Identity Verification (IDV) app
Frequently Asked Questions

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

Take a look at the FAQs on the IDV app menu. You can find this by clicking the menu at the top left of the screen. 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.

Take a look at the video which shows you exactly how the IDV app works

Click here

2. How does the IDV app work?

UK Visa and Immigration (UKVI) and UKVCAS have worked together to develop the IDV app. The app lets you send information to UKVI without having to book a UKVCAS appointment.

3. Is the IDV app totally secure?

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

4. Can I upload all my supporting documents onto the 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.

5. How much does the IDV app cost?

The IDV app is free to download and use. However, if you cannot submit all information via the 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.

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

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

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

The IDV app works on the following smart phones:
Android:
· IDV app works on devices having a camera with minimum 5 megapixels and running Android 7.0 and above.
iOS:
· IDV app works on iPhone 6 and above and having version iOS 12 and above.

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

11. What happens when I press 'submit' on the 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.

12. Will I receive updates on my application on the 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.

13. I've started my application via the website and have been invited to use the 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

14. I've submitted information to UKVI via the 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.

15. Do I need to download the 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.

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16. Am I still allowed to access my application once it has been submitted to UKVI using the 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.

17. 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.

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

18. 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 compatible with tablets. See Question 7 for further details.
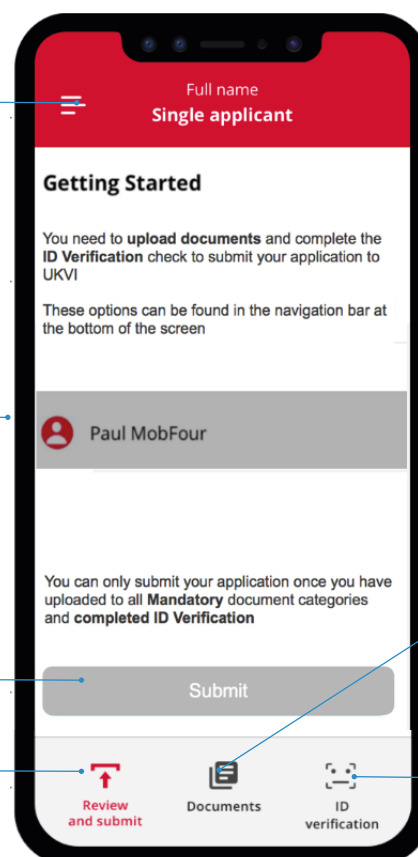
If you are unable to access the IDV app, you can still progress your application by booking an appointment.

This menu contains links to FAQs and ways to contact UKVCAS if you have questions

The Getting Started screen contains basic instructions and allows you to review and submit your application

The submit button turns red once the application is ready for submission.

This navigation menu lets you switch between different parts of the application

Tap this to upload documents

Tap this to do your ID check

Full name
Single applicant

Getting Started

You need to **upload documents** and complete the **ID Verification** check to submit your application to UKVI

These options can be found in the navigation bar at the bottom of the screen

Paul MobFour

You can only submit your application once you have uploaded to all **Mandatory** document categories and **completed ID Verification**

Submit

Review and submit   Documents   ID verification