

# Step-by-step guide to creating a UKVI account and applying for an e-Visa. Version 10/24

**Remember:** if you have EU Settlement Scheme status, have recently extended your visa from within the UK using the ID Check App or you have a Hong Kong BNO visa, **you will most likely have a UKVI Account and eVisa already.** If this applies to you, you can view your eVisa at [www.gov.uk/view-prove-immigration-status](https://www.gov.uk/view-prove-immigration-status). If you don't already have a UKVI Account please follow the steps below.

## Step 1 – Create a UKVI Account

If you don't have one already (see above) the first step is to create a UKVI Account via the UKVI link: <https://www.gov.uk/get-access-evisa>

To create a UKVI Account you will need either:

- Your passport and UKVI application reference number for your most recent visa application that was made overseas. Usually the reference number would start 'GWF' and can be found on your most recent visa application form; OR
- Your BRP (if you have one)

If you have a different immigration document instead e.g. an indefinite leave to remain stamp/vignette, please contact [international.campuslife@swansea.ac.uk](mailto:international.campuslife@swansea.ac.uk) for further guidance.

### What you need to do

You will be asked to:

- create a UKVI account
- confirm your identity using the 'UK Immigration ID Check' app

This information will be used to link your eVisa to your UKVI account. You'll get an email when you can access your eVisa in your account.

### 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 >**

Click **'Start now'** and enter the relevant information.

We recommend using your own personal email and phone numbers. Avoid using contact details belonging to someone else as this might make it difficult for you to access your UKVI Account and prove your immigration status in the future.

Do **not** use your Swansea University email address as this account will be closed when you leave the University.

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

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

**Continue**

In most cases you can answer **'Yes'**. If you have very recently arrived in the UK and don't yet have a BRP, answer **'I am waiting for my first BRP'**.

Answer the next questions according to your circumstances. Enter **either** the BRP **or** passport and application reference number.

If you have **indefinite leave to remain (ILR)** and a BRP that has already expired, select the appropriate answer and confirm whether you have a valid passport. You should still be directed to create a UKVI Account.

# 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

Click '**Create an Account**'

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

If you are creating the account on behalf of your Child Dependant, choose '**Someone else**'. In all other cases, chose '**Me**'.

Next follow the instructions on-screen entering all your personal and BRP details.

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

Chose which document you would like to use to prove your identity. Where possible, we recommend you use your **passport** (you will also need your GWF visa application number) because your passport will be the ID document you will use to travel in and out of the UK and it would be helpful to you if you link it to your eVisa now.

If you cannot use your passport or find your GWF number, select '**Biometric residence permit (BRP)**' instead but **remember** you will need to add your passport details to your UKVI Account **once your e-Visa has been issued and is ready to view** using the link [www.gov.uk/update-uk-visas-immigration-account-details](https://www.gov.uk/update-uk-visas-immigration-account-details) (see Step 5 below).

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

Only share your UKVI Account with people that you trust and only if they really need access to your Account e.g. a parent who needs access to their young child's account.

Create account

## Check your answers before you create your account

**Stop** and check the answers you have entered so far – it is much easier to correct any mistakes at this point, than having to correct them later on.

Once you have created your UKVI Account, you will receive an email from UKVI confirming this. The email will contain a link for you to sign back into the account. Make sure you keep this email somewhere safe where you can find it again in the future.

Your UKVI Account should now be ready to access.

If you completed **Step 1** on your laptop, log back into your UKVI Account using your laptop but have your phone or tablet ready to download and use the UK Immigration: ID Check App for the next part of the process.

Check your emails to find the link in order to sign back in to your UKVI Account. Once signed in follow the instructions on-screen alongside Step 2 of this guide.

### Step 2 – Confirm your identity

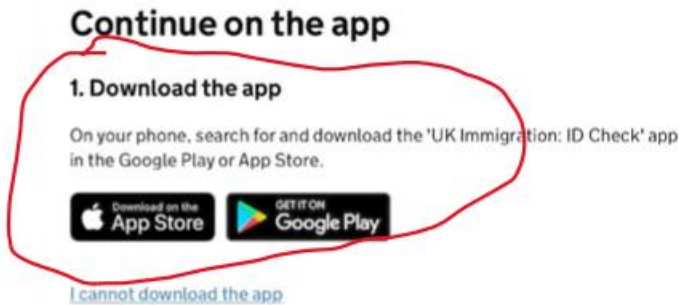
**Sign back into** your UKVI Account using the link send to you by UKVI by email or at [www.gov.uk/get-access-evisa](https://www.gov.uk/get-access-evisa) **using a laptop** if possible. Don't create a new UKVI account each time, simply sign back into the account you have just created.

Whichever ID document you used to create your account in Step 1, use that sme document to sign back in.

Once signed in, click on the link '**Start application**'. You will then see a list of sections you need to complete.

Complete each section in the order they appear on screen starting with '**Confirm your identity**'. Click on this section to start.

Now switch to your **smart phone or tablet**. You will need to download the **UK Immigration: ID Check App**



Go to your App store and download the App making sure you are using the **correct** App: Check the name of the App (**UK Immigration: ID Check App**) and that the author of the App is '**UK Visa and Immigration**'.



Open the App on your **phone/tablet**.

Once in the App, swipe through the on-screen instructions until you reach a page asking you to link the App to your UKVI Account using either a QR code or a connection code. **Tip:** chose the connection code option - it usually works better.

Click on 'connection code' and the App it will generate a 6-letter connection code.

Now switch back to your UKVI Account **on your laptop**, enter the 6-letter connection code and click '**Connect**'

## 2. Connect the app to your account

Open the app and select how you want to connect.

You can either enter the connection code or scan the QR code below.

### Connection code

Enter the code you are given and press connect.

Connect

**Returning to your phone/tablet**, the App should now be connected to your UKVI Account. This can take a few seconds.

**Continuing on your phone/tablet**, follow the instructions onscreen step-by-step as they appear on the App the UK Immigration: ID Check, you will direct you to take a photo of your BRP (back and then front), scan the biometric chip inside the card, take a biometric scan of your face and finally take your selfie photo that will appear on your eVisa.

When taking your photo, we recommend finding a well-lit, plain wall background. The photo image must be clear with nothing covering your face and without any shadows. You can do this yourself by taking a selfie or you can ask a friend to take the photo for you.

This photo will appear on your eVisa so make sure you are happy with it.

Once you have completed all steps using the App, click **'Submit'**.

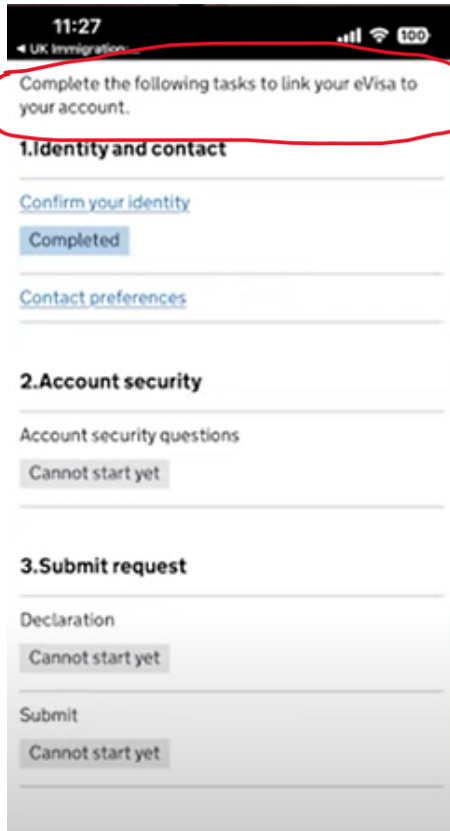
Now return to your UKVI Account by signing back in. You can continue the next part with **either your phone/tablet or using a laptop**.

## Step 3 – Complete the rest of the eVisa application form

Sign back into the UKVI Account.

You should see that the **'Confirm your identity'** section is marked as complete.

**Tip:** If the *'Confirm your identity'* section doesn't show as completed, click into that section and you should see a confirmation message on screen. Go back to the section menu.



Move onto the next section 'Contact preferences' and check the details held are correct. Confirm and submit each section.

Move through all the sections in the order they appear on screen - you cannot jump ahead.

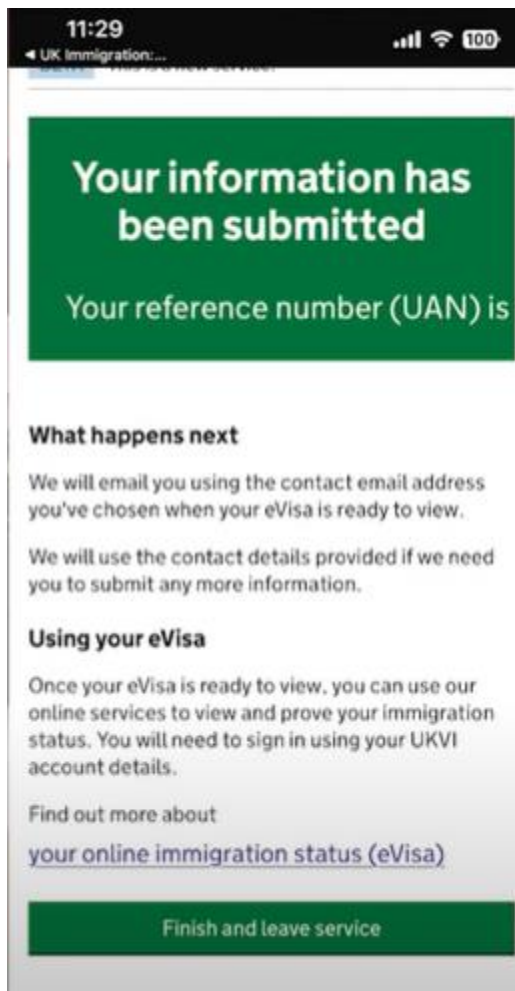
**Contact details** must be ones that the UKVI can contact you on.

**Account security questions** are questions and answers that are selected by you and will be used to help verify your identity over the phone if you ever need to contact the UKVI call centre about a problem accessing your UKVI Account or eVisa.

Choose one question and answer from each set (there are three sets) and make a note of these somewhere safe where you can access them in the future if needed. Save and move on to the next section.

Read and **sign the digital declaration** page and then press **Submit**.





Confirmation that you have submitted your eVisa application will appear on screen with a 16-digit UAN number. Keep any confirmation emails somewhere safe where you can find them and refer back to it in the future.

Most people cannot view their eVisa immediately - it can take up to a few days for it to be ready to view on your UKVI Account.

Once your eVisa is ready to view, you will receive *another* email from UKVI with instructions on how to [view and prove your immigration status](#) using your eVisa. File this email somewhere safe. **Do not worry** if you don't receive this email immediately. Keep checking your inbox including your junk and spam folders.

Try and complete Steps 1-3 in one go, it should take around 15-20 minutes to complete.

If you have **Dependants** with you in the UK, each Dependant will need their own UKVI Account and eVisa so please repeat the steps 1 – 3 above for each family member.

#### **Step 4 – View your eVisa and check all details are correct**

Once you receive the UKVI email telling you your eVisa is ready to view, click on the link in the email to sign in and view your eVisa as soon as possible. **Check all of the details are correct.**

You will see your photograph as well as information that is similar to what you currently see on your BRP (if you have one) – name, date of birth, visa type e.g. Student, Graduate, visa start and expiry dates as well as a list of all the things you can and cannot do with your type of visa - these are known as your visa ‘conditions’.

**If any information on your eVisa is wrong, contact [international.campuslife@swansea.ac.uk](mailto:international.campuslife@swansea.ac.uk) immediately.**

#### **Step 5 – Keeping your UKVI Account and eVisa up to date**

**This step is VERY important.**

Your eVisa is linked to the travel ID document used to create your UKVI Account.

If you used your passport for this, you won't need to anything more at this stage unless/until you replace or renew your passport or if any of your personal details change. If they do, make sure you [update your UKVI Account](#).

If you used your BRP to create your UKVI Account, you **must** update UKVI Account with your passport details because the BRP will become invalid after 31<sup>st</sup> December 2024. Updates to the UKVI Account can be made via [www.gov.uk/update-uk-visas-immigration-account-details](http://www.gov.uk/update-uk-visas-immigration-account-details).

The UKVI has published [guidance on using your UKVI Account](#) and two very useful videos to help you [prove your immigration status using an eVisa](#) as well as [how to use your eVisa when you travel](#).

If you have a BRP you must continue to carry it when you travel in and out of the UK for as long as it remains valid. UKVI also advise that you carry it for the first few months of 2025.

When you board a plane/train/ferry to travel to the UK your eVisa status will be checked by the airline or travel company to ensure you have the necessary immigration permission to travel to the UK.

When you arrive in the UK your ID document (passport) will be scanned at the immigration desk.

From 1<sup>st</sup> January 2025 the UKVI Account and eVisa **must** be linked to passport for the airline staff and immigration officers to be able to see your immigration status.

**Failing to keep your UKVI Account updated may result in you being denied travel to the UK by the airline and/or delays at the UK border.**

It can take several days or weeks to update a travel document onto your UKVI Account so please plan ahead and update your account with your passport ID document as soon as you can after the eVisa has been issued. This will help you avoid problems or delays when you travel.