

# eVisa Communications Partner Pack

## September 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:

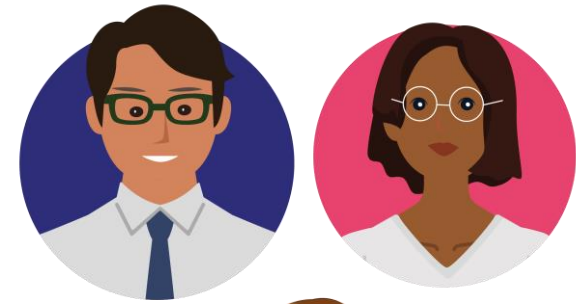
- An overview of eVisa key messages
- eVisa overview factsheets
- eVisa guides for affected customers
- eVisa social assets and posters

This partner pack will be routinely updated and supplemented by new materials throughout 2024 – **please use and share them on your channels.**



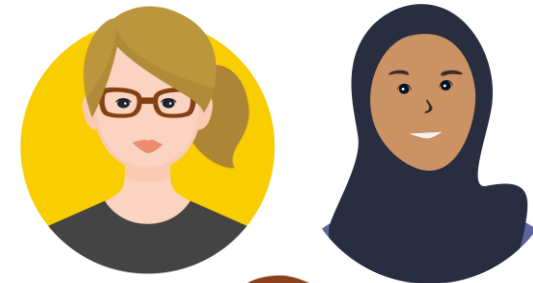
# eVisa key messages

- eVisas are a key part of delivering a border and immigration system which will be 'digital by default' by 2025, a change that will enhance the customer experience, deliver excellent value, and increase the immigration system's security and efficiency.
- 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](http://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)

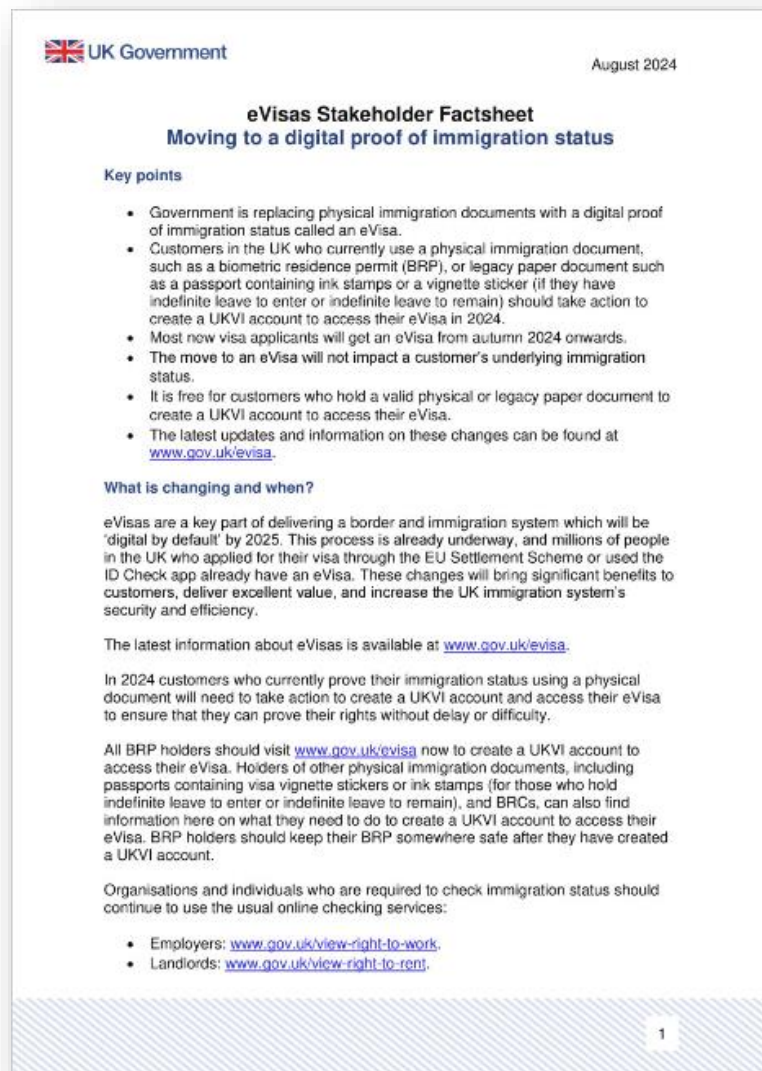
- eVisas are tried and tested, with millions of customers already using them on select immigration routes, such as the EU Settlement Scheme.
- Those who check immigration statuses can already accept a 'share code' to check someone's status using the relevant online services including employers (the [right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



# What is an eVisa?

- An eVisa is an electronic record of a person's immigration status. It removes the need for physical documents such as the biometric residence permit (BRP), passports containing a visa vignette sticker or immigration ink stamps, or the biometric residence card (BRC).
- 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.
- Legacy document holders with settled status, including holders of passports containing ink stamps or vignette stickers are encouraged to make a 'No Time Limit' application at [www.gov.uk/biometric-residence-permits/replace-visa-brp](https://www.gov.uk/biometric-residence-permits/replace-visa-brp), which currently provides successful applicants with a BRP with which they can prove their rights. They will be able to use this BRP to create a UKVI account to access their eVisa.
- Later this year, the No Time Limit process will provide successful applicants with a UKVI account and access to their eVisa, rather than providing a BRP.
- 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



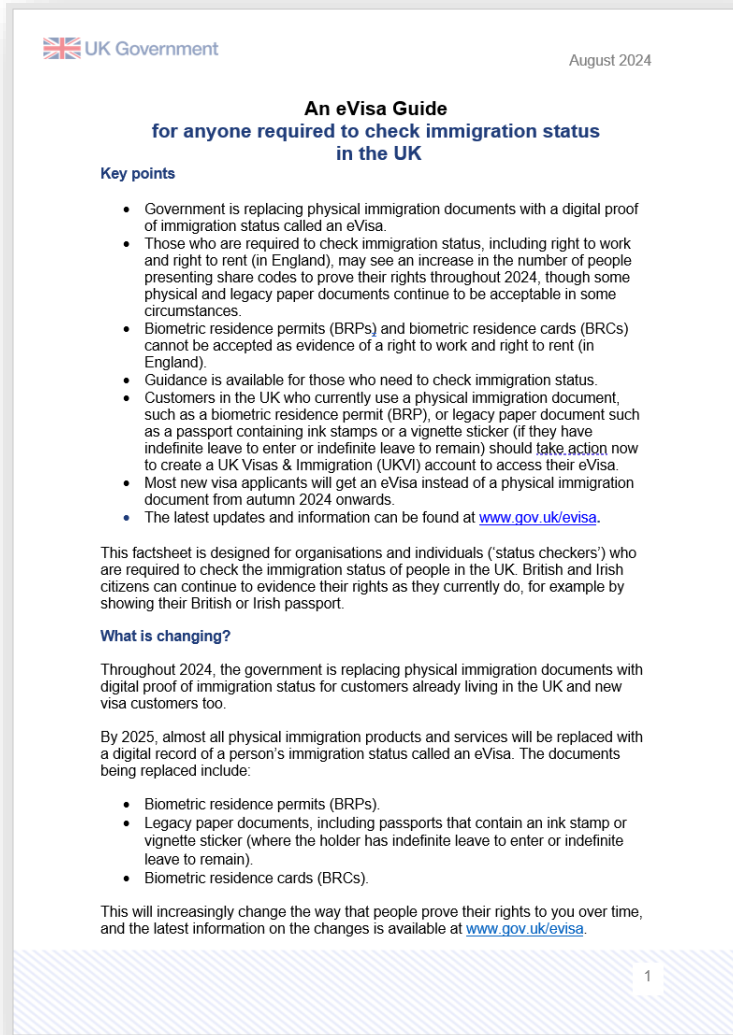
This factsheet presents an overview of eVisa changes for stakeholders and impacted customers. It includes information on:

- 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](http://www.gov.uk/evisa)

# eVisa toolkit for employers

## eVisa Employer Toolkit – Updated August 2024

This toolkit provides 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 [www.gov.uk/evisa](http://www.gov.uk/evisa) and resources for employers and employees, including social media content to post and share, is available to download in the eVisa [Partner Pack](#).

### 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 [www.gov.uk/evisa](http://www.gov.uk/evisa) 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 [UKVI account up to date](#) 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

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You can download the toolkit [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](#)

UK Government

**Biometric residence permits (BRPs) are being**

**REPLACED BY**

**eVisas**

GOV.UK  
Create a UK Visas and Immigration (UKVI) account  
Create account

UK RESIDENCE PERMIT ZW90051196

Biometric residence permit (BRP) holders need to take action to create a UKVI account and access their eVisa to prove their rights before their BRP expires. Most BRPs expire on 31 December 2024.

Find out what you need to do now at [gov.uk/eVisa](https://gov.uk/eVisa).

August 2024

# eVisa Videos

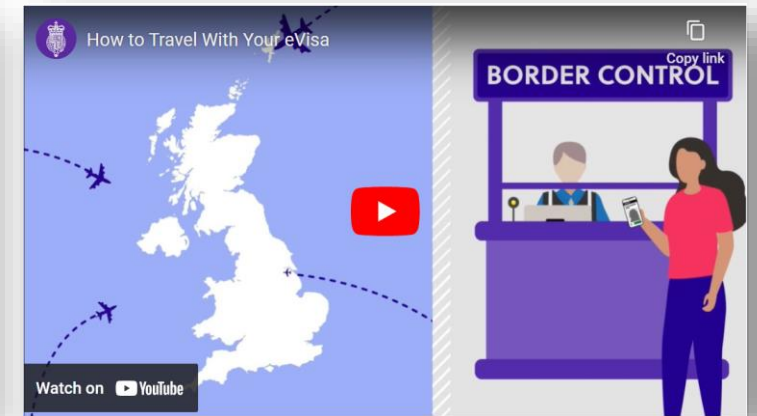
A [series of videos](#) is available on GOV.UK and the Home Office YouTube channel to provide an engaging summary of the eVisa changes for customers.

Three 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](#)



# 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.

