

eVisa problems

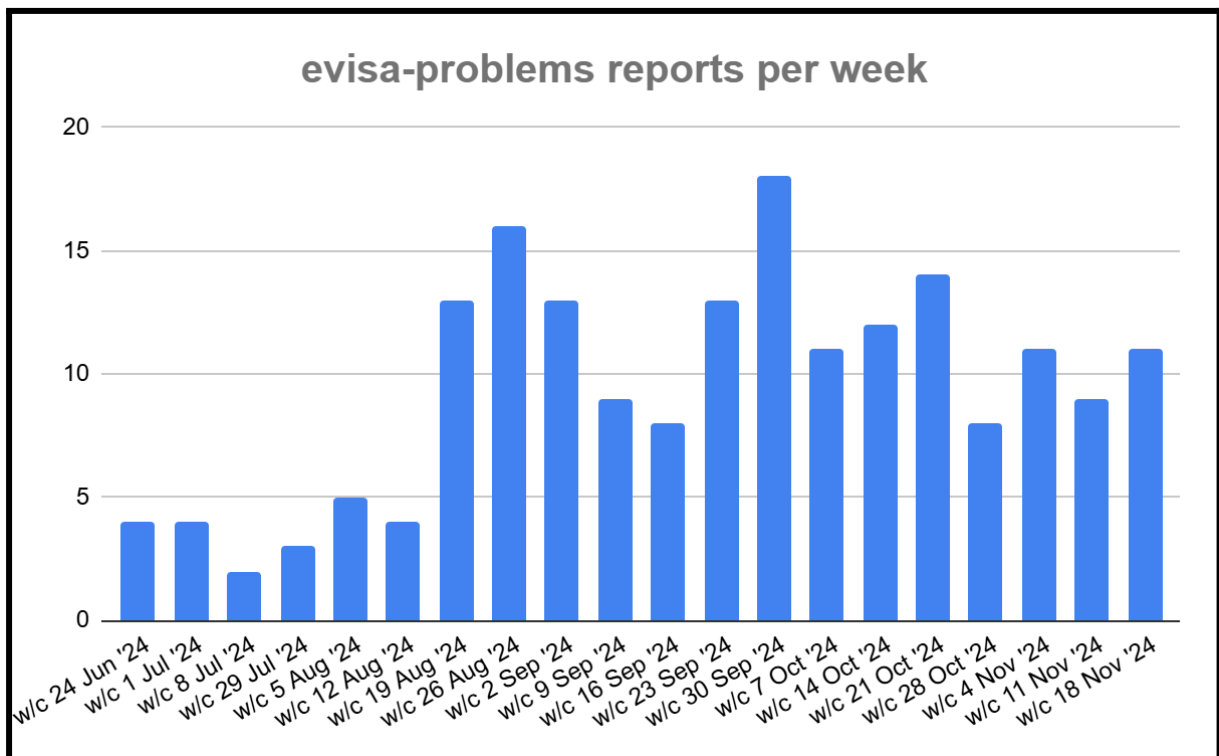
interim snapshot as per 28 Nov 2024 of reports submitted via

<https://www.evisa-problems.org.uk/>

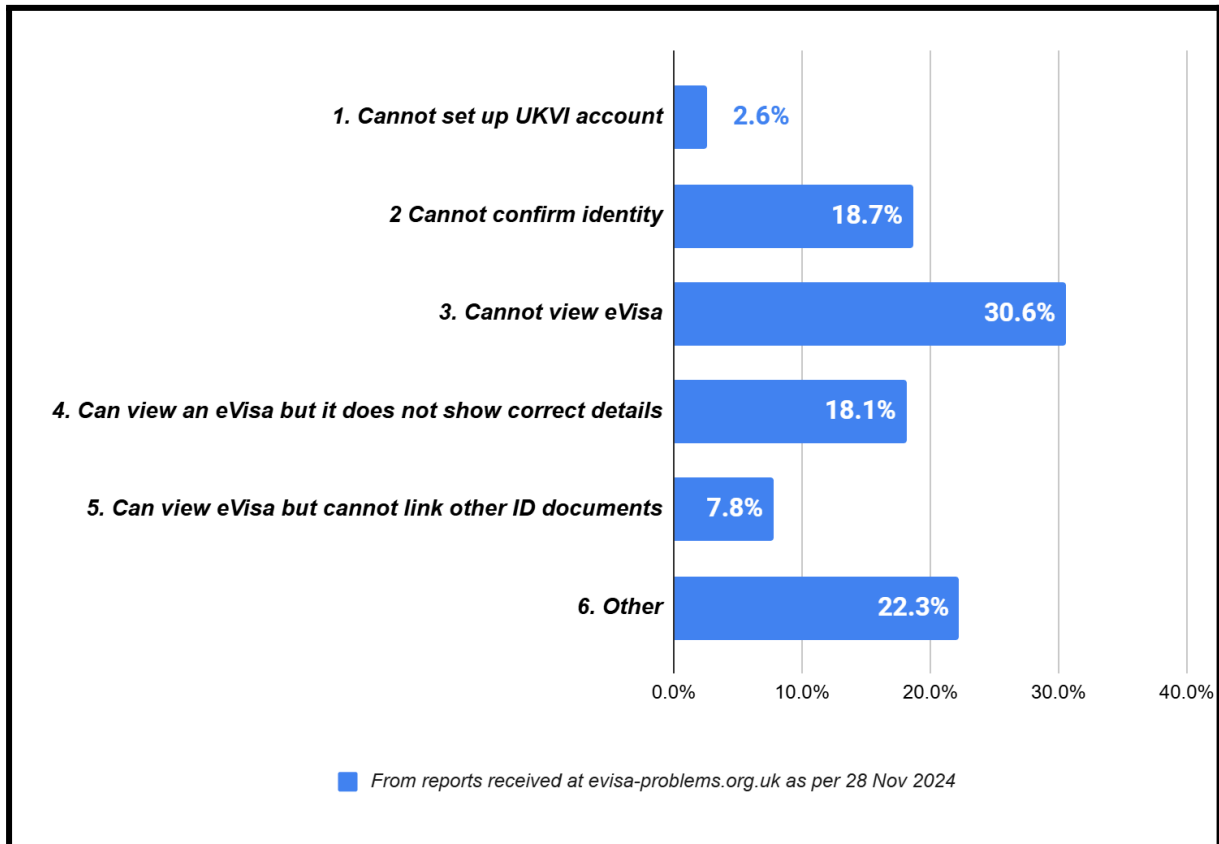
Number of reports

The website was launched at the end of June 2024.

As at 28 November, 193 reports were received, an average of 1.25 reports / day



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



Out of the 30.6% of respondents who said they could not view their eVisa, two-thirds receive the error “We cannot show proof of your status”. A further 9% received a persistent error “There is a problem with the service”.

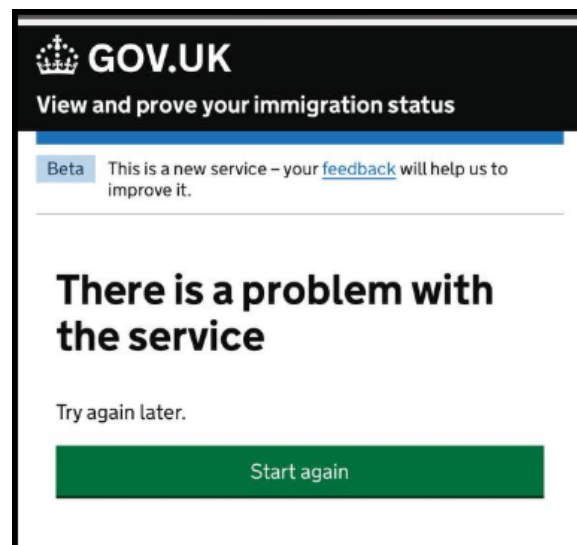
We cannot show proof of your status

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.

There is a problem with the service

Try again later.

[Start again](#)

Impact

Over 56% of reports mentioned trying to get help from the Home Office but not having their problem resolved.

Over 28% of reports mentioned (unprompted) concerns around travel.

As well as reporting much anxiety, over 20% of people reported suffering a concrete impact, e.g.:

- Getting provisional / replacement driving licence
- Denial of boarding
- Loss of job opportunities
- Employment terminated
- DWP cutting benefits
- Refused mortgage
- Bank account restricted
- Obtaining licence that was needed for their profession
- Unable to renew rent lease
- Asylum support terminated
- University stopping an appointment