, the issue is the use of "www" at the beginning of the uniform resource locator (URL), when entering the website's address in your browser. For example, users who type "www.sevp.ice.gov/seta" may not be directed to the SETA site, while those who enter "sevp.ice.gov/seta" will. Website engineers are working to resolve this issue.

In the meantime, SEVP recommends omitting the "www" portion of the web address when entering the URL, to access the SEVIS, SEVP Portal and SETA websites.

**Comments**

To comment on this broadcast message, please email [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov) with "Broadcast Message 2005-05 Comment" entered in the subject line.

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