



Home Office

## Transition to eVisa FAQs



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

A range of downloadable fact sheets and posters are available here: [eVisa partner pack](#) providing further guidance and resources for external partners on the most frequently asked questions on eVisa.

The Home Office is developing a more digital and streamlined border and immigration system. Using a phased approach to implementing digital services, our aim is for most people to have a seamless digital journey when interacting with the UK's immigration system.

By 2025, we will replace almost all physical immigration products and services with eVisas, which are digital proof of immigration status. The documents being replaced include:

- Biometric residence permits (BRPs).
- Biometric residence cards (BRCs).

We encourage holders of legacy paper documents, including passports that contain an ink stamp or vignette sticker (for those with Indefinite Leave to Enter or Indefinite Leave to Remain), to transition to an eVisa given the benefits this offers. However, Legacy document holders can prove their rights as they do today using their physical documents where these are permitted. This includes for proving the right to rent, or for travel to the UK.

On 6 August 2024, the Home Office asked everyone with a BRP to go to [gov.uk/eVisa](https://gov.uk/eVisa) and create their UKVI account to access their eVisa before their BRP expires, for most people this is 31 December 2024.

We stopped issuing new BRPs and BRCs on 31 October 2024. We now provide access to an eVisa instead.

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



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## **Creating a UKVI account**

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

- Guidance on creating a UKVI account is available at: [gov.uk/eVisa](https://gov.uk/eVisa). People can also [watch a video](#) on how to create a UKVI account and access their eVisa.
- In brief, people can create their UKVI account using either:
  - Their BRP
  - A valid passport and their BRP number (if they have lost their BRP)
  - A valid passport and their visa application number (if they have lost their BRP and do not know their BRP number).
- If they do not have their visa application number or BRP number, they will be directed to the 'Request Your Reference' service as part of the account creation process at [Get access to your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa).
- Those who have previously been issued a BRP but no longer have it (e.g. it has been lost or stolen) and have no valid passport to verify their identity, can now also create their UKVI account here: [Get access to your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa)
- As part of the process, they will be redirected to a webform to provide their personal information and will then be invited to attend a video interview to verify their identity.
- Those granted permission since 1 November 2024 will not have received a BRP as we ceased issuing new cards on 31 October. If they do not have a valid passport, they will have their UKVI account created for them by the Home Office.

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

- No – a person with a BRP can create a UKVI account immediately to access their eVisa. If they do not have a BRP they can use their passport and visa application number: Unique Application Number (UAN) or Global Web Form (GWF). A person who does not have their reference number will be able to request a reference number through the UKVI account creation process. If they state that they do not have the reference numbers during the account creation process, they will be directed to the Request Your Reference service.



People without a BRP or a passport, can now also create a UKVI account to access their eVisa at [www.gov.uk/eVisa](https://www.gov.uk/eVisa).

- Legacy document holders who have previously been granted settlement (also known as Indefinite Leave to Remain) in the UK are encouraged to make a free 'No Time Limit' application. This is a free service and once their NTL application is considered, they will receive an eVisa. Applicants will be provided with information on how to access their eVisa in their decision letter or email.

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

- A person will have a UKVI account if they have ever:
  - applied to the EU Settlement Scheme
  - used the 'UK Immigration: ID Check' app to prove their identity when applying for a visa
  - created one when applying for a visa (they will have received a UKVI account confirmation email)
  - created one to get access to an eVisa (an online record of immigration status).
- If unsure whether they already have a UKVI account, they can attempt to sign in at: [Get access to your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa)
- If a UKVI account exists, entering their details during the sign in process will take them to their existing UKVI account.
- If they no longer have access to the phone or email used to set up the UKVI account, they can use the 'recover your UKVI account' process at: [Recover your UK Visas and Immigration account - Recover account - GOV.UK \(homeoffice.gov.uk\)](https://www.gov.uk/recover-your-uk-visas-and-immigration-account). **If they cannot use this service, for example, if they are under the age of ten, their parent or guardian can contact the [UKVI Resolution Centre](#) to regain access.**
- It is important to keep UKVI account details up to date. They can do this at: [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/update-your-uk-visas-and-immigration-account-details).

People can also get help accessing their UKVI account and eVisa at: [Contact UK Visas and Immigration for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-uk-visas-and-immigration)





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

- Yes.

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

- After creating a UKVI account, the person will be asked to confirm their identity using the 'UK Immigration ID check' app, and their BRP number. We will use this information to link the person's eVisa to their UKVI account.
- They will get an email when they can access their eVisa in their UKVI account. Most people will be able to access their eVisa immediately. Where additional checks are required, this may take several days.
- More information is available at [Online immigration status \(eVisa\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/online-immigration-status-evisa)

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

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

### **Are agents allowed to create accounts on behalf of others?**

- No. People must create a UKVI account themselves, or at least be present, as it requires a facial image and 'liveness' check. A biometric 'liveness' check verifies that the features being presented are from a living person, and not a copy or imitation.
- They can however add a 'helper' to a UKVI account, who will have their own sign-in details. They can view, edit and complete an application, but a helper cannot access the 'view and prove' services or [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/update-uk-visas) service.



- Where a person is unable to manage their own affairs due to, for example, age or disability, a 'proxy', who is authorised to act on their behalf, can create and manage the account on their behalf.
- Please refer to guidance that explains 'helper' and 'proxy' permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/ukvi-account/terms-and-conditions)

## **Using a UKVI account**

### **Where can people find their eVisa?**

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

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

- People with a UKVI account can use the [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/update-your-uk-visas-and-immigration-account-details/overview) online service.
- It is really important people keep their details up-to-date to ensure they can:
  - 'view and prove' their rights to others, for example employers or landlords (in England)
  - be contacted by UKVI, for example if they're waiting for a decision or to have documents returned
  - travel with their current identity document
- If the correct passport or travel document has not been added to the UKVI account they may face delays when travelling.

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

- They should create their UKVI account as explained in the 'Creating a UKVI Account' section above. The UKVI account will then display their details aligned to their existing BRP.



- If they are in the UK and their personal details have changed (e.g. name, nationality, date of birth or sex marker), they can add their new passport to their UKVI account and update those details using the [Update your UKVI Account Details service](#).
- If they are outside the UK and their personal details have changed (e.g. name, nationality, date of birth or sex marker), they **cannot** currently use the [Update your UKVI Account Details service](#) to add their passport. This may mean delays or complications when travelling back to the UK with their new passport.
- To avoid this, they can apply for a temporary visa to re-enter the UK (once only) using the [BRP vignette transfer \(visas-immigration.service.gov.uk\)](#) service.
- Once back in the UK, they can use the [Update your UKVI Account Details service](#) to add their new passport to their UKVI account and update their personal details.

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

- If someone cannot see their eVisa details after creating their UKVI account, they can report this to the Home Office via the form at: [What is the problem with your eVisa? – Report an error with your eVisa – GOV.UK \(homeoffice.gov.uk\)](#)
- They do not need to call the Home Office. They will be contacted by email within ten working days of completing the form.
- People can continue to use their valid BRP to evidence their immigration status and can use a BRP to access the online Right to Work and Right to Rent services.
- We have also put in place processes to support people and enable immigration status to be proved or checked through alternative mechanisms, should someone encounter any issues or have difficulty navigating a digital system.
- For example, the carrier can also call our 24/7 Carrier Support Hub to confirm a passenger's immigration status.





- While we are confident that our systems and processes will ensure no one is disadvantaged by the move to digital, we are conscious that some people remain concerned about the transition, particularly in the context of travel.
- Therefore, as a temporary measure, to reassure people that they will be able to travel without any issue during the transition period, we will allow carriers such as airlines to accept a BRP or EUSS BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.

### **Creating and managing a UKVI account as a helper or proxy**

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

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



## **Family/children**

### **Do children need an account?**

- Yes. Everyone needs their own account. For more detail see: [gov.uk/eVisa](https://gov.uk/eVisa).
- Parents or guardians can act as a proxy on a child's UKVI account and use the online services on their behalf, just as they would have looked after and used a BRP/C for the child. They can transfer ownership of the account and access to the online services to the child when can manage their own affairs, most likely when they turn 18. A person can use the online account recovery process here: [Recover your UK Visas and Immigration \(UKVI\) account - Recover account - GOV.UK \(homeoffice.gov.uk\)](https://gov.uk/visas-immigration/ukvi/recover-account) to gain access to their accounts when they become adults.

### **To whom are emails about the UKVI account sent for a child applicant?**

- Emails will be sent to the contact email address provided for the main applicant. If the main applicant is a child, this will be the parent or guardian's email, as they likely act as a 'proxy' and would have provided this email during the visa application process.



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

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

### **What about a dependant of parents with EUSS status who have since abandoned the child? What happens when the child becomes 18?**

- The Local Authority can support a child who is in their care to create a UKVI account to access the child's eVisa. When the person leaves care (17 in Northern Ireland and 16 in Scotland) the proxy can transfer the access back to person.
- Please refer to guidance that explains 'helper' and 'proxy' permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/ukvi-account-terms-and-conditions)

### **How do I help a child to create their UKVI account?**

- A parent, guardian or responsible adult can create a UKVI account and use the online services on their child's behalf, just as they did with a BRP/C. **(see the helper and proxy information above).**
- To create a UKVI account on behalf of a child (or someone else) you will need access to their identity document.
- When creating a UKVI account, you will be prompted to select whether you are doing this for yourself or on behalf of someone else.
- Those assisting someone else can either be given limited access to the account as a 'helper', or, where the person cannot manage their own affairs, as a 'proxy' to assist with creating a UKVI account, accessing an eVisa, and any immigration application.
- You can later transfer or share access to the UKVI account with the child when they can manage their own affairs, most likely when the child turns 18.
- You can create a UKVI account in this way for multiple children. To help manage multiple accounts, you can set them up with the same email address and phone number.

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



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

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

- The child's eVisa is connected to the passport in the UKVI account.
- Ensure the child's passport information is correct and up to date in their UKVI account before they travel outside the UK. They still need to carry their current passport with them when travelling.
- If a child has a new passport and is still awaiting confirmation that their UKVI account has been updated, they should also carry their old document when travelling. We also advise people whose immigration permission is still valid but whose BRP/BRC expires on 31st December 2024 to continue to carry their expired BRP or expired BRC alongside their passports when travelling in the early part of 2025, as we will allow airlines and other carriers to accept these documents as valid evidence of permission to travel until 31 March 2025.
- This temporary measure aims to reassure people that they will be able to travel without any issue during the transition period. For further information see the travel section of this document.

### **Can a family create and use one UKVI account?**

- No. Everyone (adult or child) needs to create their own UKVI account to access their eVisa. More Information can be found on: [gov.uk/eVisa](#)



- Individual accounts are not linked or grouped together in any way with other family members or dependants.

**Does someone need to be legally qualified to support a child or care leaver to create a UKVI account and access their eVisa?**

- The Office of the Immigration Service Commissioner (OISC) regulates the provision of immigration advice.
- OISC has confirmed that supporting a person to create their UKVI account and access their eVisa does not qualify for regulation, as the changes won't affect the person's immigration status, and such support is likely to be considered technical support, rather than immigration advice.
- However, people or organisations providing this support must ensure they do not stray into providing immigration advice and/or services as defined by the Immigration and Asylum Act 1999. [Further guidance about the OISC can be found here.](#)

**Do Local Authorities need to create a UKVI account if the looked after child is a British citizen?**

- If the child is a British citizen, they do not need an eVisa. Before creating a UKVI account for a looked after child, the Local Authority or health and social care trust should consider whether the child might be a British citizen. The Local Authority or health and social care trust can [follow guidance to check whether a child is a British citizen](#).
- It is important to consider this guidance and what is – or will be – in the best interests of the child regarding any application for British citizenship. The Local Authority or health and social care trust may want to consider seeking independent immigration legal advice.

**It is challenging to get a photo of a child or a toddler. What do you advise?**

- We recommend trying to capture the best picture possible of the child and submitting it. Caseworkers may review the provided photo and assess the information. The photo needs to be clear and recognisable, and our caseworkers can use their discretion when reviewing cases. Further information on passport photos, including photos of babies and children can be found here: [Get a passport photo: Digital photos - GOV.UK \(www.gov.uk\)](#)





## **Support in creating and using a UKVI account**

### **What support is available?**

- The Home Office is developing digital products and services for use by all, including vulnerable people. We are committed to ensuring everyone, including the most vulnerable, are properly supported as we transform our immigration system.
- People can nominate a ‘helper’ and give them limited access to their account, to assist with creating a UKVI account, accessing an eVisa, and with an immigration application.
- Where a person cannot manage their own affairs due to, for example, age or disability, an authorised ‘proxy’ can create and manage the account on the person’s behalf.
- Refer to guidance on ‘helper’ and ‘proxy’ permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/ukvi-account-terms-and-conditions)
- They can also contact the UK Visas and Immigration Resolution Centre [eVisa Webchat \(homeoffice.gov.uk\) for help - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/uk-visas-and-immigration-resolution-centre),



- Our Assisted Digital service in the UK provides phone and email support for those needing help with IT-related aspects of creating a UKVI account. [Get help with your online Home Office application - GOV.UK \(www.gov.uk\)](#)
- In September 2024, the Government announced up to £4m in grant funding to a UK-wide network of voluntary and community sector organisations to support those in need. This network includes over sixty community-based organisations and four national coverage organisations:

**England** – Migrant Help

**Northern Ireland** – Advice NI

**Scotland** – Citizens Advice Scotland

**Wales** – Welsh Refugee Council

Full details are available at [eVisa: community support for vulnerable people - GOV.UK \(www.gov.uk\)](#).

- The Home Office also collaborates with a range of third-party stakeholders on the move to eVisas. Many of these organisations offer support for creating a UKVI account and accessing eVisas.

### Can the Home Office introduce a 24/7 helpline?

- People can access the [eVisa Webchat \(homeoffice.gov.uk\)](#), which includes a virtual agent and live chat. The virtual agent provides automated responses to a wide range of queries from a continuously updated knowledge base, allowing people to self-serve 24/7. The virtual agent should answer most queries, and we welcome feedback to improve the knowledge base.
- If the virtual agent cannot resolve the query after multiple attempts, it will redirect the person to a [UKVI Resolution Centre](#) agent for live chat during operational hours only. Our phone lines are open from 8am to 8pm Mon-Fri and 9.30am to 4.30pm Sat-Sun. Outside these hours, the virtual agent will still be available..
- Additionally, recognising the concerns around travel and potential time zone differences, carriers have access to a 24/7 phone line for travel-related issues.
- In August 2024, the Home Office launched Account Recovery Online, a self-serve 24/7 solution for safely recovering access to UKVI accounts online.



People can access it via account sign in screens within the '[View and Prove](#)' or the [Update My Details services](#), or directly via the [Recover your UK Visas and Immigration \(UKVI\) account](#) page on [GOV.UK](#).

- The Resolution Centre can unlock account access over the phone for those unable to use the online service. Both online and phone services have safeguards to confirm the identity of the person accessing the account.

### **What measures are being taken to ensure the UKVI Resolution Centre is appropriately resourced and able to provide timely assistance?**

- Like any contact centre, we experience peak times when wait times are longer, but at other times they are shorter. Wait times on our web messenger are currently faster than on telephony, so we encourage people to start there if they are able to.
- Our operating model is digital by default, and we recruit agents to support this model with training on web messenger, email and telephony across multiple routes including eVisa.
- If people have an issue or error with their status, we encourage them to use the webform: [What is the problem with your eVisa? – Report an error with your eVisa – GOV.UK \(homeoffice.gov.uk\)](#) rather than call us. The error webform is available online 24/7.

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

#### **What is the 'view and prove' service?**

- The 'view and prove' is an online service which allows people with eVisas to:



- get a 'share code' to prove their status to others, for example employers
  - update personal details in their UKVI account, for example their passport number or email address
  - check what rights they have in the UK, for example the right to work, rent or claim benefits.
- More information is available at:
    - [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](#)
    - [How to prove your immigration status with an eVisa - YouTube](#)

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

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

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

- How people prove their status will change from 2025. All BRP holders should take action now to create a UKVI account to access their eVisa at [gov.uk/evisa](https://gov.uk/evisa) before their BRP expires.
- Initially, expired BRPs can be used for a limited time to create a UKVI account and to use the online right to work and right to rent services (provided the person has valid immigration status). As a temporary measure, to reassure people that they will be able to travel without any issue, we will allow carriers such as airlines to accept a BRP or BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.
- However, people should make sure they create a UKVI account and access their eVisa before their BRP expires to prevent any unnecessary delays in proving their rights.

**How will students prove their rights?**

- The BRP should still be used until it expires on 31 December 2024. A student can generate and share a share code with educational institutions to verify



their right to study. We have also developed a short-term solution for data sharing to support educational institutions through the transitional period to:

- check visa start and end dates for new sponsored international students for specific cohorts
  - confirm visa expiry dates for existing sponsored international students whose BRPs are short-dated to December 2024
- Details of a data sharing solution and other assistive measures have been sent to all educational institutions.

### **Biometric residence permits (BRPs)**

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

- The UK is developing a fully digital immigration system. This means physical documents are being replaced with eVisas, which are convenient and easy to use.
- We stopped issuing new BRPs and BRCs on 31 October 2024. People with existing permission in the UK are encouraged to take action now to create a UKVI account if they have not already done so, to access their eVisa.
- **Those with existing permission** in the UK who have no valid ID documents can now create their UKVI accounts.
- **New applicants** will need to create a UKVI account to access their eVisa as part of their application or be advised to create a UKVI account when notified of their decision. We will create UKVI accounts for new applicants with no valid ID documents. We are planning to stop issuing visa vignettes in



passports over the next year.

- Further information and updates, including details of the support available, are available at [www.gov.uk/evisa](https://www.gov.uk/evisa).
- While we are confident that our systems and processes will ensure no one is disadvantaged by the move to digital, we are conscious that some people remain concerned about the transition, particularly in the context of travel.

Therefore, as a temporary measure, to reassure people that they will be able to travel without any issue during the transition period, we will allow carriers such as airlines to accept a BRP or BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.

- They should also keep their expired BRP as it may be helpful for future applications to stay in the UK.
- People can use their expired BRP to create their UKVI account and access their eVisa.

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

- We recommended everyone keeps their BRP even when it is expired.
- We also advise people whose immigration permission is still valid but whose BRP/EUSS BRC expires on 31st December 2024 to continue to carry their expired BRP or expired EUSS BRC alongside their passports when travelling in the early part of 2025, as we will allow airlines and other carriers to accept these documents as valid evidence of permission to travel, provisionally until 31 March 2025.
- This temporary measure aims to reassure people that they will be able to travel without any issue during the transition period. For further information see the [travel section of this document](#).
- Using an expired BRP as part of a future application for further permission might mean they do not need to attend a Visa Application Centre to re-enrol their fingerprints. This makes the visa application process quicker and easier.
- If the BRP was used as the ID document to create a UKVI account, the BRP number may be required to sign in.



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

- Lost or stolen BRPs must be reported to the Home Office via: <https://www.gov.uk/biometric-residence-permits/lost-stolen-damaged>.
- It is no longer possible to request a replacement BRP. The UK border and immigration system is becoming digital. We are replacing physical documents such as BRPs with an eVisa which is an online record of a person's immigration status. If a person does not already have a UKVI account, they will need to create one to access their eVisa, which will replace their BRP.
- If they do not have a BRP but have a passport, they can use this alongside their Global Web Form (GWF) number, or their Unique Application Number (UAN), which can be found on their decision notification letter, to create a UKVI account.
- A person who does not have their reference number, will be able to request it during the UKVI account creation process at <https://www.gov.uk/get-access-evisa>. During the process, if the person is not able to provide their reference number, they will be directed to the 'Request Your Reference' service.
- If a person does not yet have a UKVI account, and they were granted permission to stay or settlement in the UK before 31 October 2024, and does not have a passport or a BRP, they can now create a UKVI account to access their eVisa at [www.gov.uk/evisa](http://www.gov.uk/evisa).
- If they already have a UKVI account, they can access their eVisa by logging into the 'view and prove' your immigration status: get a share code - GOV.UK ([www.gov.uk](http://www.gov.uk)) service.
- When travelling, most passengers will continue be checked digitally – either via automated systems or using the online View and Prove service – and should continue to ensure their UKVI account is kept up to date with their latest passport or travel document.
- The acceptance of expired BRPs and EUSS BRCs as valid evidence of permission is an additional reassurance to travellers during the early phase of this transition, provisionally up to 31 March 2025.
- If they no longer have their expired BRP card, we have processes to support people and enable immigration status to be proved or checked through



alternative mechanisms. The carrier can also call our 24/7 support hub to confirm a passenger's immigration status.

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

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

### **What is happened to BRP/BRCs on 31 October?**

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

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

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



## **No Time Limit applications**

### **What should those who have a legacy paper document with which they evidence their rights in the UK do – what do they need to do to get an eVisa?**

- Legacy document (such as a wet ink stamp or a vignette in a passport) holders who have previously been granted settlement (also known as indefinite leave to remain) can continue to use these documents, however, we would encourage them to switch to an eVisa to access all the benefits that an eVisa offers. We will stop issuing visa vignettes in passports over the next year.
- Legacy document holders who have previously been granted settlement (also known as indefinite leave to remain) in the UK are encouraged to make a free 'No Time Limit' application which helps us to re-establish their identity so that they can create a UKVI account to access digital evidence of their status.
- The process for legacy document holders is to follow the existing No Time Limit (NTL) application process. This is a free service and once their NTL application is considered, they will receive an eVisa. Applicants will be provided with information on how to access their eVisa in their decision letter or email.
- The NTL application process has also been streamlined. Applicants are asked whether they have been outside the UK for a period of two years or more, but the digital prompts for evidence of residence have been removed. The only documents requested as part of the application process are the document demonstrating ILR and their passport or travel document demonstrating their most recent entry to the UK.
- Further information on how to make a 'No Time Limit' application can be found at: [Replace a paper immigration document with an eVisa.](#)



## **Asylum Seekers and Refugees**

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

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

### **How does the process work for asylum seekers and refugees?**

- Those granted protection status up to 31 October 2024 will have been issued with a BRP and should follow the same process as everyone else to transition to eVisa. They can use their BRP to create a UKVI account to access their eVisa.





- Since 1 November, newly recognised refugees, will have a UKVI account created for them so they can access their eVisa within 14 days of a positive decision on their asylum claim being served. This action will be referenced in their decision letter or email.

We will inform them that their UKVI account has been created and provide the necessary information for them to sign in. This communication will also include details on how to get support for accessing or reporting any issues with their eVisa.

### **Do those granted protection status need to keep their BRP?**

- Yes. As with everyone else, they should keep their BRP as it may help with future applications to stay in the UK.
- We also advise people whose immigration permission is still valid but whose BRP/EUSS BRC expires on 31st December 2024 to continue to carry their expired BRP or expired EUSS BRC alongside their passports when travelling in the early part of 2025, as we will allow airlines and other carriers to accept these documents as valid evidence of permission to travel, provisionally until 31 March 2025.
- This temporary measure aims to reassure people that they will be able to travel without any issue during the transition period. For further information see the [travel section of this document](#).

### **Will the start of the move-on period for newly recognised refugees be triggered by the issue of an eVisa?**

- From 4 November 2024, the trigger for the 28 day move-on period is the date the asylum support discontinuation letter is issued to a newly granted refugee.
- The discontinuation letter will include the date on which the applicant's support will end and will also include a copy of their UKVI account details. No one will have their support discontinued until they have been provided with their UKVI account details in order to access their eVisa.
- It is important that newly recognised refugees initiate plans to move on from asylum support as soon as they are served their asylum decision in order to



maximise the time they have to make move on arrangements, regardless of when their UKVI account details or discontinuation letter are issued.

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

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

### **Ukraine Temporary Sanctuary Schemes**

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

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

#### **How will people apply for the Ukraine Permission Extension Scheme?**



- They will apply online using the digital application process. Applicants should keep their Biometric Residence Permit (BRP), even if it has expired, as it may be requested during the application process for the Ukraine Permission Extension scheme (UPE). We also advise people whose immigration permission is still valid but whose BRP/EUSS BRC expires on 31 December 2024 to continue to carry their expired BRP or expired EUSS BRC alongside their passports when travelling in the early part of 2025. For further information see the [travel section of this document](#).
- Full details of eligibility will be available on GOV.UK before the scheme launches in early 2025.

### When will applications for further visas be open?

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

### Do I need to create an eVisa account if I am on the Ukraine Schemes?

- By 2025, we will replace almost all physical immigration products and services with an eVisa, which serves as a digital proof of immigration status.
- We stopped issuing any new BRPs and EUSS BRCs on 31 October 2024, and instead provide people granted immigration status with an eVisa. Details on how to access their eVisa, including how to create a UKVI account, will be contained in their decision notice. We encourage Ukrainians in the UK on the Ukraine schemes who do not yet have a UKVI account, to create one to access their Ukraine scheme eVisa.
- For Ukrainians with a UKVI account, we encourage them to access their account and update their personal details. For those who are not sure whether they already have a UKVI account or not, see the Q&A section above on 'creating a UKVI account'.
- We encourage all Ukrainians on the Ukraine schemes to keep their BRP, if they have one, **as it may help with future applications to stay in the UK.**
- We also advise people whose immigration permission is still valid but whose BRP/EUSS BRC expires on 31 December 2024 to continue to carry their



expired BRP or expired EUSS BRC alongside their passports when travelling in the early part of 2025.

## **Funding**

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

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

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

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



## **Technical issues**

### **What do I do if the online system goes down?**

- The Home Office takes security of our systems very seriously and our eVisa system has been deliberately designed to be highly available, resilient, and secure against common threat and failure scenarios.
- There are already over 6 million people who have been using their eVisa for many years, and millions more have signed up since we started to encourage UKVI account creation since August.
- If issues do occur, we have robust processes in place to enable immigration status to be checked in alternative ways. Employers in the UK and landlords (in England) can also use the existing Employer Checking Service and Landlord Checking service to check their immigration status.
- Any person experiencing issues with their eVisa should contact the Home Office through the [online web-form to report an error](#) or the [eVisa web messenger service](#).
- If issues are experienced when travelling, carriers can contact our 24/7 support hub to verify a passenger's immigration status.

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

- A smart phone is only needed to access the UK Immigration: ID Check app during the UKVI account creation process. If possible, use a family member or friend's device. No data is stored on the device after the transaction.





- If this is not possible, get in-person support from our Assisted Digital service: <https://www.gov.uk/assisted-digital-help-online-applications>.
- A smartphone is not needed to use a UKVI account once it is set up.

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

- In August 2024, the Home Office launched Account Recovery Online, a self-serve 24/7 solution for safely recovering access to their UKVI account online, instead of contacting the [UKVI Resolution Centre](#). People can access Account Recovery Online via account sign in screens within the [View and Prove](#) or the [Update My Details services](#), or directly via the [Recover your UK Visas and Immigration \(UKVI\) account](#) page on GOV.UK. Once they have regained access to their account, they can use the Update My Details service to update their email address to one they can access.
- Alternatively, they can continue to access their account by receiving the six-digit passcode to a registered phone, where they can update their email.

### **I have received the message “the details entered do not match our records”. What do I do?**

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

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

- People who have lost their identity document will need to contact the [UKVI Resolution Centre](#) to regain access to their UKVI account.

### **What happens if the passport or BRP chip doesn't scan?**

- For people who already have a BRP and are creating a UKVI account to access their eVisa:
  - During account creation, they will be asked to verify their identity which can be done by using the 'UK Immigration ID check' app, and scanning



the chip in the BRP or passport. This supports faster and more efficient processing of their UKVI account creation, but is not essential.

- If the chip scan fails after 3 consecutive attempts, or if the document is unchipped, people can proceed by taking a photo of the document to capture the MRZ (machine readable zone). Ensure the biographic page is in the camera frame and there is no glare, for a clear image to complete our checks.
- For people making a No Time Limit (NTL) application to replace their legacy paper documents with an eVisa:
  - If applicant's do not have a chipped passport or if their chip will not scan, they cannot use the 'UK Immigration ID check' app. Instead, they will need to enrol their biometrics (fingerprints) at a UK Visas and Citizenship Application Service Centre (UKVCAS). This will be explained during the NTL application process.

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

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



## **Communications**

### **What communications will there be?**

- The Home Office is running targeted communications to raise awareness of the move to eVisas and to encourage people to create a UKVI account and access their eVisa.
- This includes developing various communications materials, making routine updates at [gov.uk/evisa](https://gov.uk/evisa) and extensive engagement with stakeholders.
- Where possible, direct messaging is being used to contact current BRP holders, whose permission will expire after 2024, inviting them to create a UKVI account. Nudge messages are sent to those who have not created an account, urging them to do so before the deadline. All BRP holders are advised to create a UKVI account now to access their eVisa at [www.gov.uk/evisa](https://www.gov.uk/evisa), even if they have not received an email invitation.
- To support the transition to eVisa and make the process for people as simple as possible, we have published a series of information videos – which include the option for translated subtitles - throughout the year, including:
  - [What is an eVisa?](#)
  - [How to create a UK Visas and Immigration \(UKVI\) account and get access to your eVisa](#)
  - [How to prove your status with an eVisa](#)
  - [How to Travel with your eVisa](#)
- The [eVisa partner pack](#) pack includes a factsheet containing information for those who check immigration statuses, and a range of social assets and suggested copy for stakeholders to use on their channels.



- On 10 October 2024, the Home Office launched a targeted advertising and engagement campaign across the UK to raise awareness of the transition to eVisas amongst those affected. The campaign aims to inform affected audiences about the change and uses a multichannel approach, including:
  - out-of-home advertising
  - broadcast and community radio
  - digital audio
  - digital display
  - print
  - social media and a media partnership.
- In addition, stakeholder engagement and specialist multicultural community activity is being delivered with on the ground activity in key locations, at community events, and broadcast packages are targeting affected groups.
- Our eVisa outreach and engagement has included organisations well-placed to support communities with specific needs to take-action to access their eVisa.

#### **Why has the information not been translated into other languages?**

- We have ensured that the language used is simple and can be easily translated through various free online services (including the gov.uk eVisa help videos referred to in this document). In consultation with stakeholders, we are considering providing some information about the transition to eVisas in other languages.
- We are also working closely with our partner marketing agency in delivering engagement activity with community groups, as they are translating key eVisas materials into multiple languages.
- Grant Funded Organisations can also provide people who have language barriers with free and practical support. Further information here: [eVisa: community support for vulnerable people - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/evisa-community-support-for-vulnerable-people)

## **Travel**

### **What does someone with an eVisa need to show in order to travel / show permission to travel?**

- When travelling, most people's immigration permission will be checked digitally – either via automated systems or using the online View and Prove service – people should continue to ensure their UKVI account is kept up to date with their latest passport or travel document. Full guidance on how to do this is available on [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](#). This will enable us confirm to the carrier that the passenger has valid permission to travel to the UK.
- People may find it helpful to create a share code in advance of travel and carry it with them. A share code is valid for 90 days. People may therefore find it helpful to create a share code in advance of travel and carry it with them. Doing so will reduce the time it may take to provide evidence of immigration status, if asked.
- Further information on checking an eVisa before travelling is available here: [Check your eVisa is correct before you travel - GOV.UK \(www.gov.uk\)](#)
- We have also put in place processes to support people and enable immigration status to be proved or checked through alternative mechanisms, should someone encounter any issues or have difficulty navigating a digital system.
- For example, the carrier can also call our 24/7 Carrier Support Hub to confirm a passenger's immigration status.





- While we are confident that our systems and processes will ensure no one is disadvantaged by the move to digital, we are conscious that some people remain concerned about the transition, particularly in the context of travel.
- Therefore, as a temporary measure, to reassure people that they will be able to travel without any issue during the transition period, we will allow carriers such as airlines to accept a BRP or EUSS BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.

**Why are you now accepting expired BRPs and EUSS BRCs as valid evidence of permission to travel until 31 March 2025?**

- We are committed to ensuring that the transition to eVisas is as smooth as possible for all status holders.
- We have put in place the systems and services to allow carriers such as airlines, to automatically check immigration status via system-to-system checks and those systems are working well for millions of people.
- While we are confident that our systems and processes will ensure no one is disadvantaged by the move to digital, we are conscious that some people remain concerned about the transition, particularly in the context of travel.
- Therefore, as a temporary measure, to reassure people that they will be able to travel without any issue during the transition period, we will allow carriers such as airlines to accept a BRP or EUSS BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.

**What does this mean in terms of a person's immigration status?**

- There is no impact on a person's underlying immigration status.

**Why are you now also asking those travelling to create a View and Prove share code in advance of travel?**

- While airlines should be able to check eVisas automatically, people may still be asked to provide evidence of immigration status as we transition to eVisas.



- People may therefore find it helpful to create a share code in advance of travel and carry it with them. A share code is valid for 90 days. People may therefore find it helpful to create a share code in advance of travel and carry it with them. Doing so will reduce the time it may take to provide evidence of immigration status, if asked.

**Do these mitigations mean the Home Office systems are not working at the border?**

- No. We are confident that our systems and processes will ensure no one is disadvantaged by the move to digital status, but are conscious that some people remain concerned about the transition, particularly in the context of travel.
- Border Force will continue to check all arriving passengers through existing border processes.

**Will people be able to use their expired BRP for travel after 31 March 2025?**

- This arrangement will provisionally be in place until 31 March 2025 and, but this will be kept under review.

**What happens if someone no longer has their expired BRP, will they be disadvantaged when travelling?**

- When travelling, most passengers will continue be checked digitally – either via automated systems or using the online View and Prove service – and should continue to ensure their UKVI account is kept up to date with their latest passport or travel document.
- The acceptance of expired BRPs and EUSS BRCs as valid evidence of permission is an additional reassurance to travellers during the early phase of this transition, provisionally up to 31 March 2025.
- If they no longer have their expired BRP card, we have processes to support people and enable immigration status to be proved or checked through alternative mechanisms. The carrier can also call our 24/7 support hub to confirm a passenger's immigration status.



## **What if someone has an eVisa and the country they are travelling from does an exit check – what should they show them?**

- People must check the entry, exit, and transit requirements of other countries, and may need to show evidence of their UK immigration status to authorities there. They should check what evidence is required, but the authorities may consider accepting things such as:
  - A share code from the 'View and Prove' service, which the traveller may wish to create before travel
  - Viewing the status screen from the UKVI account
  - A copy of a letter or email you received from the Home Office when your UK immigration status was granted

## **General FAQs**

### **Which documents are being replaced as you transition to eVisa?**

- Holders of Biometric residence permits (BRP) or Biometric Residence Cards (EUSS BRC) need to take action now to create a UKVI account to access their eVisa if they do not already have one.
- Legacy document (such as a wet ink stamp or a vignette in a passport) holders who have previously been granted settlement (also known as indefinite leave to remain) can continue to use these documents, however, we would encourage them to switch to an eVisa to access all the benefits that an eVisa offers. We will stop issuing visa vignettes in passports over the next year.
- As a transitional measure, we are allowing carriers such as airlines to accept a BRP or EUSS BRC which expires on or after 31 December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. Therefore, we strongly advise people whose immigration permission is still valid, but whose BRP/EUSS BRC expires on 31 December 2024 to continue to carry their expired BRP/C card alongside their passport with them when they travel in the early part of 2025.



### **What are the benefits of an eVisa?**

- eVisas are secure and cannot be lost, stolen or tampered with, unlike physical documents. People will not need to wait for or collect a physical document after their application is decided. It will be quicker and easier to prove immigration status at the UK border and share immigration status with third parties such as employers.
- With a UKVI account, people can easily keep the Home Office updated with any changes in their details or documentation. They have direct access to information held by the Home Office about their status and, in accordance with data handling obligations, will be able to share only the information required by employers and landlord checkers, rather than all the information that is shown on a physical document.
- The Home Office is taking further steps to reduce the number of circumstances where people need to provide evidence of their immigration status, by making relevant immigration status information automatically available through system to system checks with public authorities and government departments. Organisations with access currently include the Department for Work and Pensions (DWP), HM Revenue and Customs (HMRC), DVLA, Social Security Scotland, NHS England and Wales, Border Force, and some Local Authorities.

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

- 31 December 2024 does not represent a 'cliff-edge' because most people do not need to prove their immigration status on a day-to-day basis, and many of the checks performed will be unaffected by the expiry of Biometric Residence Permits (BRPs).
- While we are confident that our systems and processes will ensure no one is disadvantaged by the move to digital, we are conscious that some people remain concerned about the transition, particularly in the context of international travel.
- Therefore, as a temporary measure, to reassure people that they will be able to travel without any issue during the transition period, we will allow carriers such as airlines to accept a BRP or EUSS BRC which expires on or after 31





December 2024 as valid evidence of permission to travel, provisionally until 31 March 2025. This will be kept under review.

### **Do eVisas affect a person's immigration status?**

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

### **When will eVisas go live?**

- Since 2018, millions of people have received an eVisa online through the EU Settlement Scheme.
- The further rollout of eVisas has been phased across 2024 to cover different routes, both for in-country and out-of-country applications.
- The UKVI account creation process opened to all BRP holders in August 2024, allowing anyone with a BRP to create a UKVI account to access their eVisa at [gov.uk/eVisa](https://gov.uk/eVisa), even if they have not received an email invitation.
- We stopped issuing any new BRPs and EUSS BRCs on 31 October 2024. People with existing permission in the UK are encouraged to take action now to create a UKVI account if they have not already done so, to access their eVisa.
- Those with existing permission in the UK who have no valid ID documents will also now be able to create their UKVI accounts. New applicants will need to create a UKVI account to access their eVisa as part of their application or be advised to create a UKVI account when notified of their decision. We will create UKVI accounts for new applicants with no valid ID documents. We are planning to stop issuing visa vignettes in passports over the next year.
- Further information and updates, including details of the support available, are available at [gov.uk/eVisa](https://gov.uk/eVisa).

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

- The Home Office has already published two eVisa-related equality statements on the first phase of the rollout of eVisas to EEA nationals, and considering





equalities issues in relation to the use of digital only right to work and rent checks:

[Policy equality statement: EU Settlement Scheme \(accessible version\) - GOV.UK \(www.gov.uk\)](#)

[Digital only right to work and rent checks: equality impact assessment \(accessible\) - GOV.UK \(www.gov.uk\)](#)

- We are in the process of reviewing our eVisa EIA, setting out further analysis of the equalities issues to reflect the current stage in the roll out of eVisas. We plan to publish an up-to-date version of this EIA on gov.uk in due course.

### **How have you ensured Home Office systems and processes are ready for the change from physical to digital immigration status?**

- The Home Office takes security of our systems very seriously and our eVisa system has been deliberately designed to be highly available, resilient, and secure against common threat and failure scenarios; many of which are well understood across the IT industry such as network and power failures.
- The transition to digital status has been ongoing for many years. Since 2018 millions of people have received an eVisa online through the EU Settlement Scheme and have been successfully using them as evidence of immigration status.
- We have intentionally phased the wider rollout of eVisas across 2024 using public and private beta phases to test and refine our systems and processes, gradually rolling out eVisas to different routes, both for in-country and out-of-country applications.
- Following a period of direct mailing to BRP holders whose cards are due to expire at the end of this year but have permission that extends beyond, the UKVI account creation process opened to all BRP holders in August 2024.
- We have a dedicated programme to ensure work to resolve data issues is done quickly and carefully. Ongoing actions are being taken to resolve any issues. We are ensuring that where technical issues do arise, there are fallback provisions in place to enable status to be confirmed through alternative means, such as the 24/7 carrier support hub. We are committed to ensuring nobody is left behind as a result of our digital transformation.



- As part of our transition, we have also put in place measures for those with existing permission in the UK who have no valid ID documents to also be able to have access to eVisas.
- We have stopped issuing any new BRPs and EUSS BRCs on 31 October 2024. We continue to encourage people with existing permission in the UK to take action now to create a UKVI account if they have not already done so, to access their eVisa.
- Going forwards, we are planning to stop issuing visa vignettes in passports over the next year. Further information and latest updates about the transition, including details of the support, are available at [gov.uk/eVisa](https://gov.uk/eVisa).

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

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

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

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

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



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

**The Home Office is now publishing the number of people who have created a UKVI account to access their eVisa, why are you not saying how many people you need to create one?**

- We will only be publishing these monthly statistics for the number of people who have created a UKVI account, not the number of people with a BRP or people that need an eVisa. These numbers fluctuate on a daily basis due to different factors, including the expiry or cancellation of immigration permission, newly granted applications, and people who hold a BRP and had already created a UKVI account as part of their visa application.