eVisa Deskaid

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| **Reporting an error to eVisa**  You can use this service to report an error with any of the following details on eVisa:   * name * date of birth * nationality status * the date your visa is valid from * the date your visa is valid to * national Insurance number * photo * what you can and cannot do in the UK.  You can also use this service to report a problem with getting a share code or change the email address or phone number you use to sign in. | Follow the link to report an error  [Report an error with your eVisa - GOV.UK](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Freport-error-evisa&data=05%7C02%7CJade.Smith31%40homeoffice.gov.uk%7C183a3969baf540c03f6a08dd898ef892%7Cf24d93ecb2914192a08af182245945c2%7C0%7C0%7C638817969330948580%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=I2aVddbefBslGZMfCErsG6AYVW1adhGvN4jchs1Zqo8%3D&reserved=0) |
| **Request Your Reference Service**  For example, if applicants do not have their reference number, they will be able to request it during the UKVI account creation process.  During the process, they will be directed to the “Request Your Reference” service if they are unable to provide their reference number. | Follow the link to request your reference  <https://www.gov.uk/get-access-evisa>.  In the meantime, employers and landlords can use the following links to check their immigration status. If a person needs help proving their status in the UK, please Contact UK Visas and Immigration for assistance - GOV.UK ([www.gov.uk](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.gov.uk%2F&data=05%7C02%7CJade.Smith31%40homeoffice.gov.uk%7C183a3969baf540c03f6a08dd898ef892%7Cf24d93ecb2914192a08af182245945c2%7C0%7C0%7C638817969330990162%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=KBicdADncrbbGEKuS5W2CgbUS7lBWsczsno79ujU8IE%3D&reserved=0)).  Employer Checking Service:  Use the Employer Checking Service - GOV.UK (www.gov.uk)    ​Landlord Checking service:  Use the Landords Checking Sevice - GOV.UK (www.gov.uk) |
| **Applicant needs to update an account**  If you’ve changed your:   * ​mobile phone number * ​email address * ​name * ​identity document, such as your passport or national identity card * ​home address * postal address | Update your UK Visas and Immigration account details  [Update your UK Visas and Immigration account details: Overview - GOV.UK](https://www.gov.uk/update-uk-visas-immigration-account-details) |
| **Person has lost their BRP**  If a person’s BRP card is lost or stolen, they must report it to the Home Office.  If they do not yet have a UKVI account, and don’t have either a BRP or a passport, they will be able to create a UKVI account to access their eVisa from soon. Updates will be provided, in due course, on gov.uk/eVisa.     In the meantime, employers and landlords in the UK can use the existing Employer Checking Service and Landlord Checking service to check their immigration status. If a person needs help proving their status in the UK. | Report lost BRP please follow the link  <https://www.gov.uk/biometric-residence-permits/lost-stolen-damaged>. |
| **Applicant needs to recover an account**  To start, you will need:   * details of the identity document you use to sign in to your UKVI account (your passport, national identity card, or biometric residence card or permit) * your date of birth * access to your new phone number and email address - we will send security codes to verify them. | Recover and account please follow the link.  [Recover your UK Visas and Immigration (UKVI) account - Recover account - GOV.UK](https://update-your-details.homeoffice.gov.uk/account-recovery/help) |
| **​Applicant needs to prove their right to work to an employer while they wait for their UKVI account to be created** | ​Landlord or Letting Agent should be directed to the below link, this will confirm their responsibilities, and confirm how they can check your right to rent using alternative documents:  ​  <https://www.gov.uk/check-tenant-right-to-rent-documents>  ​  ​Should the Landlord or Letting Agent not be able to confirm your right to rent using alternative documents then they can use the Landlord Checking Service by following the below link:  ​  <https://eforms.homeoffice.gov.uk/outreach/lcs-application.ofml>  ​  Checks can take up to 2 working days to be completed. |

If you need any further assistance, please do not hesitate to contact us [eVisaGrants@homeoffice.gov.uk](mailto:eVisaGrants@homeoffice.gov.uk)