



UK Government

# eVisa Communications Partner Pack

November 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:

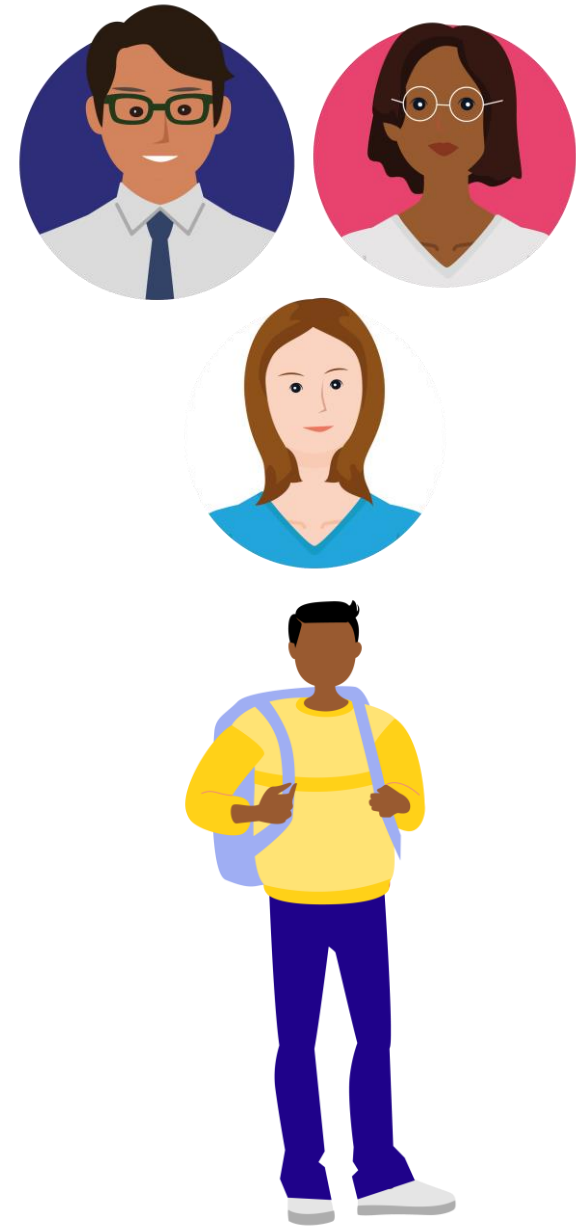
- An overview of eVisa key messages
- eVisa overview factsheets
- eVisa guides for affected customers
- eVisa social assets and posters

This partner pack will be routinely updated and supplemented by new materials – **please use and share them on your channels.**



# 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 [www.gov.uk/eVisa](https://www.gov.uk/eVisa).
- 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)

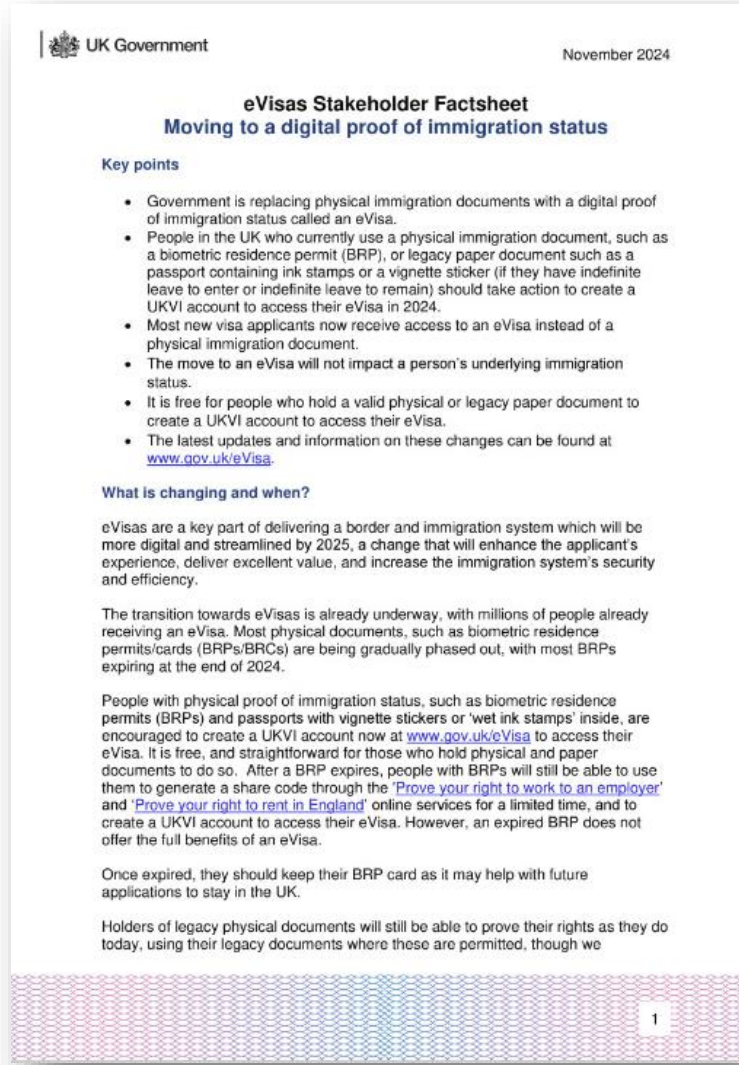
- eVisas are tried and tested, with millions of customers already using them on select immigration routes, such as the EU Settlement Scheme.
- Those who check immigration statuses can already accept a 'share code' to check someone's status using the relevant online services including employers (the [right to work check](#)) and, in England, landlords (the [right to rent check](#)).
- 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 [www.gov.uk/eVisa](http://www.gov.uk/eVisa) 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 [www.gov.uk/eVisa](http://www.gov.uk/eVisa).**



# 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 [www.gov.uk/eVisa](https://www.gov.uk/eVisa) 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



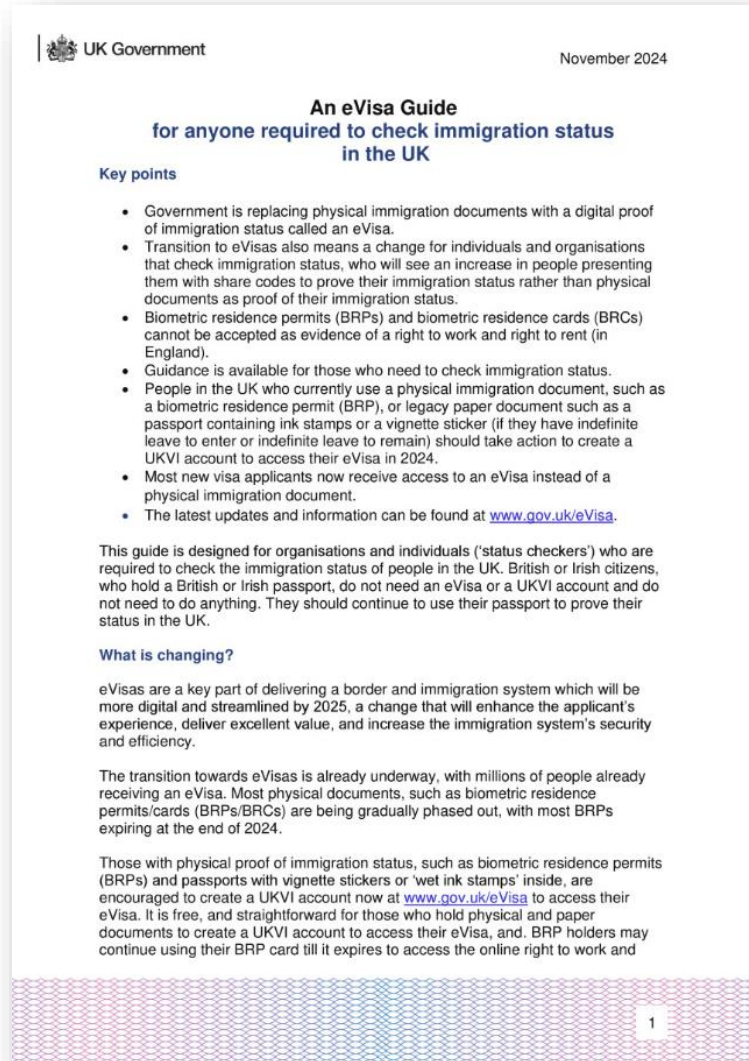
This factsheet presents an overview of eVisa changes for stakeholders and impacted customers. It includes information on:

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

You can download the factsheet [here](#)



# eVisa status checker factsheet



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](#)

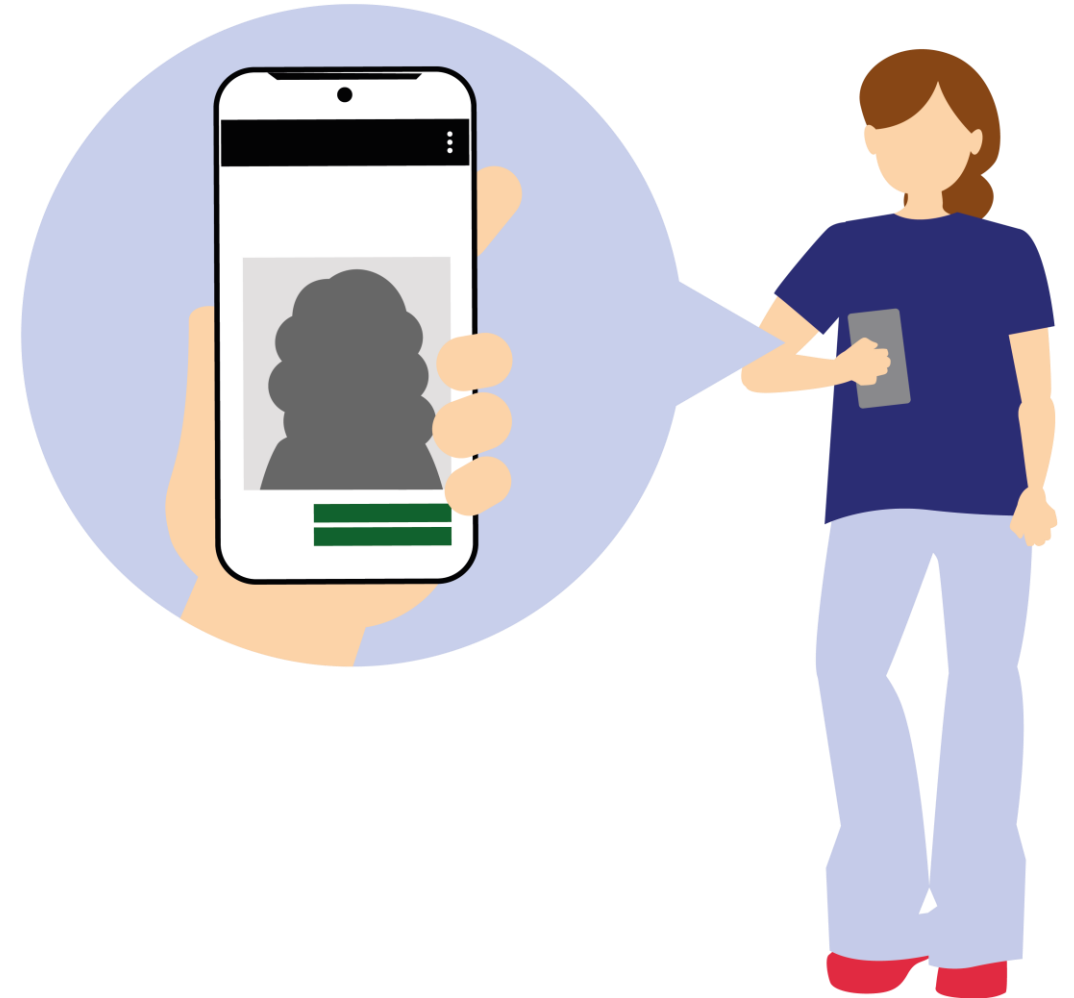


# Stakeholder eVisa guides

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.



Graphic 1



Graphic 2

## Suggested social post copy



1. The UK Government is replacing physical immigration documents with digital proof of immigration status called an #eVisa. If you use a BRP, BRC or visa vignette in your passport to prove your rights in the UK, go to [GOV.UK](https://www.gov.uk) to find out what you need to do.



2. As part of the plan to digitise the border, physical immigration documents are being replaced with #eVisas. If you prove your rights with a BRP, BRC or a passport containing a visa vignette or ink stamp, then go to [GOV.UK](https://www.gov.uk) to find out what you need to do.

You can download these graphics and others [here](#)

# eVisa Posters

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

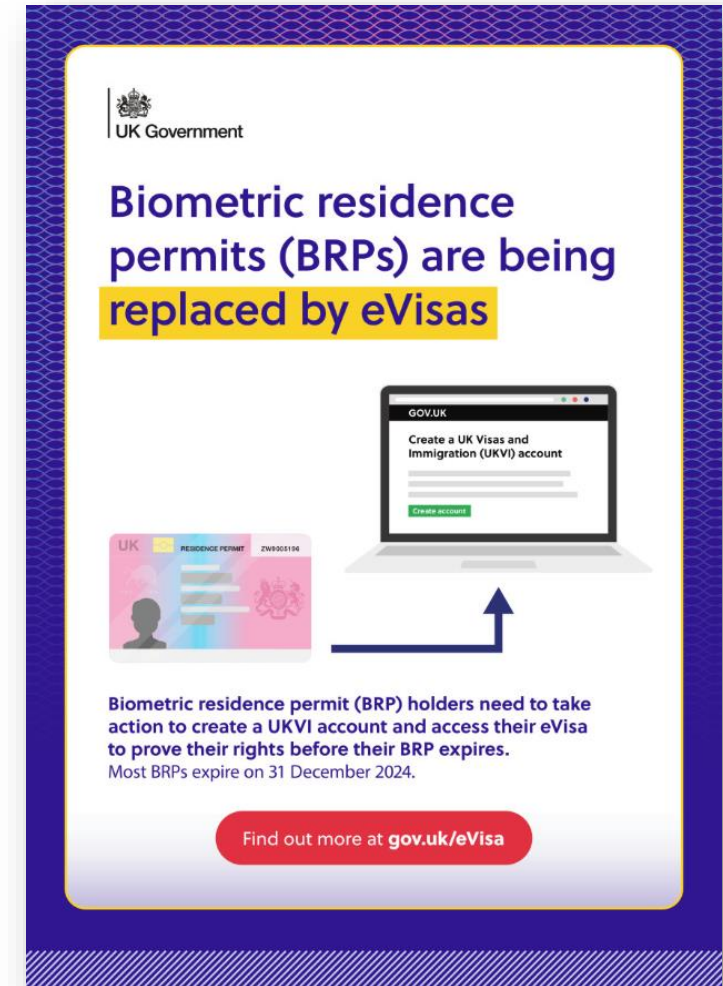
- An overview of the transition to eVisas
- A poster aimed at BRP holders
- A poster aimed at legacy paper document holders
- A poster on updating UKVI accounts with new passport details before travel

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 [here](#)



# eVisa Videos

A [series of videos](#) 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.

[What is an eVisa?](#)

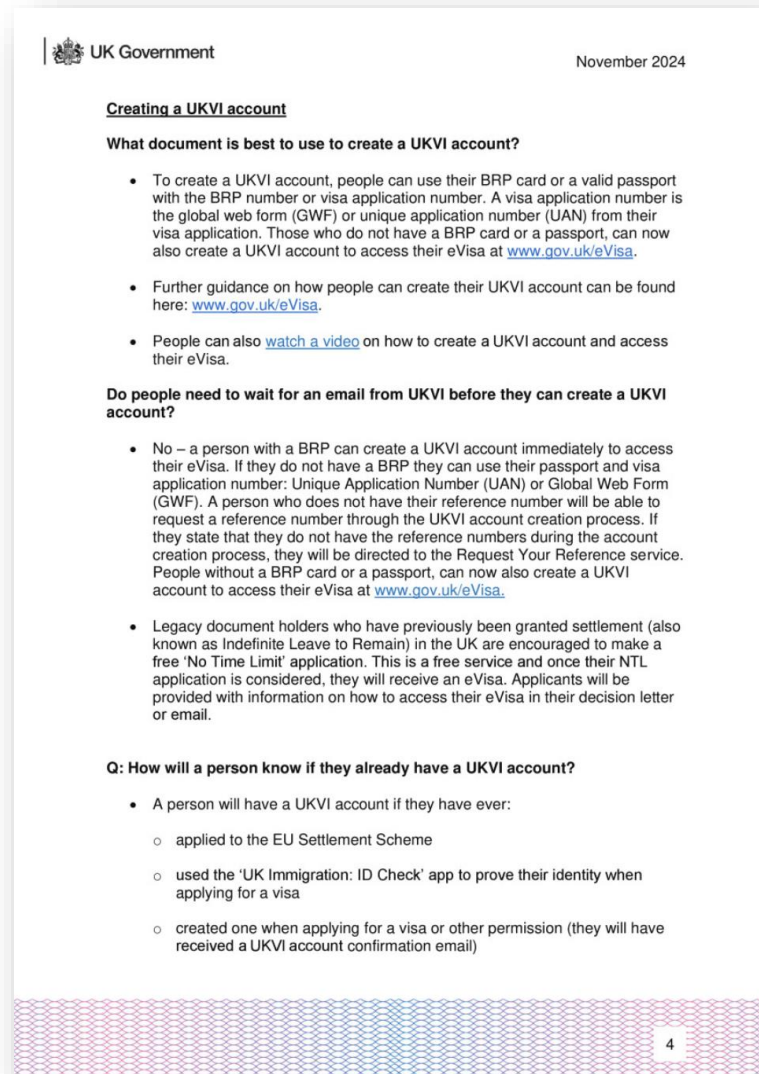
[How to create a UK Visas and Immigration \(UKVI\) account and get access to your eVisa](#)

[How to Travel With Your eVisa](#)

[How to prove your immigration status with an eVisa](#)



# eVisa FAQs Document



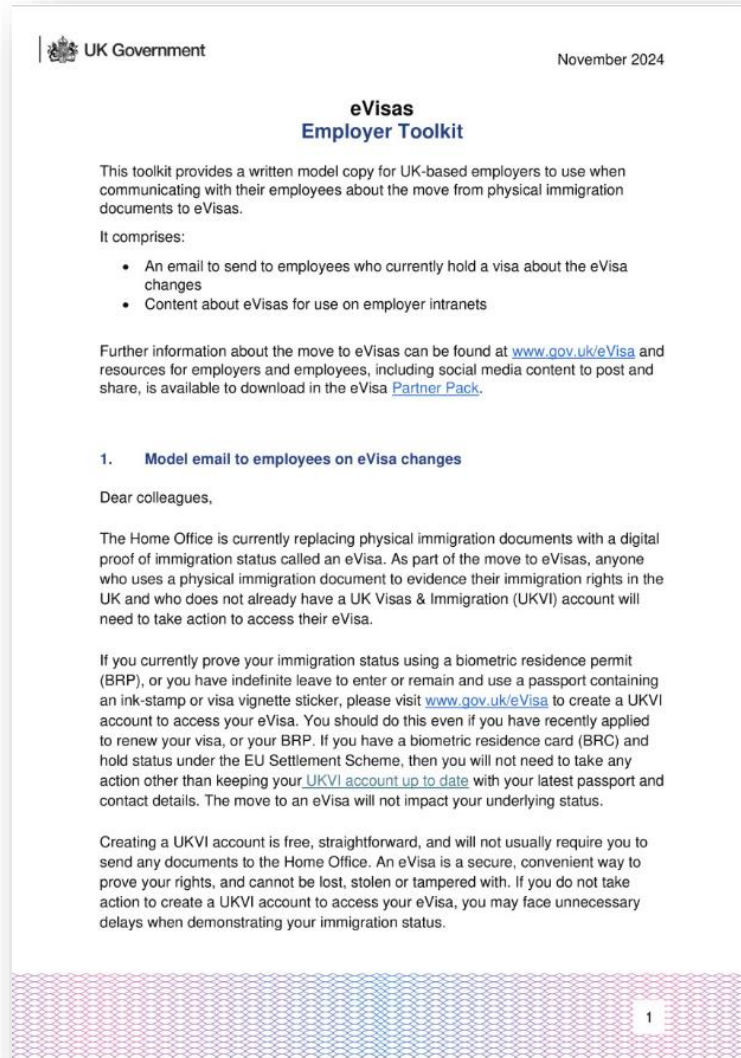
A detailed selection of frequently asked questions on eVisa topics including:

- 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



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 [www.gov.uk/eVisa](https://www.gov.uk/eVisa).
- 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 [www.gov.uk/eVisa](https://www.gov.uk/eVisa).
- 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 [here on GOV.UK](#).



# eVisa GOV.UK webpage



For official updates on eVisas, we recommend directing your audience to [www.gov.uk/eVisa](http://www.gov.uk/eVisa).



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.

