Supporting People with E-visas

What is an e-visa?

An eVisa is an online record of your immigration status and the conditions of your permission to enter or stay in the UK. You will need to create a UKVI account to be able to access your eVisa.

Updating your physical document to an eVisa does not affect your immigration status or the conditions of your permission to enter or stay in the UK.

The benefits of eVisas include:

- they are secure and cannot be lost, stolen or tampered with, unlike a physical document

- you will not need to wait for, or collect, a physical document after your application is decided – you might still need to provide biometric information in person, and we will tell you if you need to do this

- it will be quicker and easier to prove your status at the UK border, and share your status with third parties like employers and landlords

Online immigration status (eVisa) - GOV.UK

Get access to your eVisa: Overview - GOV.UK

Partner Packs

The advice to give:

- Watch the Home Office videos:

  Online immigration status (eVisa): help videos - GOV.UK

- You do not have to pay anyone to help you to do this

- Try for yourself – are there friends or family that can help?

- Ask at faith group or other support to assist (ESOL classes, employment support etc)

- Signpost to specialist organisations if necessary. A criteria will apply to receive support

  List of organisations - GOV.UK (www.gov.uk)

- Once successful, can they assist someone else? (Pay it forward)

- Ensure people are clear about what they need if they are planning to travel over the next 6 months

  How to travel with your eVisa (video) - GOV.UK

- Keep the original BRP card

What is needed to create an account?

You will need:

- access to a smartphone

- a mobile phone number

- an email address

- your BRP card or a valid passport with your BRP number or visa application number

Some people are finding it easier to use a computer <u>and</u> a smart phone

Trouble shooting:

The answer to most common problems can be found using a google search.

This is particularly true when it comes to issues of scanning the chip with a smart phone; there are many videos on YouTube which explain what to do.

There is also a web chat function:

eVisa Webchat

What else can we do?

- Ask people if they know about the change to e-Visas
- Display posters and share on your social media
  Partner Packs
- Encourage people to find informal support
- Consider how you can provide practical support for people who need it