



Home Office

Transition to eVisa FAQs



This document is intended for the original recipient's use only and should not be forwarded outside of the recipient's organisation.

This document is correct at time of publication. Full guidance on the transition to eVisa, including information videos, latest updates and further support is available here: www.gov.uk/evisa.

A range of downloadable fact sheets and posters are available here: [Albums \(brandworkz.com\)](https://brandworkz.com) providing further guidance and resources for external partners on the most frequently asked questions on eVisa.

The Home Office is developing a more digital and streamlined border and immigration system. Using a phased approach to implementing digital services, our aim is that by 2025 people will have a secure and seamless digital journey when they interact with the UK's immigration system.

This means we are replacing physical documents with online services that are convenient and easy to use. This change will affect most people who have a current immigration status in the UK and all new applicants who apply in future. The documents being phased out include:

- biometric residence permits (BRPs)
- biometric residence cards (BRCs)
- legacy documents including passports containing ink stamps, or letters with stamps on vignette stickers in passports.

Legacy document holders can prove their rights as they do today, using their physical documents where these are permitted. This includes for proving the right to rent, or for travel to the UK.

This document contains useful Q&A on eVisa transition that could be helpful for stakeholders.



Contents

Creating a UKVI account.....	4
Using a UKVI account	7
Creating and managing a ukvi account as a helper or proxy.....	9
Family/children	10
Support in creating and using a ukvi account.....	12
Using the view and prove service, right to work and right to rent checks	14
Biometric residence permits (BRPs).....	15
No time limit applications.....	17
Asylum seekers and refugees	18
Ukraine temporary sanctuary schemes	20
Funding	21
Technical issues.....	22
Communications	24
General FAQs	25



Creating a UKVI account

What document is best to use to create a UKVI account?

- To create a UKVI account, people can use their BRP card or a valid passport with the BRP number or visa application number. A visa application number is the global web form (GWF) or unique application number (UAN) from their visa application. Those who do not have a BRP card or a passport, can now also create a UKVI account to access their eVisa at www.gov.uk/eVisa.
- Further guidance on how people can create their UKVI account can be found here: www.gov.uk/eVisa.
- People can also [watch a video](#) on how to create a UKVI account and access their eVisa.

Do people need to wait for an email from UKVI before they can create a UKVI account?

- No – a person with a BRP can create a UKVI account immediately to access their eVisa. If they do not have a BRP they can use their passport and visa application number: Unique Application Number (UAN) or Global Web Form (GWF). A person who does not have their reference number will be able to request a reference number through the UKVI account creation process. If they state that they do not have the reference numbers during the account creation process, they will be directed to the Request Your Reference service. People without a BRP card or a passport, can now also create a UKVI account to access their eVisa at www.gov.uk/eVisa.
- Legacy document holders who have previously been granted settlement (also known as Indefinite Leave to Remain) in the UK are encouraged to make a free 'No Time Limit' application. This is a free service and once their NTL application is considered, they will receive an eVisa. Applicants will be provided with information on how to access their eVisa in their decision letter or email.

Q: How will a person know if they already have a UKVI account?

- A person will have a UKVI account if they have ever:
 - applied to the EU Settlement Scheme
 - used the 'UK Immigration: ID Check' app to prove their identity when applying for a visa
 - created one when applying for a visa or other permission (they will have received a UKVI account confirmation email)



- created one to get access to an eVisa (an online record of immigration status).
- If a person is unsure if they already have a UKVI account, they can attempt to sign in to their UKVI account here: www.gov.uk/eVisa.
- If a UKVI account already exists, then when they enter their details as part of the account sign in process, they will be taken to their existing UKVI account.
- If they no longer have access to the phone or email they used to set up a UKVI account they can use the account recovery online process called 'recover your UKVI account' – here: [Recover your UK Visas and Immigration account - Recover account - GOV.UK \(homeoffice.gov.uk\)](https://www.gov.uk/recover-your-uk-visas-and-immigration-account).
- People can also get help in accessing their UKVI account and eVisa here: [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-uk-visas-and-immigration-for-help).

Can the same email address be used to create multiple UKVI accounts?

- Yes.

How long does it take for the UKVI account to be activated?

- After creating a UKVI account, the person will be asked to confirm their identity using the 'UK Immigration ID check' app, and their BRP number. We will use this information to link the person's eVisa to their UKVI account.
- They will get an email when they can access their eVisa in their UKVI account. Most people will be able to access their eVisa immediately. Where additional checks are required, this may take several days.
- For a person without a BRP number, it will take up to 10 days to schedule a video verification once a customer has been referred. It will take 5 days to provide an outcome after their video verification appointment and for a UKVI account to be created for them.
- More information is available at [Online immigration status \(eVisa\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/online-immigration-status-evisa).

Will new arrivals from 2025 need to create a UKVI account and how will they do this, as they won't have a BRP?

- Yes, if they do not already have one. People will instead create a UKVI account to access their eVisa as part of their application, or be advised to create a UKVI account when notified of their decision. We will create UKVI accounts for those with no valid ID documents.
- They will be able to create a UKVI account using their passport and visa application reference number: Unique Application Number (UAN) or Global Web Form (GWF).



Are agents allowed to create accounts on behalf of others?

- No. People must create a UKVI account themselves, or at least be present, as it requires a facial image and 'liveness' check. A biometric 'liveness' check verifies that the features being presented are from a living person, and not a copy or imitation.
- They can however add a 'helper' to a UKVI account, who will have their own sign-in details. They can view, edit and complete an application, but a helper cannot access the 'view and prove' services or [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\) service.](#)
- Where a person is unable to manage their own affairs due to, for example, age or disability, a 'proxy', who is authorised to act on their behalf, can create and manage the account on their behalf.
- Please refer to guidance that explains 'helper' and 'proxy' permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\).](#)



Using a UKVI account

Where can people find their eVisa?

- People can view their eVisa by logging into the 'view and prove' service using their UKVI account, found here: [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/view-and-prove-your-immigration-status). From here they can update and share relevant information about their status securely with third parties (such as employers) or private service providers (such as letting agencies).

How do people keep their personal details up to date in their UKVI account?

- People with a UKVI account can use the [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\) online service](https://www.gov.uk/update-your-uk-visas-and-immigration-account-details).
- This service can be used to change:
 - mobile phone number
 - email address
 - name
 - identity/travel document (such as passport)
 - home address
 - postal address
- They can also:
 - correct their date of birth
 - add an extra nationality - if they have dual nationality, for example
 - add an extra passport
 - change their photo, for example if their appearance has changed and they can no longer be recognised from their photo in their UKVI account
- Applicants cannot change their travel document (such as passport) or name via their UKVI account if they are waiting for a decision on an immigration application.
- It is really important people keep their details up-to-date to ensure they can:
 - 'view and prove' their rights to others, for example employers or landlords (in England)
 - be contacted by UKVI, for example if they're waiting for a decision or to have documents returned
 - travel with their current identity document
- If a person does not have the correct travel document in their UKVI account, they may be delayed when travelling.



If a person has changed their name (or other personal details such as nationality, sex marker or date of birth) since their BRP was issued, will this matter when creating a UKVI account?

- They should create their UKVI account at www.gov.uk/eVisa. The UKVI account will then display their details aligned to their existing BRP card.
- If the person is in the UK and their personal details have changed, they should use the [Update your UKVI Account Details service](#).
- If the person is outside the UK and their personal details have changed, they will not be able to use the [Update your UKVI Account Details service](#) to add their passport.
- To avoid this, they will need to apply for a BRP vignette transfer (visas-immigration.service.gov.uk) which lets them re-enter the UK once only. Once the person is back in the UK, they will be able to use the [Update your UKVI Account Details service](#) to add their new passport to their UKVI account and update their personal details.

Q: An applicant has created a UKVI account but cannot see their eVisa details. Do they need to do anything?

- We are aware that a small number of people will not be able to see their eVisa straight away. If they cannot see their eVisa details as soon as they create their UKVI account, there is nothing they need to do. We will contact them directly, by email, once their eVisa is available to view.
- Those who cannot see their status can use the existing [Prove your right to work to an employer: Overview - GOV.UK \(www.gov.uk\)](#) and [Prove your right to rent in England: Overview - GOV.UK \(www.gov.uk\)](#) online services in the meantime, and, if they still have it, use their BRP to prove their rights for other purposes. Otherwise, they should contact the UKVI Resolution Centre.



Creating and managing a UKVI account as a helper or proxy

Can someone create and manage an account on someone else's behalf?

- People can ask a friend, relative, sponsor or immigration adviser to help them create a UKVI account.
- Limited access to the account can be given as a 'helper', this allows helpers to assist with creating a UKVI account, completing details to access an eVisa, and with any immigration application.
- Where a person is unable to manage their own affairs due to, for example, age or disability, a 'proxy', who is authorised to act on their behalf, can create and manage the account on their behalf.



Family/children

Do children need an account?

- Yes. Everyone will need their own account, for more detail see: gov.uk/eVisa.
- Parents or guardians can act as a proxy on a child's UKVI account and use the online services on their behalf, just as they would have looked after and used a BRP/C for the child. They can transfer ownership of the account and access to the online services to the child when they are able to manage their own affairs, most likely when they turn 18.
- Parents and guardians can create a UKVI account for their children at the same time they create an account for themselves.

Is the process of creating a UKVI account and accessing an eVisa any different for young children?

- Children under the age of 10 do not need to complete the 'scan your face' step in the UK Immigration: ID Check App.

How does a parent or guardian use a child's eVisa?

- Once they create the UKVI account, they can view the child's eVisa and update their personal information here: [Using your UK Visas and Immigration account - GOV.UK \(www.gov.uk\)](https://www.gov.uk/using-your-uk-visas-and-immigration-account).
- The Home Office will automatically share useful information about the child's immigration status with some government departments and other public authorities, reducing the need for them to interact with online services when proving immigration status.
- If a person need to evidence the child's rights to someone else, they can generate a share code in the view and prove service, which will give third parties, such as educational institutions, time-limited access to immigration status information.

How will the transition to an eVisa impact children when we/they travel outside the UK?

- A person's eVisa is connected to the passport in the UKVI account.
- Ensure the child's passport information is correct and up to date on in their UKVI account before they travel outside the UK.
- They still need to carry their current passport with them when travelling.



- If a child has a new passport and is still awaiting confirmation that their UKVI account has been updated, they should also carry their old document when travelling.

Can a family create and use one UKVI account?

- No. Everyone (adult or child) needs to create their own UKVI account to access their eVisa. More information can be found on www.gov.uk/evisa.



Support in creating and using a UKVI account

What support will be available?

- The Home Office is developing digital products and services for use by all, including vulnerable people.
- Support is now available through the eVisa grant funded network of organisations for vulnerable holders of physical immigration documents who need support transitioning to eVisa. Several national grant funded bodies and community-based organisations across the UK offer immediate, free support for vulnerable people transitioning to an eVisa, throughout the rest of 2024, and beyond. Details of support available, including the list of organisations is available on GOV.UK at: [eVisa: community support for vulnerable people - GOV.UK \(www.gov.uk\)](#).
- People can nominate a ‘helper’ and give them limited access to their account, to assist with creating a UKVI account, completing details to access an eVisa, and with any immigration application.
- Where a person is unable to manage their own affairs due to, for example, age or disability, an authorised ‘proxy’ can create and manage the account on the person’s behalf.
- Please refer to guidance that explains ‘helper’ and ‘proxy’ permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\)](#)
- They can also contact the UK Visas and Immigration Resolution Centre [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](#), for support via email and webchat, and telephone. They also support people through the online journey by:
 - helping them to access or recover their account
 - helping them to update their personal details
 - sharing status on behalf of people if they are unable to do so themselves.
- The UKVI Resolution Centre will also be able to assist users who are experiencing technical issues with their online immigration status, and where necessary, enable peoples’ status to be verified through alternative means.
- Our Assisted Digital service is also available in the UK to provide support by phone and email to those who need help with IT-related aspects of creating a UKVI account. [Get help with your online Home Office application - GOV.UK \(www.gov.uk\)](#)
- Additionally, we work collaboratively with a range of third-party stakeholders on the move to eVisas. Many of these organisations offer support to those requiring assistance in creating a UKVI account and accessing their eVisa.



Can the Home Office introduce a 24/7 helpline?

- They can access the [eVisa Webchat \(homeoffice.gov.uk\)](https://homeoffice.gov.uk/evisa-webchat), which includes a virtual agent and live chat facilities. The virtual agent provides automated responses to a wide range of queries from a continuously updated knowledge base, allowing people to self-serve their queries 24 hours a day. The virtual agent should be able to answer the majority of queries that people have. We welcome any feedback on how the knowledge base can be improved.
- If the virtual agent cannot resolve the query after multiple attempts, the person will be redirected to a UKVI Resolution Centre agent who will respond via live chat. This facility is available during dedicated operational hours only. Outside these hours, the virtual agent and the eVisa webform will still be available for queries. Our phone lines are open 8am to 8pm. Additionally, recognising the concerns around travel and potential time zone differences, carriers have access to a 24/7 phone line if there are issues while travelling.
- People can access Account Recovery Online, a self-serve 24/7 solution that allows people to safely recover access to their UKVI account online, rather than contacting the UKVI Resolution Centre, via account log in screens within the [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/view-and-prove-your-immigration-status-get-a-share-code) or the [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/update-your-uk-visas-and-immigration-account-details) or directly via the [Recover your UK Visas and Immigration \(UKVI\) account](https://www.gov.uk/recover-your-uk-visas-and-immigration-ukvi-account) page on GOV.UK.
- The Resolution Centre can unlock account access over the phone for those who are unable to use the online service. Both online and telephony services have appropriate safeguards to confirm the identity of the person seeking to access the account.



Using the View and Prove service, Right to Work and Right to Rent checks

What is the 'view and prove' service?

- The 'view and prove' is an online service which allows people with eVisas to:
 - get a 'share code' to prove their status to others, for example employers
- More information is available at:
 - [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/view-and-prove)
 - [How to prove your immigration status with an eVisa - YouTube](#)

Currently we ask for the BRP to check residency. How will this work with eVisas?

- A person can generate a share code which can be used to check their right to come to or stay in the UK.

Will people be able to use their expired BRP to generate a share code after it has expired but whilst they've still got immigration leave?

- How people prove their status will change from 2025.
- All BRP holders should take action now to create a UKVI account to access their eVisa at www.gov.uk/evisa before their BRP expires.
- Initially, expired BRP cards can be used to create a UKVI account and use the online [Prove your right to work to an employer: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/proof-right-to-work) and [Prove your right to rent in England: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/proof-right-to-rent) services for a limited time, providing their immigration permission has not expired, and to create a UKVI account to access their eVisa. However, an expired BRP does not offer the full benefits of an eVisa.
- All BRP holders are being advised to take action now to create a UKVI account to access their eVisa at www.gov.uk/evisa

How will students prove their rights on 31 October 2024?

- The BRP should still be used until it expires on 31 December 2024. A student can generate and share a share code with educational institutions to verify their right to study. We have also developed a short-term solution for data sharing to support educational institutions through the transitional period to:
 - check visa start and end dates for new sponsored international students for specific cohorts
 - confirm visa expiry dates for existing sponsored international students whose BRPs are short-dated to December 2024



Biometric residence permits (BRPs)

What happens to the physical documents as you transition to eVisa?

- The UK is developing a fully digital immigration system. This means physical documents are being replaced with eVisas, which are convenient and easy to use.
- Everyone should continue to carry their physical documents with them when travelling, until they expire. They should keep their expired BRP cards as it may be helpful for future applications to stay in the UK.

Why do we need to keep an expired and invalid BRP?

- Everyone should keep their BRP card as it may help with future applications to stay in the UK.

What happens if someone does not have a BRP or a passport?

- Lost or stolen BRP cards must be reported to the Home Office via: <https://www.gov.uk/biometric-residence-permits/lost-stolen-damaged>.
- It is no longer possible to request a replacement BRP. The UK border and immigration system is becoming digital. We are replacing physical documents such as BRPs with an eVisa which is an online record of a person's immigration status. If a person does not already have a UKVI account, they will need to create one to access their eVisa, which will replace their BRP.
- If they do not have a BRP but have a passport, they can use this alongside their Global Web Form (GWF) number, or their Unique Application Number (UAN), which can be found on their decision notification letter, to create a UKVI account.
- A person who does not have their reference number, will be able to request it during the UKVI account creation process at <https://www.gov.uk/get-access-evisa>. During the process, if the person is not able to provide their reference number, they will be directed to the 'Request Your Reference' service.
- If a person does not yet have a UKVI account, and they were granted permission to stay or settlement in the UK before 31 October 2024, and does not have a passport or a BRP card, they can now create a UKVI account to access their eVisa at www.gov.uk/evisa.
- If they already have a UKVI account, they can access their eVisa by logging into the 'view and prove' your immigration status: get a share code - GOV.UK (www.gov.uk) service.



What form of photo ID will people have once BRPs have been discontinued?

- A person can still use their passport or the eVisa itself (via view and prove) as photographic ID.

What is happening to BRP/BRCs on 31 October?

- We stopped issuing any new BRPs and BRCs on 31 October 2024. People with existing permission in the UK are encouraged to take action now to create a UKVI account to access their eVisa if they have not already done so. New applicants create a UKVI account to access their eVisa as part of their application or are advised to create a UKVI account when notified of their decision.

Will people who have made applications for permission still be issued a BRP or BRC after 31st October 2024?

- Decisions made before 31 October 2024 will receive a BRP. Any decisions made after that time will not receive a BRP. Instead, applicants will receive an eVisa and will need to create a UKVI account to access it as part of their application, or be advised to create a UKVI account when notified of their decision.



No Time Limit applications

What evidence do people need for a 'No Time Limit' application?

- The process for most people making a 'No Time Limit' (NTL) application in the UK has now become more streamlined. As part of the application process, people will not be asked to provide evidence of residence for every year they have been in the UK. The only documents they will need to provide up front will be their document showing indefinite leave to remain and the passport on which they last entered the UK. Those documents can be uploaded, either remotely or when attending an in-person appointment to enrol biometrics.
- Further information on how to make a 'No Time Limit' application can be found at [Biometric residence permits \(BRPs\): Replace your visa with a BRP - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/biometric-residence-permits-brps-replace-your-visa-with-a-brp)



Asylum Seekers and Refugees

How does the move to eVisas affect unaccompanied asylum-seeking children?

- Those who have a BRP should use it to create a UKVI account to access their eVisa. Expired BRPs should be retained where possible, along with any valid travel document. Once BRPs are no longer issued, the Home Office will create a UKVI account for those granted protection status who do not have a passport.
- Social workers, foster carers, personal advisers, or other appropriate Local Authority representatives can help a child (or adult) create a UKVI account and access their eVisa on their behalf.
- The Home Office is engaging with Local Authorities to ensure they have the information needed to fulfil their obligations to children in their care, care leavers and unaccompanied asylum-seeking children (UASC) regarding creating a UKVI account, accessing their eVisa and proving their rights in the UK.

How does the process work for asylum seekers and refugees?

- Those granted protection status and issued with a BRP will follow the same process as everyone else. They can use their BRP to create a UKVI account to access their eVisa.
- If they do not have either a passport or a BRP and they are a newly recognised refugee, we will create a UKVI account for them so they can access their eVisa within 14 days of a positive decision on their asylum claim being served. This action will be referenced in their decision letter or email.
- We will inform them that their UKVI account has been created and provide the necessary information for them to sign in. This communication will also include details on how to get support for accessing or reporting any issues with their eVisa.

Do those granted protection status need to keep their BRP?

- Yes. As with everyone else, they should keep their BRP as it may help with future applications to stay in the UK.



How will the transition to eVisas impact the discontinuation of support / move-on period once someone in supported Asylum accommodation receives protection status?

- Currently, a newly recognised refugee gets 28 days to move on from asylum accommodation following the issue of their Biometric Residence Permit (BRP). The introduction of eVisas means that changes will need to be made to the move on process.
- We will provide further information on the initiation of the move on period in due course.

What support is available to help a recognised refugee access their eVisa or prove their rights in the UK?

- [Gov.uk/eVisa](https://www.gov.uk/eVisa) is the main point of reference for all eVisa information and guidance.
- The 'if you need help' section of '[Online immigration status \(eVisa\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/online-immigration-status-eVisa)' includes details for support options such as our Assisted Digital service for those with low/no digital skills, information about voluntary and community sector organisations funded by the Home Office to support vulnerable or at-risk people, access to the online eVisa Webchat, and how to contact the UKVI Resolution Centre.
- Some government departments and partners have system to system services (APIs) which allow them to access information about an eVisa holder's immigration permission directly, avoiding the need for the person to prove this using the online services.
- APIs are accessed by government departments in different ways - some may be a standalone service while others may be integrated direct into their case working systems.



Ukraine Temporary Sanctuary Schemes

Who will be eligible to apply for the Ukraine Permission Extension scheme?

- Most Ukrainians granted permission to enter or stay under one of the three Ukraine schemes and who are living mainly in the UK will be eligible to apply to the new visa extension route. Additionally, those granted Leave Outside the Rules who still have valid permission to stay in the UK, will also be eligible to apply.
- The three Ukraine schemes are the **Ukraine Family Scheme**, the **Homes for Ukraine Scheme**, and the **Ukraine Extension scheme**.

How will people apply for the Ukraine Permission Extension Scheme?

- They will apply online using the digital application process.
- Applicants should keep their Biometric Residence Permit (BRP), even if it has expired, as it may be requested during the application process for the Ukraine Permission Extension scheme (UPE).
- Full details of eligibility will be available on GOV.UK before the scheme launches in early 2025.

When will applications for further visas be open?

- We plan to open the scheme in early 2025. Further details will be available on Gov.UK: [Ukraine Permission Extension scheme information - GOV.UK \(www.gov.uk\)](https://www.gov.uk/ukraine-permission-extension-scheme-information). We encourage people to apply before their current visa expires.

Do those on the Ukraine Schemes need to create a UKVI account?

- On 31 October 2024, we ceased providing BRPs to all new visa applicants. New applicants will instead need to create a UKVI account to access their eVisa, or, in some circumstances, have the accounts created for them by the Home Office. They will be provided with further information on this in their decision email or letter. We encourage Ukrainians in the UK on the Ukraine schemes who do not have a UKVI account, to create one to access their eVisa. They can do so here: [Get access to your eVisa: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa).
- For Ukrainians with a UKVI account, we encourage them to access their account and update their personal details.
- We encourage all Ukrainians on the Ukraine schemes to keep their BRP, as it may help with future applications to stay in the UK.



Funding

What is the Home Office instructing Grant Funded Organisations (GFOs) to do? There will be many things they need to communicate to people, but the Home Office can't tell them what as this will constitute immigration advice.

- The Home Office is asking GFOs [GOV.uk/evisa-community-support-for-vulnerable-people](https://gov.uk/evisa-community-support-for-vulnerable-people) to support people in creating a UKVI account and accessing/using their eVisa. We are not asking them to comment or advise on a person's immigration status and are clear they should not stray in to providing immigration advice. We are also working with OISC in this regard.

How will the national funding work in partnership with local community organisations who have been awarded funding? Will the national provider be working to 'plug' the gaps where local funding was not allocated?

- The 4 national organisations will provide national coverage for all vulnerabilities. Regional organisations can communicate with the relevant national organisation and refer clients, if needed, to ensure they get the support they need.



Technical issues

What do I do if the online system goes down?

- The Home Office's dedicated UKVI Resolution Centre (RC) can assist people experiencing technical issues with their online immigration status. [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-uk-visas-and-immigration). Our support teams triage issues and fix the root cause of technical problems to prevent the same issue from affecting others. If necessary, the RC can verify a person's status through alternative means.

What about people who don't have access to smart phones?

- If possible, they should use a family member or friend's device to access the app. No data is stored on the device after the transaction. If this is not possible, they can get support in person from our Assisted Digital provider, We Are Group: <https://www.gov.uk/assisted-digital-help-online-applications>

What if a person has lost the original email address they provided to UKVI?

- People can recover their account online at: <https://update-your-details.homeoffice.gov.uk/account-recovery/help>. Alternatively, they can continue to access their account by receiving the six-digit passcode to a registered phone, where they can update their email. Support is now also available through the eVisa grant funded network of organisations for vulnerable holders of physical immigration documents who require support in making the transition to eVisa. Details of support available, including the list of organisations is available on GOV.UK at: [eVisa: community support for vulnerable people - GOV.UK \(www.gov.uk\)](https://www.gov.uk/evisa-community-support-for-vulnerable-people).

I have received the message "the details entered do not match our records". What do I do?

- We would need more information to attempt to resolve this. In such instances they should contact the UKVI Resolution Centre [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-uk-visas-and-immigration)

How does the UKVI account recovery process work if the person has lost their original identity document or application number?

- It is possible to contact the UKVI Resolution Centre by phone or online [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-uk-visas-and-immigration) to recover an account. They will go through additional security steps to verify the request. The phone number can be found on the account recovery page: <https://update-your-details.homeoffice.gov.uk/account-recovery/help>.



What happens if the passport doesn't scan?

- Try again, if needed. The 'chip scan' part of the process isn't a required step, but is advised to speed up the request. When capturing the passport biographic page, ensure it is in the camera frame displayed on the app screen and there is no glare. We need a clear image of the document to complete checks against our records.

What happens if someone enters incorrect details – will this have a knock-on effect on other services?

- When creating a UKVI account, we capture an image of the passport so that the information entered is correct. If the entered details are incorrect, a member of the UKVI team will review them. In some cases, we may be unable to complete an account creation due to incorrect details. If this happens, we will advise the person to restart the UKVI account creation process.



Communications

What communications will there be?

- The Home Office is ensuring that those who need to take action are made aware of the need to create a UKVI account throughout 2024, through a range of communications activity, including direct communications via email and text.

Why has the information not been translated into other languages?

- We have ensured that the language used is simple and can be easily translated through various free online services. In consultation with stakeholders, we are considering providing some information about the transition to eVisas in other languages.



General FAQs

Which documents are being replaced as you transition to eVisa?

- Holders of Biometric residence permits (BRP) or Biometric Residence Cards (BRC) need to take action now to create a UKVI account to access their eVisa if they do not already have one.
- Legacy document (such as a wet ink stamp or a vignette in a passport) holders who have previously been granted settlement (also known as indefinite leave to remain) can continue to prove their rights as they do today using their physical documents where these are permitted. This includes for proving the right to rent, or for travel to the UK. However, we would encourage them to switch to an eVisa to access all the benefits that an eVisa offers. We will stop issuing visa vignettes in passports over the next year.
- Everyone should carry their physical documents with them when travelling internationally until the documents expire.

What are the benefits of an eVisa?

- eVisas are secure and cannot be lost, stolen or tampered with, unlike physical documents. People will not need to wait for or collect a physical document after their application is decided. It will be quicker and easier to prove immigration status at the UK border and share immigration status with third parties such as employers.
- With a UKVI account, people can easily keep the Home Office updated with any changes in their details or documentation. They have direct access to information held by the Home Office about their status and, in accordance with data handling obligations, will be able to share only the information required by employers and landlord checkers, rather than all the information that is shown on a physical document.

Does the absence of a transitional phase after 31st December 2024 mean there will be a cliff-edge for people?

- 31 December 2024 does not represent a 'cliff-edge' because most people do not need to prove their immigration status on a day-to-day basis, and many of the checks performed will be unaffected by the expiry of Biometric Residence Permits (BRPs).

Do eVisas affect a person's immigration status?

- No, updating the physical documents to an eVisa does not affect immigration status or the conditions of permission to enter or stay in the UK.



Can eVisas be used to travel from the autumn?

- Visa nationals should continue to carry their in-date physical immigration documents when travelling internationally until they expire, to show carriers they have a valid visa. Carriers can already check some permissions automatically, as long as the travel document is linked to the passenger's UKVI account. eVisa will become the primary way of demonstrating immigration permissions in the UK from January 2025.

Is there a public Equalities Impact Assessment (EIA) available?

- The Home Office is considering publishing an updated overarching EIA. We have already published two eVisa-related equality statements: ([Policy equality statement: EU Settlement Scheme \(accessible version\) - GOV.UK \(www.gov.uk\)](#) (on the first phase of the roll-out of eVisas to EEA nationals), and [Digital only right to work and rent checks: equality impact assessment \(accessible\) - GOV.UK \(www.gov.uk\)](#) (which considers equalities issues related to the use of digital only right to work and rent checks).

Will the transition to eVisa lead to a similar situation to Windrush for some people?

- eVisa transition won't result in a second Windrush, as all those impacted already have a current immigration status.
- We are learning from the lessons of Windrush and that is why we are committed to ensuring that nobody is left behind as a result of our digital transformation. There are millions of people already using eVisa and we are determined to provide them the support they need to allow for a smooth transition.
- We take the responsibility for ensuring the accuracy and protection of the data we hold on people very seriously and every person who has been affected by these issues matters to us.

What is the process for UK dual nationals who are now required to obtain a right of abode certification in their other passports?

- If a person holds a valid British or Irish passport they do not need an eVisa, and do not need to take any action. However, if a person is a British citizen dual national with another country (other than Ireland) or holds Right of Abode in the UK without a British passport, they may need to take action in future. We will provide more details as they become available.



What should someone do if they are overseas and cannot create an account and has no other evidence of their permission?

- If a person cannot create an account overseas and has no other evidence of their permission, they should consider applying for a temporary visa ([BRP vignette transfer \(visas-immigration.service.gov.uk\)](https://visas-immigration.service.gov.uk/brp-vignette-transfer) which lets them re-enter the UK once only.