

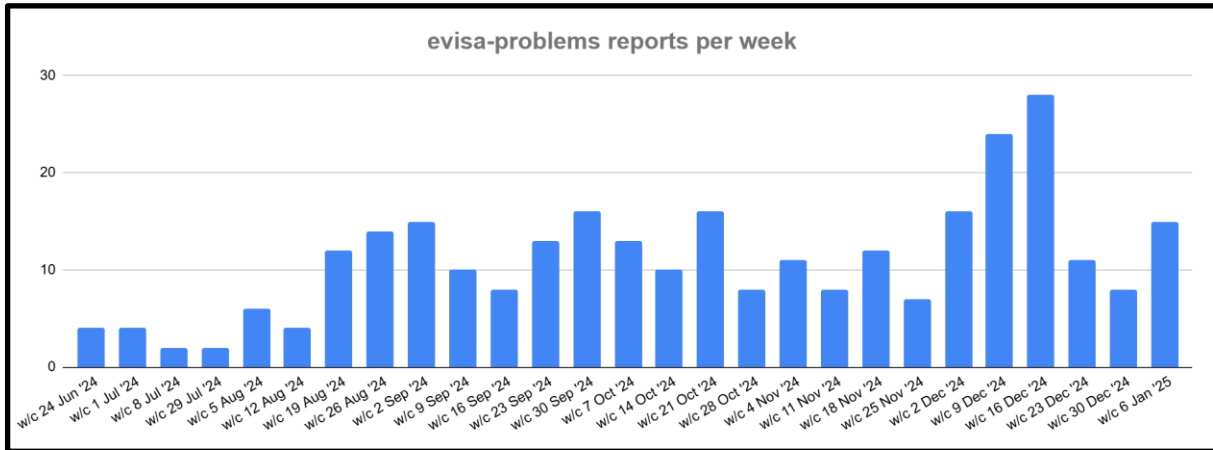
# eVisa problems

Interim snapshot as per 13 January 2024 of reports submitted via <https://www.evisa-problems.org.uk/>

## Number of reports

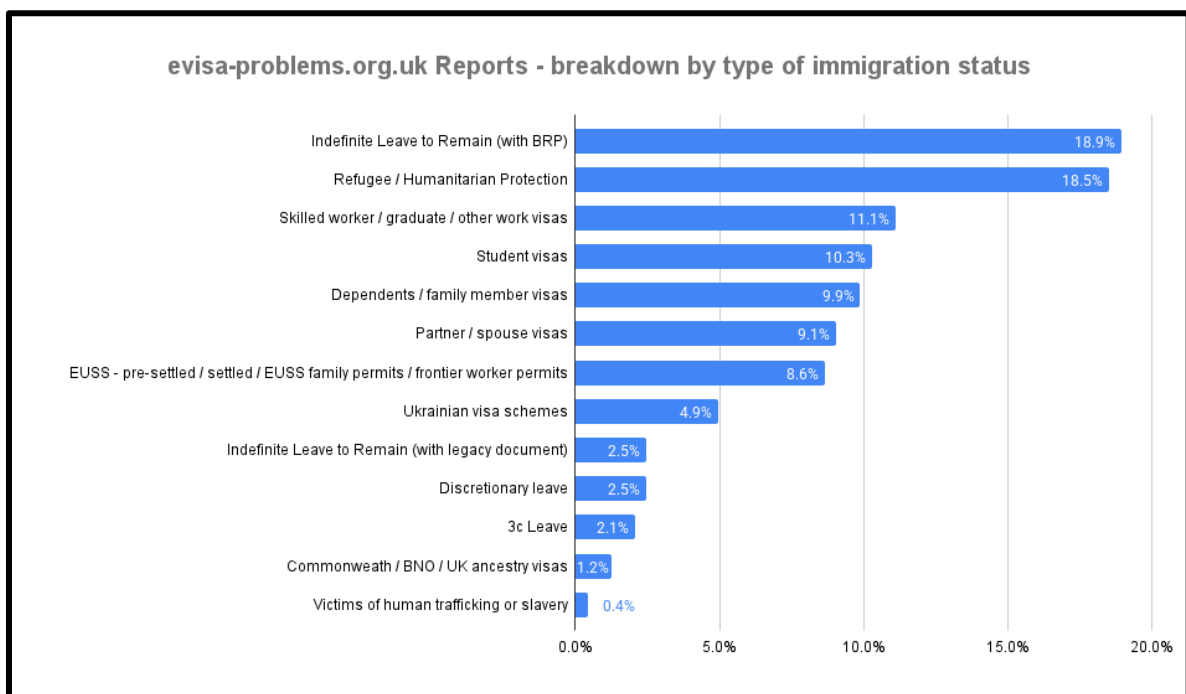
The website was launched at the end of June 2024.

As at 12 January 2025, 297 reports were received, an average of 1.5 reports / day

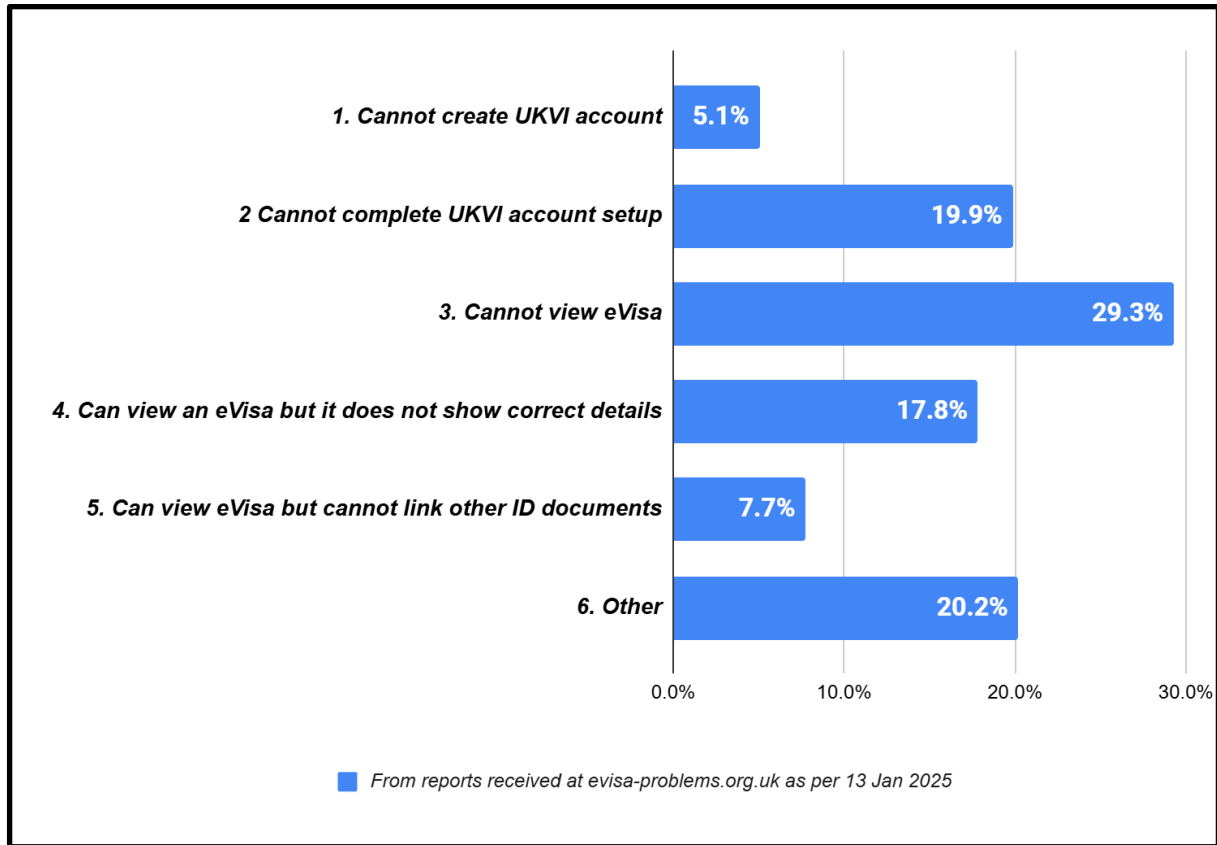


## Types of immigration status affected

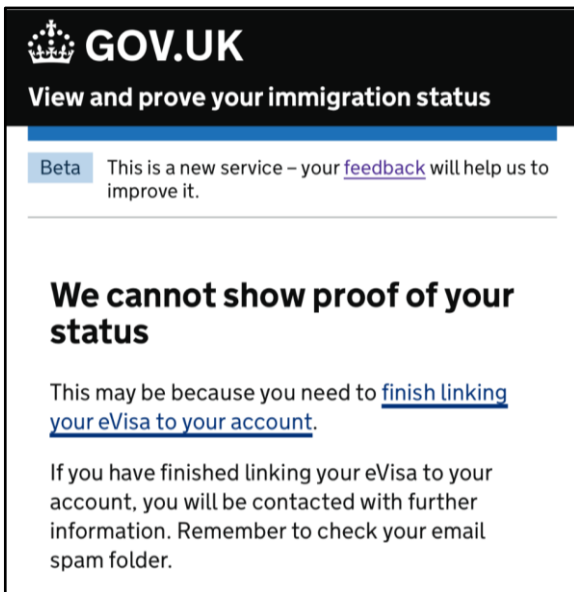
Additional questions were added at the end of October 2024, allowing for analysis of immigration status. This shows that problems occur across all immigration routes. However, over a quarter of reports relate to people from vulnerable backgrounds or with precarious status (Refugee / Humanitarian Protection / Ukrainian schemes / Discretionary leave / 3c leave / victims of human trafficking or slavery).



## At what stage of the eVisa application process are people facing problems?



It is still the case that the most common problem category is where people have completed all the stages of the UKVI account setup, are told by Home Office email that they can now access their eVisa, but in fact they receive an error when trying to log in:



**GOV.UK**  
View and prove your immigration status

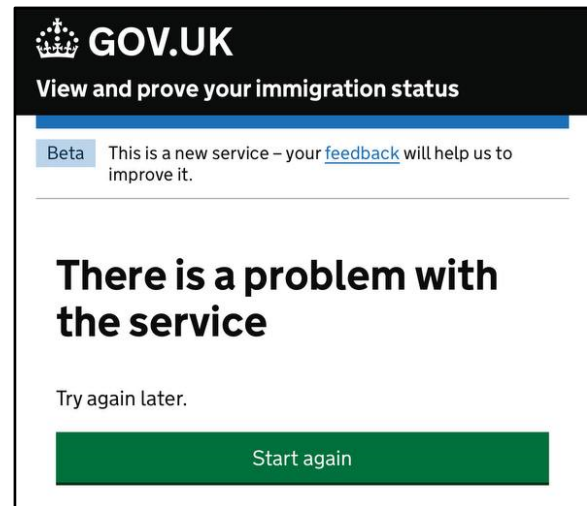
Beta This is a new service – your [feedback](#) will help us to improve it.

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**We cannot show proof of your status**

This may be because you need to [finish linking your eVisa to your account](#).

If you have finished linking your eVisa to your account, you will be contacted with further information. Remember to check your email spam folder.



**GOV.UK**  
View and prove your immigration status

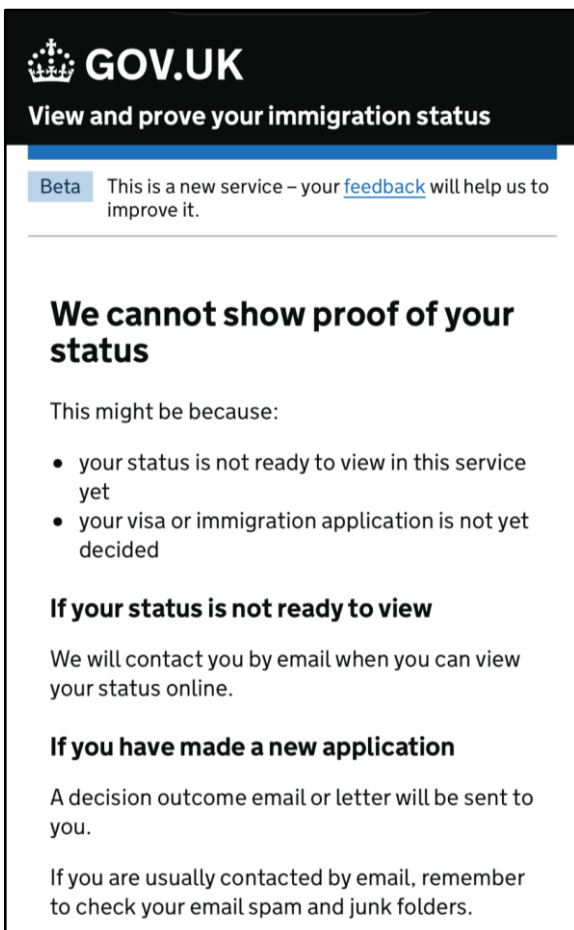
Beta This is a new service – your [feedback](#) will help us to improve it.

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**There is a problem with the service**

Try again later.

[Start again](#)



**GOV.UK**  
View and prove your immigration status

Beta This is a new service – your [feedback](#) will help us to improve it.

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**We cannot show proof of your status**

This might be because:

- your status is not ready to view in this service yet
- your visa or immigration application is not yet decided

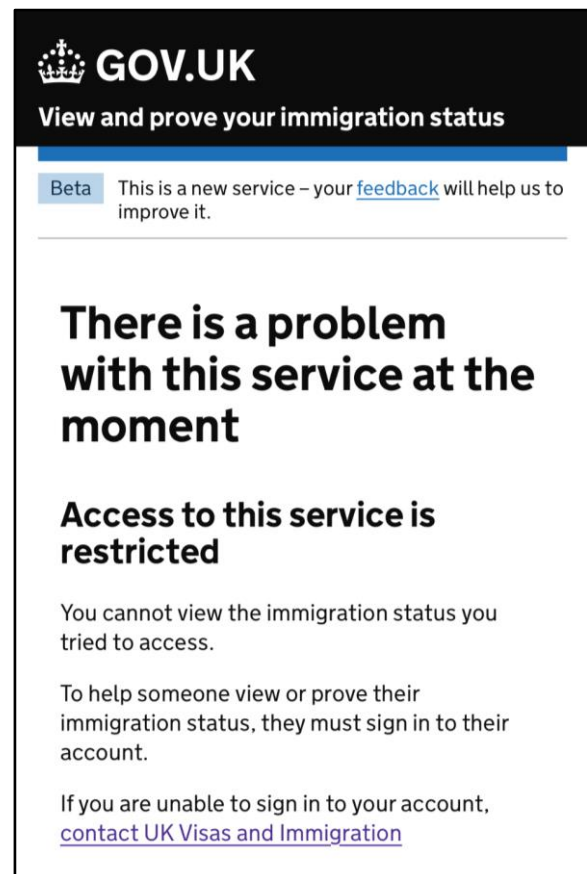
**If your status is not ready to view**

We will contact you by email when you can view your status online.

**If you have made a new application**

A decision outcome email or letter will be sent to you.

If you are usually contacted by email, remember to check your email spam and junk folders.



**GOV.UK**  
View and prove your immigration status

Beta This is a new service – your [feedback](#) will help us to improve it.

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**There is a problem with this service at the moment**

**Access to this service is restricted**

You cannot view the immigration status you tried to access.

To help someone view or prove their immigration status, they must sign in to their account.

If you are unable to sign in to your account, [contact UK Visas and Immigration](#)

## Access to Home Office help

The biggest consistent issue that comes out of these reports is the extreme difficulty of having problems resolved. Just a few examples:

**Errors that ought to be quick for the Home Office to correct**, such as this case where the expiry date was incorrectly showing on the eVisa as 31 December 2024, even though their leave only expires in 2026: *“we have reported the issue to UKVI online, twice since November 2024 however it has not been rectified”*

**Home Office telling people that the error is resolved when it is not**, such as an example where someone with EUSS status (non-EU family member) consistently receives the ‘We cannot show proof of your status’ error: *“we contacted resolution centre several times starting in October 2024. They confirmed that we’ve UKVI Account, but we could not access our eVisa online and raised the issue to technical team several times, and we received each time an email telling us the issue was resolved, when actually it was not resolved at all. We’ve contacted the Resolution centre at least 5 times, each time remaining on the phone with the agents for about an hour. Once we enter to our UKVI Account, we receive a message telling us that it’s not possible to view our status at the moment either because our case is not decided or because is not possible to use the service. Currently, we’re unable to view our status, update our address or travel documents, prove our right to work or our right to rent. We’re also unable to travel, as we can’t prove anything or generate a share code to prove our status. We were previously able to travel with the BRCs, but not anymore, as already expired.”* (The Immigration Minister stated in December 2024 that expired BRCs can be used for travel until March 2025, but many are not aware of this.)

**Unable to get a response from the Home Office:** Many mention this - just a few examples of responses to our question whether they had tried to contact the Home Office or other organisations:

- *“I contacted the Home Office by phone, email and online form. No response”*
- *“Many times. The asylum team referred us to online information. Several online requests were sent. No response from the Home Office.”*
- *“I have called, emailed the Home office but so far I cannot get help”*
- *“I called the resolution centre by phone, and waited 1.5 hours to speak to anybody. only to be told that there is a problem and all they can do is file a case to see if this update function can be rectified. ”*
- *“I called the resolution centre, but no response, I submitted a complaint via email and also filled a form for correction of errors on evisa”*
- *“phone was on hold for up to 1 hour before the line went dead”*
- *“ I called the resolution center four times, waiting approximately 50 minutes in the queue each time. I explained the situation, but no action was taken, and the issue remains unresolved.”*
- *““Yes, we have emailed HO, other support organisations. NO response to date. We have attempted to contact the helpline: - 13/12 at 1:00PM, 1:15 minute wait in the queue, therefore did not continue attempt, - 17/12 at 13:25, helpline so busy we were unable to join the call queue”*
- *“Yes, I tried to contact the Home Office via telephone and webchat. Webchat was useless as it is just an automated bot. Email I am still waiting for a response and phone was 1.5hrs of waiting to be told I just have to wait for an email response.”*

## Description of issues

### Travel issues

- There are reports of airlines being unable to access the UK's interactive Advance Passenger Information (iAPI) service - Lufthansa on 10 January for example.
- Several reports of Easyjet not accepting share codes. In one case they said they could not access the eVisa from their passport (even though later in the UK, Border Force confirmed to them that the passport was correctly linked to their eVisa). Easyjet would not accept a share code - they asked the account holder to log in and display their status rather than the Easyjet staff engaging with using the share code themselves. This means that people who are unable to access the internet at an airport would be at a disadvantage, even if they had taken the precaution of creating a share code ahead of time. In another Easyjet case, they refused to engage with a share code altogether, saying they did not know what a share code was and would deny boarding. They only allowed boarding because the status holder was able to show a (not yet expired) BRC - this was a week before the end of December 2024.
- Check-in staff at an international airport in Morocco, as well their border control police, would not accept that someone's status was not expiring on 31 December 2024 as shown on their BRP. They did not know what an eVisa was, and did not know that UK BRPs/BRCs are expiring. They were eventually allowed to board but this caused enormous stress.

The remainder of the reports are summarised by stage of setting up eVisas, as referred to in the chart on page 2.

### 1. Unable to create a UKVI account

In our previous summary at the end of November, this category made up 2.6% of all submitted forms. This has now almost doubled to 5.1%. These reports were almost exclusively from people recently granted refugee status after the BRP cessation date. In all cases it was advisors or charities reporting on behalf of one or many individuals, saying they had received decisions which said that UKVI accounts would be set up in 14 days, but where they had not received anything from the Home Office.

The impacts are severe:

- *"They cannot get a bank account as they have no other proof of ID. Without a bank account, they cannot receive Universal Credit payments. Without Universal credit payments they will be destitute from 3/1/25, when they have to leave their current accommodation."*
- *"Cannot open bank account, cannot make an application for universal credit. The 28 day grace period on eviction will expire over Christmas with no ability to progress UC application."*
- *"Families and individuals are being pushed into poverty and destitution. Despite their entitlement to benefits, housing and employment, they can't access any of them. Home Office stated a UKVI account was going to be created in 24 days. That was in November 2024. Nothing was done. Repeated online and email requests were made for assistance but no response has been received. People cannot access any support or benefits without their eVisas. One family has 2 children who are very very unwell and they can't apply for any financial support due to lack of eVisa. Others are unable to obtain employment or rent a home."*

## 2. Cannot complete the UKVI account setup

- We continue to see reports of people whose passports or BRPs won't scan in the ID Check app, and despite Home Office advice that an option will be given to skip this stage, they cannot find such an option. So people are stuck.
- There's some reports where people get stuck because there's an error on their BRP which can now no longer be corrected. For example, someone whose BRP shows the wrong date of birth - it's been corrected in eVisa, but not in the BRP, so the BRP can't be scanned. Again, the process is not clear how to proceed in this situation.
- We had a report of a refugee who was issued UKVI login details by the Home Office, but these did not work. They therefore also cannot access MoveOn resources. They tried calling the UKVI and they were 407th in the queue.
- There were several reports related to issues where the Machine Readable Zone (MRZ) of a passport or BRP shows a truncated name, or where people have no surname only given names. In these cases it is often not possible for people to successfully scan their identity document to verify their identity.
- Several reports of people who were able to set up a UKVI account with a particular BRP, but were then unable to get past the ID check with that same BRP.
- Some reports where people had made a mistake when creating their UKVI account (e.g. a mistake in date of birth, an error in their name), who then understandably could not get past the ID scanning stage but were offered no guidance as to how to proceed or to correct their error.
- We received a concerning report on behalf of someone of colour whose photo was rejected as being too dark, even though the advisor said the photo was well-lit and met all the requirements.
- There's been a few reports of people who cannot progress through the stages of the account setup, for example identity is confirmed, but the next stage is marked as "Cannot start yet", or getting a "Page not found" error after the ID scan and photo stage. Another received an email to say the submitted photo was not accepted and needed to be retaken. However, there was no option to do so - all stages of the process were marked as 'complete'.

### 3. Completed UKVI set up but cannot view eVisa

#### We cannot show proof of your status

Out of the reports that have completed their UKVI accounts but who cannot view their eVisa, over a third say they have set up their eVisa, received the invitation to view it on View & Prove, but then see the error “*We cannot show proof of your status*” followed either by:

- *“This may be because you need to finish linking your eVisa to your account. If you have finished linking your eVisa to your account, you will be contacted with further information. Remember to check your email spam folder.”, or*
- *“This might be because: your status is not yet ready to view in this service yet, or your visa or immigration application is not yet decided. If your status is not ready to view, we will contact you by email when you can view your status online. If you have made a new application, a decision outcome email or letter will be sent to you. If you are usually contacted by email, remember to check your email spam and junk folders.”*

In all of these reports, these messages are shown to people after the Home Office have sent them an email to tell them that their eVisa is set up and that they can access it via View & Prove, or that a reported technical issue has been resolved and that - again - they can now view their status via View & Prove.

Most who receive this “*We cannot show proof of your status*” error message report high levels of stress and anxiety in not being able to get this resolved, and most have been waiting for a resolution for a very long time. Some have reported that they cancelled travel plans due to this, and have struggled to prove their right to work or rent.

#### Other errors

Some other errors include “*There is a problem with this service at the moment*”, or “*Details entered don’t match our records*”.

Some completed their UKVI account setup but did not receive an email to say their eVisa is available. When they try to use View & Prove (thinking perhaps the email had just got lost), they see a message “*Form submitted*” but no option to view the eVisa.

Others report that they **were previously** able to see their eVisa, but then logged in again and couldn’t, saying their login details were not accepted.

Again, most respondents included reports of being very anxious, and reported various impacts such as being unable to get their mortgage approved, being unable to prove their right to work or rent. Others say they fear eviction, losing access to their benefits, or feel unable to travel.

## 4. Can view eVisa but it contains errors

In some cases the eVisa contains the wrong expiry date, or the wrong status description, but people have not found it straightforward to have this corrected. This again resulted in anxiety over proving status, and in one case someone was suspended from their job.

We have seen issues related to identity documents not showing up under people's 'Personal details' in 'Update your Immigration Details'. This appears to be the same issue that we corresponded with the Home Office about a year ago - see <https://the3million.org.uk/publication/2024021501>.

We are also concerned to see some new cases of entangled status - for example a solicitor reported: *"Applicant's details have been amalgamated with an unrelated third party. Her E Visa shows the third party's details and not her own. Unclear how this has occurred. Both the applicant and the third party were due to enrol biometrics at two separate TLS locations within 24 hours of each other. They have nothing else in common e.g nationality, DoB etc. This is a major GDPR breach. The third party has access to all of our client's personal information including her passport details, telephone number and email address. The third party contacted our client directly by telephone to tell her of the amalgamation"*.

## 5. Can view eVisa but unable to link identity documents

There is the known issue of being unable to link refugee travel documents issued by the Home Office, which could be helped by better information provision and reassurance of being allowed to travel with such a travel document.

In some reports, people were unable to link a document because the system incorrectly stated there was a change in name.

Others had submitted a request to link a document a long time ago but the change had yet to be applied.

Some received an error saying the document (to be linked) was already in the system, however it does not show on their account so people feel insecure about travelling.

There also appeared to be at least a 10 day period leading up to 30 December 2024 where trying to access the functionality to link identity documents resulted in an error.

## 6. Other issues

Several people reported a system outage on the 12th December.

the3million and other advice organisations were contacted by many people with EUSS status because they were confused by the mass Home Office mailout about UKVI accounts. Some EUSS status holders went ahead and tried to create UKVI accounts, and now have multiple accounts. We are unsure what the consequences of this will be.