eVisa Frequently Asked Questions

What is an eVisa?

An eVisa is an online record of an individual's immigration status in the UK, and any conditions which apply, which they can view and share. It is usually linked to the holder's passport.

Do I need to apply for an eVisa?

Those with physical immigration documents, such as a Biometric Residence Permit (BRP), will need to create an online UK Visa and Immigration (UKVI) account and access their eVisa by 31 December 2024.

Do my children need an eVisa?

Yes. Everyone must have their own UKVI account. Where a child is unable to create and manage their own account, a parent, guardian or responsible adult should do this for them.

When a child is able to manage their UKVI account themselves, or where they reach 18 years of age, the child's account can be transferred to them.

Do I need to pay for an eVisa?

No. Creating an eVisa is free and it will not affect an individual's current immigration status.

Support and advice for creating a UKVI account and getting an eVisa is available free of charge – please see the 'Help and support available' section below.

If my BRP expires, is my visa no longer valid?

Biometric Residence Permits (BRP) expire on 31 December 2024 and are being replaced by eVisas. This doesn't mean an individual's visa ends on this date. The government advises individuals to create an account for their eVisa before their BRP expires.

What if the name or DOB on my BRP isn't the same as UKVI records?

If there is a mistake on an individual's BRP, for example if the name, gender or date of birth is incorrect, this should be reported to the Home Office - contact the UKVI contact centre, telephone: 0300 790 6268.

What are the technical requirements for using the app?

Android users 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. iPhone users 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

Help and support available:

Individuals experiencing issues with their application are advised to contact the UKVI contact centre, telephone: 0300 790 6268.

What if I don't have access to the internet or if my smartphone doesn't meet the technical requirements?

'Assisted Digital' support is available to help with filling in an online Home Office application. Support can be on the telephone or face-to-face. **We Are Group** will assess eligibility and provide support, please see contact details below (service is available Monday to Friday, 9am to 6pm):

- Email: visa@we-are-digital.co.uk
- Text 'VISA' and a number to call you on to 07537 416 944
- Telephone: 03333 445 675 (call charges may apply).

Migrant Help provides free support for vulnerable people in their transition to an eVisa. Those who require support can be assisted face-to-face to set up their UKVI account and access their eVisa. To request assistance, call 07483 170100 or email evisa@migranthelpuk.org.

Is support available locally?

Yes.

The **Cambridge Ethnic Community Forum** (**CECF**) is an organisation that works with migrants and refugees and can assist those needing help to complete the eVisa process. Please contact them on cecfenquiries@cecf.co.uk or call 01223 655241.

Cambridge Online can support those who do not have digital skills and the technology to complete their eVisa application. Please contact them on telephone 01223 800450 or help@cambridgeonline.org.uk.

Cambridgeshire Libraries provide access to computers with internet connection, and scanners. Staff are available to assist with equipment, although they are unable to help with completion of the application.

What if I need extra help or more information about eVisas?

Support and additional information is available via the UKVI contact centre telephone: 0300 790 6268 and on the UK government's eVisa site https://www.gov.uk/evisa.