Broadcast Message: SEVIS Notice—SEVIS Computer Troubleshooting

To: All SEVIS Users

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General Information

The Student and Exchange Visitor Program (SEVP) has received reports of user issues with the Student and Exchange Visitor Information System (SEVIS). SEVP determined that many issues being reported are a result of SEVIS users using Batch vendor proprietary embedded browsers, or web browser tools that are incompatible with SEVIS.

Please see below for a list of computer basics that all SEVIS users should follow when using SEVIS:

- Only use SEVIS in Google Chrome or Microsoft Edge web browsers to avoid compatibility issues. SEVIS only supports these web browsers; SEVP cannot guarantee full functionality in other browsers.

- Ensure the autofill function in the web browser is turned off when using SEVIS. When the autofill function is turned on, random data fields in one SEVIS record may replicate the data fields from the previously opened SEVIS record.

- Only have one SEVIS record open at a time. Do not open multiple SEVIS records at the same time; having more than one record open can cause data to transfer between records due to the browser's cache memory.

- Only use built-in SEVIS navigation buttons and links. Do not use the "Back" function in the web browser to navigate SEVIS.

- When working on individual SEVIS records, directly log into the SEVIS real time interface ([SEVIS - Login Page (ice.gov)](ice.gov)) using a supported web browser (i.e., Google Chrome or Microsoft Edge) to ensure SEVIS captures data correctly.

  The SEVP Response Center (SRC) has documented numerous incidents where designated school officials (DSOs) recommend off-campus employment via a proprietary embedded browser. While the recommendation is visible in the embedded browser's view of the student's SEVIS record, this recommendation do not appear in the student's record in their Employment Information, Request/Authorization Details, Student Requests or Event History sections.

  In these cases, U.S. Citizenship and Immigration Services may deny the student's employment application if there is no external proof that the DSO recommended employment in SEVIS during the allowed recommendation period.

- Remember, SEVP does not support embedded or integrated web browsers connected to Batch software. The maintenance and operation of this software is the responsibility of the software developer and vendor.

In addition to the above information, please see below for a list of the SRC's computer troubleshooting tips:

- If unexpected errors occur when performing any action in SEVIS, switch to another supported browser. If this does not resolve the issue, contact the SRC. Remember to take a screenshot of the error for further troubleshooting assistance.

- Routinely clear cache and cookies from the web browsers used for SEVIS (i.e., Google Chrome or Microsoft Edge).

- Keep your computer and supported web browsers up-to-date with official patches and updates, according to your Information Technology (IT) department's policies.

- Restart your computer on a regular basis, per your IT department's policies.

- Ask your IT department if JavaScript is allowed and enabled for supported browsers, specifically for SEVIS.

- Make sure all other browsers and applications are closed if using a tablet.

- When attempting to log in to SEVIS, ensure your username matches exactly, as provided.

- After the third attempt to reset the password within SEVIS, try using the Forgot Your Password function on the SEVIS Login page.

- Make sure to have a strong internet connection.

For questions about other issues, please contact the SRC via phone at 703-603-3400 or 1-800-892-4829 or via email at SEVP@ice.dhs.gov. The SRC is open Monday through Friday, 8 a.m. to 6 p.m. ET, except for federal holidays.

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