

# UKVI eVisa Student Guidance

## International Student Support - UoSIL - September 2024

UK Visas and Immigration (UKVI) are developing a digital immigration system. This means they are replacing physical documents with an online record of your immigration status. This is known as an eVisa.

The documents being replaced are:

- biometric residence permits (BRP)
- biometric residence cards (BRC)
- passport endorsements, such as indefinite leave to enter wet ink stamps
- vignette stickers in passports, such as entry clearance or visa vignettes

This document aims to help students with completing their online account and accessing their eVisa.

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

The eVisa application process can take up to an hour to complete so please allow yourself ample time to fill out the application.



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## Creating a UKVI account

1. To start your eVisa application you will need to create a UKVI account. Please go to: <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 please sign in and move to page 9.

### 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 click "**Someone else**" and follow the instructions Online. If you are creating the account for yourself, please proceed to the next steps by clicking "**Me**" and then continue.

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 given names 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



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

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 regarding this.

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 email 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 country 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 click "no" and then 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 of your answers, and that 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](#)



## Linking your eVisa to your account

1. Sign in into the account by choosing the appropriate document and entering **Date Of Birth**

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](#)

- 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: 3434-1794-6557-6794

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 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 overleaf).



## 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

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 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.



### 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



3. Now you need to scan a chip on your ID. Find the chip **(located at the back of the BRP)** and place the phone on it how it is shown on the picture below.

Make sure:

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

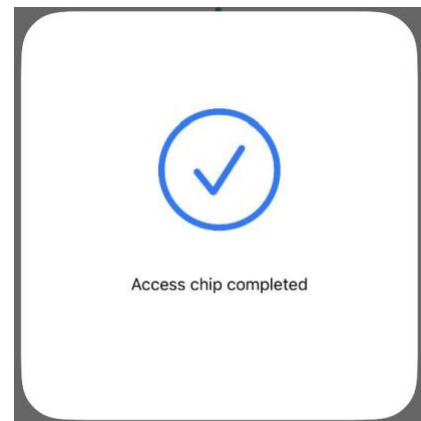
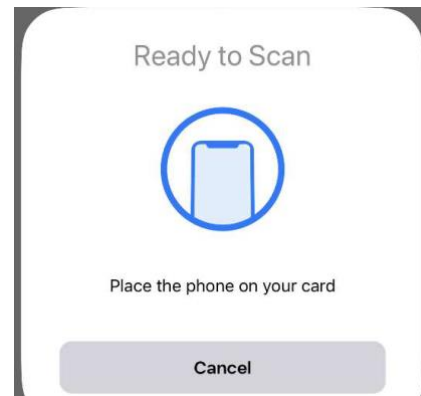
### Access the chip in your card



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

### 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



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

✗ Shadow behind head

[More about the photo requirements](#)

Scan face

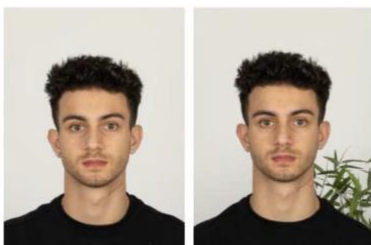
Use camera

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.

Next



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



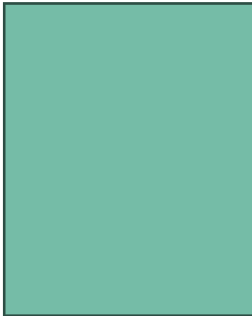
Decide if this is the photo you want to use on your record.

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           | <input type="text"/> |
| Country                   | <input type="text"/> |
| Surname                   | <input type="text"/> |
| Given names               | <input type="text"/> |
| Date of birth (YY-MM-DD)  | <input type="text"/> |
| Sex                       | <input type="text"/> |
| Nationality               | <input type="text"/> |
| Date of expiry (YY-MM-DD) | <input type="text"/> |

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

**It is advised to use one form of ID to login to avoid complication.** 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 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 | <input type="text"/> | <input type="text"/> |
| Date of birth   | <input type="text"/> | <input type="text"/> |
| Nationality     | <input type="text"/> | <input type="text"/> |
| Expiry date     | <input type="text"/> | <input type="text"/> |

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



## 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

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.

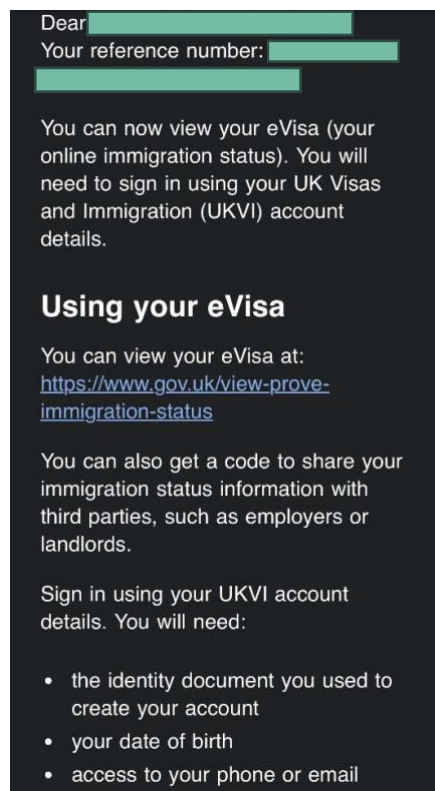
We will email you using the contact email address you've chosen when your eVisa is ready to view.

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.



**For further information please use the links below**

**eVisa status**

[www.gov.uk/guidance/online-immigration-status-evisa](https://www.gov.uk/guidance/online-immigration-status-evisa)



**To create a UKVI account**

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



**For a video tutorial on how to create a UKVI account:**

<https://www.youtube.com/watch?v=91qAbBCfBYI>

