

**UKVCAS
UK Visa & Citizen Application Services
FAQs**

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Updated 14 August 2020: Please check the UKVCAS website for the latest news.

1. Appointments

1.1. Why can't I book an appointment?

The safety of our customers and staff remains a priority. This means for the time being we are not able to offer the number of appointments we did previously and we are not currently able to open to new bookings for all customers.

The government's response to COVID-19 meant that many customers had existing booked appointments postponed and some policies have changed. Working closely with UKVI, it was agreed which customers will have the option to book at any of the re-opened sites or are eligible for biometric re-use using the UKVCAS IDV app.

We understand it is frustrating not to be able to book an appointment and we appreciate your patience as we work to return the service to normal.

We contact customers by email to let them know when we will open up appointments to them.

1.2. When will I be able to book an appointment?

We will contact customers by email to let them know when we will open up appointments to them as soon as we are safely able to do so. Please check the email address you used to register your case with UKVCAS.

The safety of our customers and staff remains a priority. This means for the time being we are not able to offer the number of appointments we did previously and we need to limit access only to customers who UKVI have agreed must be prioritised.

We are regularly consulting health professionals while reviewing our service with UKVI to ensure that it is safe to increase the number of appointments available to our customers.

Please be assured every customer is important to us and we continue to open up appointments to more customers as soon as we are safely able to do so.

1.3. I want an at a library that is now closed. Where can I attend an appointment?

We have plans to re-open as many service points as possible, but we are doing so through a controlled, phased restart of operations in conjunction with UKVI and the individual libraries. Our

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priority remains the safety of customers and staff to ensure we deliver an effective service that meets public health guidelines.

If your nearest library service point is not yet open, the nearest available service point is shown on the Service Point Status update on the UKVCAS website or in the Service Point Opening Hours.

1.4. My local service point is closed. What do I do?

Following the changes in Public Health England guidance we are developing plans to support a controlled, phased restart of operations in conjunction with UKVI. Our priority remains the safety of customers and staff to ensure we deliver an effective service that meets public health guidelines. While we work to safely re-open as many of our service points as possible.

If you have been notified that you can book an appointment, you can choose an appointment at any of the re-opened service points. Please follow the most recent public health guidance for your region when choosing your appointment location. More service points will open as soon as it is safe for them to do so.

Please check all the open service points that you can attend as we do have availability close to some of the popular service points.

We understand it is frustrating waiting for your appointment and we appreciate your patience during these unprecedented times. If you have any concerns about your visa application please contact UKVI.

1.5. I can't attend my appointment because I am a vulnerable person. What should I do?

If you are a vulnerable person please refer to and follow any advice from your GP or [NHS](#) guidance before booking or attending an appointment.

If it is recommended that you do not attend an appointment please make UKVI aware of your circumstances and contact us via our enquiries page [here](#). Please ensure you always follow the latest public health guidance.

1.6. Why can't I log into my account?

At times of very high demand to prevent the UKVCAS booking system being overloaded we may need to limit access. These restrictions are only temporary and we will reopen access to our site when website traffic reduces.

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2. Application

2.1. What impact will this delay have on my application?

We are working closely with UKVI and we understand how important your application is to you. UKVI has issued guidance on the impact of the COVID-19 on immigration and visas. Please refer to UKVI's [Immigration Guidance at GOV.UK](#) for more information.

2.2. My visa is going to expire and I can't book an appointment – what should I do?

UKVI has issued guidance on the impact of the COVID-19 on immigration and visas. Please refer to UKVI's [Immigration Guidance at GOV.UK](#) for more information. Please contact UKVI if you have any concerns.

3. Changes we've made as a result of COVID-19

3.1. Should I book and attend an appointment?

We ask that you do not book or attend an appointment if you are displaying any symptoms of COVID-19. We are not able to advise on health issues and so please refer to advice available from the [NHS](#).

If you are a vulnerable person please refer to and follow any advice from your GP or the [NHS](#) before booking and attending an appointment.

When you arrive for your UKVCAS appointment you will notice measures in place to help protect the health and wellbeing of our customers and staff, which remain UKVI's and our priority at this time while also delivering a vital service.

For these measures to be effective, we rely on all of our customers to follow any instructions given by our staff – these are for your safety and wellbeing. Please listen to the advice provided by staff and obey social distancing guidelines where possible when visiting one of our service points.

If it is recommended that you do not attend an appointment please contact us via our enquiries page [here](#) and UKVI aware of your circumstances.

3.2. Do I need to wear a face covering?

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In accordance with the latest government guidance, please wear a face covering when you visit one of our Service Points

3.3. What measures are being put in place?

We are undertaking risk assessments at each service point prior to opening.

We have implemented layout changes and equipment alterations along with additional training and operating processes. These changes will continue to be reviewed regularly to ensure the safety of our customers and staff. Taking into account the latest public health advice we have made changes to our service points.

Where possible this may include:-

- Personal protective equipment for our staff
- Limiting numbers of customers allowed in the service point at any time to ensure compliance with social distancing guidance
- All customers being asked to wash or disinfect hands before the biometrics process
- Allotting additional time between appointments so staff can clean equipment in preparation for the next customer
- Closure of waiting rooms to ensure compliance with social distancing guidance
- Introduction of one way systems where possible and floor markings to indicate where to stand
- Perspex screens at agents desks

3.4. What cleaning processes have you implemented?

To protect the safety and wellbeing of customers and staff we are operating an enhanced cleaning process across all service points focusing on high use areas and frequent contact points.

We have taken independent professional advice to ensure our service points are safe for customers and staff. All staff will be issued with PPE (personal protective equipment) and customers will be asked to wash their hands throughout the appointment process. We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

Please listen to the advice provided by staff and obey social distancing guidelines where possible when visiting one of our service points.

4. Before your appointment

4.1. What should I do to prepare for my appointment?

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Once you have booked your appointment you will receive a confirmation email with a QR code attached. **Please print your QR code and bring this with you.** This will reduce the time you need to spend at our service point.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing. Please listen to the advice provided by staff and obey social distancing guidelines where possible when visiting one of our service points.

5. Attending your appointment – who can I bring with me?

5.1. Arriving at your appointment

When you arrive at your appointment you may be asked to queue outside the service point. This is to prevent over-crowding inside our service point and respect social distancing guidelines.

For these measures to be effective, we ask that you do not arrive earlier for your appointment and that you follow any instructions given by our staff – these are for your safety and wellbeing.

Please do not attend an appointment if you or any or the other applicants in your group are displaying any symptoms of COVID-19. Please refer to the [NHS](#) website for any health related questions.

5.2. Who should attend the appointment?

All the customers named on the application must attend your appointment with you.

Please only bring named applicants with you to your appointment. For any exceptions where one additional person may be permitted please see the options below

To protect the health of other customers and staff, family and friends who are not named on the application will not be permitted entry to our service points, except in the circumstances below.

5.3. Am I able to bring my children with me to my appointment?

Where possible we ask that children are not brought to appointments unless they are part of the application. All the customers named on the application, including children and babies must attend your appointment with you. In line with any social distancing measures, children must remain close to you all times.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

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Please note, to protect the health of other customers and staff, family and friends who are not named on the application will not be permitted entry to our service points.

5.4. Can I bring my carer with me to my appointment?

Yes. If you require the assistance of a carer during your appointment please let us know when booking your appointment using the Special Requirements/Preferences form.

Please note, if you and your carer are not a member of the same household you will still be required to observe social distancing while visiting our service point.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

5.5. Can I bring a translator with me to my appointment?

To limit the number of people in our service points at any one time please only attend your appointment with a translator if absolutely necessary. If you require the assistance of a translator during your appointment please let us know when booking your appointment using the Special Requirements/Preferences form.

Please note, if you and your translator are not a member of the same household you will still be required to observe social distancing while visiting our service point.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

5.6. Can I bring my legal advisor with me to my appointment?

To limit the number of people in our service points at any one time we ask that you only attend your appointment with your legal advisor if absolutely necessary.

Please note, if you and your legal advisor are not a member of the same household you will still be required to observe social distancing while visiting our service point.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

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5.7. Can I attend an appointment if I am the responsible adult for an applicant?

Yes, if you are named as the responsible adult on a minor's application please attend the appointment and ensure you have appropriate personal identification with you.

Please note, if the applicant and the responsible adult are not a member of the same household they will still be required to observe public health guidelines such as social distancing while visiting our service point.

We ask that you follow any instructions given by our staff – these are for your safety and wellbeing.

6. COVID-19

6.1. I am showing symptoms of COVID-19 should I still attend my appointment?

No, we ask that you do not attend an appointment if you are displaying any symptoms of COVID-19. Please refer to advice available from the [NHS](#). Please ensure you always follow the latest public health guidance.

Please cancel your appointment and contact us via our enquiries page [here](#). You should also make UKVI aware of your circumstances.

6.2. I need to cancel my appointment because I have COVID-19 what should I do?

To cancel your appointment please log into your UKVCAS account, select Manage Services & Cancel Appointment. And contact us via our enquiries page [here](#).

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General FAQs

1. Applying for your visa

1.1. How do I apply for my visa?

If you have not yet applied for your visa please visit the [UKVI website](#) and start your application following the steps provided.

As part of the visa application process, with UKVI, you will be presented with a list of mandatory information. Please bring this evidence to your UKVCAS appointment, where required.

Once your application has been received by UKVI, you will be directed to book an appointment with UKVCAS.

1.2. When can I apply for my visa?

For information about when to apply for your visa, please use the following link to [contact UKVI](#) directly.

1.3. Can I make an offline paper application?

While it is strongly recommended to make an online application using the [UKVI website](#) wherever possible to fully benefit from what the UKVCAS service offers, there are a small number of application routes where it is possible to make an offline paper application direct to UKVI. Making an offline application involves customers sending a paper application form and all supporting documents directly to UKVI.

After UKVI has logged your application and passed it to UKVCAS, if you have supplied a contact email, you will receive an email notification from UKVCAS. This will ask you to setup an account to book an appointment at a service point. You will also receive a biometric enrolment letter through the post from UKVI a few days later confirming what you need to do. If you are an Offline applicant please bring the biometric enrolment letter to your appointment.

When making an offline application it is important to provide a working email address on your application form as crucial documents and information will be sent to you by email by UKVCAS.

If you do not provide an email address, you will need to book an appointment by calling the UKVCAS Support Line on 0844 892 0232 (Calls cost £0.04 per minute plus your provider's access charge), or if you are applying via the EU Settlement Scheme, by following the instructions in your biometric enrolment letter.

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Customers applying without an email address will experience a significant delay at the service point while important information is manually generated to enable you to proceed with your appointment.

1.4. How do I cancel my entire visa application with UKVI?

There are 2 stages to this process.

If you have already booked an appointment with UKVCAS, you should also follow the appointment cancellation process as it is independent of your application with UKVI. To cancel an appointment, with UKVCAS, login to your UKVCAS account, via the [UKVCAS website](#), and follow the instructions. The log in link is at the top right of the [UKVCAS website](#) homepage.

To cancel your application please visit the [UKVI website](#) and follow the steps provided.

2. Booking your UKVCAS appointment

2.1. Once I have registered with UKVI, how do I make an appointment?

Once you have completed your application with UKVI, you will be directed to create a UKVCAS account. When you have created your UKVCAS account you will be automatically taken to the appointment booking process.

[Please see the COVID-19 section for changes to accessing appointments](#)

If you would like to come back at a later time and complete the appointment booking process, please visit the [UKVCAS website](#) log in to your account and follow the steps provided. The log in link is at the top right of the [UKVCAS website](#) homepage.

If you require further assistance, please visit the [UKVCAS website contact us](#) page

Please see section 1.3 if you have made a paper application directly to UKVI.

2.2. There are currently no appointments available at my local service point. How can I know when the next available appointment is open for booking?

To check on upcoming appointment availability, please log into your account on the [UKVCAS website](#) and enter your postcode to view the closest service points to you. The log in link is at the top right of the [UKVCAS website](#) homepage.

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You can then select a service point and check appointment availability on the following page. If you cannot find an appointment time to suit, you can go back to the list of service points and select another location, or enter an alternative postcode to bring up another list of nearby service points.

2.3. How can I book a free appointment?

Free appointments are only available at our core service points and between 09:00 – 18:59 Monday to Friday. Note that not all appointments at these sites and within this window will be free.

- **Belfast**
- **Birmingham**
- **Cardiff**
- **Manchester**
- **Croydon**
- **Glasgow**

2.4. Why have the price of appointments changed from when I previously checked?

The price of appointments will differ at typically less popular times and for advance bookings. Prices are likely to increase for appointments at peak hours and booked at short notice. Booking your appointments in advance and at off-peak times will result in you getting the best deal.

We reserve the right to alter classification of appointments to meet operational demand and therefore change the price of these appointments.

2.5. How do I rearrange or cancel my UKVCAS appointment?

To rearrange or cancel your appointment please visit the [UKVCAS website](#), log in to your account, go to **Manage Services** and **Cancel Appointment** and follow the steps provided. The log in link is at the top right of the [UKVCAS website](#) homepage.

Alternatively, please contact our call centre. Our agents will be able to assist you with re-arranging or cancelling appointments.

You can contact our support team on the following numbers:

- the phone number in your confirmation email.
- Alternatively you can use 0844 892 0232 (inside the UK) or +44 844 892 0232 (where available from outside the UK) – these calls cost £0.04 per minute plus your provider's access charge.
- Our lines are open 9:00am to 5:30pm Monday to Friday.

Please check the [Terms and Conditions](#) relating to the cancellation of appointments for the refund policy.

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2.6. How long does it take to receive a refund for a cancelled, paid appointment?

A refund may take up to 10 working days to be paid. The refund can only be issued to the card used to pay for the appointment.

2.7. I have not received an email containing my access code to create my account?

The access code email might have gone into your Junk or Spam email folders. Please check these first. If you cannot locate your access code email please request a new access code on the account creation page of the UKVCAS website. Please be aware that access code requests are not sent immediately.

If you still have not received your access code, please send us an email via the [UKVCAS general enquiries](#) website form.

2.8. When I log into my UKVCAS account I'm prompted for a UAN, where do I find my UAN?

If you have more than one application associated to your UKVCAS account you are required to provide the unique application number (UAN) for the application you wish to book an appointment for.

Your UAN is generated when you submit your application on the UKVI website. The UAN is provided on the first page of the Access UK checklist received from UKVI or can be found in the pdf of your online application form in the top left-hand corner. You will need to access your account on gov.uk to retrieve this pdf.

If you have made a paper application directly to UKVI (Offline), your UAN will be on your biometric enrolment letter (BEL) sent by UKVI.

2.9. I have not received an email confirming my appointment?

The confirmation email might have gone into your Junk or Spam email folders. Please check these first. If you still cannot locate it, please send us an email via the [UKVCAS general enquiries](#) website form.

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3. Submitting your supporting documents

3.1. How do I submit my supporting documents?

You can save time by submitting your supporting documents in advance of your appointment. Please visit the [UKVCAS website](#), log in to your account and choose 'Upload Documents'. The log in link is at the top right of the [UKVCAS website](#) homepage.

If your appointment is at a core service point you **must** upload your documents before your appointment if you have not purchased the [document scanning](#) service.

Note: The document scanning service may not be suitable for all customers, please check for any exceptions noted on the Extra Services page in the service description before purchasing this service.

If you have made a paper application directly to UKVI (Offline), please see section 3.6.

3.2. How should I prepare my documents to self-upload?

Please upload documents in PDF (preferred), JPG or PNG format. The file name should be simple e.g. bank-statement-Apr-2018.pdf. Do not upload files with file names containing special characters, #, ð, or bank.statement.apr.2018.pdf. Please do not upload any password protected documents as the caseworker will be unable to open them.

Documents uploaded to the UKVCAS website must have a file size no larger than 6MB. To minimise the file size we recommend scanning in black and white or greyscale and **not** in colour. It is also helpful to keep the resolution between 150 dpi (dots per inch) to 300 dpi.

3.3. I have uploaded documents, but I cannot view them on my profile – have they definitely been uploaded?

For security purposes documents can only be viewed on one occasion when they are uploaded to the UKVCAS website to confirm the correct document is being uploaded. When you have successfully uploaded a document, it will appear in the document upload dashboard along with the filename and brief description (if you have provided a description).

You must check the document on your computer or phone prior to uploading it to ensure it meets the required criteria. If you upload a document in error, you can click on the 'Remove' link to delete it from your application.

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3.4. I cannot upload my documents to the UKVCAS website – how can I submit my documents?

If you chose to self-upload your supporting documents but are no longer in a position to do so, you can request for your documents to be scanned during your appointment. If your appointment is at an enhanced service point or Premium Lounge, [document scanning](#) is included in the appointment fee.

If your appointment is at a core service point you **must** purchase the [document scanning](#) service before your appointment if you cannot upload your documents.

Note: The document scanning service may not be suitable for all customers, please check for any exceptions noted on the Extra Services page in the service description before purchasing this service.

If you are experiencing difficulties uploading your documents to the UKVCAS website, please send us an email via the [UKVCAS general enquiries](#) website form or contact our support team on the number provided in your confirmation email.

If you have made a paper application directly to UKVI (Offline), please see section 3.6.

3.5. I am applying via the EU Settlement Scheme - can I upload supporting documents on the UKVCAS website?

Customers applying through the EU Settlement Scheme should upload all supporting documents on the EU Settlement Scheme website when completing their online application and not on the UKVCAS website. UKVCAS is unable to accept any additional supporting documents either via self-upload online or at the service point.

3.6. I have applied to UKVI directly with a paper application form (Offline) - can I upload supporting documents on the UKVCAS website?

If you apply to UKVI directly using paper application forms you **must** send all supporting documents directly to UKVI using the UKVI address provided on the application form or in the Biometric Enrolment Letter you will receive from UKVI. You do not need to take any supporting documents to your appointment except your Biometric Enrolment Letter and if available your confirmation QR code and photo ID.

UKVCAS is unable to accept or pass any additional supporting documents to UKVI. You will not be able to upload any supporting documents to the UKVCAS system and they do not need to be scanned at the service point.

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4. Attending your UKVCAS appointment

You can find details regarding the changes we have made to visiting our service points in response to covid-19 in sections 3 and 5 of the [Covid-19 FAQs](#) above

4.1. What do I need to bring with me when I attend my appointment?

You will need to print out and bring your QR code to your appointment. This is very important. Your QR code is in the file attached to your appointment confirmation email. Every member of your group will be issued with a separate QR code and each group member must bring their own QR code with them to the service point otherwise it will delay your appointment.

Alongside the QR code, you must also provide your passport and any documents you require digitising, charges will apply for the [document scanning](#) service at core service points.

If your passport is with UKVI or it has been lost or stolen, you will be allowed to proceed with your appointment if you bring another acceptable form of identification. If you don't bring your passport or another acceptable form of identification to the appointment you will need to cancel and rebook your appointment.

4.2. I do not have an alternative form of photo ID other than my passport, which is currently with UKVI, what can I do to prove my identity at the service point?

You must bring your current passport with you to the service point or you risk being turned away from your appointment. If your current passport is with UKVI at the time of your appointment and you can provide evidence to this effect, you will be able to continue with your appointment providing you bring with you to your appointment an alternative form of ID.

Alternative forms of ID include, but are not limited to, government issued photographic ID such as UK photographic driving licenses (full or provisional), national ID cards, expired (but not cancelled) passports and biometric residence permits. If you do not have alternative photographic ID, please bring any other official document that contains your personal details, such as an immigration status document from the Home Office or a full birth certificate.

If you have any doubts around the ID you must bring to your appointment, you can speak to a UKVCAS member of staff by calling the UKVCAS Support Line on 0844 892 0232 (Calls cost £0.04 per minute plus your provider's access charge).

4.3. As an EU Settlement Scheme applicant why do I need to bring my passport/travel document to my appointment?

You must bring your passport/travel document to your appointment as it is a requirement from UKVI that the identity document provided must be scanned during your appointment. If you do not have

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your passport/travel document, your Biometric Residence Permit or EU Identity Card are the only acceptable alternative identity documents.

If you do not bring one of these documents to your appointment, we will be unable to continue with your appointment and you will have to book another appointment.

4.4. Why do I have to pay for my documents to be scanned at my appointment?

UKVCAS offer a free self-upload service to enable customers to submit their supporting documents. Customers that choose an enhanced service point or a Premium Lounge appointment will receive [document scanning](#) included as part of that appointment.

At our core service points a fee is charged for a member of our team to scan customers documents to their application during the appointment.

Note: The document scanning service may not be suitable for all customers, please check for any exceptions noted on the Extra Services page in the service description before purchasing this service.

If you applied to UKVI directly using paper application forms (Offline) you must send your documents to UKVI. You do not need to use the UKVCAS document scanning service.

If you are applying through the [EU Settlement Scheme](#) you will need to scan and upload all of your supporting documents when making your application with UKVI. You do not need to use the UKVCAS document scanning service.

5. Following your UKVCAS appointment

5.1. I did not receive a confirmation email showing my application had been submitted. When will I receive one?

Currently, we do not send out confirmation emails following appointments.

5.2. How do I check on the status of my application?

Once your biometrics and supporting documents have been submitted, UKVI will undertake the case work and make a decision. You will be advised of the decision in due course by UKVI.

UKVCAS has no influence or information regarding your application once submitted, so we are unable to respond to any status enquiries.

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UKVCAS IDV App FAQs

1. Why has the UKVCAS IDV app been introduced?

UK Visas and Immigration (UKVI) have temporarily changed the way they process applications in response to COVID-19. As a result, UKVI and UK Visa and Citizenship Application Services (UKVCAS) have worked together to develop an IDV app. UKVI have identified customers that are eligible for biometric reuse and we will invite those customers to use the UKVCAS IDV app by email.

2. Is the UKVCAS IDV app totally secure?

Yes. The IDV app is highly secure and has passed the most stringent Government standards. You can use it with confidence. All changes to our services undergo a complete testing review with UKVI to ensure integrity of service.

3. Can I upload all my supporting documents onto the UKVCAS IDV app?

Yes. The IDV app is designed to ensure you can upload your supporting documents to complete your application. The IDV app enables you to submit mandatory and supporting information to UKVI in quick and easy steps.

4. How much does the UKVCAS IDV app cost?

The IDV app is free to use. However, if you cannot submit all information via the UKVCAS IDV app or you are requested by UKVI to attend an appointment to complete your application, you **will** need to book an appointment at a UKVCAS Service Point.

Please note, depending on the time and date you choose, there may be a charge for the appointment.

5. How long does the application process take via the UKVCAS IDV app?

The IDV app provides an alternative route to help you complete your in-country application. The app does **not** speed up the time it takes for your application to be processed by UKVI. However, it does give you greater control and convenience about when and where you complete it.

6. What version of mobile phones does the UKVCAS IDV app work on?

The IDV app works on the following smart phones:

Android:

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- App works on devices having a camera with minimum 5 megapixels and running Android 7.0 and above.

iOS:

- App works on iPhone 6 and above and having version iOS 12 and above.

7. Can I use the UKVCAS IDV app before I've been invited to use it?

No. You will only be able to use the IDV app **when** we invite you to do so by email. You will not be able to log into the IDV app unless UKVI have identified that you are eligible for biometric reuse.

We are inviting customers in phases to use the IDV app, starting from the earliest to the most recent applications.

8. Do I still need to book an appointment at a UKVCAS Service Point if I use the UKVCAS IDV app?

Not usually. Occasionally UKVI require further information from applicants after they have submitted information on the IDV app. In this instance UKVI will contact applicants directly to explain the reasons why an appointment is needed.

9. Can I save my application part way through the process?

Yes. The IDV app allows you to upload and save documents. You can then return to the app to upload further documents, take your photograph and complete the submission of your application when you have uploaded all supporting information.

10. Can I still visit a UKVCAS Service Point if the IDV app doesn't work for me?

Yes. If you would prefer a face to face meeting, you can still book an appointment and do not have to use the IDV app. **You can only book an appointment when we have invited you to use the IDV app by email.**

11. When can I start to use the UKVCAS IDV app?

You will be contacted directly by UKVCAS and invited to use the IDV app. Please wait until you receive an email from UKVCAS with full instructions.

12. Why can't I access the UKVCAS IDV app?

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Not everyone is eligible to use the IDV app. UKVI are assessing which applications will be able to use the IDV app and will make a decision about which customers can access and use the app.

13. What happens when I press 'submit' on the UKVCAS IDV app?

Your application and all the documents you uploaded will be submitted to UKVI.

Please note, you can only submit your application once. Please ensure you have uploaded all documents before you submit your application.

14. Will I receive updates on my application on the UKVCAS IDV app?

No. Once you have completed your application on the IDV app, **UKVI will contact you directly regarding the outcome of your application or if they require additional information.**

15. Why can't I register for the UKVCAS IDV app?

Not everyone is eligible to use the IDV app. UKVI continue to assess which visa types will be able to use the IDV app. Each applicant's case is different, and some people may be required to attend face to face appointments if advised by UKVI.

16. My appointment at a UKVCAS Service Point was cancelled due to lockdown. Can I use the UKVCAS IDV app instead of booking another appointment?

Not everyone is eligible to use the IDV app. UKVI are assessing which visa types will be able to use the UKVCAS IDV app and will make a decision about which applicants can access and use the UKVCAS IDV app.

If you are one of these applicants, you will be contacted directly by UKVCAS and invited to use the IDV app. Please wait until you receive an email from UKVCAS with full instructions.

17. When will the UKVCAS IDV app be available?

The IDV app will be available to selected applicants from week commencing the 17 August 2020 onwards

18. What happens if I need help when using the UKVCAS IDV app?

Take a look at the help area on the IDV app menu. This should answer most questions. If you need more support, the UKVCAS contact centre has highly trained staff that will be able to help you.

Call 0844 8920232 or +44 (0)844 8920232 (outside the UK). Calls cost £0.04 per minute, plus your provider's access charge. Our lines are open 9am to 5:30pm Monday to Friday.

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You can also watch a video which shows you how the app works [here](#)

19. I've started my application via the UKVCAS website and have been invited to use the UKVCAS IDV App, what happens to my current application?

Any documents uploaded to your current application through the UKVCAS website will be available on the IDV app. You will be able to see these on the IDV app after you log on.

20. I've submitted information to UKVI via the UKVCAS IDV App and have been requested by UKVI to attend a face to face appointment. What happens to my current application?

In some circumstances, UKVI may request that you resubmit your biometric information. This means you must book an appointment at a UKVCAS Service Point. All documents that have been uploaded onto the IDV app will be available to a UKVCAS agent at a UKVCAS Service Point. There may be a charge for the appointment.

21. I have paid for an appointment and have now been asked to complete my application via the UKVCAS IDV App, will I get a full refund?

You may be eligible for a refund in line with the [Terms & Conditions](#) that apply for UKVCAS appointments. If you have booked an appointment, you must cancel your appointment on the UKVCAS website. Please refer to the website for more details regarding cancellations. **If you do not cancel your appointment – you will not be eligible for a refund.**

22. Do I need to download the UKVCAS IDV app for every applicant in my family?

No. If you are applying as a Group, the lead applicant can use the IDV app to upload and submit all supporting information for every applicant in the group/family.

23. Am I still allowed to access my application once it has been submitted to UKVI using the UKVCAS IDV app?

No. Once your application has been submitted to UKVI, you will not be able to access it further. UKVI handles all communication once information has been submitted to them.

24. Will I still be able to log into my account on the UKVCAS website if I've used the IDV app to submit my application.

Yes. You will be able to see a list of all the documents you have submitted to UKVI.

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Note, you will not be able to make any changes or delete documents once you have submitted your application to UKVI.

25. Why doesn't the IDV app work on my tablet or iPad?

The IDV app is only currently available on Android and iPhone smartphones and is not always compatible with tablets. See Question 6 for further details. If you are unable to access the app, you can still progress your application by booking an appointment.

26. Why can't I download the IDV app?

To download the IDV App, you need to make sure you have enough storage on your smartphone. The size of the IDV app is listed on the App Store and Google Play Store. If you receive an error message, check your available storage and try again.

27. The text appears too large and I can't see what to do

For accessibility reasons, the IDV app allows you to change font size. Sometimes this means buttons and other functions appear after large amounts of text. Go to your phone settings and reduce the font size if this happens.