

### eVisa Communications Partner Pack

December 2024



# Introduction

Dear partners,

The Home Office is replacing physical immigration documents with a digital proof of immigration status – an eVisa - for customers already living in the UK, and for new visa applicants too.

To prepare your customers and stakeholders for this change, we have developed this suite of communications materials to help you share and embed eVisa messages across your channels. All of these can be accessed using the links in this partner pack.

This pack includes:

- An overview of eVisa key messages
- eVisa overview factsheets
- eVisa guides for affected customers
- eVisa social assets and posters

This partner pack will be routinely updated and supplemented by new materials – please use and share them on your channels. It is available in Welsh here.





# eVisa key messages

- The Home Office is developing a border and immigration system that is more digital and streamlined. Using a phased approach to implementing digital services, our aim is that by 2025, people will have a secure and seamless digital journey when they interact with the UK's immigration system.
- Customers who currently use a physical immigration document, such as a biometric residence permit (BRP), or legacy paper document such as a passport containing an ink stamp or a vignette sticker will now need to take action to create a UKVI account to access their eVisa.
- It is free, and straightforward for customers who hold physical immigration documents to create a UKVI account to access their eVisa. Details of how to do this are available at <u>www.gov.uk/eVisa</u>.
- Updating from a physical document to an eVisa does not affect a customer's immigration status or the conditions of a customer's permission to enter or stay in the UK.



# eVisa key messages (continued)

- eVisas are tried and tested, with millions of customers already using them on select immigration routes, such as the EU Settlement Scheme.
- Those who check immigration statuses can already accept a 'share code' to check someone's status using the relevant online services including employers (the <u>right to</u> <u>work check</u>) and, in England, landlords (the <u>right to rent check</u>).
- Others can check an individual's immigration status using a share code provided by the individual being checked using the 'check immigration status' service.
- When presented with a legacy immigration document, like a passport containing an ink stamp, those checking status can direct the individual whose status they are checking to <u>www.gov.uk/eVisa</u> for details of how to access and use their eVisa.
- The Home Office are communicating with customers, those who need to check immigration status, and new visa applicants with further information on the move to eVisas and what it means for them in 2024 and beyond.
- Further information and the latest updates are available at <u>www.gov.uk/eVisa</u>.





# What is an eVisa?

- An eVisa is an online record of a person's immigration permission in the UK, and any conditions which apply, which can be viewed by logging into the 'view and prove' service using their UK Visas and Immigration (UKVI) account. They can also link their travel document (such as passport) to their UKVI account to facilitate straightforward international travel. All BRP holders should visit <u>www.gov.uk/eVisa</u> now to create a UKVI account to access their eVisa.
- Holders of other physical immigration documents, including passports containing vignette stickers or ink stamps (for those who hold indefinite leave to enter or indefinite leave to remain), and BRCs, can also find information here on what they need to do to create a UKVI account to access their eVisa.
- As part of our move to an immigration system which is more digital and streamlined, we stopped issuing any new BRPs and BRCs on 31 October 2024.
- As physical documents that evidence immigration status expire, customers who have created a UKVI account will be able to use the view and prove service to prove their status securely with third parties, such as employers or landlords (in England), and view their immigration status.

## eVisa stakeholder factsheet

### UK Government

December 2024

### eVisas Stakeholder Factsheet Moving to a digital proof of immigration status

#### Key points

- Government is replacing physical immigration documents with a digital proof of immigration status called an eVisa.
- People in the UK who currently use a physical immigration document, such as a biometric residence permit (BRP), or legacy paper document such as a passport containing ink stamps or a vignette sticker (if they have indefinite leave to enter or indefinite leave to remain) should take action to create a UKVI account to access their eVisa in 2024.
- Most new visa applicants now receive access to an eVisa instead of a physical immigration document.
- The move to an eVisa will not impact a person's underlying immigration status.
- Airlines and other carriers are able to accept BRPs and EU Settlement Scheme (EUSS) BRCs expiring on or after 31 December 2024 as evidence of permission to travel to the UK, provisionally until 31 March 2025.
- It is free for people who hold a valid physical or legacy paper document to create a UKVI account to access their eVisa.
- The latest updates and information on these changes can be found at www.gov.uk/eVisa.

### What is changing and when?

eVisas are a key part of delivering a border and immigration system which will be more digital and streamlined by 2025, a change that will enhance the applicant's experience, deliver excellent value, and increase the immigration system's security and efficiency.

The transition towards eVisas is already underway, with millions of people already receiving an eVisa. Most physical documents, such as biometric residence permits/cards (BRPs/BRCs) are being gradually phased out, with most BRPs expiring at the end of 2024.

People with physical proof of immigration status, such as biometric residence permits (BRPs) and passports with vignette stickers or 'wet ink stamps' inside, are encouraged to create a UKVI account now at <u>www.gov.uk/visa</u> to access their eVisa. It is free, and straightforward for those who hold physical and paper documents to do so. After a BRP expires, people with BRPs will still be able to use them to generate a share code through the '<u>Prove your right to work to an employer</u>' and '<u>Prove your right to rent in England'</u> online services for a limited time, and to create a UKVI account to access their eVisa. However, an expired BRP does not offer the full benefits of an eVisa.

Airlines and other carriers are able to accept BRPs and EU Settlement Scheme (EUSS) BRCs expiring on or after 31 December 2024 as evidence of permission to This factsheet presents an overview of eVisa changes for stakeholders and impacted customers. It includes information on:

- What is an eVisa
- Who needs to take action
- What customers will need to do
- Those who check immigration statuses
- Sources of further information





## eVisa status checker factsheet

Miss UK Government

December 2024

#### An eVisa Guide for anyone required to check immigration status in the UK

Key points

- Government is replacing physical immigration documents with a digital proof of immigration status called an eVisa.
- Transition to eVisas also means a change for individuals and organisations that check immigration status, who will see an increase in people presenting them with share codes to prove their immigration status rather than physical documents as proof of their immigration status.
- Biometric residence permits (BRPs) and biometric residence cards (BRCs) cannot be accepted as evidence of a right to work and right to rent (in England).
- · Guidance is available for those who need to check immigration status.
- People in the UK who currently use a physical immigration document, such as a biometric residence permit (BRP), or legacy paper document such as a passport containing ink stamps or a vignette sticker (if they have indefinite leave to enter or indefinite leave to remain) should take action to create a UKVI account to access their eVisa in 2024.
- Airlines and other carriers are able to accept BRPs and EU Settlement Scheme (EUSS) BRCs expiring on or after 31 December 2024 as evidence of permission to travel to the UK, provisionally until 31 March 2025.
- Most new visa applicants now receive access to an eVisa instead of a physical immigration document.
- · The latest updates and information can be found at www.gov.uk/eVisa.

This guide is designed for organisations and individuals ('status checkers') who are required to check the immigration status of people in the UK. British or Irish citizens, who hold a British or Irish passport, do not need an eVisa or a UKVI account and do not need to do anything. They should continue to use their passport to prove their status in the UK.

### What is changing?

eVisas are a key part of delivering a border and immigration system which will be more digital and streamlined by 2025, a change that will enhance the applicant's experience, deliver excellent value, and increase the immigration system's security and efficiency.

The transition towards eVisas is already underway, with millions of people already receiving an eVisa. Most physical documents, such as biometric residence permits/cards (BRPs/BRCs) are being gradually phased out, with most BRPs expiring at the end of 2024.

Those with physical proof of immigration status, such as biometric residence permits (BRPs) and passports with vignette stickers or 'wet ink stamps' inside, are encouraged to create a UKVI account now at <u>www.qov.uk/visa</u> to access their This factsheet presents an overview of eVisa changes for those required to check immigration status. It includes information on:

- What is changing for checkers
- Guidance for employers, landlords, and other checkers

### You can download the factsheet here

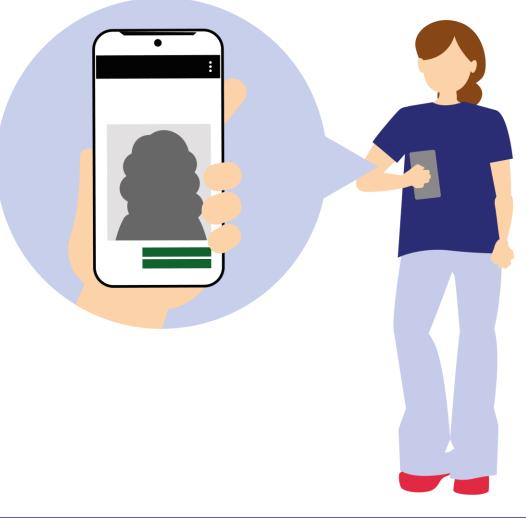


# Stakeholder eVisa guides

These guides provide key information about eVisas for impacted customers based on the physical or legacy paper immigration documents that they hold:

- eVisa brief overview
- An eVisa guide for Biometric Residence Permit (BRP) customers
- An eVisa guide for holders of passports containing ink stamps, vignette stickers, and other legacy paper documents
- An eVisa guide Biometric Residence Card (BRC) customers

You can download these guides here



# **Social media assets**

These static graphics are available in standard Instagram and X formats. There are more static graphics which can be shared on your social channels at the link below.





### Suggested social post copy

1. Adults can help children who hold BRPs to gain access to their eVisa. If you are planning to travel internationally this festive season, take action now at <u>GOV.UK</u>.



2. If you use an eVisa to prove your rights, and plan to travel internationally, make sure you update your UKVI account with the travel document you'll be travelling with, using the update my details service on <u>GOV.UK.</u>

You can download these graphics and others here

## eVisa Posters

Four posters have been developed to support eVisa communications, carrying the following information:

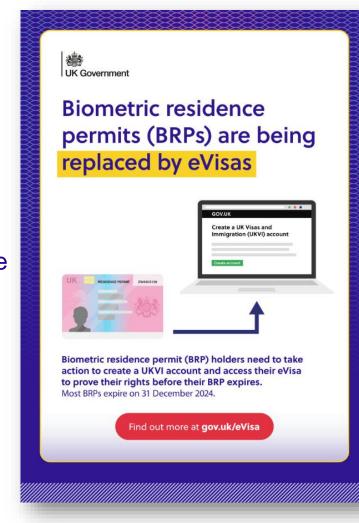
- An overview of the transition to eVisas
- A poster aimed at BRP holders
- A poster aimed at legacy paper document holders
- A poster on updating UKVI accounts with new passport details before travel

There are also two editable posters that stakeholders can edit/amend, with instructions on their use, to advertise events they are running to help vulnerable customers access their eVisa.

If you are a grant funded organisation, please use the "Funded by UK Government" versions we have already issued you with.

You can download the standard posters here

You can download the editable posters <u>here</u>



## eVisa Videos

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Watch on 🕒 YouTube

A <u>series of videos</u> is available on GOV.UK and the Home Office YouTube channel to provide an engaging summary of the eVisa changes for customers.

Videos are available on key eVisa topics, and are designed to be viewed, shared, and embedded in stakeholder websites.

<u>What is an eVisa?</u>	How to create a UK Visas and Immigration (UKVI) account and get access to your eVisa	<u>How to Travel With Your</u> <u>eVisa</u>	<u>How to prove your</u> immigration status with an eVisa
What is an eVisa? Copy link Copy link Tour Immigration Status	Item to create a UK Visas and Immigration (UKVI) account and get a Core into the core of	How to Travel With Your eVisa	How to prove your immigration status with an eVisa Copy link

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## **Translated Assets**

As part of the eVisa marketing campaign, we have produced versions of some of our marketing products translated into Bengali, Hindi, Punjabi, Urdu and Chinese.

These include posters, leaflets and digital social media assets.





## eVisa FAQs Document

UK Government

Correct as of 4 December 2024

#### Creating a UKVI account

#### What document is best to use to create a UKVI account?

- Guidance on creating a UKVI account is available at: <u>gov\_uk/eVisa</u>. People can also <u>watch a video</u> on how to create a UKVI account and access their eVisa.
- In brief, people can create their UKVI account using either:
  - o Their BRP
  - o A valid passport and their BRP number (if they have lost their BRP)
  - A valid passport and their visa application number (if they have lost their BRP and do not know their BRP number).
- If they do not have their visa application number or BRP number, they will be directed to the 'Request Your Reference' service as part of the account creation process at <u>Get access to your eVisa - GOV.UK (www.gov.uk)</u>.
- Those who have previously been issued a BRP but no longer have it (e.g. it has been lost or stolen) and have no valid passport to verify their identity, can now also create their UKVI account here: <u>Get access to your eVisa - GOV.UK</u> (www.gov.uk)
- As part of the process, they will be redirected to a webform to provide their personal information and will then be invited to attend a video interview to verify their identity.
- Those granted permission since 1 November 2024 will not have received a BRP as we ceased issuing new cards on 31 October. If they do not have a valid passport, they will have their UKVI account created for them by the Home Office.

### Do people need to wait for an email from UKVI before they can create a UKVI account?

 No – a person with a BRP can create a UKVI account immediately to access their eVisa. If they do not have a BRP they can use their passport and visa application number: Unique Application Number (UAN) or Global Web Form (GWF). A person who does not have their reference number will be able to request a reference number through the UKVI account creation process. If they state that they do not have the reference numbers during the account creation process, they will be directed to the Request Your Reference service. A detailed selection of frequently asked questions on eVisa topics including:

- Using a UKVI account & the view and prove service
- eVisas and families/children
- No time limit applications

And a wide variety of other topics, in detail.

### You can download the FAQs here

## eVisa toolkit for employers

### UK Government

November 2024

### eVisas Employer Toolkit

This toolkit provides a written model copy for UK-based employers to use when communicating with their employees about the move from physical immigration documents to eVisas.

It comprises:

- An email to send to employees who currently hold a visa about the eVisa changes
- Content about eVisas for use on employer intranets

Further information about the move to eVisas can be found at <u>www.gov.uk/eVisa</u> and resources for employers and employees, including social media content to post and share, is available to download in the eVisa <u>Partner Pack</u>.

#### 1. Model email to employees on eVisa changes

#### Dear colleagues,

The Home Office is currently replacing physical immigration documents with a digital proof of immigration status called an eVisa. As part of the move to eVisas, anyone who uses a physical immigration document to evidence their immigration rights in the UK and who does not already have a UK Visas & Immigration (UKVI) account will need to take action to access their eVisa.

If you currently prove your immigration status using a biometric residence permit (BRP), or you have indefinite leave to enter or remain and use a passport containing an ink-stamp or visa vignette sticker, please visit <u>www.gov.uk/eVisa</u> to create a UKVI account to access your eVisa. You should do this even if you have recently applied to renew your visa, or your BRP. If you have a biometric residence card (BRC) and hold status under the EU Settlement Scheme, then you will not need to take any action other than keeping your <u>UKVI account up to date</u> with your latest passport and contact details. The move to an eVisa will not impact your underlying status.

Creating a UKVI account is free, straightforward, and will not usually require you to send any documents to the Home Office. An eVisa is a secure, convenient way to prove your rights, and cannot be lost, stolen or tampered with. If you do not take action to create a UKVI account to access your eVisa, you may face unnecessary delays when demonstrating your immigration status. This toolkit provides written model copy for UK-based employers to use when communicating with their employees about eVisas.

### It includes:

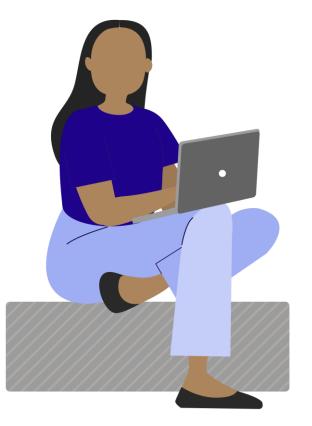
- An email to send to employees who currently hold a visa about the eVisa changes
- Content about eVisas for use on employer intranets

### You can download the toolkit here

# eVisa Help and Support

Help is available for those who need support to transition from using physical immigration documents to eVisas:

- The Resolution Centre, where support can be accessed through our webchat function at <u>www.gov.uk/eVisa</u>.
- Anyone who does not have internet access or does not have access to a device like a computer, laptop or smart phone, can get help through the Assisted Digital service, with details also at <u>www.gov.uk/eVisa</u>.
- Charities and voluntary organisations across the UK are also being funded to provide free help and information to vulnerable people who need to create a UK Visas and Immigration (UKVI) account and access their eVisa. Full details of this support is available <u>here on GOV.UK</u>.



# eVisa GOV.UK webpage





For official updates on eVisas, we recommend directing your audience to <u>www.gov.uk/eVisa</u>.

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This webpage will be updated with the latest information on eVisas, including information for impacted customers on how to create a UKVI account.



Subscribe to this page for notifications of the latest updates, allowing you to stay informed.

