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.

Once you have completed the online application and created an account on the [UKVI website](#) you will be directed to book an appointment.

2. **When can I apply for my visa?**

For information about when to apply for your visa, please visit the [UKVI website](#).

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

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

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

Once your biometrics and supporting evidence 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 on applications once submitted, so we are unable to respond to any status enquiries.

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

To cancel your application please visit the [UKVI website](#), enter your application details and follow the steps provided.
6. **How do I rearrange or cancel my UKVCAS appointment?**

To rearrange or cancel your appointment please visit the [UKVCAS website](https://www.ukvcas.gov.uk), 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](https://www.ukvcas.gov.uk) 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: 0900 165 6600 (inside the UK) or +44 900 165 6600 (outside the UK). Calls cost £2.50 plus your standard network rate and access charge. Our lines are open 8am to 8pm Monday to Friday, and 9am to 5:30pm on Saturdays.

Please check the [Terms and Conditions](https://www.ukvcas.gov.uk) relating to the cancellation of appointments.

7. **Which centres operate an advance booking system?**

Appointments are available 28 days in advance at all six core UKVCAS service points and the premium lounge and 14 days in advance at the 50 enhanced service points.

8. **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](https://www.ukvcas.gov.uk) 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](https://www.ukvcas.gov.uk) homepage.

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.
9. **How can I book a Free Appointment:**

FREE of charge appointments can be arranged at our six core service points Monday-Friday between **10.00 and 16.00** based in:

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

If the free appointment slots or the locations you have selected are not convenient or you want a more enhanced service you can arrange appointments at enhanced service points, for a fee. These will be presented on the appointments screen as long as the free appointment only option is not selected. Please see the [UKVCAS website](#) for more information.

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<thead>
<tr>
<th>APPOINTMENT TYPE</th>
<th>TIMING</th>
<th>COST</th>
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<tbody>
<tr>
<td>Core Sites</td>
<td>10.00-16.00</td>
<td>FREE</td>
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<tr>
<td>Enhanced Sites</td>
<td>10.00-16.00</td>
<td>£60 GBP</td>
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<tr>
<td>Premium Lounge</td>
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<td>£200 GBP</td>
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<td>NEXT DAY/SAME DAY/OUTSIDE CORE HOURS</td>
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<tr>
<td>Core Sites</td>
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<td>£100</td>
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<tr>
<td>Enhanced Sites</td>
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<td>£125</td>
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<tr>
<td>Premium Lounge</td>
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We reserve the right to alter classification of appointments to meet operational demand and therefore reduce the price of these appointments in exceptional circumstances.

10. **I have not received an email confirming my appointment?**

The confirmation 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.

11. **I have already had my appointment but did not receive a confirmation email showing my evidence had been submitted. When will I receive one?**

Currently, we do not send out confirmation emails following appointments.
12. **How do I submit my supporting documents?**

You can save time by submitting your supporting documents in advance of your appointment. Please visit the [UKCAS website](https://www.ukcas.gov.uk), log in to your account and choose ‘Upload Documents’. If you do not upload your documents, in advance, it will result in a longer appointment.

The log in link is at the top right of the [UKCAS website](https://www.ukcas.gov.uk) homepage.

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

For security purposes documents cannot be viewed or downloaded once they have been uploaded to the site. However, 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.

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

5-10 working days. The refund can only be issued to the card used to pay for the appointment.

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

You will need to print out and bring your QR to your appointment. This is very important. Your QR Code is in the file attached to your appointment confirmation. 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 the mandatory information, requested by UKVI, when you first set up your account on the UKVI website and your passport and any documents you require digitising.

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.

16. **Can I make an offline paper application?**

While it is strongly recommended to make an online application via [gov.uk](https://www.gov.uk) wherever possible to fully benefit from what the UKCAS service offers, there are a small number of application routes where it is possible to make an offline paper application. Making an offline application involves customers sending a paper application form and all supporting documents directly to UKVI.
After UKVI has logged your application, you will receive an email notification from UKVCAS asking 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. 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.

If you do not provide an email address, you will need to book an appointment by calling the UKVCAS Premium Support Line on 0900 165 6600 (Calls cost £2.50 per minute), or if you are applying via the EU Settlement Scheme, by following the instructions in your biometric enrolment letter.

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.

17. My passport is currently with UKVI – can I still attend an appointment at a service point?
If your passport or travel document is with UKVI at the time of your appointment, you will need to bring with you an alternative form of photographic ID. Acceptable forms of ID include valid photographic driving licenses, national ID cards and other government-issued photographic ID. If you have a biometric enrolment letter sent to you by UKVI, you should also bring this with you. If you have any questions on acceptable forms of ID, you can speak to a UKVCAS member of staff by calling the Support Line on 0900 165 6600 (Calls cost £2.50 per minute).

18. 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.

19. 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 biometrics residency 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 find out more by calling the Sopra Steria Support Line on 0900 165 6600 (Calls cost £2.50 per minute).