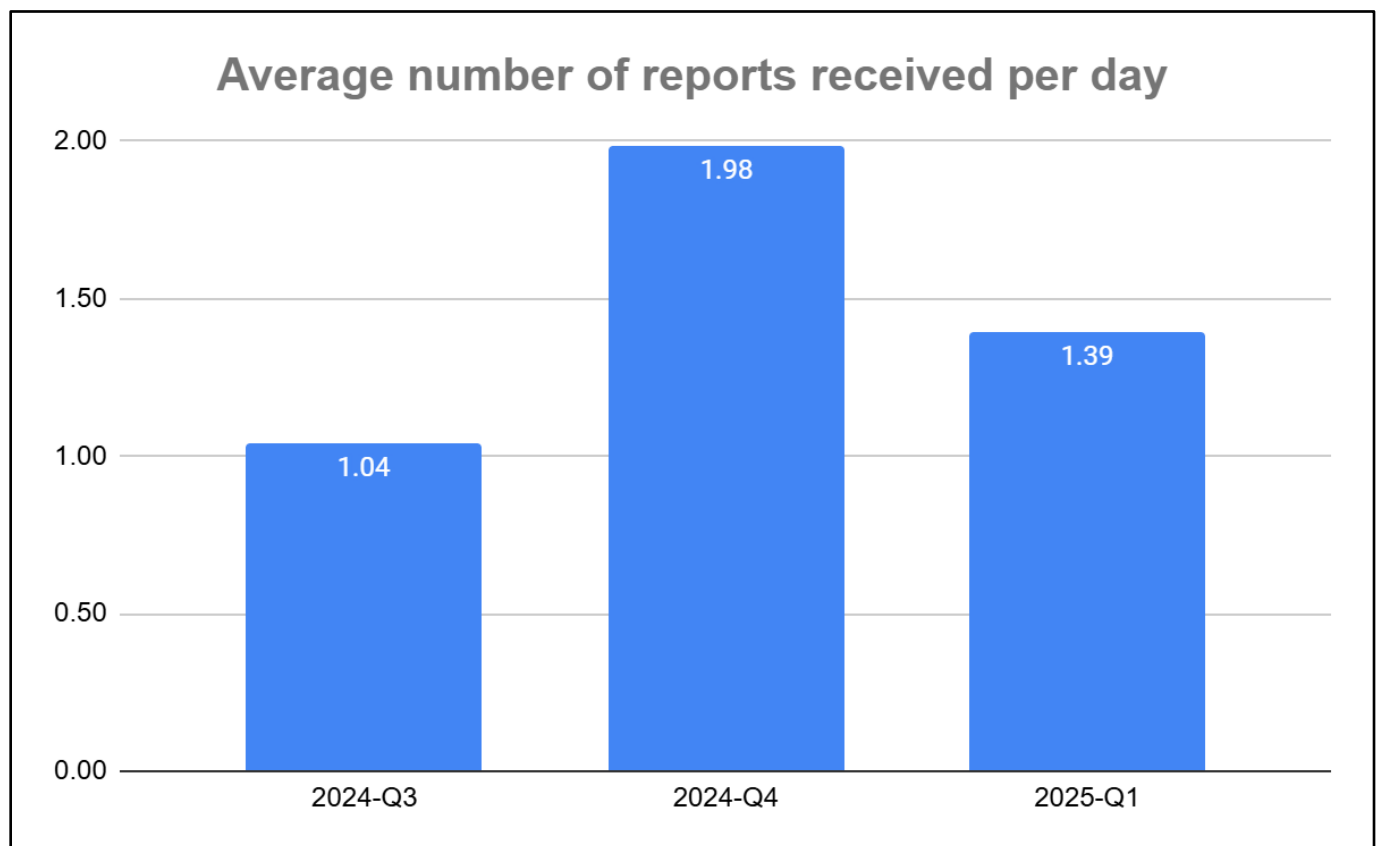


eVisa problems

Interim snapshot as per 27 April 2025 of reports submitted via <https://www.evisa-problems.org.uk/>

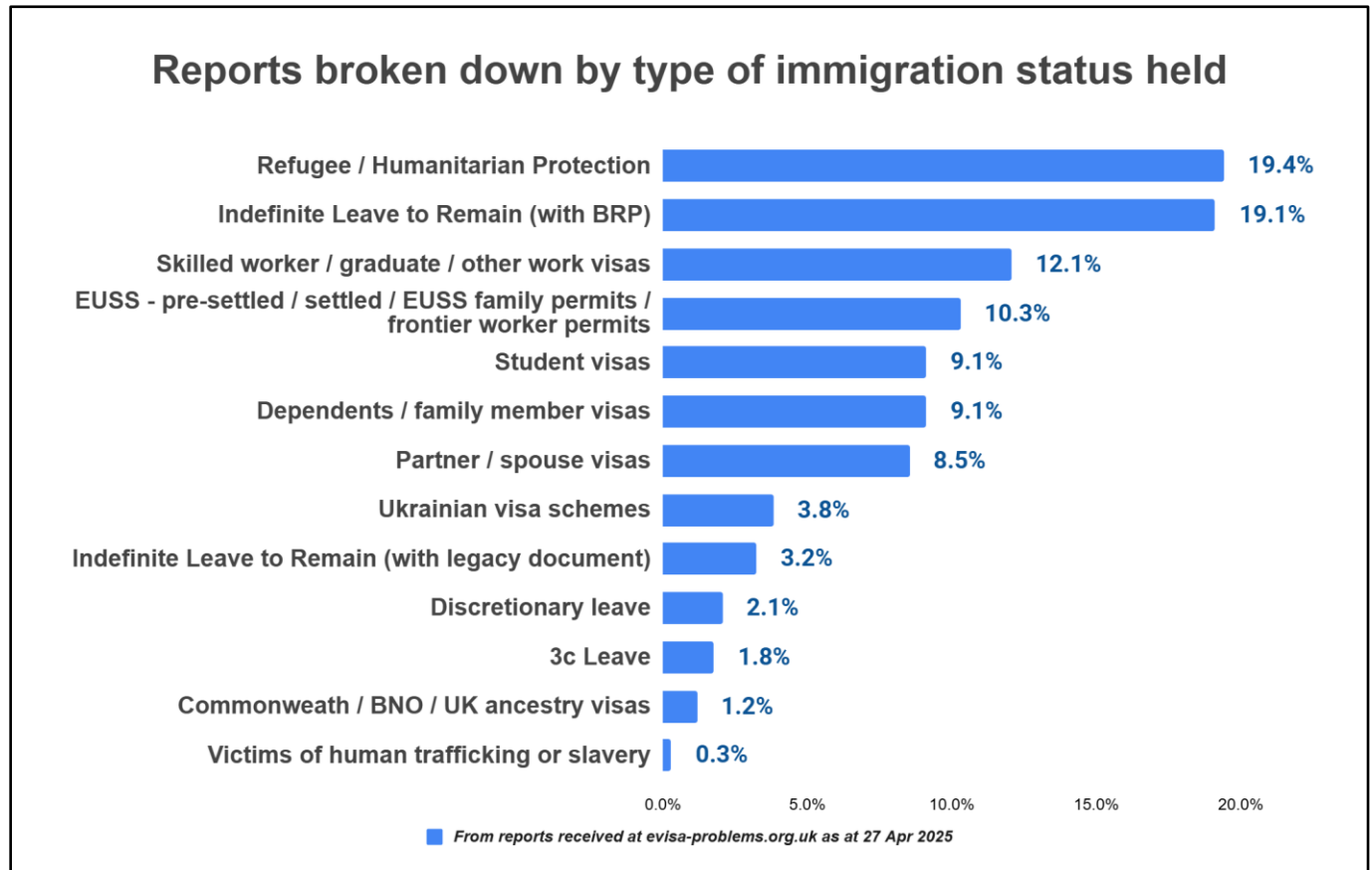
Number of reports

The reporting website, created by ILPA and the3million, was launched at the end of June 2024. As at 27 April 2025, 428 reports were received, an average of 1.4 reports / day overall. In 2025-Q1 (Jan-Mar), the volume of reports was lower than in 2024-Q4, which contained the months leading up to the 31 December 2024 deadline when almost all Biometric Residence Permits and Biometric Residence Cards expired.



What types of immigration status do those who report eVisa problems hold?

Problems are reported across the board, but almost 20% of reports are from (or on behalf of) those with Refugee or Protection status.



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

Accessing an eVisa involves three steps, as explained in [Home Office guidance](#)¹ and demonstrated in the video [Create, link and access your eVisa](#)²:

- **Create a UKVI account**, where the person has to provide information such as personal details, email address, telephone numbers, and whether they have / had a Biometric Residence Permit (BRP), as well as choosing which identity document they want to use to confirm identity. At the end of this stage, the person should receive an email explaining the next stage.
- **Confirming identity**, this is the first step in the “Link your eVisa to your account” stage. where the person has to use a smartphone app, “**Uk Immigration: ID Check**” app, to scan their chosen identity document. This will only work where the identity document has a biometric chip - the alternative is to try again with another identity document, otherwise the identity document must be sent to the Home Office.
- **Linking the account to the eVisa**, this is completing all the remaining steps in the “Link your eVisa to your account” stage, such as entering BRP number or other Home Office reference number, contact preferences and security questions.

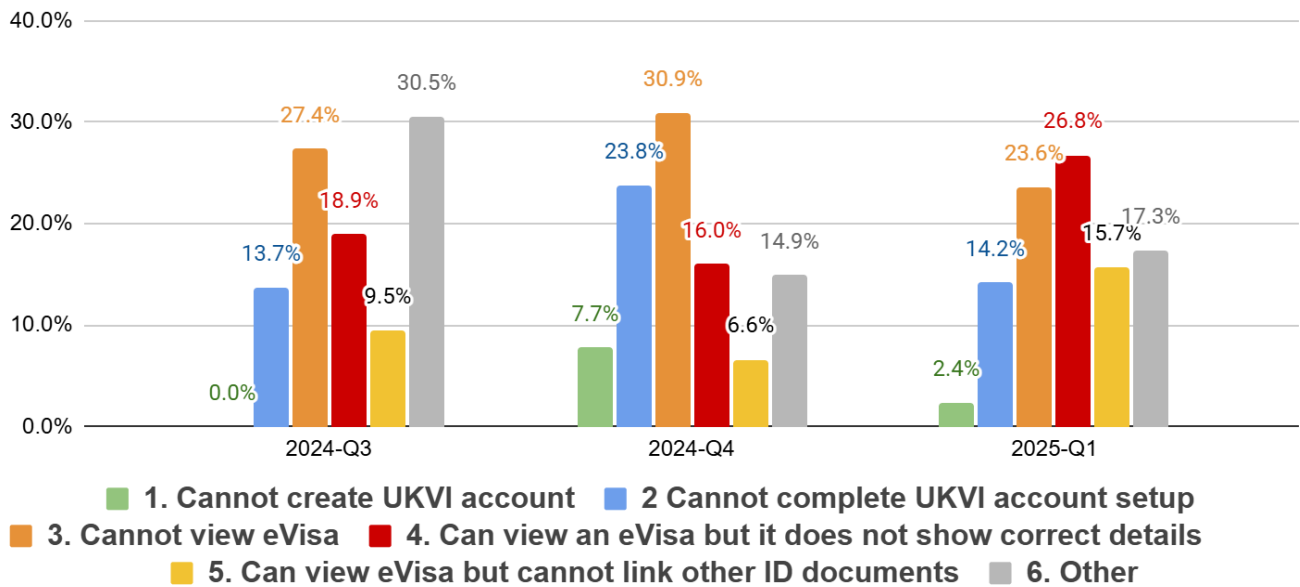
All reports are categorised into 6 groups:

1. **Cannot create UKVI account** - Unable to complete the first stage above, i.e. not reaching the stage of receiving a Home Office email saying the UKVI account is set up.
2. **Cannot complete UKVI account setup** - Unable to complete the second/third stages above, i.e. not reaching the stage of receiving a Home Office email saying the eVisa is now ready to view.
3. **Cannot view eVisa** - Receiving an error when trying to log onto View & Prove, despite having received an email from the Home Office saying the eVisa is ready to view
4. **Can view eVisa but it displays the wrong details** - for example someone’s status type, name, photo or expiry date is incorrect.
5. **Can view eVisa but cannot link other identity documents to it** - e.g. problems trying to link a renewed passport to an eVisa
6. **Other** - Some reports do not fit into the categories above. For example, some people with EUSS status were confused by Home Office emails and tried to create a UKVI account when they already had one. Or people whose eVisa works correctly but who were challenged when trying to travel back to the UK.

¹ <https://www.gov.uk/guidance/online-immigration-status-evisa>

² <https://www.gov.uk/government/publications/how-to-create-link-and-access-your-evisa-in-3-steps-video>

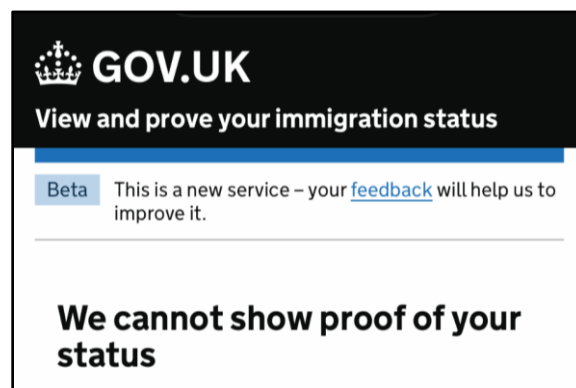
Changes in distribution of problem-category over time



The distribution of these groups has changed over time. The chart above shows the distribution in each of the three calendar quarters Jul-Sep 2024 (2024-Q3), Oct-Dec 2024 (2024-Q4), and Jan-Mar 2025 (2025-Q1).

In 2024-Q3, the 'Other' category had the highest number of reports, because lots of people were reporting anxiety and confusion around whether and how they could set up an eVisa.

In 2024-Q4, the biggest category was around not being able to view the eVisa - many people reported having gone through all the required steps, receiving an email from the Home Office that their eVisa was ready to view, only to then be confronted with the following error:



In 2025-Q1, we have seen a sharp increase in two categories where people can view their eVisa, but it does not show the correct information, or they cannot link their other ID documents to their UKVI account.

Our two reports contain more detailed descriptions of problems encountered in the first two quarters.

- [28 November 2024](#)
- [13 January 2025](#)

Considering the 2025 Quarter 1 data (January - March 2025), the most common problem category is now the eVisa showing incorrect data.

eVisa shows incorrect data

The Home Office directs people to use their error reporting form: <https://www.gov.uk/report-error-evisa>.

The auto-reply that people receive when reporting an error through this form used to say that errors should be fixed within 10 working days. At some point, this text was changed to:

We are currently receiving a very high volume of enquiries and as a result, we are not able to respond within our published timeframes.

A Freedom of Information Request to request information about numbers of problems reported through this form, and time taken to fix errors, was refused on the basis that the data is not held in a reportable format, or would take too long to compile - see https://www.whatdotheyknow.com/request/problem_with_evisa.

Some reports show that someone's status can look correct one moment, but then change and become incorrect at a later date. The3million has raised this as a fundamental problem for many years - people become extremely anxious about their dependence on a status 'in the cloud' that is unstable and can become inaccessible without warning.

Examples of reports in 2025-Q1 where eVisa details are incorrect include:

- *"our client was granted refugee status, but there is no mention of that or protection leave anywhere on the visa. More importantly the e-visa says no recourse to public funds, but as a refugee client is entitled to access public funds."*
- *"eVisa states no access to public funds - this is an error. Reported to Home Office but response confirmed that the eVisa was correct. This means they cannot access homelessness support."*
- *"I have submitted an application to update my eVisa name (As a refugee without identity document) and the UKVI updated my name on my eVisa after 4 months. But recently they changed my name back to my old one on my eVisa and without any notification. I am applying for a Refugee Home Office Travel Document, if my eVisa name does not match to my application form it will result in refusal and I am unable to travel aboard. If this situation happens when I travelling aboard may result in deniel to boarding the plane."*
- *"i got my refugee status on end January. I havent gotten my evisa details. But until last week i could access it which showed my new refugee status and expiry in 2030. And get share codes."*

This week when i sign in i can only see my old BRP particulars and expiry on 31st Dec 2024 with my refugee status not showing and my share codes generating button has disappeared. I am under the asylum system. I havent got my eviction letter but now cant apply for jobs / rent or anything as my status no longer shows n no share codes to generate. "

- *"Still shows my visa as expired on 24 December 2024 - it was renewed in early Dec 2024 until July 2025, but not updated on eVisa as yet. I've requested a change, had that escalated (after waiting 10 working days) and a further 10 working days later nothing has been resolved."*

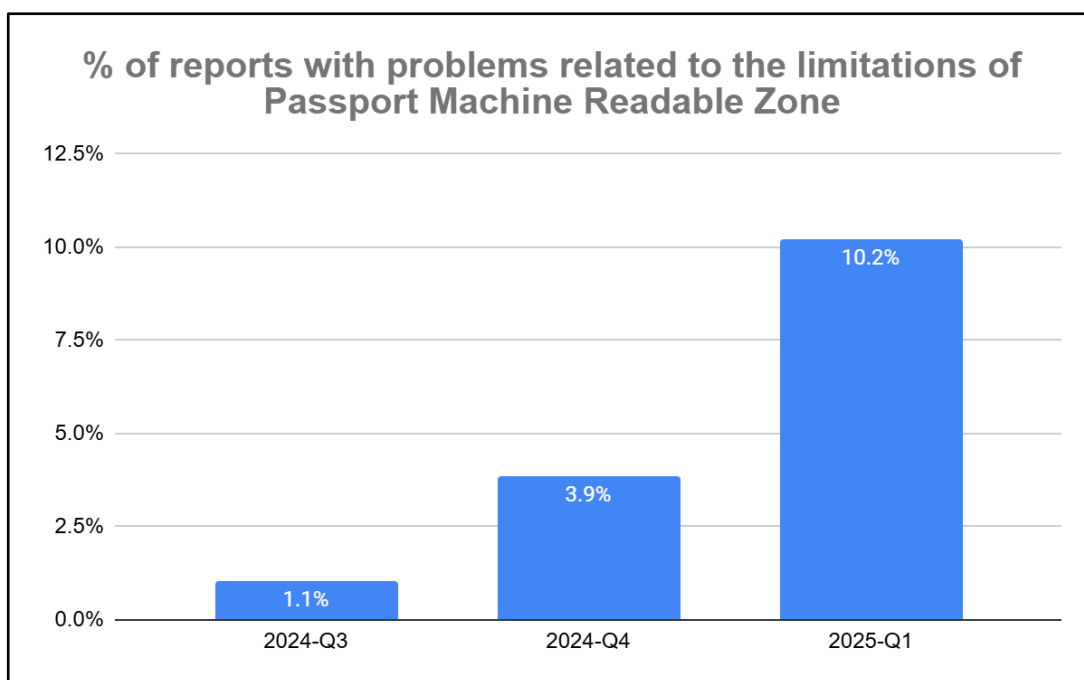
MRZ - VIZ problems (name discrepancies)

Another emerging theme is problems around updating eVisas with identity documents, where there are minor differences between someone's full name as displayed in the 'Visual Inspection Zone' [VIZ] of their BRP/BRC/passport or other identity document, and as displayed in the 'Machine Readable Zone' [MRZ].

Problems in this area accounted for 5.6% of the total reports submitted to <https://evisa-problems.org.uk>, but **10% of the reports submitted in Q3 of 2025**.

Some examples of where this gives problems are:

- names in the MRZ are truncated
- people have only a given name but it is recorded as surname
- surname and given names are swapped
- the MRZ transliterates characters with accents or other diacritical marks

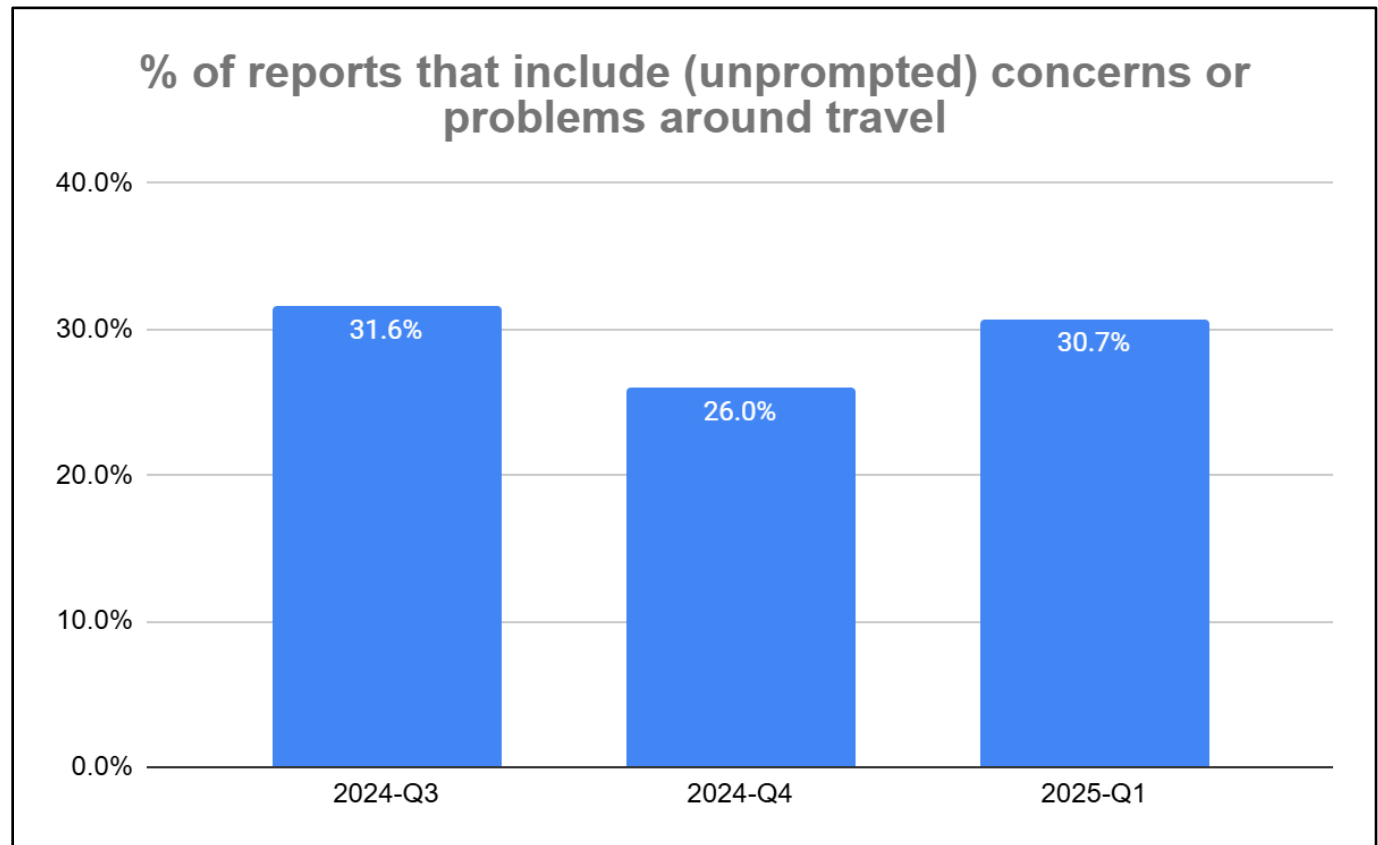


Some examples of reports include:

- *"I have renewed my passport and have tried to update my e-visa account to my latest passport. However this has been refused on the basis that my name has changed. I have checked the old and new passports and my name is shown exactly the same on both. However, my name appears slightly differently in my e-visa because I have a very long name and it was too long to fit into the e-visa name box due to restrictions to the number of characters you can put in the name box."*
- *"Tried to update e visa as it kept coming up as my middle name was included in my surname. Had to create a new ukvi account with passport. I'm about to loose my job and if no income I will loose my home. I have two children and a baby on the way. As a family this is putting huge stress on all of us. Ukvi have not helped one bit. I have asked the ukvi and I keep getting passed on to try the same number but different options however all seem to not know what they are doing."*

Travel concerns / problems

We continue to see a lot of reports that mention concerns or problems around travelling:



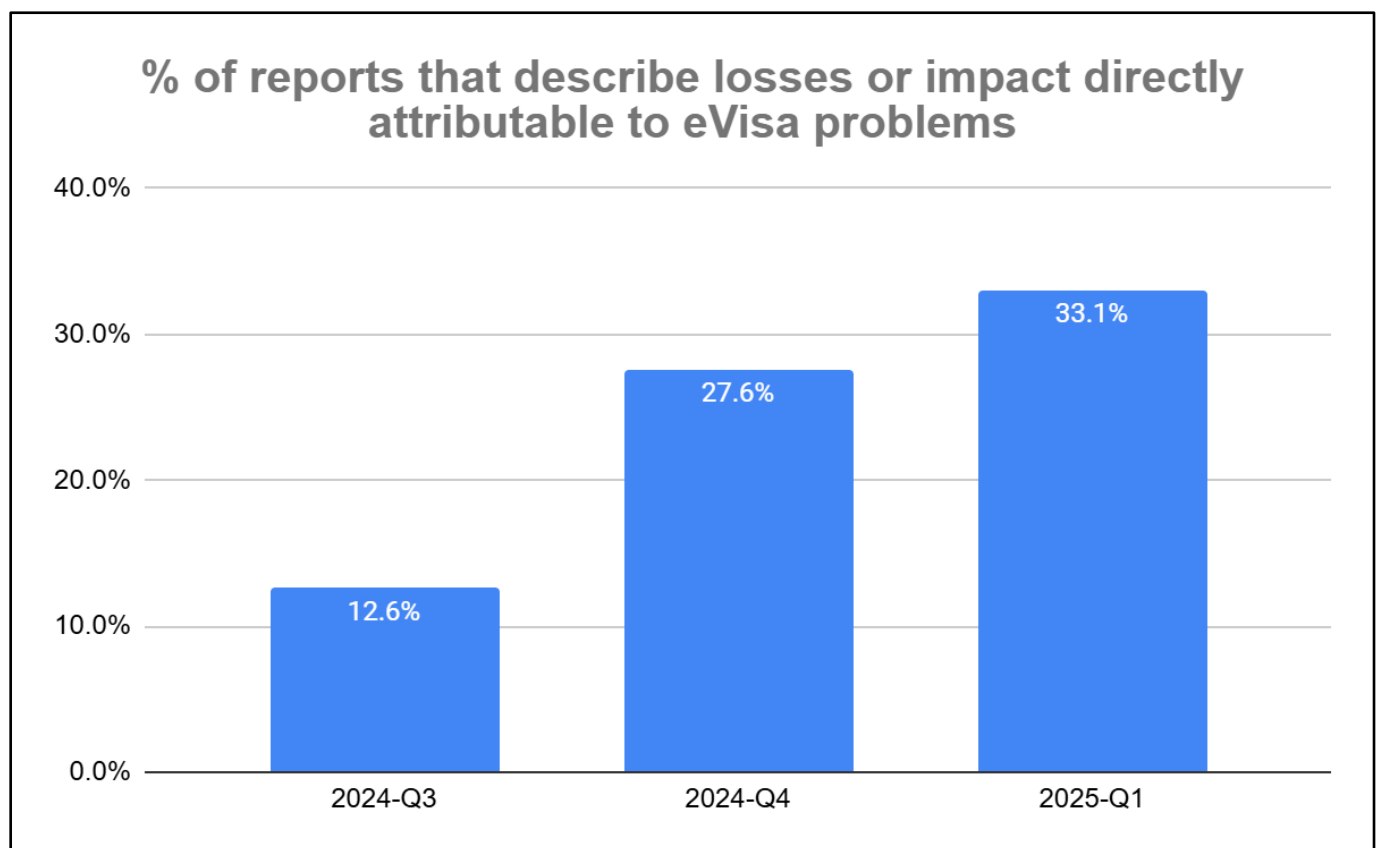
Examples of reports include:

- "this afternoon checking in for flight with SAS from Stavanger, Norway to Aberdeen. They wouldn't accept the evisa as no number on it. They had heard of the share code but could not input it in their system. The only way they managed to check me in was using the number on my now expired BRC. They knew that these were still valid until end of March but they said without that they could not have checked me in so worried about next time I travel. Very stressful. Without the card I don't think it's going to work next time."*
- "Despite holding Indefinite Leave to Remain (ILR) for seven years, my status is incorrectly listed as "Dependent." Under the Type of Permit, it is listed as Settlement, and in the Remarks section, it states "Indefinite Leave to Remain." However, my status remains inaccurately recorded as "Dependent," which does not reflect my actual immigration status. Due to this error, I have suffered significant financial loss, stress, and disruption to my life. I had booked a holiday to [xxx] in February, spending £1,500 on flights and accommodation. Before booking, I checked multiple times with the relevant Embassy, which confirmed that, as a holder of Indefinite Leave to Remain (ILR), I did not require a visa. However, due to recent rule changes, following the expiration of BRP cards at the end of 2024, my status had to be verified using the new eVisa system and a share code. When I attempted to travel, I was denied boarding because my eVisa status incorrectly showed "Dependent" instead of ILR. Despite holding ILR for seven years, I was told that I needed to have ILR in order to travel. As a result of this mistake, I was unable to fly, lost all the money I had spent on my holiday, and experienced severe stress, anxiety, and disruption to my plans. This has had a serious impact on my personal and professional life."*

- *“Personnel at Gran Canaria airport refused to check my status in the UK using a Share Code. They said, “We can’t check that online”, which I found untrue as they had work stations connected to the Internet. I was wrongfully denied boarding. The flight was scheduled and confirmed and I was able to check-in using the BA application and my ID card three hours before the flight. No one from British Airlines or the airport personnel came to me to explain my rights in such a situation. There was no poster either explaining the Air rights of EU citizens. I spent the night in the airport and incurred an unexpected cost of £840 in order to return to London. I purchased two one-way tickets, from Gran Canaria to Madrid and from Madrid to London for the next day.”*

Impact suffered by people

As we are moving further away from the expiry of BRPs and BRCs, we are seeing increased reports that include concrete impacts suffered by people:



Examples of impact include:

- *“I have a problem as I cannot create a share code. My university needs a share code and not anything else, I am missing classes because I cannot get registered, at the risk of withdrawal at the university if I get an Academic failure. Withdrawal means loss of my studying sponsorship which means I would go back to my home country after all the struggle of getting here in the UK. My family expects me to do well in this country so I can give more in return to them”*
- *“When I try to access my account it has been set up with a generic @homeoffice.gov.uk Home Office email address and says that a verification code is being sent there. I didn't understand the letter they sent me asking me for my email address. They already had my email address and I didn't understand that I had to*

send it to them again. I cannot do anything to move on. I cannot open a bank account, I cannot apply for private rentals. I am reliant on Home Office support which will end soon because I have refugee status."

- *"Created account over 2 months ago & still when I log in it says my information cannot be shown. Can't open a bank account. My brp doesn't have my national insurance number on it & have been told that will be on evisa so I can register as a sole trader. Missing out on work. Can't provide for my family. I'm scared to see my parents back in my country incase they don't let me back in."*
- *"There is a spelling mistake in the email used to set up my account - the Home Office misspelled my email address. I reported it along with an error of date of birth and updated my phone number in mid January 2025. Today three and a half weeks later they emailed me to say my date of birth has been corrected. My phone number and my email address are still wrong. I have opened a bank account and have applied for universal credit but the council won't help with my homeless application without an eVisa I can show. I am stuck in an asylum hotel until my eVisa works. I can't access homelessness support."*
- *"I have a student visa for which I applied from the outside of the UK, and was issued with a visa vignette from the 3rd of January 2025, but that will expire on the 3rd of April 2025. The options of creating the account with a Passport or National ID card are not showing there it automatically gets me to the page when they ask for my BRP code, so I can not create the account since I don't have one. I am not able to fully enroll to the university, because of that I don't have a sharecode and couldn't show it to them when they asked me. I can not neither apply for a GP which is very important since I have paid a huge amount of insurance regarding living in London. I am denied to apply for Oyster Card and missed a lot of job opportunities."*
- *"I arrived in the UK in January, under a Skilled Worker Visa to work in an NHS hospital as a nurse. Before traveling, I created an account for my eVisa. However, despite receiving confirmation from gov.uk that my eVisa is available for viewing, I am unable to access it, as my status remains "not yet approved to view."*

I have made multiple attempts to contact the UK Immigration Office, and I was informed that I am experiencing a technical issue, which was expected to be resolved within 10 days. However, to date, the issue remains unresolved. After further follow-ups, I was advised not to submit additional applications while they worked on resolving the problem, yet I have received no further communication or resolution.

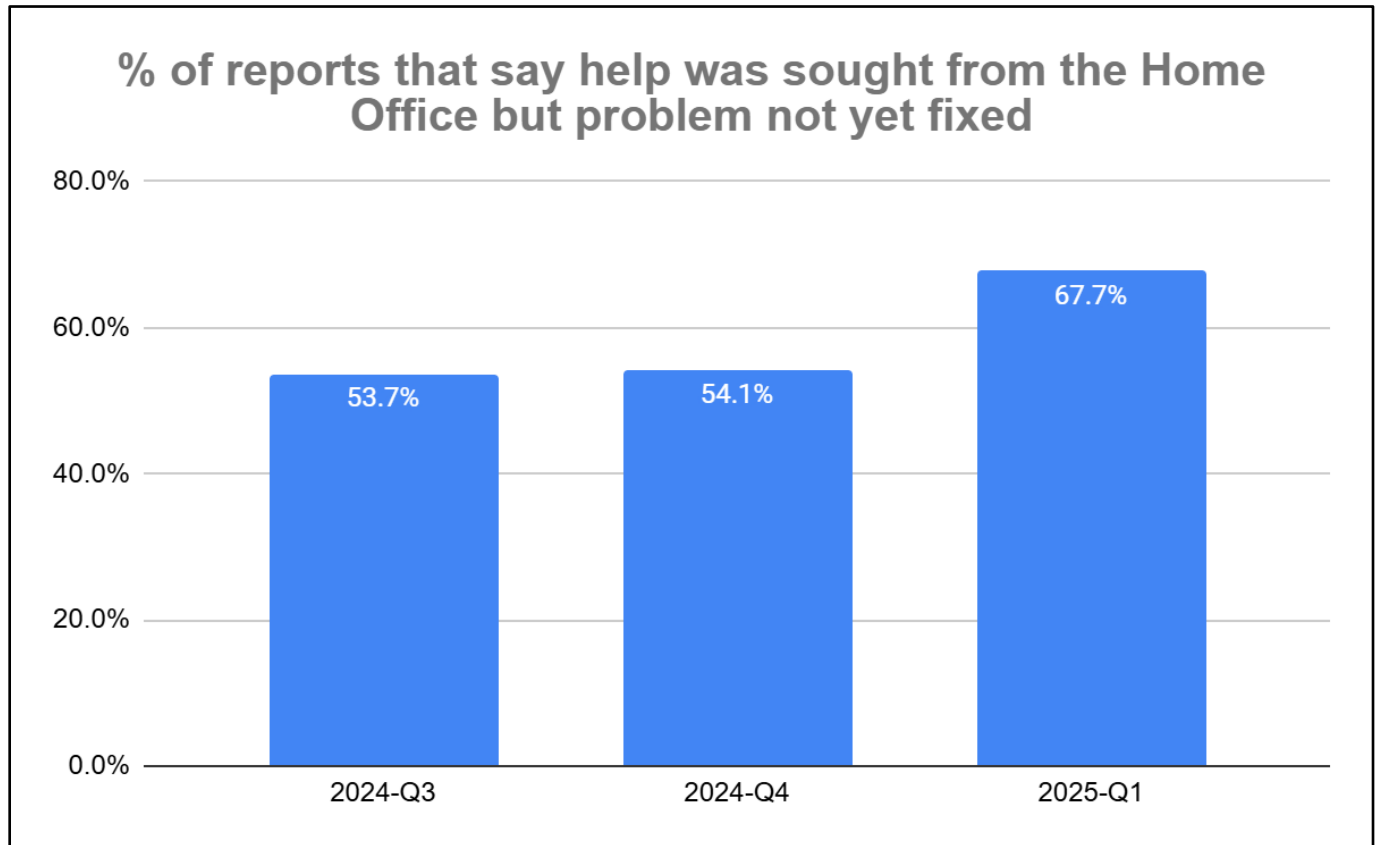
My employer has requested my NIN (National Insurance Number) and confirmation of my eVisa approval before issuing a start date. I have shared the correspondence from the UK Immigration Office, but they insist on receiving the official confirmation of my eVisa approval to proceed with verifying my right to work.

This delay has placed me in a distressing financial and emotional situation. My house rent is due, and being unable to work for over a month has significantly impacted my well-being. I came to the UK fully prepared to start my job, and this unforeseen delay is causing extreme hardship."

- *"His PIP has been stopped since January 2025 and there is a possibility that his Universal Credit will also be stopped as it is [incorrectly] showing that he does not have recourse to public funds."*

Receiving help from the Home Office

And, as described in more detail in [our previous report](#), we continue to receive a lot of comments about people whose problem persists despite having tried to get help from the Home Office:



The reports include a lot of frustration with being unable to speak directly to a person (rather than a bot) who is then also able to properly address the problem being experienced. A lot of people mention getting standardised messages telling them to watch a video, which in most cases people may already have done before trying to report an error, and which in any case does not address their problem.

People also report being passed between the different help channels - the webchat, the error reporting form, and phoning the Resolution Centre.

Examples include:

- *"I have used all the helplines and chat boxes, even emailed. I got an automated response, the person who replied definitely did not read my email as they sent me back an email which had nothing to do with what I asked."*
- *"I tried to speak to the online bot and it oriented me to contact the office, which I did by making a phone call. After a three minute long call, it ended up itself in sending me a link for a video guide of using the system. However this does not help at all as I followed it and still got the system error."*
- *"Yes, the Immigration team helped me using the webchat but it appears the webchat doesnt understand my problem and are just copy-pasting all their answers. They even shut down the conversation without asking us if we are finished with our questions."*

- *“Have logged the error over 8 weeks ago still no resolve. Just get the same generated email every week saying they working on it. Contacted Home office again last week and they said they were going to look in to it urgently and contact me still nothing.”*
- *“I called the Home office and logged my issues as their advisor told me to a few weeks ago. All the reply I received is an email reply from the Home office with a template answer on BRP which has nothing to do with my issues. The issues are not resolved. I tried to call the Home office again this week, but it only gives the template answers and no real person answers my calls.”*
- *“I reported error in e visa to Home Office but even after three months there is no response.”*
- *“called UKVI, they asked to webchat. Did that. they asked to report under error for ukvi website. did that. no reply yet.”*
- *“Used webchat, spoke to resolution centre, told to report error, I have done all of them.”*