



Transition to eVisa
Education Sector FAQs

Updated 12 November 2024

This document is intended for the original recipient's use only and should not be forwarded outside of the recipient's organisation.

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.

A range of downloadable fact sheets and posters are available here [eVisa partner pack](#) providing further guidance for external partners.

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, they can continue to use their physical documents to prove their rights, such as right to rent or for travel to the UK, where these are permitted.

From 6 August 2024, the Home Office has asked everyone with a BRP to go to www.gov.uk/evisa and create their UKVI account to access their eVisa (an electronic record of immigration permission) 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 relevant to the education sector. During this transition period, you may need to check the status of people using their UKVI account for the first time, or those unsure of how to prove their rights to you.

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eVisa process for students during 2024

We stopped issuing new BRPs and BRCs on 31 October 2024. From 1 November, successful visa applicants no longer receive a BRP. Instead, they will receive an eVisa and need to create a UKVI account to access it as part of their visa application. Alternatively, they will be advised to create a UKVI account when notified of their visa decision.

Everyone is encouraged to create their UKVI account as soon as possible after receiving their decision letter or email.

Full instructions on creating a UKVI account to access an eVisa are available at: www.gov.uk/evisa. Creating a UKVI account allows access to our full range of online services, to prove their rights and keeping their information, including travel documents, up to date.

To ease the transition from physical documents to eVisa, visa nationals should continue to carry their physical documents, such as BRPs, when travelling internationally, until they expire. They should retain the BRP even after it has expired, as it may help with future applications to stay in the UK.

Q: What process will out of country students whose visas are dispatched from 1 November 2024 follow?

- From 1 November 2024, successful out-of-country visas applicants who enrol biometrics at a Visa Application Centre will still receive a 90-day vignette for travel to the UK, but not a BRP. Instead, they will be invited to create a UKVI account to view their eVisa when their visa is granted.
- Some out-of-country students, such as EEA nationals using the ID Check App to apply for their visa, will already have a UKVI account. They will receive an eVisa, viewable within their existing UKVI account, when their visa is granted.
- Once we have fully decommissioned vignettes later in 2025, we will tell the applicant when their visa is granted and invite them to create a UKVI account to access their eVisa. They will no longer receive a 90-day vignette. Their immigration status will automatically be shared with airlines, enabling travel to the UK without a BRP or a vignette, provided their current travel document is linked to their UKVI account.

Q: What process do in country students whose visas are dispatched from 1 November 2024 follow?

- From 1 November, people will no longer receive a BRP. If they already have a UKVI account, they can use it to view their eVisa. If not, they will need to create a UKVI account by following the instructions in their decision notice to access their eVisa when their visa is approved.
- Some in-country student applicants, such as EEA nationals who used the ID Check App to apply for their visa, and those already in the UK on other routes who previously applied via the ID Check App, and enrolled their biometrics, will already have a UKVI account. They will receive an eVisa, viewable within their existing UKVI account, when their visa application is decided.

Q: How will students with valid permission who are already studying in the UK transition to an eVisa?

- All existing BRP holders can create a UKVI account to access their eVisa at www.gov.uk/evisa. They do not need to wait for a direct email invitation.
- They can visit www.gov.uk/evisa for the latest information and can sign up for email notifications whenever the content is updated.
- Students in the UK with valid permission who already have a UKVI account should update their account with their current passport used for international travel by following the instructions at www.gov.uk/update-uk-visas-immigration-account-details.

Q: How long after a Home Office caseworker has approved a visa application will the eVisa be available?

- Once we decide a visa application, we will record the applicant's digital status in the Home Office data platform. We will tell the person of their decision, and if granted, invite them to create a UKVI account to access their eVisa.

Q: If a student's BRP expires soon (well before 31 December 2024) should they follow the instructions to replace the BRP with an eVisa?

- Yes. If a student's BRP expires before 31 December 2024 **and they have ongoing immigration permission**, for example settled status (also known as indefinite leave to remain), they should create a UKVI account to access their eVisa before their BRP expires. This will allow them to continue proving their immigration status after the BRP expires.
- However, if their immigration permission also expires before 31 December 2024, they should apply for a new visa in the usual way before their permission expires if they want to stay in the UK.

Q: What should students whose permission extends beyond 31 Dec 2024 do if their BRP is expiring but they are applying for a new visa before the end of the year e.g. switching to a new visa type?

- Students with permission extending beyond 31 December 2024 should create their UKVI account before their BRP expires. If they then wish to apply for a new visa, they can do so in the usual way.
- They should also retain their BRP even after it has expired, as it may help with future applications to stay in the UK.

Creating, setting up and using a UKVI account

Q: 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).
- If they do not have their reference number, they can request it during the UKVI account creation process at [Get access to your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa).
- 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 do not have a passport or a BRP, they can now create a UKVI account to access their eVisa at www.gov.uk/evisa.

Q: 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. This ‘liveness’ verifies that the features being presented are from a living person, not a copy or imitation.
- They can, however, add a ‘helper’ to their UKVI account, who will have their own sign-in details. A ‘helper’ can view, edit and complete an application, but cannot access all account functions, such as the ‘View and Prove’ service to prove status or [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\)](#) service.
- If a person cannot 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 for them.
- Please refer to guidance on ‘helper’ and ‘proxy’ permissions: [UKVI account: terms and conditions - GOV.UK \(www.gov.uk\)](#)

Q: How do people keep their personal details up to date in their UKVI account?

- People with a UKVI account can use the online service ‘[Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](#)’ online service.
- It is really important they keep their details up to date to:
 - view and prove their rights to others, for example employers or landlords
 - be contacted by UKVI, for example, if they are waiting for a decision or to have documents returned
 - travel with their current identity document
- If UKVI account does not have the correct travel document, they may face delays when travelling.

Q: What document is best to use to create a UKVI account?

- Guidance on creating a UKVI account is available at: www.gov.uk/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 reference number, they can request it during the UKVI account creation process at [Get access to your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/get-access-to-your-evisa). If they cannot provide their reference number during the account creation process, they will be directed to the 'Request Your Reference' service.
- If they do not yet have a UKVI account, and they were granted permission to stay or settlement in the UK before 31 October 2024, and do not have a passport or a BRP, they can now create a UKVI account to access their eVisa at www.gov.uk/evisa.
- People can also [watch a video](#) on how to create a UKVI account and access their eVisa.

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, they (or their parent or guardian) can contact the UKVI Resolution Centre to regain access.**
- It is really 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)

Q: When creating their UKVI account, must the student use the passport they used for their visa application, or will everything link up correctly even if they use a new document?

- When creating a UKVI account with a passport, people should use the passport details they most recently provided to the Home Office. This is usually the passport details used for their last immigration application, unless they notified the Home Office of a new passport since then.
- However, if they set up their UKVI account with a completely new passport that has since been issued to them, the account will still be created, but they will be advised to update their passport details using the 'Update My Details' function within their newly created UKVI account: [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/update-your-uk-visas-and-immigration-account-details).

Q: Will a UKVI account keep a history of all immigration permissions previously issued for that account holder? Many need this record for the future.

- No. The status information in the UKVI account only shows the most recent grant of permission and its associated conditions.

Q: 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 will need to 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.

Q: If the eVisa can be linked to a BRP what will happen after the BRP expires on 31 December 2024? Will the student have to update the account with a passport?

- If a student currently uses their BRP number to sign in to their UKVI account, they should update their account with their passport details if these are not already linked. This can be done via [Update your UKVI Account Details service](#). This will enable them to sign in with their passport number instead of their BRP number.
- Those who do not have a passport can continue to sign in using their BRP, even after it expires.

Q: Does it have to be a UK telephone number provided to create an account?

- No, a person can provide either a UK or international mobile number to create a UKVI account. They must be able to access messages sent to the number, such as two-factor authentication codes.

Q: Do children need a UKVI account?

- Yes. Everyone needs their own account. For more detail see: 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. If needed, the [UK Visas and Immigration Resolution Centre](#) can help people gain access to their accounts when they become adults.

Q: 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.

Q: Is it a problem if a family only have one email address that they use for each family member's UKVI account?

- No, this is not a problem. Multiple family members can use the same email address. However, each person needs to have their own UKVI account.

Q: How do students access their eVisa?

- eVisas can be viewed by signing into the 'View and Prove' service using a UKVI account. This service allows a person to:
 - View their eVisa
 - View and understand their rights
 - Update their details
 - Share their eVisa with others by generating a share code which provides time-limited access to the relevant data
 - A share code can be given to third parties enabling them to check the person's status with
- Employers, landlords or other status checkers can then use the online checking services ([Check a job applicant's right to work: use their share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/check-a-job-applicant-s-right-to-work-use-their-share-code)), [Check a tenant's right to rent in England: use their share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/check-a-tenant-s-right-to-rent-in-england-use-their-share-code)) or [Check someone's immigration status: use their share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/check-someone-s-immigration-status-use-their-share-code) to confirm someone's immigration status by entering the person's date of birth and share code.
- Guidance on how to use the online 'View and Prove' service is available on gov.uk - [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/view-and-prove-your-immigration-status-get-a-share-code)

Q: How can a student evidence their immigration status?

- Students can share their status information with third parties, such as employers, or landlords in England, by using the 'View and Prove' service and generating a share code. This provides time limited access to the relevant data.
- Users can generate share codes at any time. It is not a single unique code they must remember to prove their status.
- When generating a share code, they must select one of three reasons for sharing their immigration status:
 - Students can use the View and Prove "*other*" option to generate a share-code to provide to an educational establishment.
 - If confirming their immigration status with an employer, they must select 'prove your right to work in the UK.'
 - If confirming their immigration status with a landlord in England, they must select 'prove your right to rent in England.'

Q. Will academic visitors be able to use a share code?

- Academic visitors staying less than six months will continue to use vignette visa stickers in their passports and will transition to eVisas later in 2025. They do not use share codes currently.
- Academic visitors staying over 6 months should create a UKVI account to access their eVisa. They can use the View and Prove “*other*” option to generate a share-code for an educational establishment.

Q: What is the difference between a ‘View and Prove’ share code and ‘right to work’ share code?

- The ‘right to work’ share code for employers only shows information relevant to work.
- The ‘View and Prove’ share code provides more detailed information.
- Share codes can only be used for their originally selected purpose. All share codes begin with a letter indicating the purpose. If a share code begins with ‘W’ (work), it means the code was generated by a prospective or existing employee to evidence their right to work. Employers cannot accept or use share codes beginning with ‘R’ (rent) or ‘S’ (general immigration status) as these are meant for other services.
- The share code is valid for 90 days from the time it is issued and can be used as many times as needed within that period.
- If a share code has expired or was not generated for the required service, a new share code must be obtained.

Q: Will help also be available on how to share online information with third parties?

- Guidance on using the online 'View and Prove' service is available on GOV.UK - [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](#)
- People can get help using their UKVI account and proving their status to prospective employers, and landlords in England, through the [UK Visas and Immigration Resolution Centre](#)
- The latest information about eVisas, including a video on 'How to prove your immigration status with an eVisa' is also available here: [How to prove your status with an eVisa](#)

Q: What happens if someone does not create a UKVI account in time? Are there any repercussions?

- We encourage everyone eligible to create their UKVI account by the end of 2024 to avoid issues when travelling and proving their rights in the UK.
- Although people will not lose their immigration status, as the border and immigration system become digital, they may find it increasingly challenging to easily prove their rights, and may face unnecessary delays when attempting to do so.
- After BRPs expire, people can still use them to generate a share code through the 'Prove your right to work to an employer' and 'Prove your right to rent in England' online services for a limited time, and to create a UKVI account to access their eVisa. However, an expired BRP does not offer the full benefits of an eVisa.
- If a person has not created a UKVI account and their BRP has expired, they can create one quickly and easily using their expired BRP if needed. The [UK Visas and Immigration Resolution Centre](#) also provides services to verify status in alternative ways on an emergency basis if a person cannot create their account immediately.

Travelling With an eVisa

Q: If someone updates their UKVI account before travel, are the details updated in the account instantly?

- The time it takes for the change to come into effect varies depending on the update. Some changes require a caseworker's review. **We advise people to update their UKVI account with any changes as soon as possible.**
- People can update their UKVI account with details of their travel document (such as passport) or update it when they get a new travel document. We encourage them to do so to reduce unnecessary delays when travelling internationally.
- If someone has updated their UKVI account details with a new travel document but has not received confirmation of the change before they travel, they should carry both documents with them.
- Full guidance on how update UKVI account details is available at [Update your UK Visas and Immigration account details: Update your UKVI account details - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/update-your-uk-visas-and-immigration-account-details).

Q: What does someone with an eVisa need to show in order to travel / show permission to travel?

- We have developed technology that allows carriers, such as airlines, to automatically check immigration status via system-to-system checks. Commercial carriers are integrated with our systems, enabling them to send data on travellers to us and receive messages confirming a passenger's permission to travel.
- Where they are still held, people should continue to carry valid physical immigration documents with them when they travel internationally.
- If a carrier does not receive automatic confirmation of a passenger's permission to travel, they can check using valid physical documents (where these are still being carried), the 'View and Prove' service, or by contacting the 24/7 Carrier Support Hub for advice.
- We strongly advise people to check and update their travel documents in their UKVI account well in advance before travelling overseas. Full guidance on how to do this is available on [Update your UK Visas and Immigration account details: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/update-your-uk-visas-and-immigration-account-details). This will enable us confirm to the carrier that the passenger has valid permission to travel to the UK.

- Further information on checking an eVisa before travelling is available here: [Check your eVisa is correct before you travel - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/check-your-evisa-is-correct-before-you-travel)

Q: What happens if a student is overseas and wishes to return to the UK using their valid student status, but has not set up their UKVI account?

Before travelling, they should check if they can [get access to their eVisa](#)

- They will need:
 - access to a smartphone
 - a mobile phone number
 - an email address
 - either their BRP or a valid passport with their BRP number or visa application number
- Further information on checking an eVisa is correct before travelling is available here: [Check your eVisa is correct before you travel - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/check-your-evisa-is-correct-before-you-travel)
- If someone is outside the UK and unable to create a UKVI account, they will need to confirm their permission to enter and/or stay in the UK by showing the carrier both:
 - their valid passport
 - valid, physical proof of their permission to enter and stay in the UK (if they have this with them).
- If they do not have this, they will need to apply for a temporary visa to re-enter the UK (once only) by using the [BRP vignette transfer \(visas-immigration.service.gov.uk\)](https://www.gov.uk/guidance/brp-vignette-transfer-visas-immigration.service.gov.uk) service.
- Once inside the UK, they should create a UKVI account to access their eVisa. If they are still unable to do so, they should contact the UKVI Resolution Centre.

Q: 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 physical document confirming the traveller's permission in the UK.

Biometric residence permits (BRPs)

Q: 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.
- Everyone should continue to carry their physical documents when travelling until they expire. They should also keep their expired BRP as it may be helpful for future applications to stay in the UK.

Q: Why do we need to keep an expired BRP?

- We recommended everyone keeps their BRP even when it is expired. Using an expired BRP as part of a future application for further permission might mean they do not need to re-enrol their fingerprints.
- If the BRP was used as the ID document to create a UKVI account, the BRP number may be required to sign in.

Q: What form of photo ID will people have once BRPs have been discontinued?

- A person can still use their passport or the eVisa (via 'View and Prove') as photographic ID.

Q: People frequently use their BRP as proof of identity and age. What should they use when they no longer have a BRP?

- An eVisa is an online record of immigration status and is acceptable evidence of ID under the Identity Documents Act 2010. A person can use their eVisa (via 'View and Prove') to confirm their identity.
- A person can still use their passport or UK photo driving licence as photographic ID. There are also UK-wide proof of age schemes available.

Q: If a student has lost their valid BRP, do they still need to get a replacement one?

- 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, replacing physical documents like BRPs with an eVisa, an online record of a person's immigration status. BRP holders need to create a UKVI account to access their eVisa, which will replace their BRP.
- People who do not have a BRP but have a passport, can use it along with their Global Web Form (GWF) number or Unique Application Number (UAN) from their decision letter or email, to create a UKVI account.
- Those who do not have their reference number can request it during the UKVI account creation process at <https://www.gov.uk/get-access-evisa>. They will be directed to the Request Your Reference service if needed.
- People granted permission to stay or settlement in the UK before 31 October 2024 who don't have a UKVI account and don't have a passport or a BRP, can now create a UKVI account to access their eVisa at [Get access to your eVisa - GOV.UK \(www.gov.uk\)](#).
- For those that are granted permission to stay or settlement in the UK from 1 November without a valid passport when they applied, the Home Office will create their UKVI account and send information on how to access their eVisa within 14 days of their decision letter or email.
- Those who already have a UKVI account, can access their eVisa by signing into the [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](#)

University Sponsor checks

Q: How will educational institutions know which students have a BRP or an eVisa?

- Successful immigration decisions despatched up to 31 October 2024 will have received a short-dated BRP. You should continue to accept **valid** BRPs as proof of immigration status for new or prospective students.
- For those with a BRP expiring at the end of 2024, the permission expiry date can be confirmed via the 'View and Prove' online service. Additionally, UKVI is providing a limited data share for the transition period, and details of this have been communicated separately.
- Decisions despatched from 1 November no longer include a BRP. If the student already has a UKVI account, they can use it to view and share their eVisa. If not, they will need to create a UKVI account.
- The eVisa states the route under which the person has been granted permission. Educational institutions will be able to use the 'View and Prove' service to verify the person has appropriate permission and check the expiry date.

Q: Will eVisa specify the type of permission the holder has?

- In most cases the eVisa states the route under which the person has been granted permission.
- Students with an eVisa may present a share code to prove their immigration status, which you should check in the usual way.

Q: During student enrolment, educational institutions are required to check the date the student enters the UK. Currently the vignette in the passport is stamped with the entry date, so what happens when vignettes are completely decommissioned and replaced solely by eVisas?

- Until vignettes are fully decommissioned later in 2025, most students applying for a visa from outside the UK will continue to receive a 90-day vignette for travel to the UK and will have their passport stamped by a Border Force officer on arrival.
- However, as is the case now, some students may enter the UK via eGates or via Ireland, or have an eVisa only, so they will not have a wet ink stamp showing their entry date to the UK.
- In cases where a passport is not stamped with an entry date, the current sponsor guidance on evidencing the student's arrival date in the UK still applies: **“If the student does not have an entry stamp, you must check the date of entry by asking to see other evidence such as, but not limited to, e-tickets or a paper or electronic boarding pass. You must then record the date the student entered the UK, but you do not have to retain evidence of the date of entry.”** [Appendix D: guidance for sponsors on keeping documents \(accessible version\) - GOV.UK \(www.gov.uk\)](#)
- We will review this guidance in light of the decommissioning of vignettes and the full transition to eVisas and will update the guidance as necessary in due course.

Q: We have had several recent online right to study checks which only list the visa expiry date with no start date displayed, is this a glitch?

- This is not an IT glitch. For technical reasons, a 'valid from' date will not always be displayed on the 'View and Prove' service at the moment. When no date is shown, checkers need to confirm the start date by another method. If the student's grant of permission was recent, they should be able to provide a copy of their decision letter or email to confirm the date their visa is valid from.
- We are reviewing the information displayed via 'View and Prove', in light of the decommissioning of vignettes and the full transition to eVisas, and will be making any necessary updates in due course.

Q: Do educational institutions need to recheck a student's immigration status if the institution has already checked their permission in the UK extends throughout the duration of their entire course?

- For existing students, if the educational institution has already checked a student's immigration status and their immigration permission extends throughout their entire course of study, then there is no need to recheck their status, regardless of the expiry of their physical immigration document, such as a BRP.
- The expiry of these documents is not always linked to the expiry of their immigration permission.

Q: If students do not obtain an eVisa by 31 December 2024 what would happen - would they still have a right to study?

- We encourage everyone eligible to create their UKVI account by the end of 2024 to avoid issues when travelling and proving their rights in the UK.
- Although people will not lose their immigration status, as the border and immigration system becomes digital, they may find it increasingly challenging to prove their rights easily and may face unnecessary delays when attempting to do so.
- If someone cannot prove their rights post-2024 because they have not created a UKVI account and their BRP has expired, they can create a UKVI account quickly and easily, using their expired BRP if needed. Our UKVI Resolution Centre also provides services to verify status in alternative ways on an emergency basis if someone is not able to create their account immediately.

Q: What about those who have legacy documents like indefinite leave to remain which they prove with a vignette sticker/wet-ink stamp in their passport. What happens if they do not create a UKVI account?

- We are moving to a digital system. Those who have indefinite leave to enter or indefinite leave to remain (also known as settlement) and currently use a physical document like a wet-ink stamp in their passport or a vignette sticker to prove their rights, are encouraged to make a 'No Time Limit' (NTL) application now. This free service will give them a UKVI account to access their eVisa once their NTL application is approved.
- Creating a UKVI account offers many benefits. An eVisa cannot be lost or damaged like a vignette, and there is no need for a costly replacement. Those who replace their legacy document with an eVisa will benefit from automated secure access to their immigration status by public bodies, including the Department for Work & Pensions and the National Health Service, streamlining access to key services.
- Carriers can also check immigration status automatically via systems-to-system checks for those with eVisas, reducing the need for physical documentation checks and improving the passenger experience.
- However, those who do not create a UKVI account can still use their legacy physical document (like a wet-ink stamp in their passport or a vignette sticker) to prove their rights and when travelling. We have no plans to phase out these legacy documents but will keep this under review as we transition to a digital system.
- Further information about eVisas and future updates will be available at www.gov.uk/evisa.

Q: If a student discontinues their studies, how quickly will their eVisa end date update?

- If a student stops their studies and their sponsor reports this to UKVI, their permission may be cancelled according to current rules. Their eVisa will be updated accordingly, to reflect any cancellation decision. The student will be notified of the cancellation of their permission using the most recent contact details, so it is important they keep their UKVI account details up to date.

Q: Can education institutions still accept BRPs as proof of immigration status?

- Continue to accept **valid** (unexpired) BRPs as proof of immigration status for new or prospective students.

Q: How should educational institutions check status if a student has an eVisa?

- Educational institutions can use the online checking service [Check someone's immigration status: use their share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/check-immigration-status) to confirm student's immigration status by entering their date of birth and share code.
- Guidance on using the online 'View and Prove' service is available on gov.uk – [View and prove your immigration status: get a share code - GOV.UK \(www.gov.uk\)](https://www.gov.uk/view-and-prove-immigration-status)
- Recognising that the education sector manages significant numbers of international students in a short space of time during the peak enrolment periods, we have investigated a short-term solution for data sharing to support 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.
- **For institutions with an annual allocation of 100 or more CAS (Certificate of Acceptance for Studies)**, data including visa expiry dates will be shared using 'MOVEit' a secure file transfer software, to facilitate the necessary sponsor checks, if they opt into the data sharing solution.
- Information on this service has been shared separately, and institutions that have agreed to receive the first large data share for November 2024, should have received an email on week commencing 28 October confirming that we are in the process of obtaining and preparing the data to be sent to you.
- The email also contains details about further emails to be sent which will outline setting up MOVEit user credentials to access the data.
- We intend to do a 2nd date share at the end of November to cover decisions made at the end of the peak, after the first data share, and a third data share at end February to account for the January intake.

- **For institutions with an annual allocation of 99 or fewer CAS**, for students with a UKVI account, you can check the visa expiry date using a share code supplied by the student.
- For students without a UKVI account but with a BRP and current right to work condition, you can check visa expiry dates using a right to work share code. Students can get a right to work share code using their BRP number and date of birth in the Right to Work service. A UKVI account is not required.

Q: Will the View and Prove service show where someone has section 3C leave?

- We plan to provide digital status for those on 3C leave, and some people can already prove their 3C rights digitally. This will be rolled out gradually as we transition to a digital system.
- Employers and landlords in England should continue to use the Employer Checking Service (ECS) and Landlord Checking Service (LCS) for people with outstanding applications, administrative reviews, or appeals, who cannot provide digital status evidence.
- For other purposes, people should contact the UKVI Resolution Centre for assistance with technical issues related to their online immigration status, and where necessary, to verify their status through alternative means if needed.

Q: eVisas mean students are no longer able to provide evidence of previous visas they have held - is any consideration being given to this?

- Like BRPs, an eVisa shows a person's current immigration status, which they can share with checkers such as employers and landlords. BRPs did not list previous visas, and holders had to return their BRP when it expired. Therefore, eVisas do not change the information available about previous status, which is not generally relevant to checking current status and entitlements. eVisas are designed to share only relevant information under the principle of data minimisation.
- People can keep previous decision notices and, where applicable, passports containing previous vignettes for their records. The Home Office already has access to a person's previous immigration status and can refer to it when considering future applications, unless the person last applied before records were digitised.
- We can explore adding a record of previous grants of permission to a person's UKVI account in the future, if there is a demonstrable user need for it.

Q: Will there be an option to specifically request a share code for right to study check, like there is for right to rent and right to work?

- We do not plan to make this change. However, we are working with the education sector to clarify options to help universities meet their sponsorship and immigration compliance requirements when BRPs expire.

Q: What happens if the student needs to prove their immigration status, but they do not have access to a mobile phone/ don't have signal/ phone battery has died?

- You can access the 'View and Prove' service using a mobile phone, laptop, tablet, or a computer.
- Use your own device or one belonging to a relative, or a friend if needed.
- Some public libraries offer free access to computers and the internet. Find your local library here: - [Local library services - GOV.UK \(www.gov.uk\)](https://www.gov.uk/local-library-services)
- Once you generate a share code to prove your immigration status, it is valid for 90 days and can be used multiple times. Consider generating your share

code in advance to avoid issues with limited access to your device, internet, or signal.

Support Channels

Q: What support will be available?

- The Home Office is developing digital products and services for use by all, including vulnerable people.
- 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/evisa-webchat-home-office), via email and webchat, or telephone. They can assist with:
 - accessing or recovering their account
 - updating their personal details
 - sharing status on their behalf if unable to do so themselves.
- 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 \(www.gov.uk\)](https://www.gov.uk/guidance/get-help-with-your-online-home-office-application)
- The Home Office is committed to ensuring everyone, including the most vulnerable, are properly supported as we transform our immigration system. On 18 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.

Q: 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. Outside these hours, the virtual agent and the eVisa webform will still be available. Our phone lines are open from 8am to 8pm. Additionally, recognising the concerns around travel and potential time zone differences, carriers have access to a 24/7 phone line for travel-related issues.
- On 14 August, 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.

Q: What should people do if they encounter an issue with their eVisa or if they think the information on their eVisa is wrong?

- If your information is out of date, use [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-immigration-account-details) to update your personal information.
- If you believe the Home Office has made a mistake, report an error with your eVisa here within 10 days of receiving your UKVI account details: [What is the problem with your eVisa? – Report an error with your eVisa – GOV.UK \(homeoffice.gov.uk\)](https://www.gov.uk/what-is-the-problem-with-your-evisa-report-an-error) The UK Visas and Immigration Resolution Centre can assist with technical issues, and verify a person's status through alternative means if necessary.

Technical issues

Q: What do I do if the online system goes down?

- We design online immigration status services to be highly resilient, with rigorous testing to ensure reliability before public use.
- We engineer services and components to be highly available and deploy them across multiple data centres. If one fails, another takes over, maintaining services without disruption. We also proactively monitor services and their constituent parts for failures, allowing support teams to triage and resolve issues quickly.
- The Home Office's dedicated UKVI Resolution Centre assists people with technical issues related to their online immigration status. Our support teams triage issues and fix the root cause to prevent reoccurrence. If necessary, the UKVI Resolution Centre can verify a person's status through alternative means.

Q: 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 [Report an error with your eVisa - GOV.UK \(www.gov.uk\)](https://www.gov.uk/report-an-error-with-your-evisa).
- 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 the Right to Work and Right to Rent services.

Q: What about people who do not have access to a smart phone?

- 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 provider, We Are Group: <https://www.gov.uk/assisted-digital-help-online-applications>.
- A smartphone is not needed to use a UKVI account once it is set up.

Q: What if a person has lost the original email address they provided to UKVI?

- On 14 August, the Home Office launched Account Recovery Online, a self-serve 24/7 solution for safely recovering access to the UKVI account online, instead of contacting the UKVI Resolution Centre. They 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.

Q: 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.

Q: What happens if the passport does not scan when creating a UKVI account?

- Try again, if needed. The 'chip scan' part of the process is not a required step, but speeds up the request. When capturing the passport biographic page, ensure it is in the camera frame on the app screen and there is no glare. We need a clear image of the document to complete checks against our records.

Q: 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 to ensure the information entered is correct. If the details are incorrect, a UKVI team member will review them. In some cases, we may be unable to complete the account creation due to incorrect details. If this happens, we will advise the person to restart the UKVI account creation process.

Communications Activity

Q: What are you doing to communicate with people about the transition to eVisa?

- 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 www.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, 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 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](#) 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 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.

Q: As a university sponsor, what can we do to support the transition to eVisa? Is there material we can use to inform our students?

- Yes, we have a range of downloadable fact sheets and posters available here: [eVisa partner pack](#).
- We would also welcome your support in directing students whose BRPs are due to expire to take action before the end of 2024 by visiting: www.gov.uk/evisa.

Q: Are universities able to see copies of the communications that are being sent to existing BRP holders, to support any subsequent queries from our students?

- Students can share Home Office communications with their university if they wish.
- Visit www.gov.uk/evisa for latest information and to sign up for notifications when the content is updated.
- Home Office partner pack materials are available here: [eVisa partner pack](#) to help universities answer students' questions.

Q: Some people do not read their emails. Have you considered sending out some poster information for institutions to display keep message consistent?

- We have a range of downloadable fact sheets and posters available here: [eVisa partner pack](#)
- We welcome your support in directing students whose BRPs are due to expire to take action before the end of 2024 by visiting www.gov.uk/evisa.

Q: Will this information be available in other languages for applicants with English as a second language? If so, where can they access this?

- We do not plan to provide translated guidance at this time. Students have to meet minimum English language requirements to qualify for their visa. The latest information about eVisas, including videos on what an eVisa is, and why people need one, and how to create a UKVI account and access your eVisa, is available at www.gov.uk/evisa.
- We have ensured the language used is simple and can be easily translated through various free online services. In consultation with stakeholders, we are considering providing some information about the transition to eVisas in other languages.
- Should people need support with creating their UKVI account or getting access to their eVisa, the latest updates and guidance can be found on GOV.UK at: www.gov.uk/evisa.

General transition to eVisa questions

Q: How is data protected?

- The Home Office has recorded immigration decisions and the associated rights and conditions digitally since the turn of the century. Maintaining digital records of immigration status is not a new concept.
- Safeguards protect Home Office data from accidental or deliberate loss. Immigration data is saved across multiple secure locations, with frequent backups and robust security controls. Only those who need access to perform their job are granted such access.

Q: Will there be an option to allow a person to get a physical document if they prefer?

- No. The Home Office is moving to a digital immigration system. However, for most grants of visas or permission to stay in the UK, people will receive an email with their decision. They can keep this email for their own personal

records and for use when contacting the Home Office about their status if they wish.

Q: Will eVisas be rolled-out across all immigration routes by the end of 2024? If not, which routes won't be using eVisas by then?

- The Home Office will roll-out eVisas to most immigration routes for new visa applicants throughout 2024. However, some selected routes will not receive an eVisa until later in 2025.
- For example, visitor visas and some routes where applicants do not receive a BRP will continue to be issued as visa vignette stickers into 2025.

Q: What about British Citizens and people with right of abode?

- If you are a British citizen and are also a national of another country (except Ireland), or a Commonwealth citizen with the right of abode in the UK, you do not need an eVisa. You can prove your right to live and work in the UK using a British citizen passport, or a [certificate of entitlement to the right of abode](#) in your foreign passport.
- If you have the right of abode in the UK and you still have your BRP, [check what you need to do with your BRP after being granted citizenship](#).