



eVisas – What to do

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Background

- The Home Office have announced that they are phasing out physical immigration documents (BRPs, BRCs, stamps in passports, any other paper docs) & switching to a digital system
- All BRPs now issued with expiry date of 31/12/2024



Why?

Home Office states the advantages of digital status documents are:

- They are secure & cannot be lost, damaged or tampered with unlike a physical document
- You will not need to wait for or collect a physical document after your application is decided
- It will be quicker and easier to prove your status at the UK border & share your status with third parties like employers or landlords

Not mentioned is the cost issue but likely to also be a factor that it should be cheaper for the Home Office in the long run than continuing to produce physical documents

Who needs to act?

Anyone who has:

- A Biometric Residence Permit
- A Biometric Residence Card (usually EU family members)
- A passport stamp evidencing status
- Some other kind of paper status document

will need to obtain an eVisa

Paper documents

- Those with a passport stamp or a paper document showing ILR are likely to have to make a No Time Limit application
- Will need to evidence residence in the UK since they were granted Leave
- May need a referral for immigration advice



Expired BRP/BRC


- Have they made an in-time application for extension?
- Is the BRP/BRC less than 12 months out of date?
- If so, they should still be able to set up a UKVI account and apply for an eVisa
- If has expired & they have not applied for further leave, they need immigration advice

Valid BRP

Two step process:

- Set up a UKVI account
- Apply for an eVisa

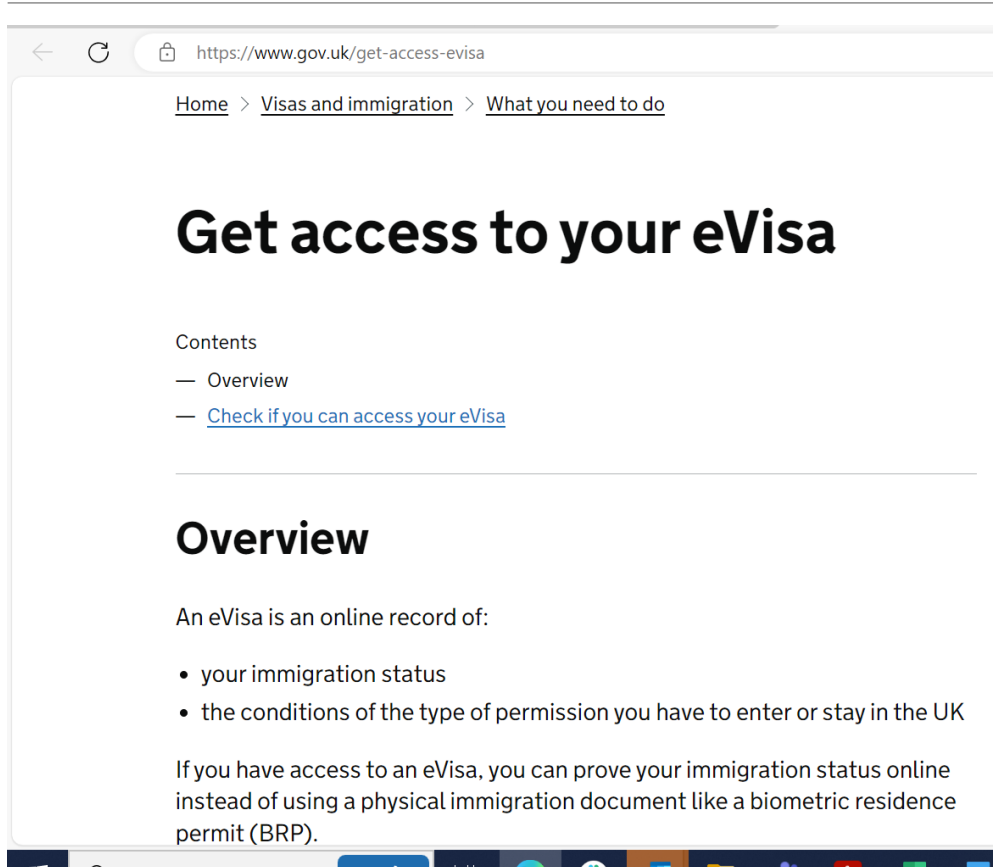
Check applicant is aware of the actual expiry date of their leave – most likely in UKVI grant of leave letter.



Who can assist

- Helping someone to set up a UKVI account and an eVisa is NOT a “regulated activity”
- i.e. you do not need to be immigration accredited to assist someone to do it
- If issues arise re immigration status refer on to a regulated immigration adviser

The application process



<https://www.gov.uk/get-access-evisa>

The application process

Before you start

You will need:

- access to a smartphone
- a mobile phone number
- an email address
- your BRP card or a valid passport with your BRP number or visa application number


Your visa application number is the global web form (GWF) or unique application number (UAN) from your visa application.

You must give a phone number and email address you can use again. You'll need them each time you use your eVisa to prove your immigration status online.

[Start now >](#)

- Smart phone doesn't need to belong to applicant
- Mobile phone & email address must be accessible to them during the set-up process
- Physical document needed, not a photo

Setting up UKVI account

 **GOV.UK**

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Have you ever had a biometric residence permit (BRP)?

Yes

No

I am waiting for my first BRP

[Continue](#)

[What is a BRP?](#)

“No” or “I am waiting for my first BRP” will funnel applicant to other pages designed to signpost to next steps

Setting up UKVI account

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Do you still have your biometric residence permit (BRP) card?

This includes an expired BRP.

Yes No

Continue

If “No” should still be able to apply if have a valid passport with a biometric chip & your BRP number

Setting up UKVI account

Is your biometric residence permit (BRP) valid?

To be valid, the BRP expiry date must be in the future. We only want this information to understand if we can use your BRP to confirm your identity.

- Yes
- No, it expired less than a year ago
- No, it expired over a year ago

Continue

While in theory a UKVI account can be set up with a BRP which expired less than a year ago, unless applicant has applied to extend their leave, they will need immigration advice

Setting up UKVI account

Create a UK Visas and Immigration (UKVI) account

You need to create a UKVI account to:

- view your immigration status (eVisa) online
- access someone's account so you can help them get an eVisa
- act on behalf of someone who cannot manage their account. For example, a young child or vulnerable person
- confirm your identity, update your details or get proof of your immigration status

You will need the following details either for yourself or someone you're acting on behalf of:

- date of birth
- a biometric residence permit (BRP), passport or other identity document
- access to your email address or phone number

If you want to give someone access to your account, you will need their email and phone number.

[Create an account](#)

Setting up UKVI account

Create account

Who are you creating this account for?

Me

Someone else

For example, you are a parent creating an account for your child, or you are helping someone with their immigration applications.

Continue

If you answer “Someone else”



Who needs access to their account?

Only the account holder
They will manage access to their account and their immigration status. You can add someone later, as a helper, to help with any of their immigration applications if you wish.

Both, me and the account holder
They will manage access to their account and their immigration status. As a helper, you can only view, edit and submit any of their visa or immigration applications.

Only me, as the account holder cannot manage the account themselves
You will manage access to their account and their immigration status. They must not be able to manage their account themselves.

Use your own email address and phone number to create the account. They will not be able to access their applications or immigration status.

! If you do not need access to their account, select 'Only the account holder'

The application process

Create account

What is your name?

Enter your name as it is written in your identity document. Use the English spelling if it is written in 2 languages.

If you do not have both a given name and surname, enter your name in the 'Surname' field.

Given names

Your first and middle names

Surname

Include all your surnames

Continue

- If it is a new BRP & name is incorrect applicant needs to correct BRP before setting up the UKVI account
- Change of name (e.g. due to marriage) can be dealt with once account is set up

Setting up UKVI account

Create account

What is your country of nationality?

This is the country of nationality shown on your identity document. Use the English spelling or the country code.

Continue

Setting up UKVI account

Create account

Which identity document are you using?

Choose the document you will use to prove your identity. You will also use it to sign in to your account.

- Biometric residence permit (BRP)
Your BRP cannot have expired more than 1 year ago
- Passport
Your passport cannot have expired

Continue

- Either BRP or passport is fine, however
- I have found BRP slightly more reliable at “confirm your identity” stage

Setting up UKVI account



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Create account

Enter your biometric residence permit details

Your biometric residence permit details will be linked to your account. Whenever you sign in to your account, you will need to use this biometric residence permit number.



Biometric residence permit number

For example, 'RAX203829'

Expiry date

For example, 29 12 2025

Day Month Year

Continue

Need help? [Contact us](#)

Setting up UKVI account



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Create account

What is your date of birth?

For example, 29 3 1976. When you sign in to your account you will need to enter your date of birth.

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

[▶ Help with date of birth](#)

Continue

Setting up UKVI account



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Create account

What email address do you want to use when you sign in to the account?

We will send a security code to this email address to check you can use it. We will send a new security code every time you sign in.

When the account is created, we will email you with instructions on how to sign in and manage the account.

Continue

Create account

Check your email

We have sent a 6-digit security code to:

@yahoo.co.uk [Change](#)

You need to use this code within 10 minutes or it will expire.

If you have not received a security code, make sure the email address is correct and you have checked your spam folder.

Security code

[Resend security code](#)

Continue

Setting up UKVI account

Create account

What phone number do you want to use when you sign in to the account?

We will send a security code by text message (SMS) to this mobile phone to check you can use it. We will send a new security code every time you sign in.

For international numbers include + and the country code.
For example, +39 1 33 45 70 90

Continue

Check your phone

We have sent a 6-digit security code to:

[Change](#)

You need to use this code within 10 minutes or it will expire.

If you have not received a security code, make sure the phone number is correct.

It may take a few minutes to arrive.

Security code

[Resend security code](#)

Continue

Setting up UKVI account



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Create account

Do you want someone else to have access to your account?

This could be a friend, family member or immigration adviser who is helping you. They can access and help with any of your visa or immigration applications. They cannot prove your immigration status or update your details.

Yes No

[Continue](#)

Signing in to UKVI account

Sign in

What identity document did you use when you created your account?

If you have updated your identity document since you applied, you must use the details of the updated document to sign in.

- Passport
- National identity card
- Biometric residence card or permit

Continue

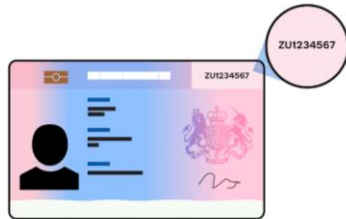
- First stage is complete – basic UKVI account is set up
- Next, need to complete a number of actions to get account up & running
- Will need to sign into the new UKVI account

Signing in to UKVI account

1. Enter document number

Sign in

What is your biometric residence card or permit number?



Biometric residence card or permit number
For example, 120382978

Continue

2. Enter date of birth

Sign in

What is your date of birth?

You should enter this as shown on your passport. For example, 31 3 1980.

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Continue

3. You will be asked if you want a code sent to your mobile phone or to your email.

Code will be sent & should be entered

eVisa set up

[Forms](#) [Sign in details](#)

Your form

Link your eVisa to your account

You have not started.

[Start](#)

If you no longer want to continue you can [delete this form](#).

Complete the following tasks to link your eVisa to your account.

1. Identity and contact

[Confirm your identity](#)

Confirm your BRP or application number

Cannot start yet

Your location

Cannot start yet

Contact preferences

Cannot start yet

2. Account security

Account security questions

Cannot start yet

3. Submit request

eVisa set up

Confirm your identity

You need to confirm your identity using the 'UK Immigration: ID Check' app.

You can use someone else's phone if you need to. The app can be deleted once your identity has been confirmed.

You will need your identity document.

[Continue](#)

[I have already tried using the app](#)

Need help? [Contact us](#)

Check you have the right smartphone

To scan your document, you must use the app on either:

- an iPhone 7, or newer model
- an Android phone that can make contactless payments

▶ [Why is this important?](#)

Do you have access to one of these phones?

Yes No

[Continue](#)

You cannot view your eVisa right now

If you cannot use the app, you cannot currently use your UKVI account to view your immigration status online.

You will be able to confirm your identity in a different way at a later date.

Your immigration status is unaffected and you should continue to use your BRP.

You can find [information and updates about eVisas on GOV.UK](#).

[Finish and leave service](#)

eVisa set up

UK Immigration: ID Check



Continue on the app

1. Download the app

On your phone, search for and download the 'UK Immigration: ID Check' app in the Google Play or App Store.



[I cannot download the app](#)

2. Connect the app to your account

Open the app and select how you want to connect.

You can either enter the connection code or scan the QR code below.

Connection code

Enter the code you are given and press connect.

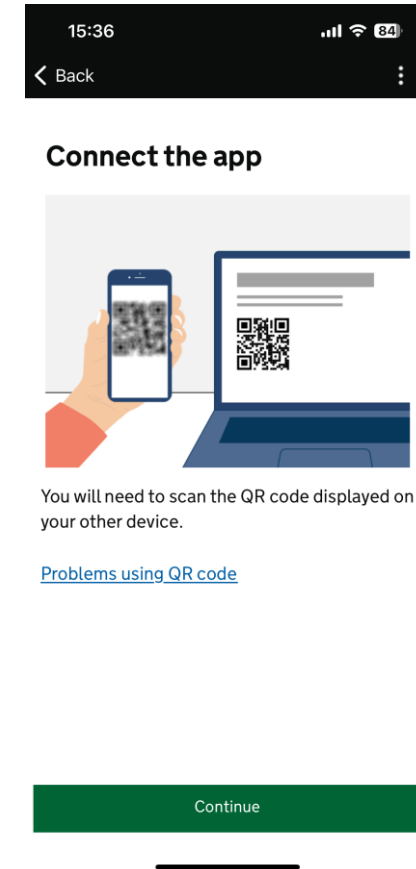
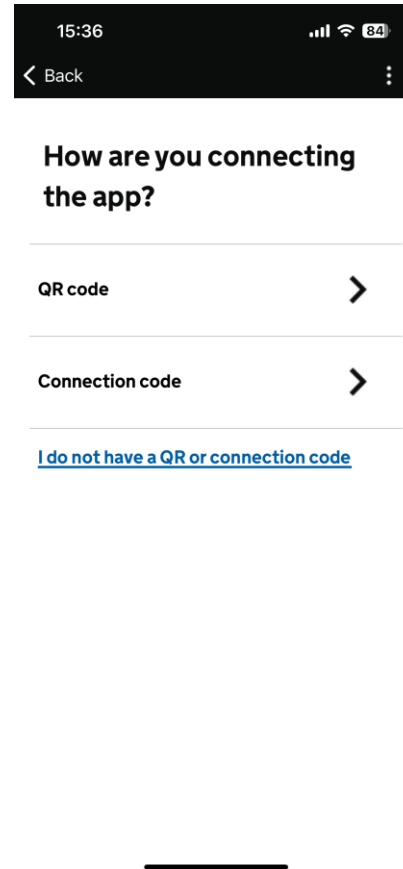
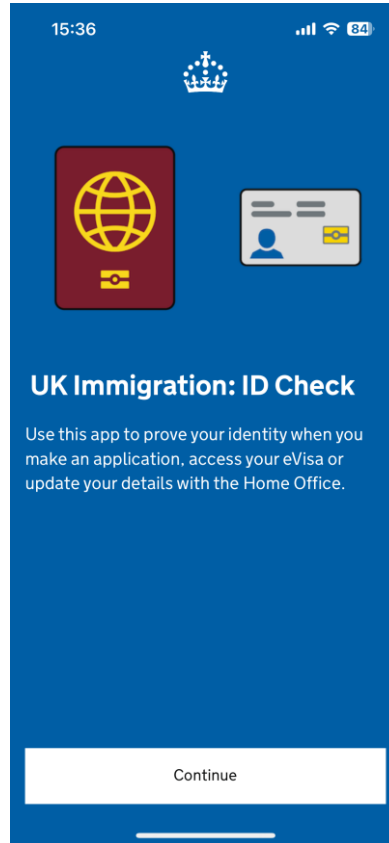
Connect

QR Code

If you select QR code, hold the phone up to scan the code with the camera.



eVisa set up – ID Checking app



eVisa set up – ID Checking

Three stage process:

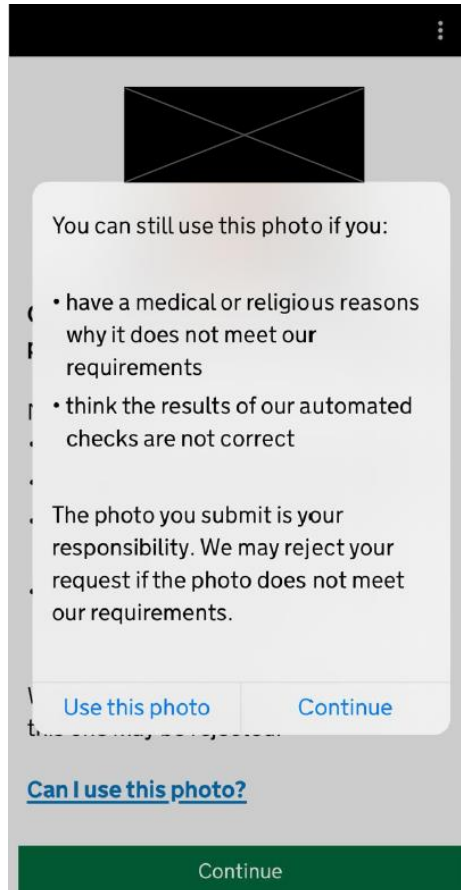
1. Scan document (BRP or passport) & read chip
2. Facial scan
3. Submit photo

eVisa set up – ID Checking

Document & chip scanning – tips

- App doesn't give you much time to scan document so need to be ready
- Needs to be against a plain non-white background
- For BRP, back then front
- For passport, photo page
- Place phone on document to read the chip

eVisa set up – ID Checking



- Facial scan – not a photo. Face needs to be within oval on screen and held still until scan is complete
- Photo – Can't submit a pre-prepared photo. Photo is taken through the app - passport style photo against a plain background – no objects in the background
- With some applicants, problems experienced with photo. Can bypass the suitability screen and use it anyway.

eVisa set up – ID Checking

Once ID checking process is complete, given the option of continuing application on the same device (phone) or disconnecting and logging back in on another device.

Go through the UKVI sign-in process again (document number, date of birth, security code sent by text or email)

eVisa set up

Once back in the UKVI account

- Confirm applicant is in the UK
- Confirm preferred contact email and mobile number
- Set up 3 security questions
- Complete declaration

I confirm that to the best of my knowledge and belief that the information I have provided is correct.

I understand that the data I have given can be used as set out in the privacy policy.

I have discussed and confirmed with the person that I am acting on behalf of that the information provided is correct.

I confirm that:

- I am the person submitting the information and I am aged 18 or over
- I am the person submitting the information and I am aged under 18
- I am the parent or legal guardian of a person who is aged under 18 and I am submitting the information on their behalf
- I am submitting the information on behalf of another person

[Continue](#)

[Save and return later](#)

Your information has been submitted

Your reference number is XXXXXXXXXX

What happens next

We will email you using the contact email address you've chosen when your eVisa is ready to view.

We will use the contact details provided if we need you to submit any more information.

Using your eVisa

Once your eVisa is ready to view, you can use our online services to view and prove your immigration status. You will need to sign in using your UKVI account details.

Find out more about [your online immigration status \(eVisa\)](#)

[Finish and leave service](#)

Next steps

- Advise applicant to check email (and junk mail) regularly
- When notified that eVisa is ready, sign in to UKVI account & check details
- An eVisa application is NOT an immigration application. Applicants need to be aware of expiry date of their leave (where relevant)

Problems

- Call the UKVI Resolution Centre: [Your immigration status: an introduction for EU, EEA and Swiss citizens \(accessible version\) - GOV.UK \(www.gov.uk\)](#)
- Use the UKVI eVisa webchat: [eVisa Webchat \(homeoffice.gov.uk\)](#)
- Make a complaint: [Complaints procedure - UK Visas and Immigration - GOV.UK \(www.gov.uk\)](#)
- Report problems to The 3 Million (for evidence purposes) [the3million | Report it! | Giving a voice to EU citizens in the UK](#)

Home Office funded support

Home Office has funded additional support to set up an eVisa for those with vulnerabilities including:

- disabled people
- children
- people with severe mental health conditions
- victims of human trafficking
- victims of domestic abuse
- people with significant language or literacy problems
- people without a permanent address
- homeless people
- elderly or isolated people

Home Office funded support

- One national support organisation funded in each of the 4 nations: List of organisations - GOV.UK (www.gov.uk)
- Awaiting announcement of regional organisations
- Assisted Digital service also available to help - Get help with your online Home Office application - GOV.UK (www.gov.uk)

Refugees

- UKVI advise that once they stop issuing BRPs (sometime in October 2024) they will set up a UKVI account & eVisa for those granted refugee status
- Awaiting further information on this process

No passport

- At present, the only acceptable documents to set up a UKVI account are BRPs or valid passports
- Anyone with no valid passport should definitely apply for a UKVI account with their BRP as soon as possible
- Expired BRPs can still be used to set up & access accounts for at least 12 months
- Advisable that people try to obtain a valid passport as at some point they will need a valid document to replace their expired BRP to access their UKVI account

eVisas & 3c leave

- If a person has existing leave to remain & makes an in-time application for extension or variation of leave, their existing leave continues with the same conditions until a decision is made on their new application
- At present, 3c leave is difficult to evidence & the cause of much indirect discrimination
- The Home Office has advised that it is endeavouring to set up the eVisa system so that those with 3c leave can easily evidence continued status
- If this works, it will be an improvement on the existing situation

What happens on 1/1/25?

- UKVI advises that even for those without an eVisa, people will still be able to use the expired BRP to evidence status:

“Where individuals have not created an account before their BRP expires at the end of 2024, we will put in place mechanisms to ensure they are still able to prove their rights while they create an account. Holders of expired BRPs will still be able to use these to create an account.”

- Those who have not set up an eVisa should not leave the UK until this has been done as may be unable to re-enter

What else should we do?

- Raise awareness among your service users
- Share resources – list to be circulated
- Register with UKVI for any updates re eVisas by creating a GOV.UK One Log-in [Create a GOV.UK One Login or sign in - GOV.UK \(www.gov.uk\)](#)
- Consider what resources we have to support clients

Questions