

Booking an appointment with TLScontakt guidance

Lancashire Refugee Integration Team

This document aims to help customers with booking an appointment with TLScontakt.

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



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If you have been advised you need to provide your fingerprints and confirm your identity at the visa application centre, this guide will help you to book your appointment with TLScontact – UKVI's commercial partner.

Booking your appointment with UKVCAS

1. Click "**Get started**"



2. Create a password, tick the boxes for "**Mandatory Terms and Conditions**" and "**Marketing & Communications from TLS**" (optional). Click "**Register**"



BOOKING YOUR APPOINTMENT

Mandatory terms and conditions

- I consent to the transfer and processing of my personal data in accordance with the [Privacy Policy](#).
- I consent to the processing of my biometric data.
- I consent to the [Terms and Conditions of Service](#) and [Terms of Website Use](#)

Marketing & Communications from TLScontact


I consent to receive promotional and marketing information from TLScontact:

By email By phone By SMS

[Register](#)

- You will be sent a link to activate your account.
Check your mailbox and select "**I confirm that I want to active my account**". You will need to enter your UAN and your password. You can find your UAN in the email you have received from TLS contact.
Then click "**Login**"

Confirm your TLScontact registration



Dear applicant,

Thank you for registering on the TLScontact website.

Your Unique Application Number (UAN) is:

Please **activate your account** using the link below:

[I confirm that I want to activate my account](#)

Once your account has been activated you can login to the website using your username and password to start the application process. You can also access your online profile and track the progress of your application.

Login to your TLScontact account

You will first need to complete your application on [GOV.UK](#) to obtain your 16-digit UAN and be able to create your TLScontact account.

Unique Application Number (UAN)

Example: 1234-5678-9012-3456. Enter the UAN you used to register your TLScontact account

Password

Enter the password you used to register your TLScontact account.

[Did you forget your password?](#)

[Login](#)

- Select your centre by entering your city name. When you have selected it, click "**Continue**"



BOOKING YOUR APPOINTMENT

It is easier to do it via **List View** tab.

The screenshot shows the 'Select your Visa & Citizenship Application Service Point' page. At the top, there are two tabs: 'Map view' and 'List view', with 'List view' selected. Below the tabs, there is a message: 'To continue with your application process, you will need to book an appointment at one of the TLScontact Visa & Citizenship Application Service Points. [Learn more >](#)'. Below this is a search bar with the placeholder text 'Example: London'. The main content area displays three service point cards for Aberdeen, Belfast, and Birmingham. Each card includes the location name, accessibility icons, address, opening hours, and a table of earliest available appointments. Each card has a 'Continue' button at the bottom.

City	Service Point	Address	Opening Hours	Regular	Prime Time slot	Assisted slot
Aberdeen	TLScontact Aberdeen - UKVCAS Service Point	1 Berry Street	Monday - Friday except public holidays	05/02/2025		05/02/2025
Belfast	TLScontact Belfast - UKVCAS Service Point	Regus, Forsyth	Monday - Friday except public holidays	07/02/2025	05/02/2025	05/02/2025
Birmingham	TLScontact Birmingham - UKVCAS Service Point	Ground	Monday - Friday except public holidays	10/02/2025	05/02/2025	06/02/2025

5. Select a relevant service depending on your needs.

The screenshot shows the 'Select an optional service level' page. It features three service level options, each with a checkbox and a 'Learn more >' link. The first option is 'Self-Service Appointment - Regular' (checked), which requires uploading documents online and costs + GBP 0.00. The second option is 'Assisted Service' (unchecked), which offers help with scanning and uploading documents and costs + GBP 50.00. The third option is 'Prime Time Appointment' (unchecked), which is for appointments outside normal working hours and costs + GBP 60.00.

You will see the earliest appointment slot at the selected centre. Click "**Book an appointment**"

The screenshot shows a summary bar with a dark blue background. It contains the text 'With this selection the earliest appointment slot is: [redacted]'. Below this, it shows a shopping cart icon and 'TLScontact fees: GBP 0.00'. On the right side, there is a white button with the text 'Book an appointment'.

6. Select the date and time for your appointment. Click "**Confirm**"
You will have to pay fees if you want to book Prime Time Appointment (orange slots)



BOOKING YOUR APPOINTMENT

The screenshot displays the booking process. At the top, there are two service options: "Self-Service Appointment - Regular (No additional cost)" and "Assisted Service (With additional cost)". Below these are radio buttons for "Regular Appointment" and "Prime Time Appointment". A calendar for February 2025 shows various time slots for each day from Wednesday 5th to Wednesday 12th. A shopping cart on the right shows "TLScotact fees" for a "Self-Service Appointment - Regular" at GBP 0.00, with a total of GBP 0.00. A "Confirm" button is visible in the cart.

7. Review the details of your appointment and click **"Confirm"**.
Please note you won't be able to change your appointment location once you click "Confirm"

This screenshot shows the confirmation page for a "UKVCAS Service Point appointment". It lists the applicant's name, date and time, and location as "UKVCAS Service Point". Below this, it asks "Do you want to change your appointment slot?" and provides two buttons: "Change my appointment" and "Change location". To the right, a shopping cart summary is visible, showing "TLScotact fees" for a "Self-Service Appointment - Regular" at GBP 0.00, with a total of GBP 0.00. A "Confirm" button is present at the bottom of the cart.

Uploading supporting documents

Your passport is a mandatory document you must provide if you have one. UKVI might contact you asking to provide additional documents if needed.

You can upload any other documents/evidence (e.g. tenancy agreement, employment contact etc) you find relevant depending on your circumstance.

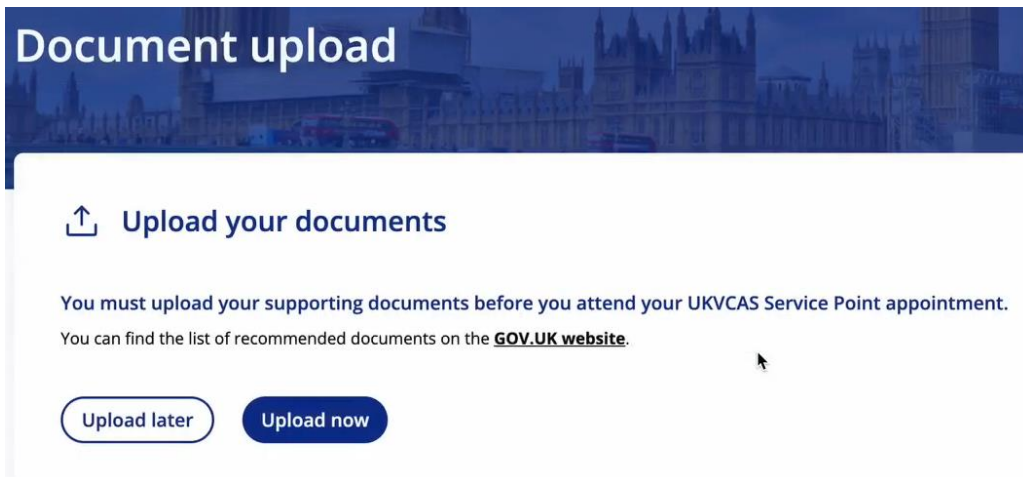
8. Click **"Upload documents"**

The screenshot shows a confirmation page titled "TLScotact Appointment Confirmation". It features a calendar icon, a date field, and the text "at PM" and "UKVCAS Service Point". A prominent "Upload documents" button is located at the bottom of the page.

9. Click **"Upload now"**



If you want to upload your supporting documents later, click **"Upload later"**



10. You will see your details you have entered when submitting the application. Select **"Click to Upload"**

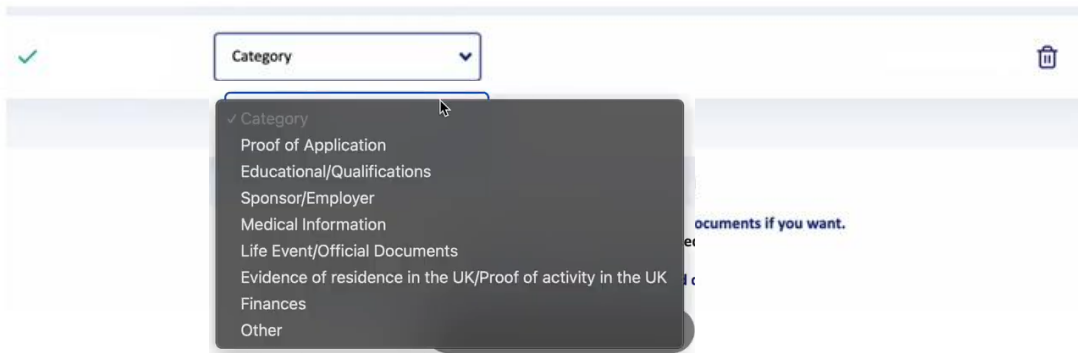


11. Check the requirements for the document upload. Click on **plus button**.



12. Click on **"Category"** and select the relevant option for the uploaded document. Then click **"Continue to summary"**
Click on **Bin icon** if you want to delete the document.





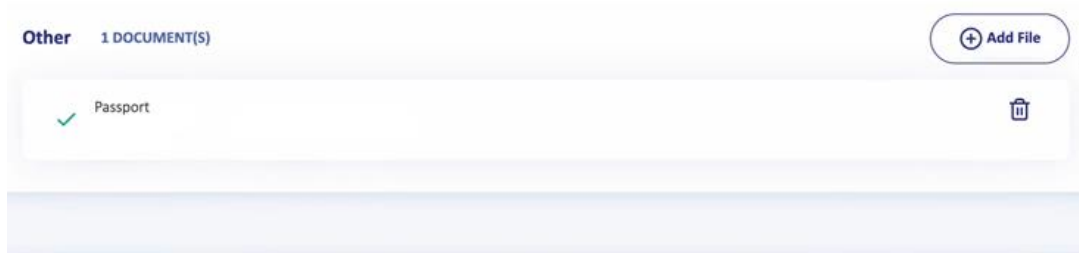
At the summary step you will still be able to come back to add documents if you want.

[→ Continue to summary](#)

13. Click **"Submit Documents"**.

If you want to upload other supporting documents, click **"Add File"**.

Please note that you won't be able to upload any more documents yourself after you click Submit documents.



Please check that you have uploaded all your documents before submitting
Once your documents have been submitted you will not be able to upload any more documents yourself.

[Submit documents](#)

Your documents have been submitted.

14. Click **"Back"** to see the details of your appointment where you can check your application status, cancel your appointment etc.



Documents submitted

This is the list of documents uploaded for your visa application. Your documents will now be submitted to UK Visa & Citizenship Application Service Point (UKVCAS).

Other 1 DOCUMENT(S)

✓ Passport

Back

Applicant information

Print appointment confirmation

You can track the progress of your application by clicking "Check status". If you have any questions on your application once you have submitted your biometrics, [please contact UK Visas & Immigration directly](#).

IMPORTANT: Due to a technical issue, your application status may incorrectly show as 'Unattended'. If you've received an email confirming that your biometrics have been collected and sent, please disregard it. We are working to resolve this issue and appreciate your patience.

First name	Last name	Unique Application Number	Passport number	Application status
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Check status

Your appointment time is

Cancel

Address

TLscontact UKVCAS Service Point

Opening hours

Mon 09:00 - 17:00	Tue 09:00 - 17:00
Wed 09:00 - 17:00	Thu 09:00 - 17:00
Fri 09:00 - 17:00	Sat Closed
Sun Closed	

Prepare for your appointment

On the day of your appointment:

- Arrive 15 minutes before your scheduled appointment time.
- Please note that the average appointment processing time is 30 minutes per applicant.
- Only applicants, caregivers and authorised accompanying parties are permitted to enter the UKVCAS Service Point.
- Ensure your fingertips are free from any forms of decoration, cuts, abrasions or other markings. These may affect your ability to give acceptable fingerprints.
- If you have temporary injuries on your fingers, it is recommended that you wait until these have healed before submitting your biometrics.

