

eVisas

Since Spring 2024, the Home Office has begun the phasing out of physical immigration documents. These are being replaced by a digital proof of immigration status known as eVisas.

If someone has a Biometric Residence Permit (BRP) or indefinite leave to enter/remain in the UK using a passport with an ink stamp or vignette sticker, they will need to create a UKVI account to access their eVisa [Get access to your eVisa - GOV.UK](#). They are advised to do this before their current physical document expires.

The expiry of a physical immigration document does not impact someone's actual legal status, but this may not be widely understood by individuals or service providers and could cause difficulties for residents who have not transitioned to an eVisa.

Once an eVisa is in place then government agencies such as the DWP, HMRC, DVLA will be able to retrieve information about an individual's status online. Equally an individual will be able to evidence their immigration status to a prospective employer or landlord, a bank or other institution online.

As of 31 Oct 2024, BRPs are no longer being issued. As of 31 Dec 2024, nearly all BRPs expire.

Creating a UKVI account is free and will not usually require the sending of any documents to the Home Office.

Support available with the transition to eVisas

People who are having problems with their online application can email: ApplyOnlineE-Support@homeoffice.gov.uk or call the [UK Visas and Immigration resolution centre](#) **0300 790 6268** or **+44 (0)203 875 4669**. This is designed mainly for technical and IT issues.

National Organisations

[Migrant Help](#) has the national Home Office contract to support individuals with the transition process. Telephone: 07483 170 100 Email: evisa@migranthelpuk.org

[EVisa - World Jewish Relief](#) is also funded to support people from all backgrounds with the transition to eVisa. Telephone: 0800 319 6092

Email: evisa@worldjewishrelief.org

Local Organisations

In addition, the organisations (and their contact details) that have been awarded grant funding by the Home Office to provide support with the transition to eVisas in Hertfordshire.

- **Communities 1st** - [Help Accessing eVisas | Communities 1st](#) Email: help@communities1st.org.uk Phone: 01727 649930.
- **Noah Enterprise** [NOAH Enterprise](#) - Phone: 01582 728 416 or 07946 553 495 Email: Maria.amadi@noahenterprise.org
- **PBIC Limited** [PBIC Limited](#) - Phone: 01234 328 100 Email: info@pbic.org.uk

*The Ukrainian speaking team at **HCNS** can also support Ukrainian guests in Hertfordshire with this process. Contact the team via email on:*
hcnsukraine@herts.help

For your further information, a complete list of Home Office funded organisations working on this across the UK can be found here [List of organisations - GOV.UK](#).

Lancashire County Council has published guidance information in a number of languages: [eVisas - Lancashire County Council](#)

eVisa errors

Any errors on a new eVisa should be reported here: [Report an error with your eVisa - GOV.UK](#).

Further information

Key Guide on supporting someone to transition to an eVisa from Right to Remain: [How to support someone with the transition to eVisas – Right to Remain](#)

[What is an eVisa? \(youtube.com\)](#)

[How to create a UK Visas and Immigration \(UKVI\) account and get access to your eVisa \(youtube.com\)](#)

