

eVisa Problems - 2026 Q1

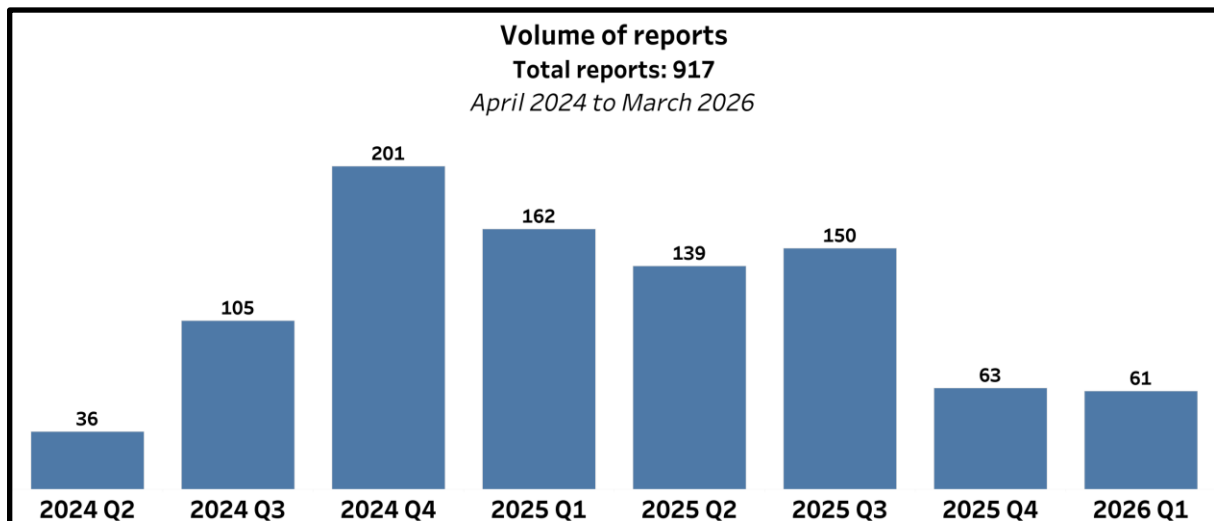
This is an interim snapshot of the submission data from the Report-It forms, hosted both independently on [the3million's website](#) and on the dedicated [eVisa problems website](#) created with ILPA, as of 31 March 2026. For Quarter 1 2026 the sources for the reports include all the Report-It! forms relating to digital status.

The three Report-It! forms are:

- Hosted by the3million, a Report-It form for people with [status under the EU Settlement Scheme \(EUSS\)](#). This form was **launched in December 2020**.
- Hosted by ILPA and the3million, a Report-It form for people with immigration status [outside of the EUSS](#). This form was **launched in June 2024**.
- Hosted by ILPA and the3million, a Report-It form for [people experiencing difficulty travelling](#) because of their eVisa. This form was **launched in April 2025**.

Volume of reports

the3million has internally introduced a singular coding process to analyse the different sources in a consistent way. Currently we have re-analysed all reports going back to April 2024. As the work continues to backdate the data, the total number of records will change.

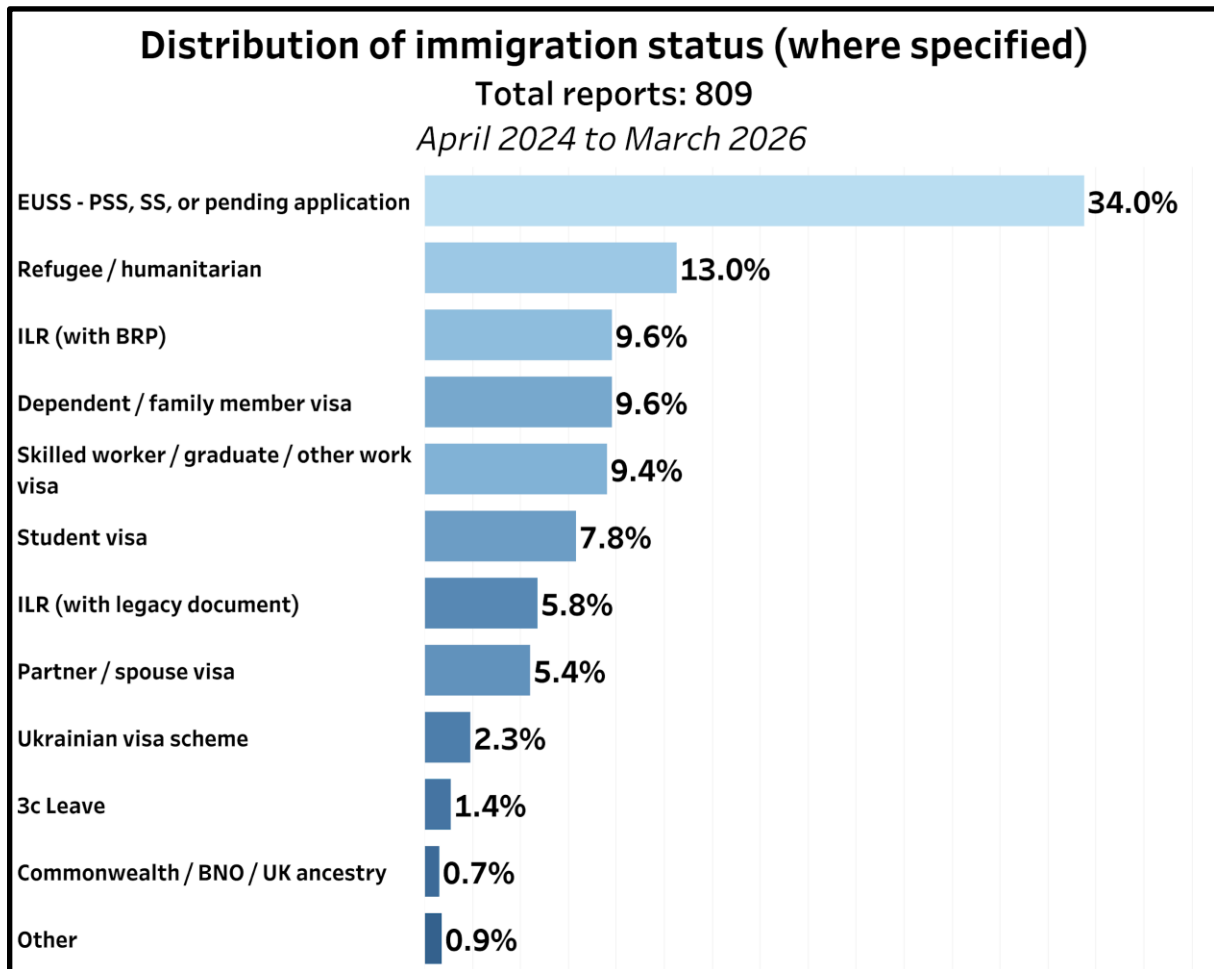


Prior to our 2025 Q3 report (issued on 5 February), the quarterly reports were snapshot data for people experiencing difficulty with their digital status, or eVisa, from one Report-It form for [people with status other than under the EUSS](#). All previous reports can be found here:

- [2025 Q4](#)
- [2025 Q3](#)
- [2025 Q2](#)
- [eVisa Problems as per 27 April 2025](#)
- [eVisa Problems as per 28 Nov 2024](#)
- [eVisa Problems as per 13 January 2024](#)

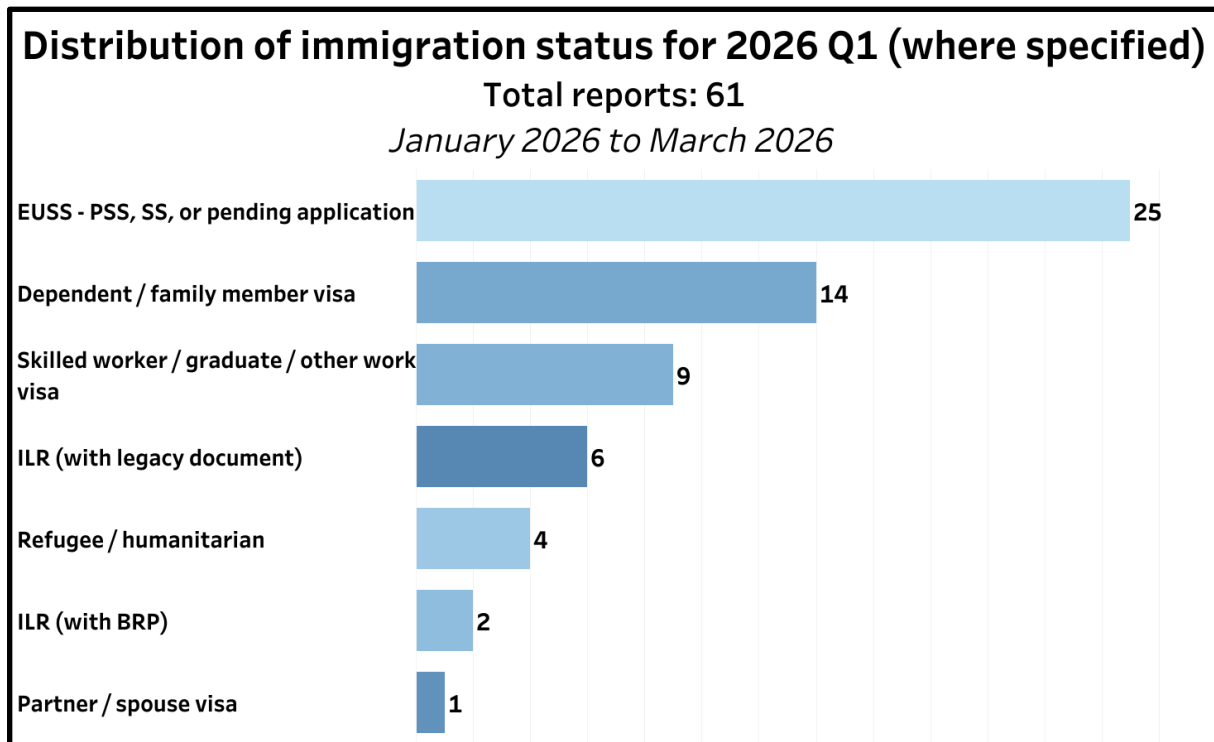
Immigration status of respondents

The below chart shows the distribution of immigration status from all reports from 1 April 2024 to 31 March 2026, therefore covering 2024 Q2 to Q1 2026. A total of 108 reports have been excluded from the chart where immigration status was not specified (largely because earlier Report-It forms did not capture data on respondents' immigration status).



The distribution of immigration status reflects that people with EUSS status (whether pre-settled, settled or with a pending application), represent the largest group that is aware of, and has reported to, the3million, and that the3million's first Report-It form (dedicated to EUSS eVisa problems) was operational for 3.5 years before the other forms were launched). People granted status under the EUSS were the first cohort to receive digital-only status but are continuing to report problems around their eVisas. **13% of the total reports** the3million received between April 2024 and March 2026 were from people with refugee status or humanitarian protection.

The below chart shows the distribution of immigration status for reports received in Q1 2026, from 1 January 2026 to 31 March 2026.



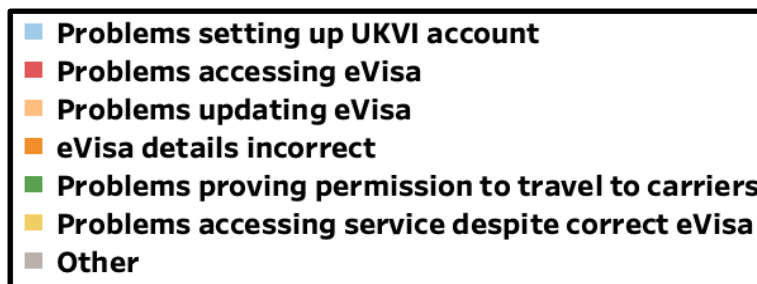
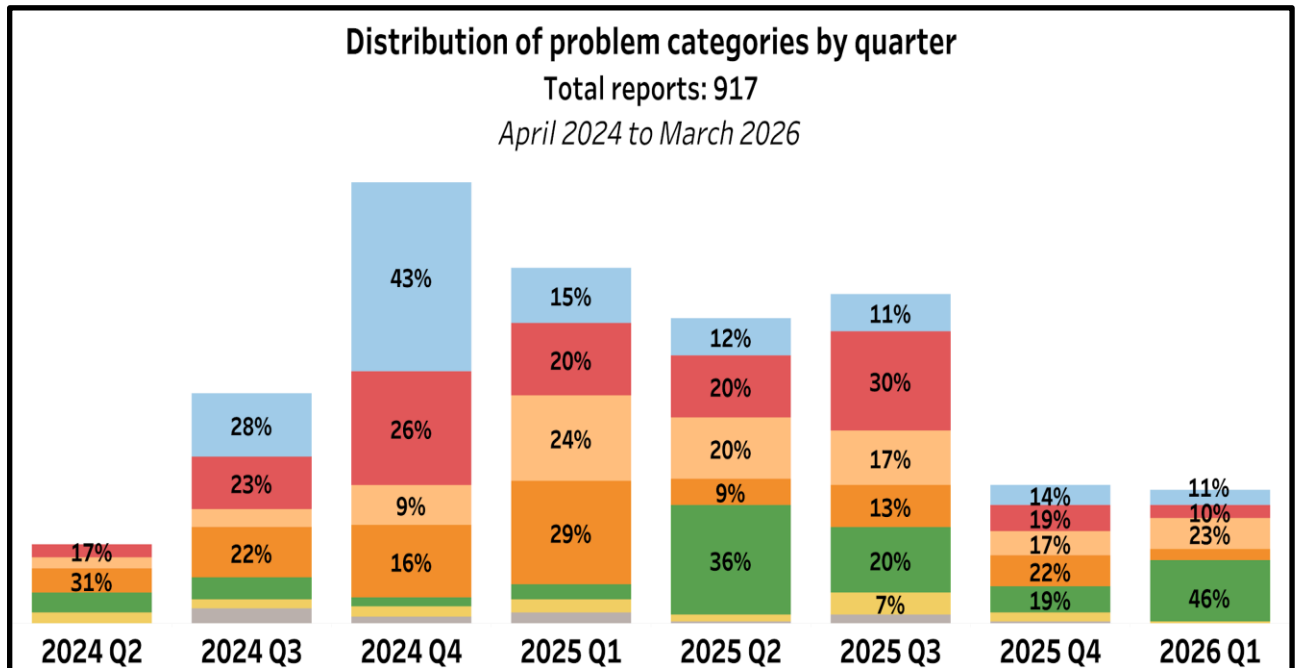
Types of Problems with eVisa

Each report we received was coded into one of the following 7 categories (or excluded if the report was not related to an eVisa problem):

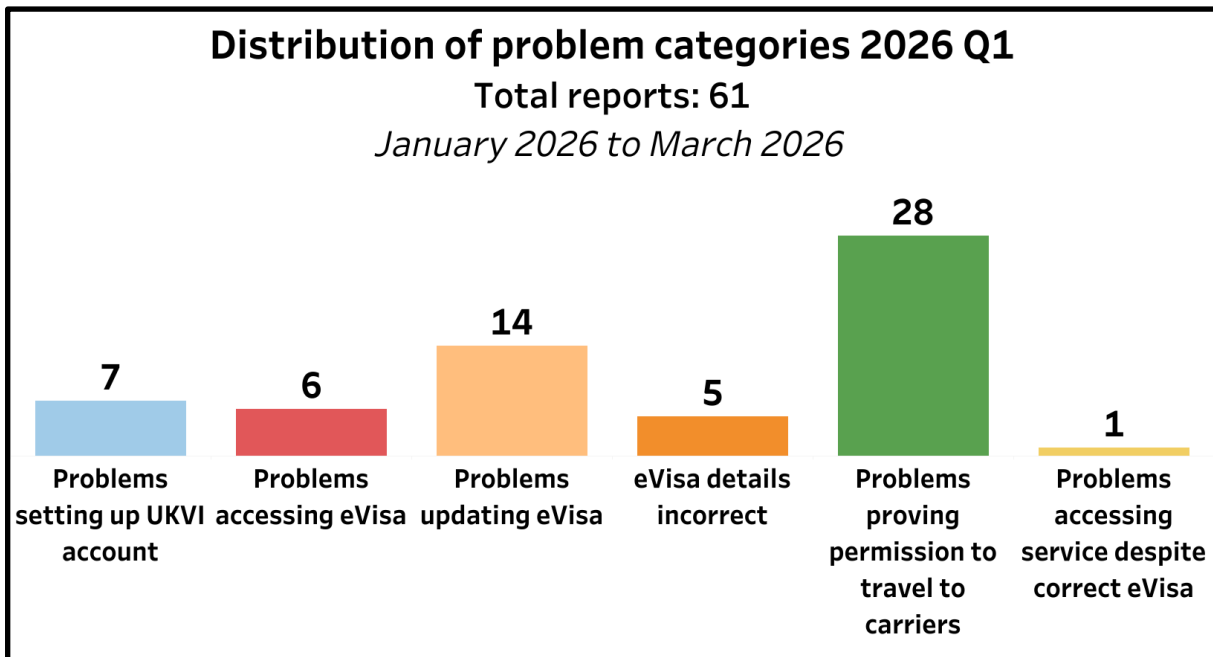
- **Problems setting up UKVI account** - people who have been asked to set up an eVisa but experienced problems in doing so.
- **Problems accessing eVisa** - Receiving an error when trying to log onto View & Prove, problems with the UKVI website, not understanding how to access an eVisa.
- **Problems updating eVisa** - people who could not maintain their UKVI account with up to date identity documents, or had problems updating other UKVI details for example their name or contact details.
- **eVisa details incorrect** - for example someone's status type, name, photo or expiry date is incorrect, or someone's photo is missing and the status holder cannot generate a share code.
- **Problems proving permission to travel to carriers** - carriers putting responsibility onto passengers to prove status rather than (or in addition to) the eVisa being automatically checked by backend systems, or backend systems giving incorrect response for passengers.
- **Problems accessing service despite eVisa working correctly** - people who had difficulty using their eVisa to prove their status to a third-party checker, or checker refused to engage with a digital status.

- **Other** - are complex problems that people encounter including issues with their UKVI account while an application is pending or confusion on accessing an eVisa.

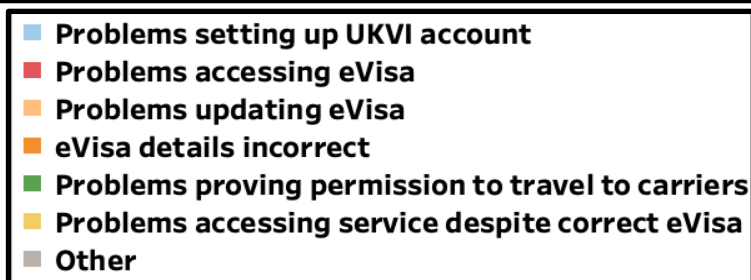
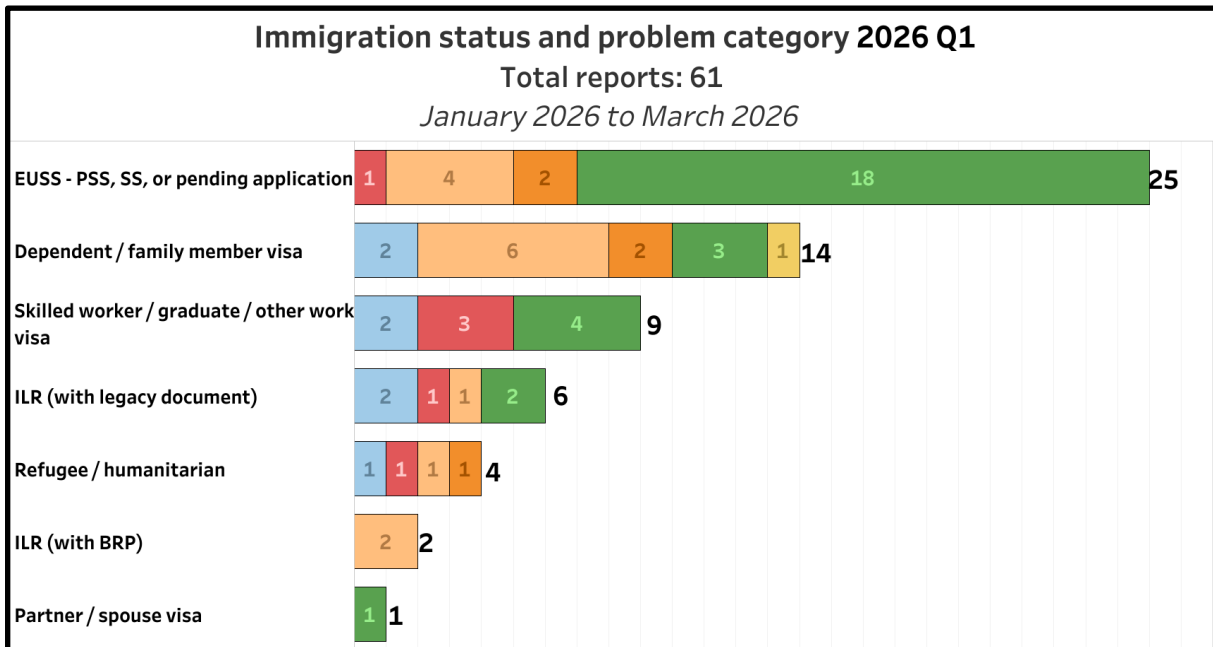
The below graph shows the distribution of the types of problems people reported about their eVisas between April 2024 and March 2026.



The below graph shows the distribution of problems for the latest quarter, Q1 2026:



The below graph shows the distribution of immigration status of submissions and problem category for the latest quarter, Q1 2026:



Problems proving permission to travel to carriers

46% of submissions in 2026 Q1 related to problems proving permission to travel to carriers. People have reported problems with boarding flights even when they are able to provide a share code. There has been an increase of submissions reporting that carriers are incorrectly asking people with an eVisa or other valid forms of immigration proof, for an Electronic Travel Authorisation (ETA).

From 25 February 2026 onwards, carriers are required to fully enforce the ETA requirement. This had an impact on the reports we received during Q1 2026. The3million received numerous reports from dual nationals who were impacted by the ETA enforcement. We have excluded these reports from this analysis as their issues were not a result of an issue with an eVisa. The problems dual nationals faced from the ETA, impacted people who were unaware they would need to enter the UK with a valid British passport or Certificate of Entitlement (CoE). Two weeks after 25 February 2026, the Home Office [introduced a new policy](#) on 10 March 2026 in the form of a permanent concession to help dual nationals who previously held status under [EUSS](#). This cohort can now use their previous EUSS status to prove their right to travel, and are no longer required to obtain a British passport or CoE if they choose not to. the3million wrote a letter to the [Cabinet Office and the European Commission](#) on 19 March 2026, asking for such concessions to be rolled out more widely. The problems dual nationals have faced coming back to the UK after the ETA programme show that a [young person born a dual national](#), but who did not hold an in-date British passport, was unable to return home.

In practice it seems the messaging of the Home Office's '[No Permission, No Travel](#)' has made the burden of proof for eVisa holders more difficult, as they are having to prove they do not need an ETA and justify that an eVisa or other accepted proof, a wet vignette or stamp in a passport with indefinite leave to remain, is valid travel documentation. As digital permission becomes mandatory for visitors and visa holders there have been implementation issues reported by people who have an eVisa that is up-to-date with their most recent travel document.

People who reported problems proving permission to travel to carriers describe the experience as:

- *"Airline denied boarding. We missed our return flight from XXXX to the UK. Problem started when checking in online, then at the airport check in desk. Contacted the Resolution Centre outside the UK. Claimed refund from airline, received a refusal... My son missed two days of school, I was not able to attend my doctor appointments. We had to pay for accommodation, commuting and food."*
- *"issue with his eVisa being acknowledged by various airlines during his trips to the UK since ETA became enforced. Most recent example is issue with Air France, when he was not allowed to go through automatic checkin. He advised that no record of his eVisa is linked to the passport, so he needs an ETA (which is wrong). The client has an eVisa with X status. The passport used for the travel and booking is an EU -passport that is linked up to eVisa account. All details are correct and checked several times. The airlines staff said they see no record of eVisa, so the client had to go through lengthy explanations, show Share code and login into his eVisa account to be allowed to board."*

- *“ground staff incorrectly insisted that I required a UK Electronic Travel Authorisation (ETA) because I hold an EU passport. Despite my repeated explanations that EUSS holders are legally exempt from the ETA requirement, the agent refused to acknowledge my digital status. I was held up for a significant amount of time and faced a heated argument. The agent tried to force me to apply for an ETA on the spot. My phone had run out of battery, making it impossible to access my digital status or apply for a document I didn't legally need. I was only allowed to board after a long dispute and by showing my UK driver's license as a "proof of address," which the agent finally accepted as a manual override, despite it not being a valid international travel document.”*

Problems updating eVisa

In Q1 2026, 23% of submissions related to problems updating their eVisa. For eVisa holders to prove their right to travel their account must be up to date with their most recent travel document. There continue to be systemic issues for people trying to update their account because of how someone's name in the Machine Readable Zone (MRZ) of their identity documents can be different to their full name. the3million continues to raise the technical issue of treating the [MRZ section of an identity document as](#) the 'single source of truth' to the Home Office. As other UK government agencies are introducing digital services that require users to prove their identity there are people who are unable to access vital services because their identity documents and known names are different. the3million raised the issue of non-UK citizens facing discrimination and being unable to access other digital programmes (due to the MRZ of their identity document containing a different name to the name held by Government departments - ie their married name or if their MRZ name is a truncation or transliteration of their name) in a letter to the [Department of Science, Innovation and Technology \(DSIT\) about the digital programmes of HMRC, DVLA and DWP](#). The Cabinet Office is currently [running a consultation](#) on proposed digital ID for all UK citizens. Since the eVisa system is suggested to be part of the infrastructure for the digital identity programme, we are concerned that this digital ID programme will inherit the eVisa problems that we have been documenting and raising over the years. The consultation closes on 5 May and is open to the public for their responses. How government services work with individuals to use non-UK issued documents to prove their identity will be a crucial element for ensuring further digital transformation does not exclude groups of people.

In Q1 2026, a number of eVisa holders reported a recurring technical fault in which a 'ghost' application appeared on their account, blocking them from updating their travel document details. In each case, a previous UKVI application was showing as pending despite the individual having no live application. Although the volume of submissions reporting this issue was low, it points to a deeper and longstanding concern: that technical faults or unannounced backend changes made by the Home Office can render someone's sole proof of immigration status unreliable or inaccessible.

People who had problems with updating their eVisa describe the experience as:

- *"I have tried to add my passport to my eVisa two times but in both cases the requests were automatically rejected because the BRC's MRZ used my first name and middle name initials and did not match my passport's MRZ which used my full first and middle names. However, the names match on both the BRC and passport's VIZs. I MUST travel to my home country to visit an elderly parent in 2 months time and it is very likely the airline won't be able to let me board my return flight if my passport is not linked to my eVisa. Immigration officers may not want to accept any other proof of my settled status.*
- *"I can't link my travel documents passport, because my UKVI account showing I made application on XXXX, waiting for decision, I haven't made any application to UKVI"*
- *"I logged into my UKVI immigration account last night and to my surprise found out at my ""Personal details page"" that I have a pending application made on XX January 2026. I did not make any application on that date or this year at all. The UAN corresponds to the application for a (previous) visa I made about ... months ago in XXXX. This application was successful. I have no pending applications on my ""applications and forms"" page"*

Problems setting up UKVI account

The problem with setting up a UKVI account stops people from accessing their immigration status. There are multiple pain points for people when setting up their UKVI account, as the process includes using a smartphone or computer to take a selfie to prove your identity against your identity document, having an in-date identity document and the information from your identity document being accurately captured. People who have a legacy document, an indefinite leave to remain vignette or wet stamp in their passport, can use this proof to travel under current [Home Office guidance to carriers](#). However, this cohort is unable to use a legacy document to prove their right to work if the vignette or wet stamp is in an expired passport. People that need to transfer their legacy status to an eVisa must apply for a No Time Limit (NTL) application.

The Home Office confirmed [in a letter of 7 April 2026](#) they estimate that there are currently 200,000 remaining people that need to create a UKVI account, who had immigration status at the end of 2024. In the [transparency data on UKVI creation](#) the number of people creating a UKVI account do not include those who were granted status after 1 January 2025, as this process was included in their grant of status. The continued large number of people who are creating UKVI accounts (In January 2026, 64,196 people created an account), clearly demonstrates that the transition to eVisa remains ongoing. At the end of Q1 2026 the Home Office stopped all its grant funding to support centres to help people create their eVisa, meaning the estimated 200,000 people who have not created their account have limited options for support with setting up their eVisas.

People who had difficulties setting up an UKVI account describe the experience as:

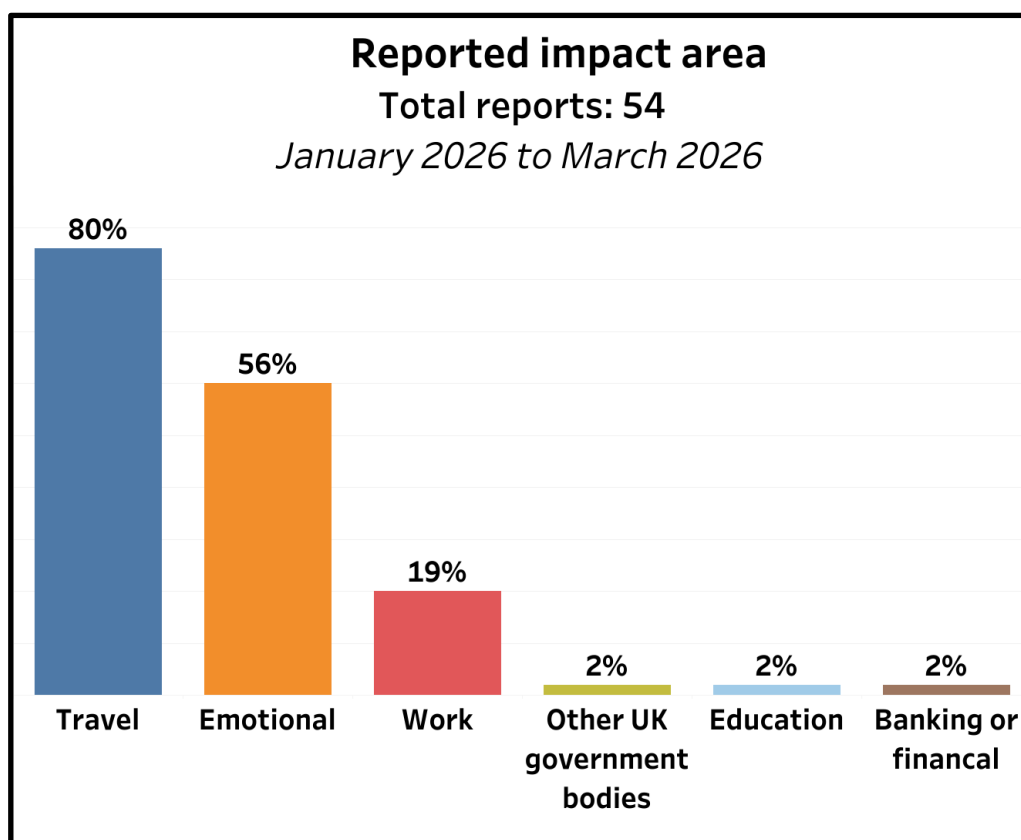
- *"Made a evisa application and photo was accepted but then rejected when submitted yet account stayed locked and cannot submit a new photo. Said to use the app which we do not want, but we tried to download, phone system matched the requirement listed but down*

load failed as it said not compatible. Trying to get help, latest email reply said we do not have a UKVI account, and now we find we cannot login to the account.”

- *“Passport expired with ILR - applied for NTL no UKVI account set up possible as it doesn't accept the expired passport I used for verification of the physical attendance at my appointment... I contacted the resolution centre they replied 3 months later with no resolution. I used webchat and kept coming back to same issue”*

Impact Area

The below chart shows the distribution of impact areas for Q1 2026. The reports were coded according to whether the respondent indicated specific area(s) of their life that were impacted.



The area with the greatest frequency of impact for 2025 Q4 was travel. The description of this impact area is also captured by the problem category: **Problems proving permission to travel to carriers**. The emotional impact area reflects the feelings of stress, panic, worry or frustration that can accompany problems with eVisas.

People who reported emotional impact describe the experience as:

- *“I'm stressed now about flying in the future and worried about not being able to prove my status. I shouldn't have to prove it as it is linked- but it sounds that's not enough. I'm stressed because the Gov.uk website doesn't always work to prove my status. Terrible situation to be in.”*

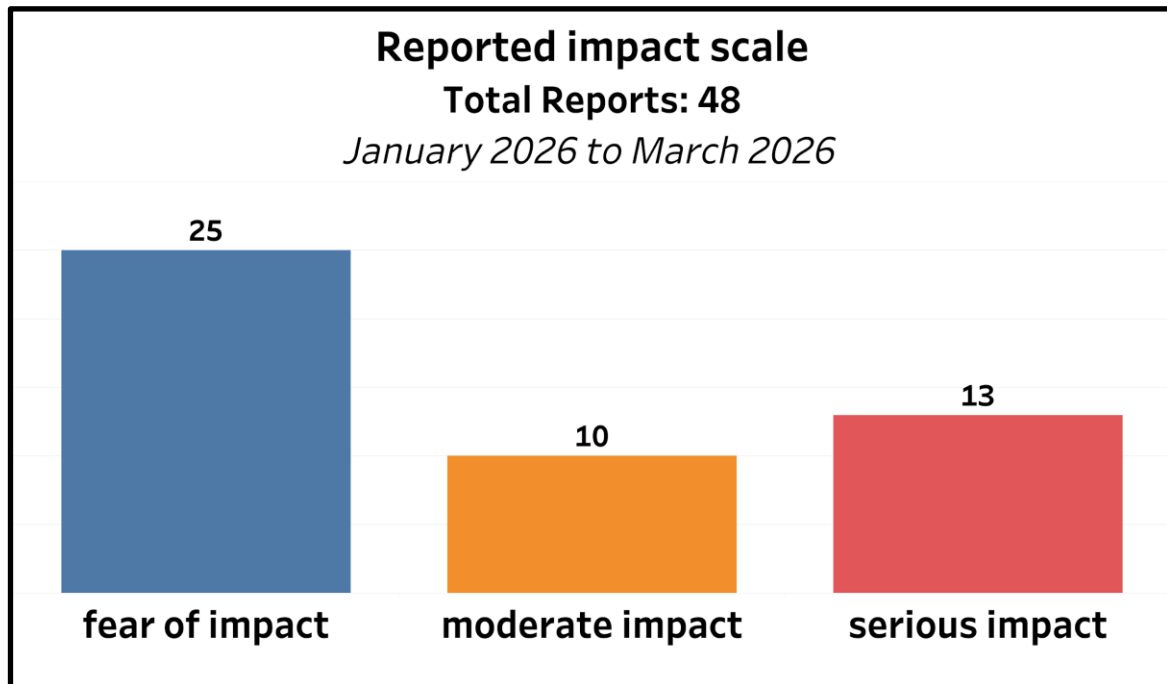
- *“No direct impact as such, but this is causing me a lot of stress, and it is also quite difficult to ensure that a support worker will be available again to help me with the next rescheduled meeting, as I live in a very rural region, and in a small town, so no support is available easily in my situation. The home Office also doesn't seem to take into account that some of our places in the rural region don't have access to phone signal.”*
- *“It was awful, I was crying, desperately trying to contact my office in the UK to see if they could help with our immigration lawyer. I felt like dirt, and the airline was so rude... Why airlines can't just check the sharecode, rather than making us log in, I do not know.”*
- *“This has made me feel extremely frightened and vulnerable. I have no way of proving my immigration status. I am due to travel in May and with the current evisa status I will not be able to re enter the UK. I also have family in Australia who I need to be able to get to in an emergency but as it stands I cannot leave the country and I have no proof of immigration status. My lawyer has contacted the Home Office but they cannot give a time frame for it to be fixed.*
- *“I plan to apply for a job and I'm worried that I won't be able to show them my share code. I'm travelling to XX next month and dread checking in now. Before the issue with Easyjet, I've never had problems and I've been travelling regularly in 2025. It makes me feel like a second class citizen.”*

People who reported concerns about work describe the experience as:

- *“The evisa set up and all other related pages/sites are down. Not able to see my account and perform the next steps for the evisa...I might lose on a great opportunity at work.”*
- *“I will lose my family and my job too”*
- *“Cannot access share code for work... Showed physical documents. Would not accept without share code... I have worked in the U.K for 24 years ...Now i cannot work. I updated to a evisa last year. Now I cannot access it.”*

Impact Scale

Some of the submissions to the Report-It forms had details on the severity of the impact they suffered. Severity of impact has been coded into three categories.



Fear of impact:

This category captures people who have an issue with their eVisa and fear future repercussions. Examples would include people who are due to start studying or are travelling soon.

Moderate Impact:

This category of impact includes people who experienced a real impact on their lives but were not at risk. Types of impact could include inconveniences of boarding or proving their status.

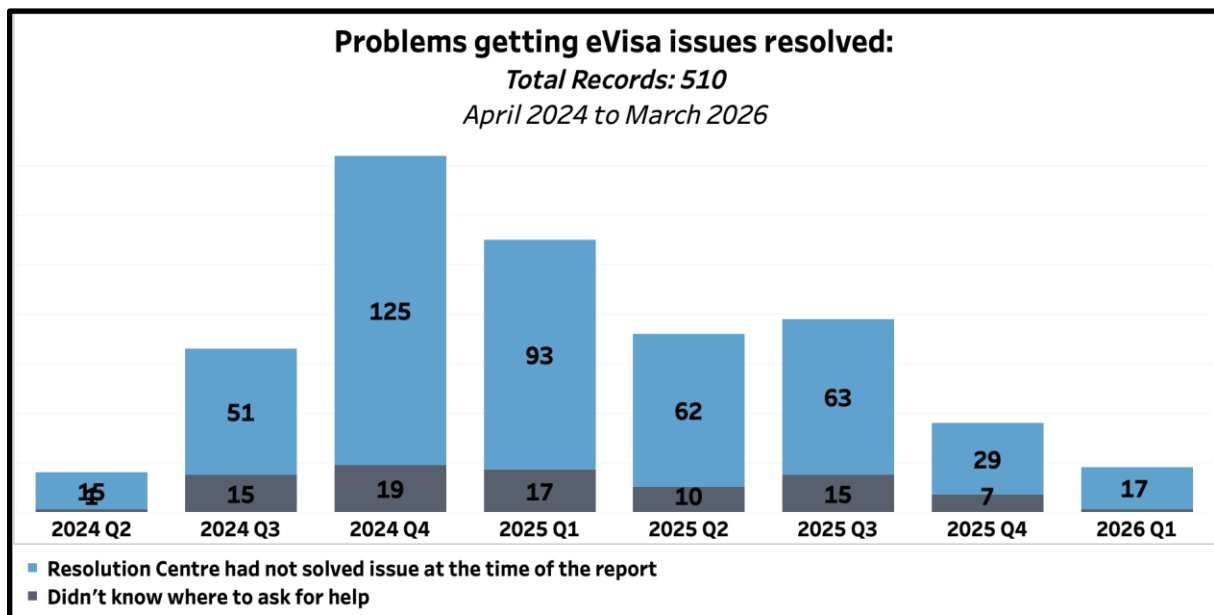
Serious Impact:

This category of impact includes people who were in vulnerable situations due to their eVisa problem. Examples include people who were dismissed from jobs, denied boarding a flight back to the UK or unable to access support. Even though Q1 2026 had a lower amount of submissions compared to previous 2025 quarters, there was a higher rate of serious impact reported.

- “I have applied for help with homelessness due to domestic abuse and the local authority have told me that I am not eligible because I am dependent and that this means that I am dependent on my husband and that if I leave him I will not have access to public funds. They seem to be reading the part on public funds in the sense that they need to make an eligibility assessment on my access to public funds. It seems that dependent is not a specific enough description of my immigration status and I am not dependent since my permission is as a parent.”*

Ability to get eVisa issue resolved

When reports include details on interactions with the Home Office to try get a problem resolved, this has been captured in the below graph:



The Home Office has yet to publish how many errors have been reported but committed to publishing these [records in Spring 2026](#) in a response to a letter sent by ILPA and the3million and. In a recent [High Court Case challenging the eVisa](#) policy (BSC & Anor v The Secretary of State for the Home Department) the judgement referred to a Home Office witness statement which stated:

"... with there now being between 11-12 million eVisa holders [...] Dr Tomlinson (Policy Lead for eVisas in the Migration, Borders and International Policy and Programmes) explained the scale of the UKVI Resolution Centre operation by reference to the volume of calls dealt with in November 2025 saying:

"In November 2025, there were approximately 41,000 calls to the UKVI RC. The answer rate was 99%, with an average wait time of 23 seconds. In the same month, there were approximately –

- a. *11,000 agent enabled webchats, with an average wait time of 30 seconds*
- b. *60,000 self-service interactions. These are SMS Auto Responses for those calling and choosing a self-service link and Virtual Agent / Search. These self-service interactions share links to relevant GOV.UK pages, support, and YouTube videos etc, allowing customers to access the relevant support 24/7."*

Dr Tomlinson said that in the period April to October 2025 116,011 enquiries were submitted in relation to issues with an eVisa (it is not clear whether this is the number submitted to the UKVI Resolution Centre or to the Home Office more widely). Of these there was in fact no error in 34,550 cases (29.7%) but the remaining 81,461 (70.2%) did relate to errors which had to be addressed.”

From the statement it is not clear how long people have to wait for their error to be fixed.

In our report of October 2025, “[The Digital Status Crisis](#)”, we estimate that for every problem reported to the3million via our Report-It! Tool, there are 500 people out there who do not report to us. From April to October 2025, the3million received 312 reports. Comparing this to 116,011 reports to the Home Office we would get a slightly lower ratio figure of 371, but still in line with our estimation methodology, especially considering that many people experiencing a problem may not manage to report to the Home Office.

People who reported difficulties getting their problem resolved describe the experience as:

- *“I have reported the error updating my eVisa as URGENT but I haven't receive any response from them. I've also tried to contact them by phone but their automated voice system kept looping me back to the UKVI pages regardless of the options I chose.”*
- *“No phone number, just a robot which doesn't understand the issue. Hopeless.”*

Other eVisa news:

[Guardian](#) - Home Office 'red flag' error leaves German mother separated from toddler in UK

[ComputerWeekly](#) - High Court dismisses judicial review against eVisa system

[ComputerWeekly](#)- UK data watchdog accused of dragging feet on eVisa investigation