

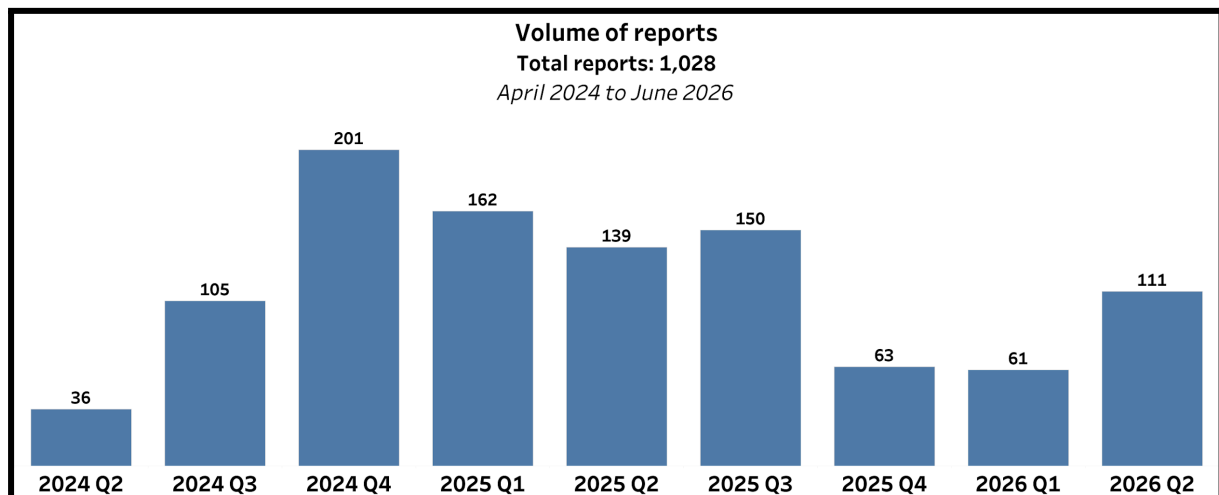
eVisa Problems - 2026 Q2

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 30 June 2026. For Quarter 2 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



Prior to our 2025 Q3 report, 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:

- [2026 Q1](#)
- [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](#)

Comparison of Home Office error data to submissions to Report-It

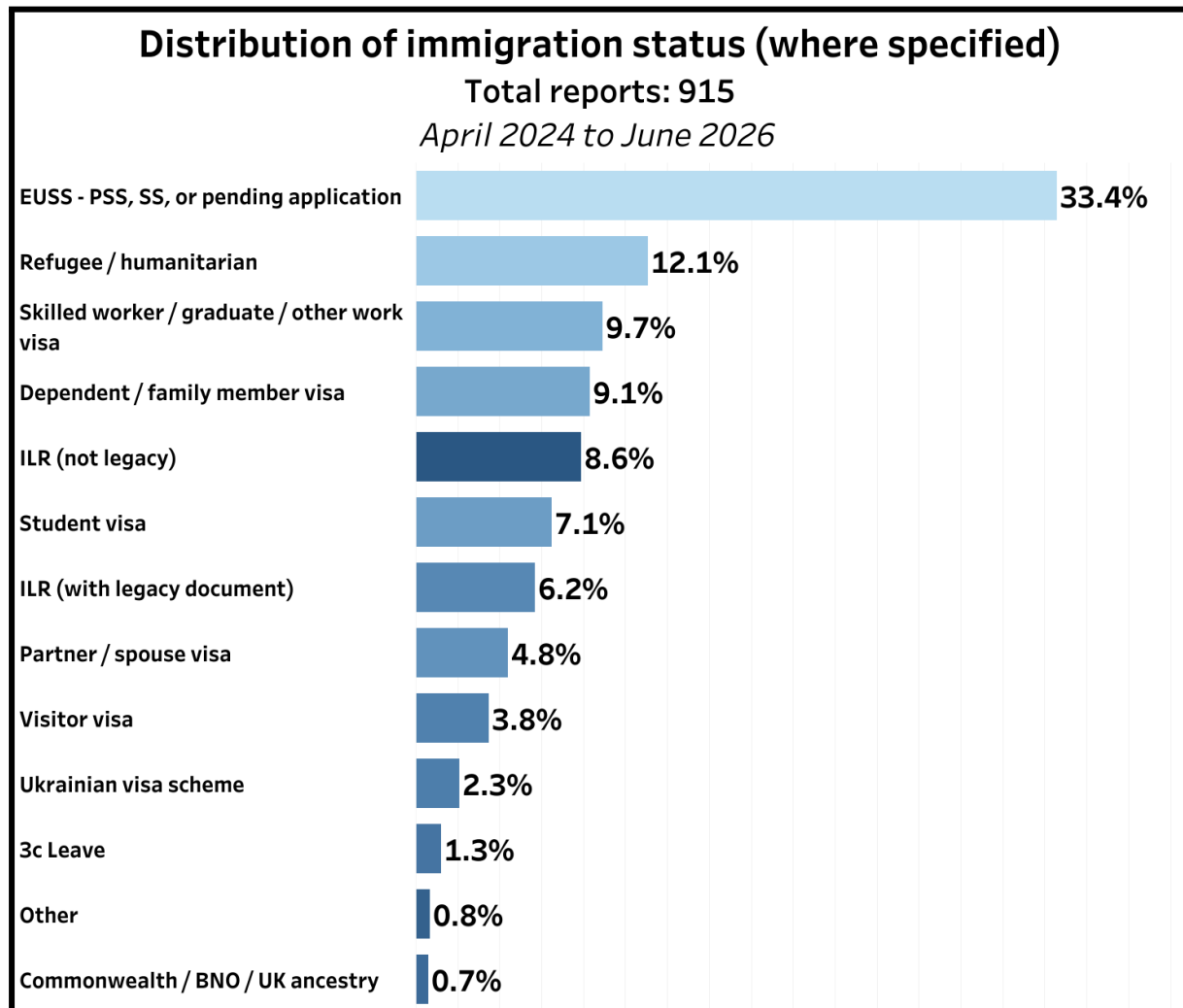
[The Home Office has released data](#) on the number of eVisa errors that were corrected for each month from September 2025 to May 2026. The data collected from the Home Office is from the online [webform](#) people use to report a problem with their eVisa. The data does not necessarily reflect the number of errors encountered by people, since it only includes errors that were corrected in each month.

The reports that we received from people cover a wider range of issues - not only errors with eVisa details, but all problems accessing, proving or updating status. The transparency on the data for eVisa records is welcome from the Home Office, however, it still lacks a comprehensive understanding of all reports made by eVisa holders rather than only problems that were resolved. The submissions received through Report-it are most likely the 'tip of the iceberg' of the problems of eVisa holders.

Month	Home Office corrected errors reports
September 2025	7,289
October 2025	6,979
November 2025	7,044
December 2025	7,163
January 2026	8,198
February 2026	7,604
March 2026	7,714
April 2026	7,397
May 2026	5,390
Total	64,778

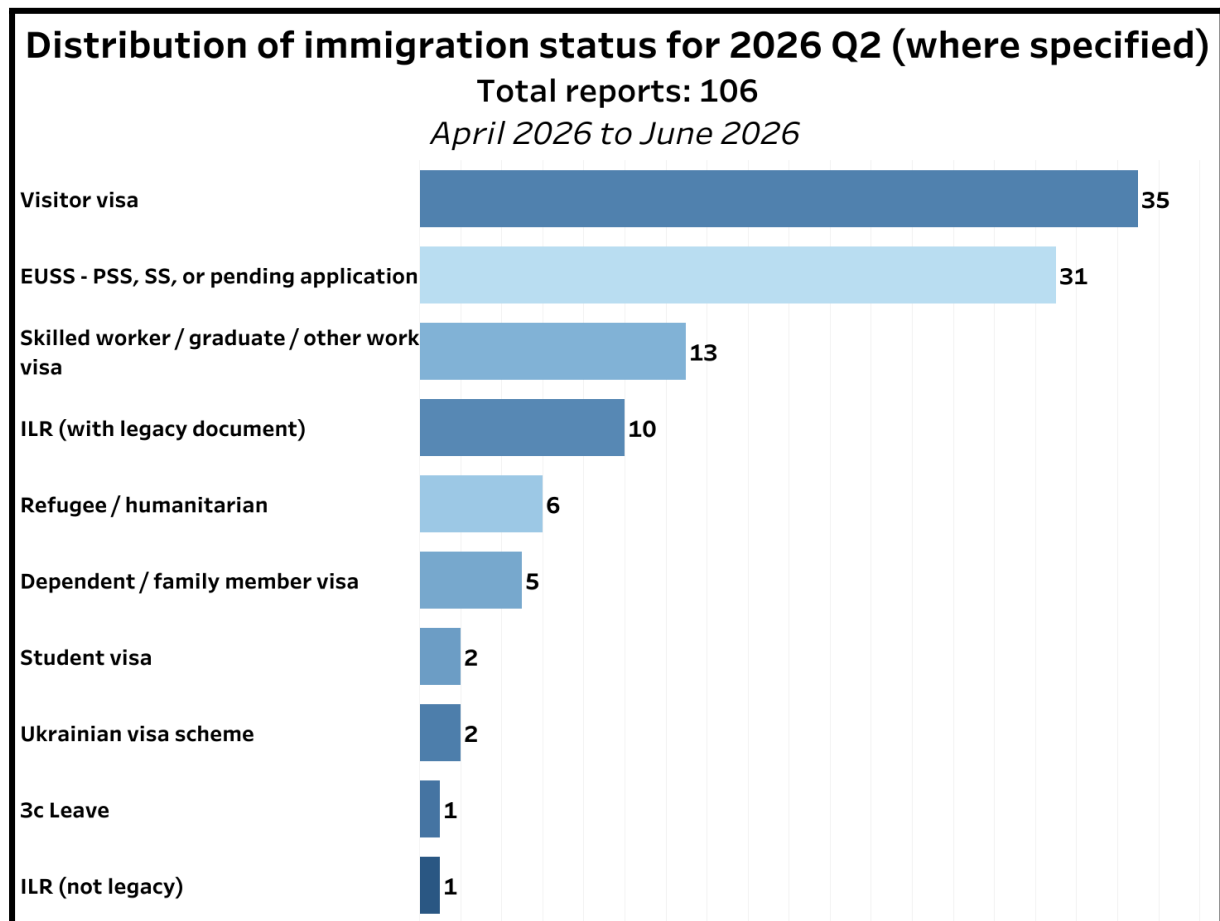
Immigration status of respondents

The below chart shows the distribution of immigration status from all reports from 1 April 2024 to 30 June 2026, therefore covering 2024 Q2 to Q2 2026. A total of 113 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. **12.1% of the total reports** the3million received between April 2024 and June 2026 were from people with refugee status or humanitarian protection.

The below chart shows the distribution of immigration status for reports received in Q2 2026, from 1 April 2026 to 30 June 2026.



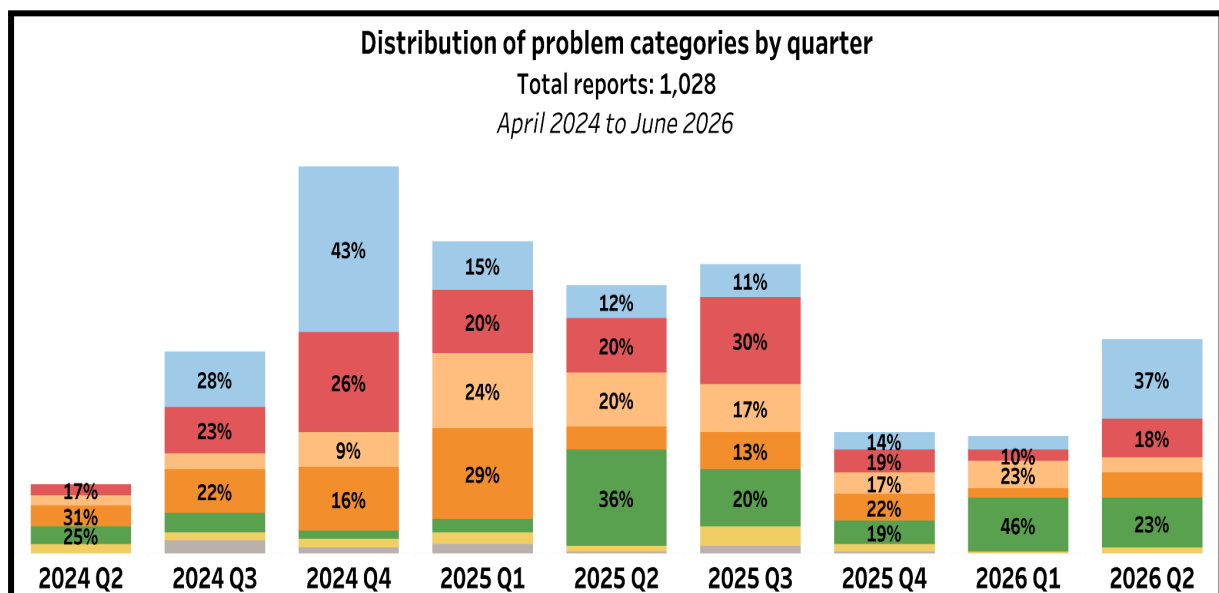
Types of Problems with eVisa

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 or linking eVisa** - people who have been asked to set up a UKVI account to gain access to their eVisa but experienced problems in doing so or were unable to link their eVisa to their UKVI account
- **Problems viewing or proving eVisa** - Receiving an error when trying to log onto View & Prove, problems with the UKVI website, not understanding how to access an eVisa or cannot produce a share code.
- **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.

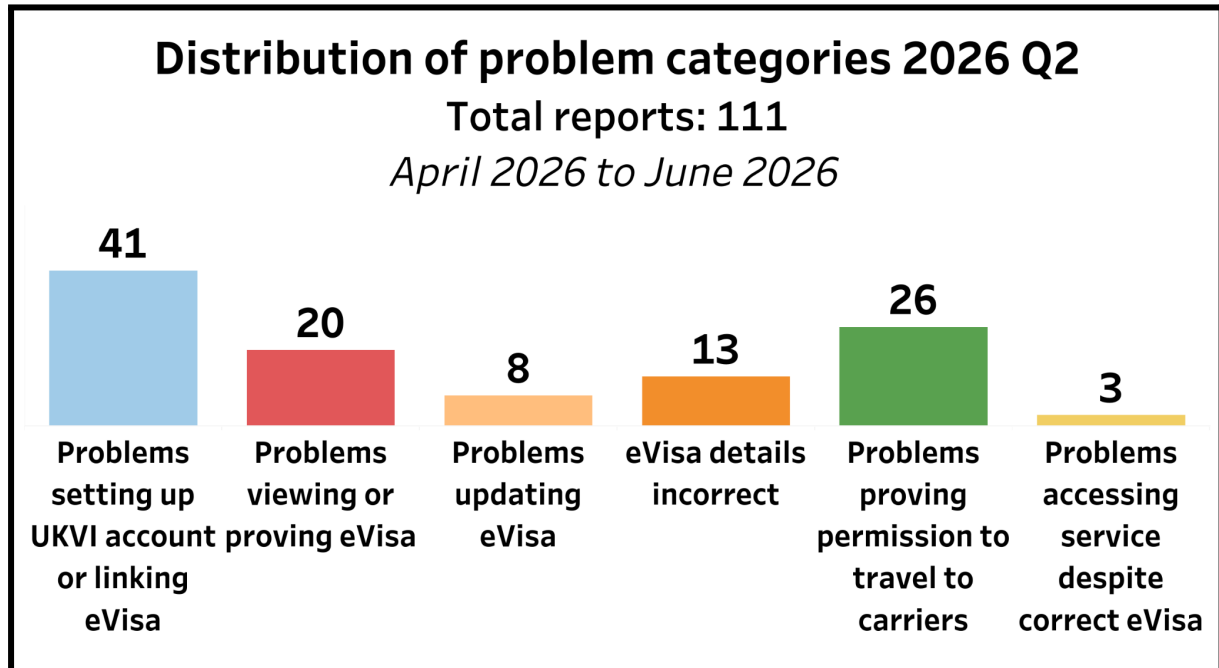
- **Problems proving permission to travel to carriers** - carriers putting responsibility onto passengers to prove status rather than (or in addition to) the eVisa being automatically checked by backend systems, or backend systems giving incorrect response for passengers.
- **Problems accessing service 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 June 2026.



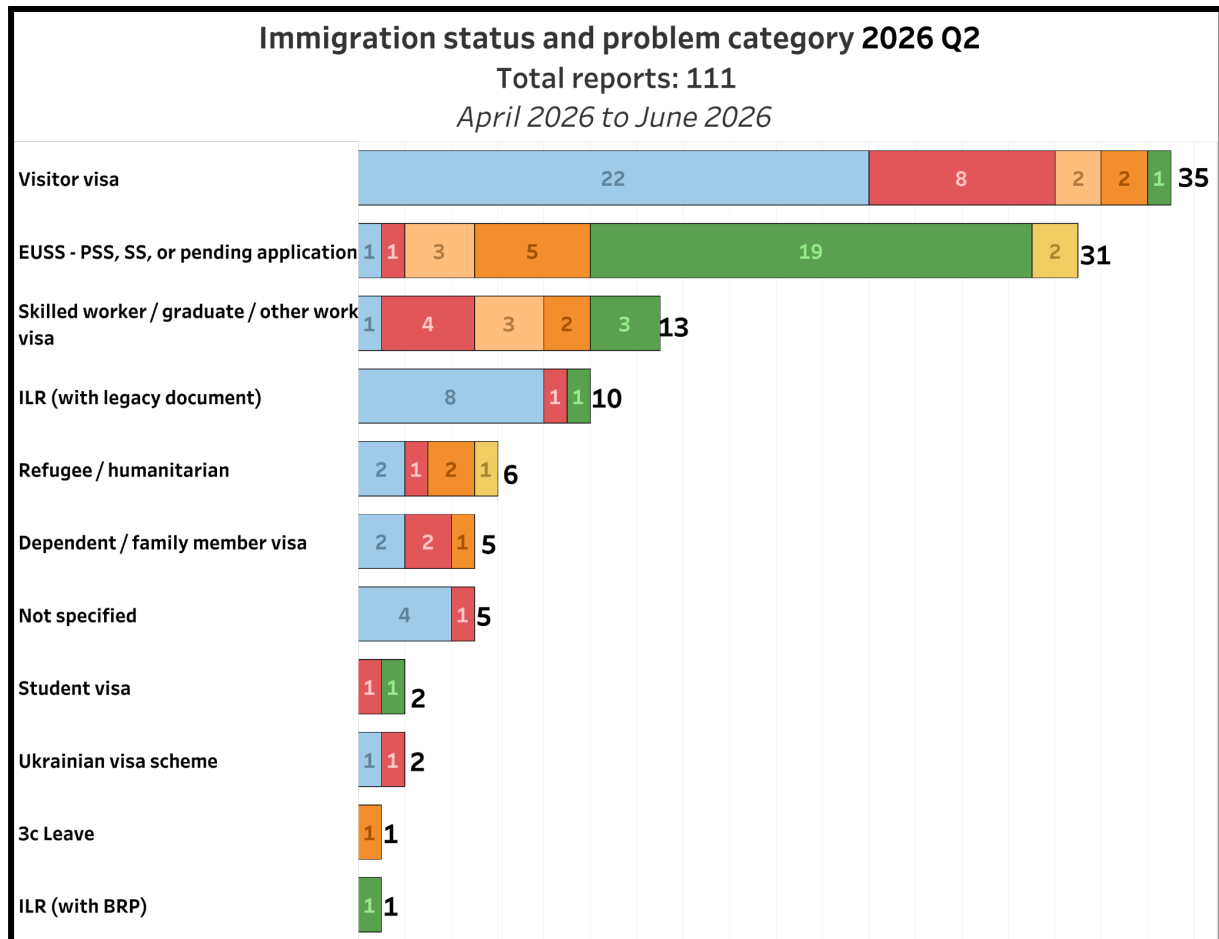
- Problems setting up UKVI account or linking eVisa
- Problems viewing or proving eVisa
- Problems updating eVisa
- eVisa details incorrect
- Problems proving permission to travel to carriers
- Problems accessing service despite correct eVisa
- Other

The below graph shows the distribution of problems for the latest quarter, Q2 2026:



This quarter received a high proportion of submissions from people with visit visas who were not able to set up their UKVI account or link their eVisa. Submissions setting up a UKVI account or linking an eVisa have not been as highly reported since 2024 Q2, which was when all [BRPs expired and visa holders had to set up an eVisa](#).

The below graph shows the distribution of immigration status of submissions and problem category for the latest quarter, Q2 2026.



- Problems setting up UKVI account or linking eVisa
- Problems viewing or proving eVisa
- Problems updating eVisa
- eVisa details incorrect
- Problems proving permission to travel to carriers
- Problems accessing service despite correct eVisa
- Other

Problems setting up UKVI account

When people have a problem with setting up a UKVI account, they are unable to access their immigration status. There are multiple steps people must undertake when setting up their UKVI account, as the process includes using a smartphone or computer to take a selfie to prove your identity matches that of your identity document, having an in date identity document and the information from your identity document being accurately captured.

In 2026 Q2, 37% per cent of all submissions were from people who encountered problems with setting up their UKVI account and linking their eVisa. The majority of people who described problems with setting up or linking their eVisa held Visitor visas. There are several possible reasons for why there was a greater number of submissions relating to Visitor visas. 2026 Q2 covers summer holidays, meaning there could be a correlation between the number of people who were travelling and experiencing issues. As of 25 February 2026, Visitor visas are issued via a digital-only eVisas rather than a vignette sticker in a passport.. People who need to link their UKVI account with their immigration permission often are able to complete the process in a few hours, but people who submitted problems were struggling with the process for sometimes weeks or a month.

One person, who was trying to get support on their problem linking their eVisa, was told by a Home Office web agent in June 2026 that their problem was:

“Due to the system outage, as explained earlier. Our team is aware of this, and are working to get this fixed. This has been a service wide issue, on and off, for the past week or so. We cannot give any time scales, as this is being resolved by our tech department, and has been an ongoing issue. All I can advise is that you perhaps try again tomorrow, as it should hopefully be back up and running again.”

[The Home Office has now published](#) that “UKVI aims to fix most issues within 5 working days. If the issue is complex, it can take up to 15 working days.” This timescale was not met for this individual eVisa holder. When people are unable to resolve problems with their eVisa this can cause delays in travel, extra costs for changing arrangements and stress.

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

- *“When I tried accessing the visa a month later I found it was not linked to my UKVI account. The process that followed thereafter was convoluted, fragmented with misleading instructions and a huge amount of uncertainty. It raises serious questions about the reliability of the system and I am reconsidering travelling to the uk at this time fearing that i may risk being denied boarding if the airline cannot verify my visa due to another system shortfall. What is most conceding is that I won't even have a PDF meaning that I am forced to trust a system that has already failed once and induced a high level of anxiety before I have flown. I spent £600on this application and it's crazy that they can't have a working system in spite of such crazy fees. Why could they not have a simple system like Singapore where one has a PDF and it's done.”*

- *"I called the airline and they are refusing the Home Office e-mail as a proof and refuse to call Carrier hub. The airline says they will deny my boarding"*

Problems proving permission to travel to carriers

There continue to be problems for eVisa holders having their status automatically verified by carriers before their flight. According to [Home Office guidance](#), if passengers are asked for additional proof of their immigration status, they should present a share code to the carrier to verify their right to travel. People who reported issues with proving their rights to a carrier often reported that the problem occurs after airport security and right before boarding. Twenty six people who submitted reports faced problems proving their right to travel to carriers and seven of these people were denied boarding, or unable to travel on their initial planned trip.

Those who are denied boarding do not have a straightforward path to compensation. Carriers can deny passengers compensation by stating they were 'inadequately documented.' Digital permission, whether through eVisas or Electronic Travel Authorisations (ETA), make it more difficult for passengers to clearly prove they were adequately documented, and thereby prove their right for compensation. The Home Office's [position](#) is that "the responsibility for deciding whether to carry a passenger rest with the carrier in every case."

[the3million and ILPA](#) are asking for change to the regulations for carriers to have a clearer definition of what it means to be adequately documented. The upcoming [Civil Aviation Bill](#) provides an opportunity for there to be changes to the current regulations to provide more protection for those who are denied boarding, despite being able to produce a share code, or where the Carrier Support Hub could have informed the carrier they had permission to travel. The Independent Monitoring Authority (IMA) shared their concerns on the impact for eVisa holders who face disruptions to their travel back to the UK via this [letter to the3million](#). The Independent Chief Inspector of Borders and Immigration (ICIBI) conducted an [inspection of refusals and cancellations of permission to enter the UK \(September 2025 – February 2026\)](#). In the inspection the ICIBI found that for permission to travel, "inconsistent application of rules and reliance on imperfect evidence or data heightens the risk of incorrect refusals" and the impact of these practices would most likely lead to "increased complaints, litigation, and potential compensation, and with disproportionate impacts on vulnerable passengers."

People continue to report inconsistent practices used by carriers before they travel. People report that before boarding they are asked to show proof of their status. In some cases carriers are not willing to engage with a share code for eVisa holders.

People who report problems proving their status describe the impact as:

- *"The Ryanair assistant asked me to show her my status. I wanted to give her my share code, but that was not good enough for her. She did take my phone out of my hand and started to log in to Gov website, she wanted to see my photo on it. It was lucky I had internet, however when I told her this is not legal, she need to use the share code the supervisor came and*

explained that they don't have the system to check status with share code. In the end I showed it to them and explained it to them that this is not the correct procedure, they were adamant that they were right."

- *"I was dropping my baggage for a Wizzair flight from (EU to UK). I already had a boarding pass issued correctly... The agent at the desk asked for my immigration status. I gave them the shared code. The agent escalated to a colleague. Both then insisted that I use my phone to log into the website and show my immigration status. I tried to explain that they can use the share code to check on their side, using gov.uk's share code verification process. They became visibly irritated and kept repeating that this is their process and insisted that I log into the website on my phone."*
- *"At the airport, I showed my printed share code and a screenshot of my eVisa account. However, staff still insisted that I sign in to my account using the online link. This was stressful, as I am not very confident doing this quickly under pressure, especially in an airport environment where there is already a lot going on and limited support available."*
- *"Phone was almost dead after a day of traveling. Last leg of the journey was a flight back to the UK. The anxiety about having to generate a virtual code with no guarantee that my phone wouldn't die, and no other way to prove or prepare to provide my share code was difficult."*
- *"EasyJet delayed my boarding due to the argument I had with the employee about share codes. She was saying that share code is not a valid proof of UK visa, and was asking me to log in to my account on the official site. I had to repeatedly state that I don't have to do it, before she went onto UK government website to do it herself. She was threatening me with not being allowed on the board. I am a minor and therefore cannot access my eVisa status, since the phone numbers are of my parents. I did not miss my flight, however I was threatened of being denied the entry"*
- *"Some airlines only accept share codes. Some only accept Prove-your-status page using share code on my own device. Some only accept live webpage. It is my responsibility to prove my immigration status under the means airline accept which differs airport to airport. It is a highly stressful situation to be in. It causes prolonged check-in time at the desk, prolonged wait time at the gate, and it can be very hard to get mobile network outside of EU to access live information as local internet provider may limit/ have very slow gov.uk access and vice versa."*

Problems Viewing or Proving eVisa and incorrect details on eVisa

In 2026 Q2 18% of the submissions were from people reporting a problem viewing or proving their eVisa. People who reported problems with accessing their eVisa could not login to their accounts because of an error message, no internet connection or other technical issues.

There continue to be problems for people who are able to view their eVisa but the information displayed on their eVisa is incorrect. People who hold pre-settled status under EUSS should have

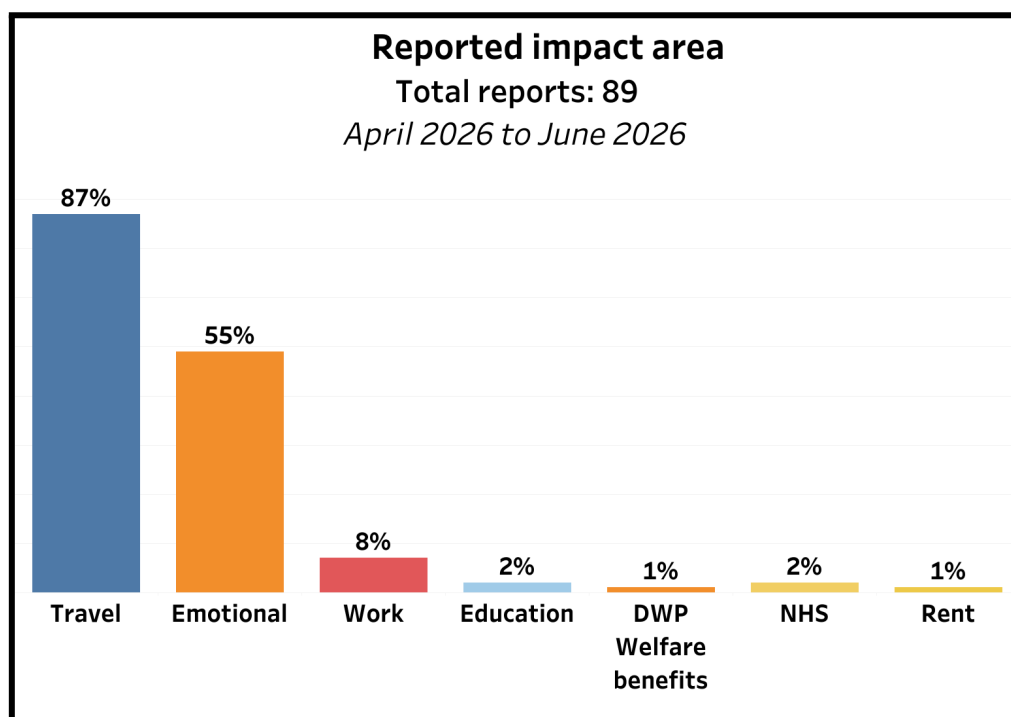
their status automatically extended or upgraded to settled status around six weeks before their expiry date. However, we continue to hear from people who did not receive their automatic extension, and their eVisa displayed the status as expired. eVisa holders do not have backup to demonstrate their rights .

People impacted by this problem describe the impact as:

- *“My employer will terminate my employment tomorrow if I cannot provide a new expiry date. I called Home office again today and they said this issue has been escalated to a different department again but they don't know when it will be fixed”*

Impact Area

The below chart shows the distribution of impact areas for Q2 2026. The reports were coded according to whether the respondent indicated specific area(s) of their life that were impacted.



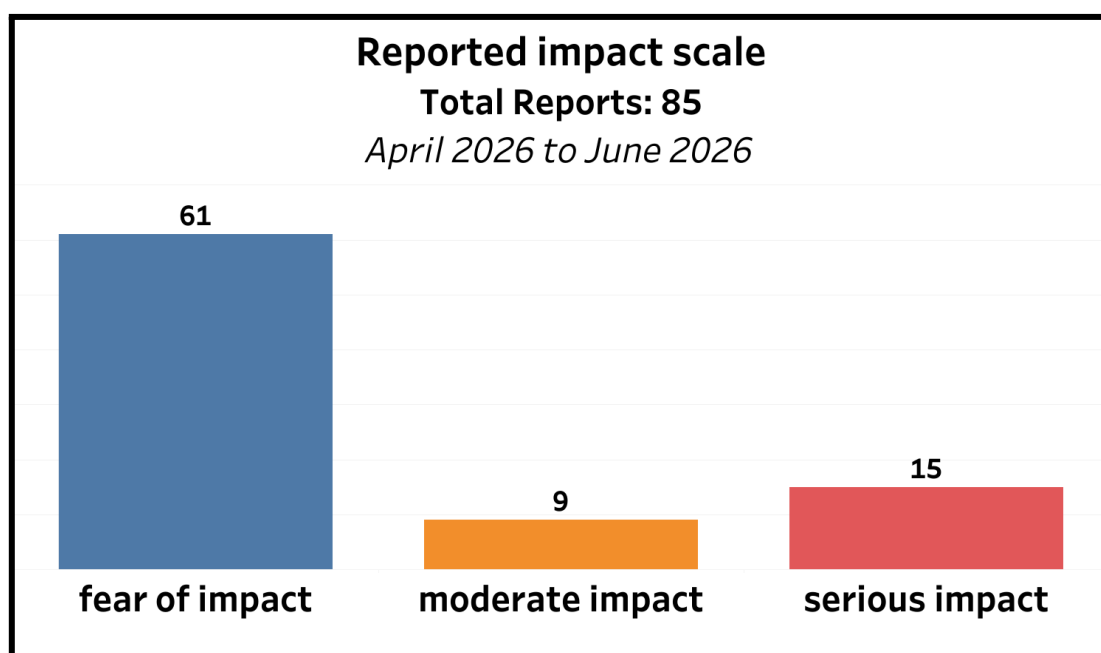
The area with the greatest frequency of impact for 2026 Q2 was travel. The description of this impact area is also captured by the problem category: **Problems proving permission to travel to carriers**. The emotional impact area reflects the feelings of stress, panic, worry or frustration that can accompany problems with eVisas. In 2026 Q2 those who were having problems proving their status to carriers often reported emotional impacts .

People who reported concerns about work describe the experience as:

- *"I have a job offer and the recruitment team claims the share code i have provided has been rejected. Everything seems to be in order with my status when I login so really don't understand what's going on"*
- *"I have a eVisa . But i cannot get a share code, so I cannot start a new job. My new employer insists that I have a share code. I am unable to work, even though I have legally worked in the UK for 23 years."*

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:

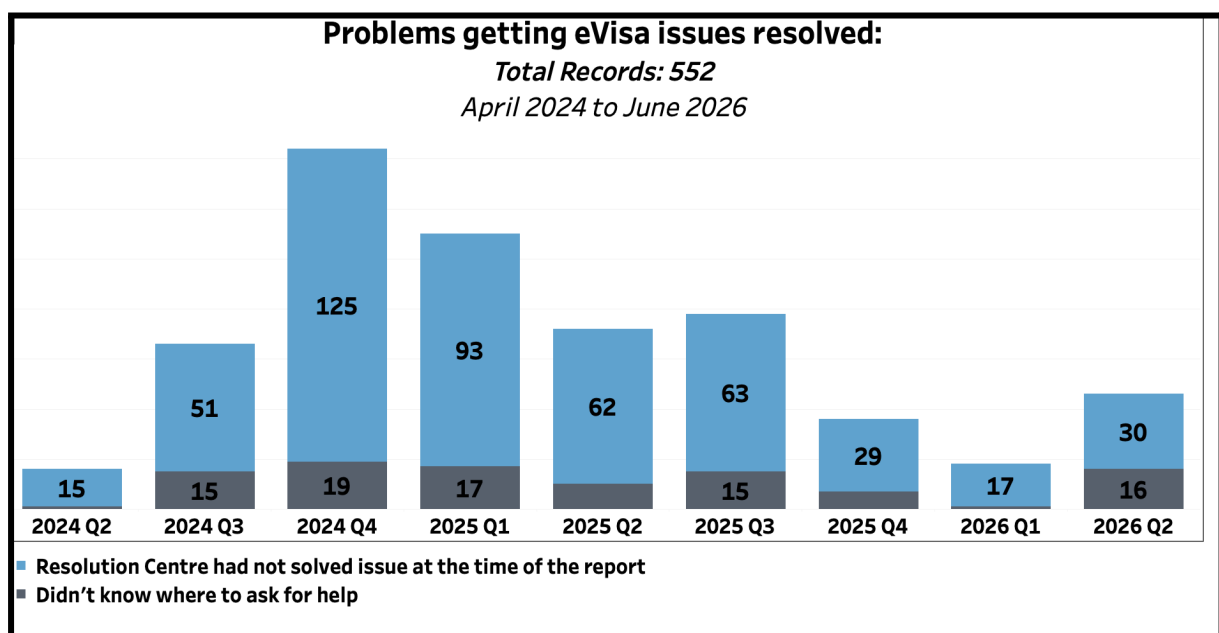
This category of impact includes people who were in vulnerable situations due to their eVisa problem. Examples include people who were dismissed from jobs, denied boarding a flight back to the UK or unable to access support.

- *"When trying to obtain a share code (on my mobile and from the staff member's mobile) via the gov site, we both got an error message (the website came up blank with an error + code).*

When trying to access the share code via the UK Immigration app, I was prompted to do an update. When trying to do this, I was directed to scan the QR code from “my device” – I only had one device with me so was unable to do so. I then phoned my husband at work back in the UK to try and get him to log in from his laptop to obtain a share code. This miraculously worked; however, at this point so much time had elapsed that the boarding gates had been closed and I was not permitted to get on the plane – still standing on the tarmac.”

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:



People who struggled with getting help reported that:

- “several times - via webchat - everybody keeps redirecting me back to the UKVI site My dad - I made an application for him to visit the UK. The application was successful but when it came to linking the visa to his UKVI it has been near impossible. My dad is elderly, lives alone and is quite isolated. He is also visually impaired with end stage glaucoma. I still don't have access to his evisathis process is not user friendly especially for disabled people who are not tech savvy.”

Other eVisa news:

Politico - [Britain told EU citizens to trust its settled status system. Then it mixed up identical twins.](#)

Guardian - [Woman stranded in Spain after UK's eVisa system mistakes her for twin sister](#)