Access UK Q&A
(provided by the UKVI, Nov. 2019)

1. What is Access UK?

Access UK is a simple to use online application service for individuals wishing to apply and pay for a visa to visit, study or work the United Kingdom (UK). It is also available to applicants based in the UK, who wish to extend or change their visa. It is accessed via our web site at www.gov.uk/applyuk-visa.

2. Why are we introducing Access UK?

Access UK will replace the Visa4UK website so that customers outside of the UK can take advantage of a number of new benefits for customers:

- The service is available on mobile devices, enabling application forms to be completed on smart phones or tablets, making it more convenient for the customer;
- The application is often more concise and quicker to complete, as questions are only asked when they are relevant to a customer's previous answers;
- Customers can review, edit and download their partially completed application at any point before submission, making it simpler to check, edit and update responses as required;
- The application fee is displayed in US Dollars, making it easier to understand the overall cost;
- Customers will now transition smoothly through the application process to booking their appointment at their chosen ASC or PAC to submit their biometrics, without having to visit multiple online sites. The vast majority of customers will be able to self-upload their supporting evidence, and customers will be able to easily select and pay for additional services to suit their needs.

3. Is this service available in my country?

Yes, Access UK has been rolled out worldwide.

4. Who can use the Access UK service?

Access UK is now available to all customers. In some locations visa4uk may still work for the following routes but we encourage all customers to use AccessUK so they can take advantage of our new and improved online customer journey.

- to live with a family member already in the UK
- to visit your child at an independent fee-paying day school
- to set up or run a business in the UK
- for a UK ancestry visa
- to prove you're allowed to live or work in the UK without any immigration restrictions (called 'right of abode')
- for an official visit or for diplomatic business

- for a visa to prove you're exempt from immigration control
- for a Points Based System Tier 1 (Investors, entrepreneurs and talent) visas, and including their dependents

5. When will the current application web site www.Visa4UK be shut down?
Visa4UK will continue to run in parallel with AccessUK for the above visa application types. We expect visa4uk to shut for all application types by the end of 2019 when all customers will benefit from the quicker, user-friendly online application service that Access UK offers.

6. What will happen if you have already started/ submitted a visa application on Visa4UK?
It is possible that applications may have been started on Visa4UK for routes that are now available on Access UK. Customers have 120 days to complete and submit their application from the date the application was started. If 120 days has passed, then customers must make a new application on Access UK. If only a small part of the application has been completed on Visa4UK, customers may find it more beneficial to abandon that application and instead make an application using the new Access UK service, as this will allow a smoother experience, particularly around making arrangements to give biometrics / self-upload of supporting evidence / accessing additional services.

7. I'm unsure what visa type I need and how to apply. How can I find guidance and the right Access UK route?
Guidance for checking what visa you need and links to apply online should be accessed via www.gov.uk/apply-uk-visa.

8. What happens if you have a problem with your application form or Access UK isn't working?
Customers can contact UK Visas and Immigration (UKVI) from inside or outside the UK if they have a problem with their application via: www.gov.uk/contact-ukvi-inside-outside-uk. Contact Centre staff cannot provide advice about personal circumstances.

9. Can you pay online when applying on Access UK?
Yes, you can make payment online for the visa fee and (where appropriate) the Immigration Health Surcharge as part of the application process. Changes to our commercial partners' websites will also allow you to select and pay for a range of additional added value services at the same time you apply online.

10. Can you pay for priority services – such as the 24 hour Super Priority service and the 5 day Priority service whilst applying on Access UK?

Yes, when you go through to the VFS website from Access UK, you will select your chosen ASC or PAC. Here, you can check what additional services are offered as well as whether the location you wish to attend is free to use (ASC) or attracts an additional fee (PAC).

11. How do I find out what other optional services are available?
Improvements to our online processes mean that you can seamlessly apply online and choose from a range of optional added value services that are provided by VFS. You will automatically see the range of options available to you, based on which ASC or PAC location you choose to attend.

12. Can you book appointments through the new service?
Yes, after completing your application on Access UK, you will be directed through to the VFS website. Here, you can book an appointment at a US Department of Homeland Security ASC to record your biometrics (only) or at a VFS PAC, where a full range of services are available.

13. Can you make changes to the form during your application?
Yes, customers can edit the information on the application form before they book their appointment and make their payment. Once an appointment is booked, no further changes can be made to their application.

14. Will all application questions remain the same for the Tier 4 application form?

No, certain questions have changed:

- The Visa4UK 'Points Claimed' application questions have been removed from Access UK, in order to simplify the process. Access UK is a dynamic form, meaning that customers will only be presented with relevant questions
- Customers are asked to enter their Confirmation of Acceptance for Studies (CAS) number and will not be able to proceed the application if this is not entered in the correct format. This is a 14 digit alpha-numeric reference number that you must obtain before applying for your study visa

15. Will you receive help to select the correct visa application service on Access UK?
Additional guidance has been added, encouraging customers to proactively check that they are applying/selecting the correct form or service. Customers will be responsible for ensuring their selection is correct.

An example is: *'Make sure you can use the Priority service in the country you're applying from, and for the type of visa you're applying for. You can find information here or from our commercial partners.'*

The additional text will appear on the following application pages:

- Priority Visa/Super Priority Visa on the Service Options Selection page

16. Can you apply for a Tier 4 visa without entering a Confirmation of Acceptance for Studies (CAS) number?

Customers applying for the Tier 4 route are required to be sponsored by a licensed educational provider to apply to study in the UK. This sponsor will issue a CAS to the customer. Customers applying for the Tier 4 route are required to enter their CAS number at the start of the application form if they have one and are warned that their application is likely to be refused if they do not enter a CAS. If they do enter a CAS, it must be entered in the correct format to progress the application.