



E-Visa Self Service Guidance

Lancashire Refugee Integration Team

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.



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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)

Start now >

2. Select "**Yes**" and click "**Continue**"

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

- Yes
- No
- I am waiting for my first BRP

Continue

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.



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

7. Enter your Name and Surname (as it is written on your identity document) and click "**Continue**"

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

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

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.

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



No

[Continue](#)

- BRP

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

[Continue](#)



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

▶ [Help with date of birth](#)

Continue

12. Enter your email address and click "**Continue**". Make sure you have entered your valid email address as you will be sent a new security code every time you sign in when the account is created you will be emailed with instructions.

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

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:

[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

14. Enter your phone number and click "**Continue**". Make sure you have entered a valid phone number as you 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, [+39 1 33 45 70 90](#)

Continue

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

Check your answers before you create your account

Identity document

Document type

Passport

Country of issue

[Change](#)

Document number

[Change](#)

Expiry date

[Change](#)

Name

[Change](#)



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

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

2. Select the relevant option (see below) and click **Continue**. If you do not need access to their account, select **Only the account Holder**.

Create account

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' 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

5. 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](#)

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

[Continue](#)

7. Enter the account holder's date of birth and click **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
<input type="text"/>	<input type="text"/>	<input type="text"/>

[▶ Help with date of birth](#)

[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

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, or someone else.

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.

Continue

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



Create account

Check your email

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 email address is correct and you have checked your spam folder.

Security code

[Resend security code](#)

Continue

10. Verify your telephone number

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

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 correct.

It may take a few minutes to arrive.

Security code

[Resend security code](#)

Continue

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



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 in.

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 correct.

It may take a few minutes to arrive.

Security code

[Resend security code](#)

Continue

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

[Change](#)

Name

[Change](#)

Nationality

[Change](#)

Date of birth

[Change](#)

Account security

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

Email address

Phone number

14. Read and follow the further instructions



What you need to do next

Sign in to the UKVI account for

If [redacted] has a biometric residence permit (BRP) number, you will need to provide this if you have not already done so. If you do not know their BRP number, you can use a visa or immigration application number instead.

We also need to check their identity using the 'UK Immigration: ID Check' app.

We will use these details to find a record of their immigration status. We will then link their eVisa to the account.

How to sign in to the account

You will need:

- [redacted]'s identity document number
- [redacted]'s date of birth
- access to one of

We will send you a security code to one of these emails or phone numbers that will let you sign in.

[Sign in](#)

Linking your E-Visa to your account

1. Sign in into the account by choosing the appropriate document and entering DOB

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](#)



Sign in

What is your date of birth?

You should enter this as shown on your biometric residence card or permit.
For example, 31 3 1980.

Day Month Year

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

[Continue](#)

Sign in

How do you want to receive a security code?

- Send a text message (SMS) to
- Send an email to

Helper

- Send a text message (SMS) to
- Send an email to

[Continue](#)

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

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](#).

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



- Yes
- No

Continue

6. Select the relevant option depending on the phone you have and click **Continue**. Proceed to the next steps if your 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
- iPhone 6 or older

Continue

- 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.

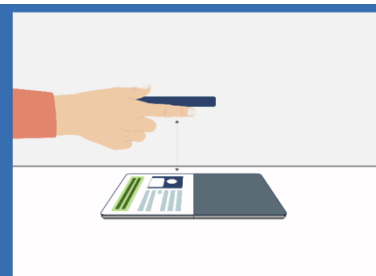
Continue

Using UK Immigration: ID Check's App

- 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.



Take an image of your document

You'll be asked to take an image of the personal details shown on your document.

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



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

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:



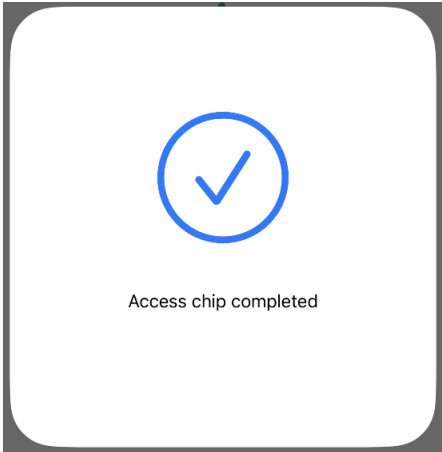
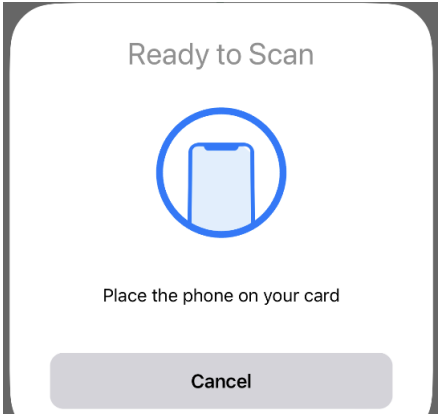
- Cases are removed from the phone and the document
- Your passport is closed (if you are using passport)
- The phone and the document are touching
- You do not move your phone whilst the chip is being accessed

Access the chip in your card



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

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](#)

Scan face

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](#).

Try again

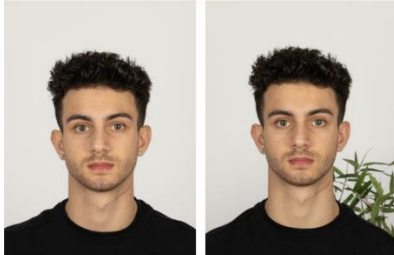


5. Now you need to take a photo of yourself. Read the instructions and click on **Use camera**

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.

Next

Before you continue

You also need:

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



✓ Even lighting and no shadow

✗ Shadow behind head

[More about the photo requirements](#)

Use camera

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

Check your photo

Decide if this is the photo you want to use on your record.

Retake photo

Use this photo



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

Take another photo

Our automated checks suggest your photo does not meet the requirements.

Make sure:

- you are in even lighting
- there are no reflections or shadows on your face

We recommend taking a new photo as this one may be rejected.

Continue

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**.

Send your information

This is the information that has been scanned from your document

Document Number

Country

Surname

Given names

Date of birth
(YY-MM-DD)

Sex

Nationality

Date of expiry
(YY-MM-DD)

Submit information



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



Continue



Disconnect



Continue



Sign out

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		

[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?

This will help us find our record of your immigration status.

- Yes
- No
- I am waiting for my first BRP

[Continue](#)

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](#)

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.

Continue

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.



Add a different email address

or



I cannot be contacted using email

Continue

5. Select the relevant option and click Continue

Which phone number can we use to contact you?

! This will not change the phone number you use to sign in to your account. We will use this phone number if we need to contact you in the future.



Choose a different phone number

Continue

9. Give an answer to one question from each set of questions.



Talking to us about your account

Answer one question from each set of questions. If you need to talk to us about your account, we may ask you to answer these questions. This is to make sure we are talking to you.

Make sure that you make a note of your answers or give answers you will remember. If you contact us and cannot tell us the answers you have given, we may not be able to discuss your account with you.

First set of questions

Give an answer to one of the questions in this set.

- What is the name of the first school you went to?
- In what city or town did your wedding take place?
- What is the first job you ever had?
- What is the last name of your favourite teacher from when you were at school?
- In what city or town did your mother and father meet?

Second set of questions

Give an answer to one of the questions in this set.

- What is the name of the city or town you were born in?
- What was the street name of the first house or flat you lived in?
- When you were young, what did you want to be when you grew up?
- What is the name of your partner?
- What was the name of your first pet?

Third set of questions

Give an answer to one of the questions in this set.

- What is your favourite film?
- What is your partner's mother's name?
- Which city or town was your father born in?
- What make was your first car?
- What is your eldest sibling's middle name?

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

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



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.

Dear [REDACTED]

Your reference number: [REDACTED]

You can now view your eVisa (your online immigration status). You will need to sign in using your UK Visas and Immigration (UKVI) account details.

Using your eVisa

You can view your eVisa at:
<https://www.gov.uk/view-prove-immigration-status>

You can also get a code to share your immigration status information with third parties, such as employers or landlords.

Sign in using your UKVI account details. You will need:

- the identity document you used to create your account
- your date of birth
- access to your phone or email

