



E-Visa Self Service Guidance

Welcome Newham

This document aims to help customers with completing their online account and accessing their E-Visa.

This is technical guidance for navigating the system and mobile app and is not to be used or interpreted as immigration advice.

Contents

Creating a UKVI account	1
Creating an Account for Somebody Else	<u>9</u>
Linking your E-Visa to your account	
Using UK Immigration: ID Check's App	
Confirm your BRP or Application Number	
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Creating a UKVI account

1. To access your E-Visa you will need to create a UKVI account. Please see the link https://www.gov.uk/get-access-evisa and click on "Start now"

Before you start

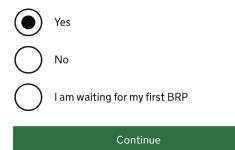
You will need:

- · an email address and phone number
- · access to a smartphone
- your BRP card (or a valid passport, and either your BRP number or your visa application number)



2. Select "Yes" and click "Continue"

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



3. Select "Yes" and click "Continue"

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

This includes an expired BRP.

Yes

No

Continue

4. Select the relevant option from the list. If you BRP is still valid, select "Yes" and click "Continue"

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

5. Now you need to create an account. Click "Create an account". If you already have the UKVI account, scroll down and select "Sign In".

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

6. Select the relevant option and click "Continue". If you are creating an account for Someone else, please go to "Creating an account for someone else" section. If you are creating the account for yourself, please proceed to the next steps.

	ate account	
	no are you creating this count for?	
) Me	
\bigcirc	Someone else For example, you are a parent creating an account for your child, or you are helping someone with their immigration applications.	
	Continue	
Create Wha Entery	Iter your Name and Surname (as it is written on your identity document ok "Continue" Inter account Item in your name as it is written in your tity document. Use the English spelling	it) and
If you o	s written in 2 languages. u do not have both a given name and ame, enter your name in the 'Surname'	
	n names	
Your fi	first and middle names	
Surna	ame	
Includ	ide all your surnames	

8. Enter your country of nationality and click "Continue"

Continue

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

9. Select the identity document you will use to prove your identity and for signing into your account and click "Continue".

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

- 10. Enter your ID details and click Continue
 - Passport

Create account

Continue

Enter your passport details

Your passport details will be linked to your account. Whenever you sign in to

your account you will need to enter this passport number.	Sigir iii to
Passport number	
This can contain letters and numbers. For example, '120382978A'	•
Country of issue	
This is usually shown on the first page of your passport, at the top.	Use the
English spelling or the country code.	
Does your passport have an expiry date?	
Yes	
What is the expiry date?	
For example, 29 03 2025	
Day Month Year	
No	
Continue	
Continue	
• BRP	
Create account	
Enter your biometric residence p	armit
details	<i>-</i>
detaits	
Your biometric residence permit details will be linked to your acc	
Whenever you sign in to your account, you will need to use this b residence permit number.	nometric
Biometric residence permit number	
For example, 'RAX203829'	
Expiry date	
For example, 29 12 2025 Day Month Year	
Day Month Year	

5

11. Enter your Date of Birth and click "Continue".	
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 Help with date of birth	
Continue	
12. Enter your email address and click "Continue". Make sure you valid email address as your will be sent a new security code even in when the account in created you will be emailed with instruction.	very time you sign
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

Continue

13. Now check your mailbox as you should receive a 6-digit security code (valid for 10 minutes). Enter the security code and click " Continue ".
Create account
Check your email
We have sent a 6-digit security code to:
<u>Change</u>
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
14. Enter your phone number and click " Continue ". Make sure you have entered a valid phone number as your will be sent a security code. For international numbers, please make sure you have included "+" and the county code.
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, <u>+39133457090</u>

15. Select the relevant option and click "**Continue**". If you do not want someone else to have access to your account, please proceed to the next Steps.

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

16. Now check all your answers and if everything is correct and click **Submit**. If you have found a mistake, click **Change** to correct your answer.

Create account

<u>Change</u>

Check your answers before you create your account

Identity document
Document type
Passport
Country of issue
<u>Change</u>
Document number
<u>Change</u>
Expiry date
<u>Change</u>
Name

Creating an Account for Somebody Else

1. Click on Someone else if you are helping someone to create an account or

	acting on their behalf
	te account to are you creating this account for?
○	Me Someone else For example, you are a parent creating an account for your child, or
Cont	you are helping someone with their immigration applications.
2	 Select the relevant option (see below) and click Continue. If you do not need access to their account, select Only the account Holder.
	ho needs access to their account?
С	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.
C	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.
C	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' and answer all the questions as them.

Continue

3. Enter the account holder's name and click Continue

Create account What is their name?
Enter their name as it is written in their identity document. Use the English
spelling if it is written in 2 languages. If they do not have both a given name and surname, enter their name in the 'Surname' field.
Given names Their first and middle names
Surname Include all their surnames
Continue
4. Enter the account holder's county of nationality and click Continue
Create account
What is the country of nationality of ?
We will use this information to help confirm their identity. If they have more than one, use the nationality on the identity document you will use to prove their identity. Use the English spelling or the country code.
Continue
Select the ID that will be used to prove the account holder's identity and click Continue.
Create account
Which identity document is using?
Choose the document that will be used to prove their identity. You will use it to sign in to the account.
Biometric residence permit (BRP) The BRP cannot have expired more than 1 year ago
Passport The passport cannot have expired
Continue

- 6. Enter the account holder's ID details.
- Passport

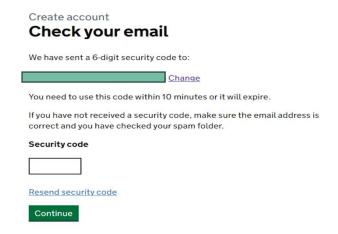
Create account
Enter the passport details for
Their passport details will be linked to their account. To sign in to their account, use this passport number.
Passport number
This can contain letters and numbers. For example, '120382978A'.
Country of issue
This is usually shown on the first page of the passport, at the top. Use the
English spelling or the country code.
Does their passport have an expiry date?
Yes
No
Continue
Continue
• BRP
Create account
Enter the biometric residence permit
details for
Their biometric residence permit details will be linked to their account. To sign in to their account, use this biometric residence permit number.
Biometric residence permit number
For example, 'RAX203829'
Expiry date
For example, 29 12 2025
Day Month Year
Continue

7. Enter the account holder's date of birth and click Continue

Continue

Create account What is the date of birth for
For example, 29 3 1976. To sign in to their account, use this date of birth. Day Month Year
► <u>Help with date of birth</u>
Continue
8. Read the instructions and click Continue . Create account
Creating an account for
What happens next
1. Enter and confirm your email address and phone number - you will use these to sign in to the UKVI account for 2. If can manage their account, enter their email address and phone number.
If cannot manage their account themselves
You will need to:
confirm you are authorised to manage the UKVI account of for them enter your name and relationship to keeping and relationship to ke
You will then have full access to their UKVI account and can:
 prove their immigration status update their details make visa and immigration applications
After you create the account
You can tell us which email addresses and phone numbers we can use to make contact. This can be you,
Continue
9. Enter the valid email address and click Continue
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.

10. Verify your email by getting 6-digit security code and enter it into Security code box



10. Verify your telephone number

Create account

Resend security code

Continue

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 Create account 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 It may take a few minutes to arrive. Security code

11. Create account and choose whether the owner will be able to manage it or not

Create account
Can manage their UKVI
account?
Yes will manage their UKVI account, including making applications, viewing their immigration status (eVisa) and updating their details.
They will need to confirm their email and phone number. As a helper, you can only help with their immigration applications.
No You will manage the UKVI account of They must be unable to manage their account for themselves.
They will not be able to make applications, view their immigration status (eVisa) or update their details.
Continue
12. If you choose the option Yes, you will need to verify a person's email address and telephone number which should differ from your own one.
Create account Can they verify these details now?
They will need to verify their phone number and email address later, if they cannot do it now. This is so that they can use the identity app and have access to their account in the future.
Yes
No No
Continue

Continue

Create account What phone number does want to use when they sign in to their account? We will send a security code by text message (SMS) to this mobile phone to check they can use it. We will send a new security code every time they sign For international numbers include + and the country code. For example, +39 1 33 45 70 90 Continue Create account Check their 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 they have not received a security code, make sure the phone number is It may take a few minutes to arrive. Security code Resend security code

13. Double check if the details are correct

Create account

Check your answers before you create the UKVI account for

Identity document

Document type	
Document number	Change
Expiry date	<u>Change</u>
Name	Change
Nationality	<u>Change</u>
Date of birth	<u>Change</u>

Account security

We will send security codes to the following email or phone so Artem Kolesnik can sign in:

Email address	
Phone number	

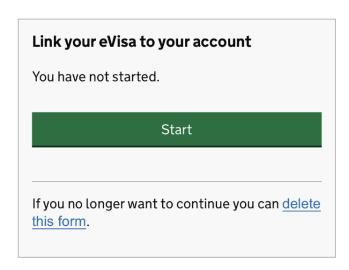
14. Read and follow the further instructions

Wh	at you need to do next
Sign	in to the UKVI account for
	has a biometric residence permit (BRP) number, you will to provide this if you have not already done so. If you do not know their number, you can use a visa or immigration application number instead.
We a	also need to check their identity using the 'UK Immigration: ID Check'
	vill use these details to find a record of their immigration status. We will link their eVisa to the account.
Hov	w to sign in to the account
You	will need:
• [identity document number date of birth
• ac	ccess to one of
	vill send you a security code to one of these emails or phone numbers will let you sign in.
Sig	n in
1. S	ng your E-Visa to your account sign in into the account by choosing the appropriate document and entering OOB
	at identity document did you use en you created your account?
	ave updated your identity document since you applied, you must use ails of the updated document to sign in.
	Passport
	National identity card
\bigcirc	Biometric residence card or permit
Conti	nue



2. Once you have created an account, click on **Start** to link your eVisa to your account

Your form



3. Click on the first task "Confirm your identity".

Link your eVisa to your account Unique reference number: 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 Contact preferences Cannot start yet 2.Account security Account security questions Cannot start yet 3.Submit request Declaration Cannot start yet Submit

4. You will need to download and install "UK Immigration: ID Check's App" to confirm your identity. Please see the requirements for using the app on your phone:

Android users

You will need:

- Android 8.0 and above you can find this in your settings
- at least 135MB of storage space to install the app
- to be connected to 3G, 4G, 5G or WiFi
- NFC (Near-Field Communication) so the app can scan your document –
 you can find this in your settings. If you can use your phone to pay for
 things using contactless, this means it has NFC and you can use the app.

iPhone users

The 'UK Immigration: ID Check' app is available for iPhone 7 and newer models. You will need:

- an iPhone 7, 7 Plus or newer
- iOS 15 or later to find the software version installed, go to Settings > General, then About
- at least 120MB of storage space to install the app
- to be connected to 3G, 4G, 5G or WiFi

You can use someone else's phone if your phone does not meet the requirements. Please click **Continue**.

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.

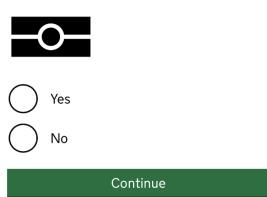
You will need your identity document.

Continue

5. Please select the relevant option and click **Continue**. Please proceed to the next steps if your ID has a biometric chip.

Does your identity document have a biometric chip?

Look for this symbol, usually on the cover of a passport, or at the top of a card



 Select the relevant option depending on the phone you have and click Continue. Proceed to the next steps if you phone meets the requirements (see above).

What iPhone do you have?

If you are unsure of the iPhone model, check your settings.

iPhone 7 or newer

Continue

7. Click on **Continue.** You will be taken to your device Store if you do not have the app installed.

Continue on the app

You will need the 'UK Immigration: ID Check' app to continue using this service.

If you do not already have the app installed, you will be taken to the Apple App Store when you select continue. You will then need to download and open the app.

If you do have the app, it will automatically open when you select continue.

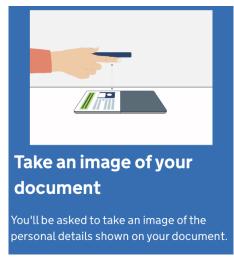
Continue

Using UK Immigration: ID Check's App

1. The welcome page will tell you what you need to do, skip to the right to see the next steps. You will need to take a picture of your ID, scan a chip on your ID, scan your face and take a photo of yourself.

Start using the app

You're now ready to use the app. You will need your identity document with you.





Check your document's information

You'll be asked to place the phone on your identity document. This checks the electronic information stored in it, so we know it's genuine.



Scan your face

You'll be asked to scan your face using the phone. This protects your identity.

Children aged 9 and under will not be asked to scan their face.



Take a photo of yourself

You'll be asked to take a photo of yourself on the phone.

This photo will be used on the record that proves your status in the UK.

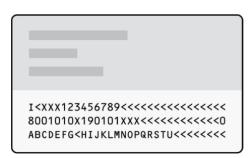
Important! Before you proceed you will need to select an ID you will use to confirm your identity. Select the same document that you have selected for creating your UKVI account (for example: if you selected passport for UKVI account, select passport for ID Check's App as well and vice versa).

- 2. Take a picture of the back of your BRP and click Continue, then take a picture of the front of your BRP and click Continue
 - BRP

Using a biometric residence permit

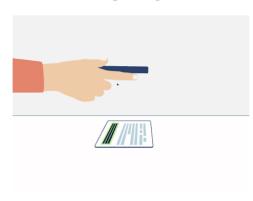
You must <u>check your card is a biometric</u> residence permit.

You will need to take an image of the side of your card with the machine-readable zone. The machine-readable zone looks like this.





Take an image of your card



Take an image of the side of your card that has a code like this:

I<XXX123456789<<<<<<<<<<<<<<0>8001010X190101XXX<<<<<<<<0 ABCDEFG<HIJKLMNOPQRSTU<<<<<<

Make sure:

- the code is showing
- the card is on a flat surface
- you are in a well-lit room
- there is no glare on the card

Continue

If you have not turned your BRP over, you will see the bellow message. Press Continue and take a picture again.

Take an image of the other side of your card



Make sure you have turned your card over.

Passport

Take an image of your passport



Make sure:

• you're in a well-lit room

the page with your details.

 $\bullet\,$ the whole photo page is inside the frame

Use the phone's camera to take an image of

• there is no glare on the page



Take an image of your passport



Use the phone's camera to take an image of the page with your details.

Make sure

- you're in a well-lit room
- the whole photo page is inside the frame
- there is no glare on the page

Continue

3. Now you need to scan a chip on your ID. Find the chip and place the phone on it how it is shown on the picture below.

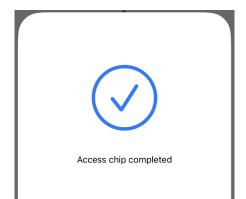
Make sure:

- Cases are removed from the phone and the document
- You passport is closed (if you are using passport)
- The phone and the document are touching
- You do not move your phone whilst the chip is being accessed

Access the chip in your card



This is so we can check the information stored in your card. $% \label{eq:cancel} % \label{eq:cancel}$



Ready to Scan

Place the phone on your card

Cancel

Continue

Passport

Access the chip in your passport



This is so we can check the information stored in your passport.

Close your passport and remove any cases you have on the phone or your passport before you continue.

Put the top of the phone halfway down your passport.

Continue

In case it was not possible to scan the chip, you will see the messages depending on the reason. Click **Try again** to scan the chip.

Chip not found

Make sure:

- cases are removed from the phone and
 document
- your passport is closed, if this is the document you are using
- the phone and document are touching

You can also try placing the phone on the other side of your document.

If you need help with the app, you can contact us.

Try again

4. Click Scan your face following the instructions on the picture

Scan Your Face



The screen will flash for a few seconds while the camera scans your face.

You will need to:

- be in a well-lit room
- hold your phone up close to your face (20 cms away)

I am concerned about the flashing screen

Before you continue

You also need:

- even lighting
- no shadows or glare on your face or behind you





Even lighting and no shadow

X Shadow behind head

More about the photo requirements

Scan face

Use camera

5. Now you need to take a photo of yourself. Read the instructions and click on **Use** camera

Before you continue

Make sure you have:

- a plain light background, for example, a white wall
- no objects or people behind you





✓ Plain light background

Object in background

Your head and shoulders must be visible.

Phone or document moved whilst accessing the chip

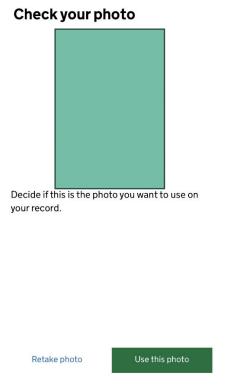
Make sure that you do not move your phone or document whilst the chip is being accessed and keep the phone and document touching.

If you need help with the app, you can contact us.

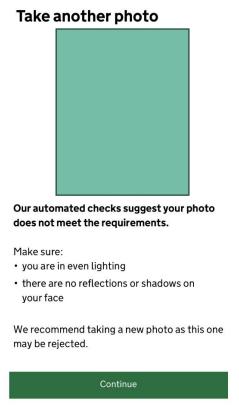
Next

Try again

6. Check you photo and if you are happy with it, click on **Use this photo**. If you want to take another photo, click on **Retake photo**



If your photo does not meet the requirements, you will see the bellow message and click on Continue to take another photo.



7. Check your information and click **Submit information**. Then click **Continue** if you wish to return to your UKVI account. If you wish to exit the app and return to your UKVI account later click **Disconnect**.



8. Click **Continue** if you want to continue on your phone. If you wish to try later, click **Sign out.** You can continue later on your phone or using different device following the link you have been sent to your email address.

What happens next

Return to your UK Visas and Immigration account to continue.

You can continue on this phone or if you want to return to a different device you can now disconnect the app and use the link we sent to you when you registered your sign-in details.

Identity information submitted

Continue linking your eVisa to your account

You can either:

- continue on this phone
- sign in and continue later or on a different device, using the link we sent to katya.shmatkova97@gmail.com

Continue

Sign out

Disconnect

Continue

If you have selected two different ID for your UKVI account and for ID Check App you will see the following information.

You will need to use ID Check's App again to scan the correct ID and confirm your identity **OR** you can change your account ID to the one you scanned in the app. Select the relevant option and click **Continue**.

Details do not match

The details you scanned in the app do not match your account.

When you use the app, you need to scan the passport linked to your UK Visas and Immigration account.

	Scanned in the app	Account details
Passport number		
Date of birth		
Nationality		
Expiry date		
Continuo		

Your passports

You need to either

- change your account passport to the one you scanned in the app
- use the app again and scan your current account passport

Do you want to change your account passport?



Yes



No, I will use the app again

Continue

Confirm your BRP or Application Number

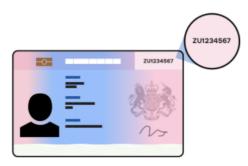
1. Select the relevant option and click **Continue.** Proceed to the next steps if your answer is **Yes.**

Do you know your biometric residence permit (BRP) number?

status.	help us find our record of your immigration		
\bigcirc	Yes		
\bigcirc	No		
\bigcirc	I am waiting for my first BRP		
Continue			

2. Enter your BRP number and click Continue

What is your biometric residence permit (BRP) number?



For example, ZU1234567. You must enter this number correctly. You will not be able to get an eVisa if we cannot match your details.



3. Check your answers and click **Continue**. If you need to change your answer, click **Change**.

Check your answers

Do you know your biometric residence permit (BRP) number?
Yes

Change

What is your biometric residence permit (BRP) number?

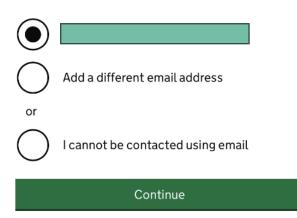
Change

Continue

4. Select the email address you want UKVI to contact you on and click Continue.

Which email address can we use to contact you?

This will not change the email address you use to sign in to your account. You can choose a different email for us to contact you about your immigration status. We will use this email address if we need to contact you in the future.



5. Select the relevant option and click Continue

Which phone number can we use to contact you?

	This will not change the phone number yo use to sign in to your account. We will use this phone number if we need to contact you in the future.			
O	Choose a different phone number			
9 (Continue Give an answer to one question fron	m each se	at of au	upetions
9. (Sive an answer to one question non		•	
Talki	ng to us about your account		Secon	d set of questions
			Give an	answer to one of the questions in this set.
you nee ask you	one question from each set of questions. If ed to talk to us about your account, we may to answer these questions. This is to make are talking to you.		\bigcirc	What is the name of the city or town you were born in?
			\bigcup	What was the street name of the first house or flat you lived in?
give and	ure that you make a note of your answers or swers you will remember. If you contact us unot tell us the answers you have given, we		\bigcirc	When you were young, what did you want to be when you grew up?
may not	t be able to discuss your account with you.	I	\bigcap	What is the name of your partner?
First se	et of questions		\bigcirc	• •
Give an	answer to one of the questions in this set.		\bigcirc	What was the name of your first pet?
\bigcirc	What is the name of the first school you went to?			set of questions
			Give an	answer to one of the questions in this set.
\bigcup	In what city or town did your wedding take place?		\bigcirc	What is your favourite film?
	What is the first job you ever had?		\bigcirc	What is your partner's mother's name?
\bigcup	What is the last name of your favourite teacher from when you were at school?		\bigcirc	Which city or town was your father born in?
			()	What make was your first car?

10. Read the information, select the relevant option from the list and click **Continue.**

In what city or town did your mother and

father meet?

What is your eldest sibling's middle

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 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

11. Once all the tasks have been completed, click on **Submit** in the bottom of the page. Then click **Confirm and Submit** if you wish to submit the information now. In case to want to submit it later, click **Save and Return later.**

1.Identity and contact Confirm your identity Completed Confirm your BRP or application number Completed Contact preferences Completed 2.Account security Account security questions Completed 3.Submit request Declaration Completed Submit

Submit

Select 'Confirm and Submit' when you are ready to submit your information.

We will use the information you have provided to find our record of your immigration status. We will then link your eVisa to your account.

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.

Confirm and submit

Save and return later

Once your E-Visa is ready you will receive an email to state that you can now view your E-Visa. Simply click on the link provided in the email.

