Step-by-step guide to creating a UKVI account and applying for an e-Visa.

Version 02/25

Remember: if you have recently extended your visa from within the UK using the ID Check App or you have a Hong Kong BNO visa or EU Settlement Scheme status, **you will most likely have a UKVI Account and eVisa already**. If this applies to you, you can simply view your eVisa at 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

Please note: the process and screenshots below are correct as at the time of writing. The UKVI is continuously improving the functionality of the eVisa process and application form. For this reason, you may find small changes or additions to the questions which are not included in this guide.

If you don't already have one (**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. Usually the reference number would start '*GWF*' if you made your application overseas and can be found on your most recent visa application form; OR
- Your passport and, if you have one, a BRP card and/or the BRP card number. You can use a BRP number/card that has expired no more than 18 months ago.

If you have a different immigration document instead e.g. an indefinite leave to remain stamp/vignette, please contact us with your name and Swansea University student number for further guidance.

Create a UKVI account to get access to your eVisa

To access your eVisa you must have permission to stay in the UK:

- for longer than 6 months
- which was granted in England, Scotland, Wales or Northern Ireland (not the Channel Islands or Isle of Man)

You cannot get access to an eVisa if you:

- have a visa for less than 6 months, such as a visitor visa
- have an EU Settlement Scheme family permit
- have an electronic travel authorisation (ETA)
- are exempt from immigration control, including if you're a diplomat or have 'right of abode'

Start now >

Click **'Start now'**.

You will be asked a series of questions to find out when you received your current visa and which ID documents you hold. Read carefully and answer the questions as they apply to you.

At the end of that set of questions you'll arrive at the 'create your UKVI account' page.

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, choose '**Me**'.

Create account
What is your name?

Enter your name as it is written in your identity document. Use the English spelling if it is written in 2 languages.

If you do not have both a given name and surname, enter your name in the 'Surname' field.

Given names
Your first and middle names

[   ]

Surname
Include all your surnames

[   ]

Continue

If you are asked to enter your name, write it EXACTLY as it appears on the ID Document you want to use to set up your UKVI Account (usually your Passport).

If you don't have both a given name and a surname, enter your name in the 'Surname' field only.

Create account
What is your country of nationality?

This is the country of nationality shown on your identity document. Use the English spelling or the country code.

[   ]

Continue

Enter your country of national as stated in your Passport.

Create account
Which identity document are you using?

Choose the document you want to use to prove your identity. You will also use this to sign in to your account.

○ Biometric residence permit (BRP)
  Your BRP must not have expired more than 18 months ago

○ Passport
  Your passport cannot have expired

Continue

Choose the ID document you would like to use to verify your identity.

We recommend using your Passport if possible because your eVisa, once issued, will then be linked to that Passport. Have your most recent visa application reference number (GWF number) ready as well.

If you cannot use your passport or find your GWF number, select '**Biometric residence permit (BRP)**' instead if you have one 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 (see Step 5 below).

Whichever ID document you choose, you will need that number every time you sign back into your UKVI Account or when viewing your eVisa in the future.

When prompted, enter your Passport information and your date of birth. If asked to enter your full name, enter your name as it appears on your ID document.

Create account

What email address do you want to use when you sign in to the account?

We will send a security code to this email address to check you can use it. We will send a new security code every time you sign in.

When the account is created, we will email you with instructions on how to sign in and manage the account.

[ ]

Continue

Next, **enter your contact details**

We recommend using your own **personal email and phone numbers**. Avoid using contact details belonging to someone else (e.g. an agent) as this is likely to 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.

You will be sent 6-digit single use access codes to both your registered email and phone number.

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 sent to you by UKVI by email or at 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 same 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
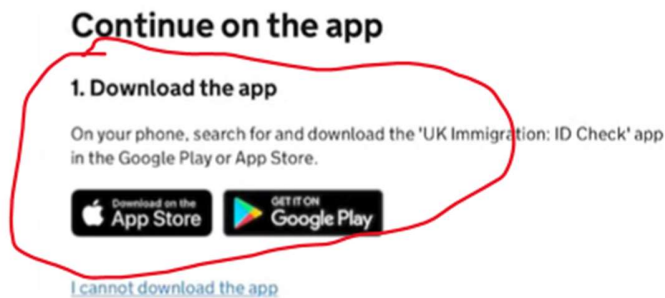
Go to your App store and download the App making sure you are using the **correct** App. Check the name of the App (**UK Immigration: ID Check** App) and that the author of the App is **'UK Visa and Immigration'**.
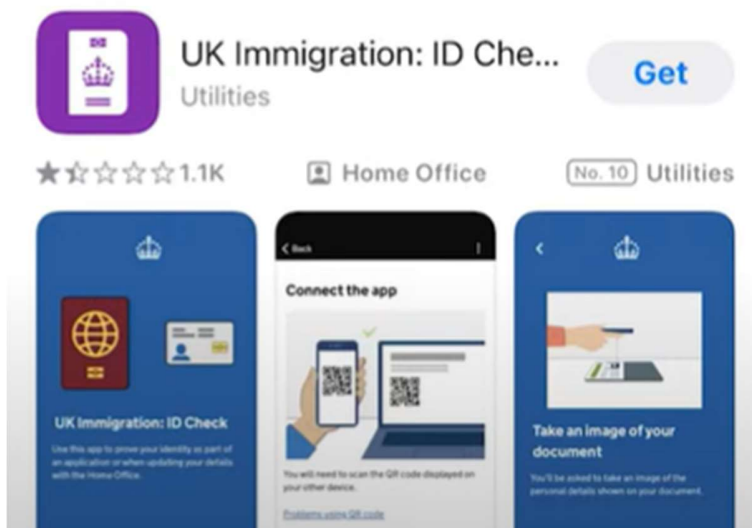
Open the App on your **phone/tablet**.

Once in the App, read and 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**: choose 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 on-screen step-by-step as they appear. You will direct you to take a photo of your passport details page or, if using, your BRP (back and then front), scan the biometric chip inside your ID document, take a biometric scan of your face and finally take a 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 and it should then have changed to 'Completed'.

Move onto the next available section shown in in blue/purple writing. Check any details already entered and add any new information as required. Confirm and click 'submit' at the end of each section.

Move through all the sections **in the order they appear in the list** - you cannot jump ahead.

Location, where are you at the time of creating your eVisa.

Contact details/preferences must be details that the UKVI can use to contact you.

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 from each set (there are three sets) and record your answer. Make a note of your responses 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**.
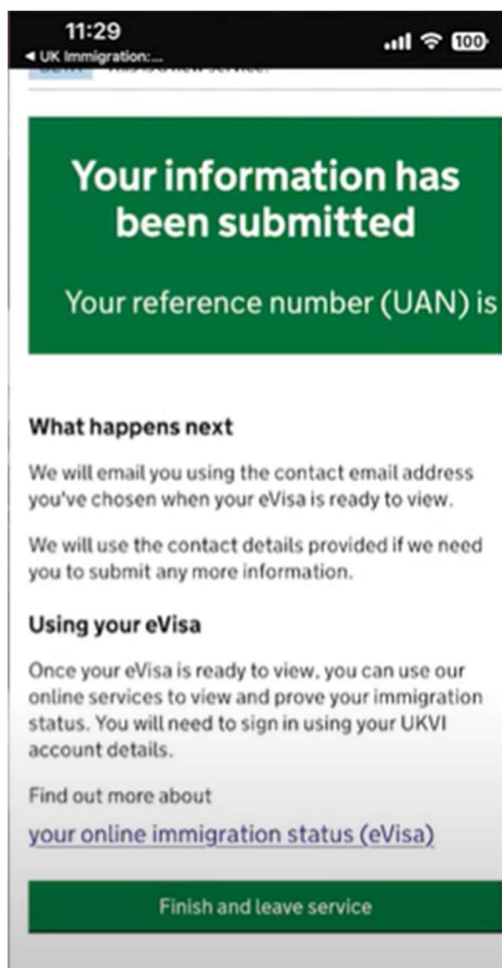
Confirmation that you have submitted your eVisa application will appear on screen with a 16-digit UAN number. Keep any confirmation emails somewhere safe where you can find them and refer back to it in the future.

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) or visa decision letter – 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, you must report the error correct it by completing this UKVI eVisa correction form.

IMPORTANT: Check your visa expiry date is correct. Expiry dates are calculated as follows:

Course type	Expected visa expiry date
Pre-sessional course	course end date + 1 additional month on top
Course of less than 12 months duration	course end date + 2 months
Course of 12 months or more	course end date + 4 months

For example, a student who started an MSc on 20th January 2025 with an expected course end date of 23rd January 2026 should have a visa expiry date of 23rd May 2026.

If you think your visa expiry date is incorrect and would like support from International@CampusLife to request a correction, please get in touch via international.campuslife@swansea.ac.uk

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 do anything else 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 immediately.

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 for future travel in and out of the UK. Updates to the UKVI Account can be made via 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 UKVI has advised holders to continue to 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 1st 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.