

## UK E-Visa – Frequently Asked Questions (FAQs)

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This FAQ document provides guidance for travel agents and applicants regarding the UK eVisa transition, UKVI accounts, and visitor visa processes. Official guidance links from GOV.UK are included for reference.

### 1. Can travel agents create an account or apply for eVisas on behalf of clients?

Travel agents cannot create UKVI accounts or submit eVisa applications on behalf of clients. Each applicant must set up their own UKVI account, as it is tied directly to their personal identity and immigration history. Agents may support or guide clients through the process, but the account must be created and owned by the applicant.

Official guidance: <https://www.gov.uk/get-access-evisa>

### 2. Can passports be scanned at home and uploaded?

The process for submitting supporting documents as part of your UK visa application has not changed. You can either upload your documents yourself when you book your biometric appointment online with VFS Global or take your documents to the Visa Application Centre and use the Document Upload Assistance Service (fee usually applies).

### 3. What is the app used for passport verification?

The official app is the UK Immigration: ID Check app. It is used to scan the chip in biometric passports, confirm identity, and link the identity to the visa application. <https://www.gov.uk/guidance/using-the-uk-immigration-id-check-app>

#### **4. What if the passport is not chip-enabled?**

If the document is unchipped, applicant can instead take a photo of the document to capture the MRZ (machine readable zone). They must ensure the whole biographic page (the page with their passport photo) is in the camera frame and there is no glare, so that we receive a clear image to help us complete our checks. <https://www.gov.uk/apply-to-come-to-the-uk>

#### **5. Is there a group visa process for MICE or leisure groups?**

No, there isn't any yet. Each applicant is required to submit individual application via [www.gov.uk](http://www.gov.uk) official platform.

#### **6. Do family members need separate UKVI accounts?**

Yes. Every applicant must have their own UKVI account because it is connected to their individual immigration record. However, the same email address and phone number can be used to create multiple accounts, including for children. <https://www.gov.uk/get-access-evisa>

#### **7. What about children under 13 who cannot create email IDs?**

Parents or guardians can use their own email address and manage the child's UKVI account on their behalf. <https://www.gov.uk/get-access-evisa>

#### **8. Is it mandatory to create a UKVI account if a visa was issued recently?**

We recommend that extant visit visa customers create a UKVI account to access their eVisa and update their passport details where necessary. If a customer doesn't take action, they will still be able to prove their right to travel to the UK and their visa entitlements using their existing physical vignettes. This is included on gov.uk [eVisas: access and use your online immigration status: Set up a UKVI account to access your eVisa - GOV.UK](#) . All new-flow visit visa customers will receive the eVisa direction from 25/02 regardless of the validity period.

### **9. If someone already has a valid visa vignette (sticker), will it still be valid?**

Yes. Existing valid visas in passports remain valid until their expiry date. The UK is gradually transitioning to digital immigration status (eVisas).

<https://www.gov.uk/guidance/online-immigration-status-evisa>

### **10. If a passport is renewed, do we need to update the UKVI account?**

Yes. If the passport changes, the applicant should update their UKVI account with the new passport details to ensure the eVisa is correctly linked.

<https://www.gov.uk/update-uk-visas-immigration-account-details>.

### **11. If someone has a new passport, can they travel with both passports?**

In most cases travelers can carry the old passport containing the valid visa along with the new passport. However, linking the new passport to the UKVI account is recommended.

### **12. Will VFS keep the passport?**

No. VFS is not entitled to retain passport under new eVisa guidance.

<https://visa.vfsglobal.com/ind/en/gbr>

### **13. Do applicants need to appear in person to create a UKVI account?**

Creating UKVI account is an online process which needs to be done once the decision is delivered to the applicant.

### **14. Where do applicants pay the visa fee?**

There's no change in the payment method. Fees should be paid via official platform. <https://www.gov.uk/apply-to-come-to-the-uk>

### **15. What if incorrect information is submitted in the application?**

If applicant identifies an issue before biometric submission, then the error could be amended using the reference number (GWF). Once the application is

received by UKVI, the decision will be taken based on the evidence provided. Additionally, UKVI International Enquiry center can be contacted, if needed.  
<https://www.gov.uk/contact-ukvi-inside-outside-uk>

## **16. Will biometrics still be required?**

Yes. Process remains the same. Applicants are needed to submit biometrics mandatorily.

## **17. Is the British Irish Visa Scheme (BIVS) applicable for UK visitor visas?**

Only certain short-stay visas issued under BIVS allow travel to Ireland. Standard UK Visitor Visas do not automatically allow travel to Ireland unless specifically endorsed for BIVS. Share code can be created and shared with immigration authorities and carriers (airlines) to use.

<https://www.gov.uk/british-irish-visa-scheme>

## **18. What is the typical processing time for UK visitor visas?**

Standard processing time is usually around 3 weeks after the biometrics appointment, though timelines may vary depending on application volumes. Guidance: <https://www.gov.uk/guidance/visa-processing-times-applications-outside-the-uk>

## **19. Is an eVisa equivalent to a physical visa sticker?**

An eVisa is a digital record of immigration status and is officially recognized by the UK. Travelers can view and share their visa status online using the UKVI 'View and Prove' service.

<https://www.gov.uk/guidance/online-immigration-status-evisa>

## **20. Can applicants visit VFS for help with the process?**

Yes. Applicants who require assistance can visit VFS Global Visa Application Centers, which offer additional services (some may be chargeable).

<https://visa.vfsglobal.com/ind/en/gbr>