

Guidance

Check your eVisa is correct before you travel

How to check your eVisa details are correct before you travel in or out of the UK.

From: **UK Visas and Immigration**
(/government/organisations/uk-visas-and-immigration) and **Home Office**
(/government/organisations/home-office)

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Before you travel, you should check your [eVisa](#) (<https://www.gov.uk/guidance/online-immigration-status-evisa>) has all the correct details. If there's an issue with your eVisa, there are steps you can take to try to resolve it.

If you're travelling to the UK on an electronic travel authorisation (ETA), see our [ETA guidance](https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta) (<https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>).

If you're travelling out of the UK

If you're in the UK with permission and have a UKVI account, you'll need to check the information in your account is correct before you travel.

You can do this by:

- checking your immigration status is displaying correctly by using the [view and prove your immigration status \(https://www.gov.uk/view-prove-immigration-status\)](https://www.gov.uk/view-prove-immigration-status) service – if your status is displaying incorrectly, [report an error with your eVisa \(https://www.gov.uk/report-error-evisa\)](https://www.gov.uk/report-error-evisa)
- using the [update your UKVI account details \(https://www.gov.uk/update-uk-visas-immigration-account-details\)](https://www.gov.uk/update-uk-visas-immigration-account-details) service to check:
 - the passport you will use for travel is linked to your account
 - your personal details are correct

If you have dual nationality

If you have dual nationality and neither of those nationalities is British or Irish, you'll need to add the passport you'll use to travel to your account. If you have a passport for both nationalities, you can add both to your account.

For British or Irish citizens who hold dual nationality, or those with the right of abode, you'll need to show your carrier (for example airline, rail company, or other transport provider) either:

- your British or Irish passport
- another passport containing a certificate of entitlement to the right of abode

If you're travelling to the UK and you have an eVisa

If you're outside the UK and have permission to travel to the UK, you'll need to check the information in your UKVI account is correct before you travel.

You can do this by:

- using the [view and prove your immigration status \(https://www.gov.uk/view-prove-immigration-status\)](https://www.gov.uk/view-prove-immigration-status) service to check your immigration status is displaying correctly and you have permission to travel to the UK – if your immigration status is displaying incorrectly, [report an error with your eVisa \(https://www.gov.uk/report-error-evisa\)](https://www.gov.uk/report-error-evisa)
- using the [update your UKVI account details \(https://www.gov.uk/update-uk-visas-immigration-account-details\)](https://www.gov.uk/update-uk-visas-immigration-account-details) service to check:
 - the passport you'll use for travel is linked to your account
 - your personal details are correct

You should also check that the passenger information you've provided to the carrier matches the details on your passport or immigration permission.

It's your responsibility to check the entry, exit and transit requirements of other countries, and you may be asked to show evidence of your UK immigration status to authorities there.

You should check what they will require, but they may consider accepting evidence such as:

- a [share code from the view and prove service \(https://www.gov.uk/view-prove-immigration-status\)](https://www.gov.uk/view-prove-immigration-status), which you should try to get before you travel – you will need a stable internet connection to get your code
- viewing a screen from your UKVI account
- a physical document confirming UK status or permission
- a copy of a letter or email you received from the Home Office when your UK immigration status was granted

If you cannot access your eVisa

If you're outside the UK and cannot access your eVisa, you can get help to [recover access to your UKVI account \(https://update-your-details.homeoffice.gov.uk/account-recovery/help\)](https://update-your-details.homeoffice.gov.uk/account-recovery/help). If your immigration status is displaying incorrectly, you'll need to [report an error with your eVisa \(https://www.gov.uk/report-error-evisa\)](https://www.gov.uk/report-error-evisa).

If you're unable to recover your account but have a valid physical document that shows you have permission to travel, you can show that to the carrier.

If you're unable to recover your account and have no other evidence of your permission to travel, you should consider [applying for a temporary visa \(https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer\)](https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer) which lets you re-enter the UK once only.

Adding a different passport to your UKVI account

If you're outside the UK and need to add a different passport to your UKVI account, how you do this depends on whether your personal details have changed.

Personal details include:

- name
- nationality
- date of birth

- sex

If none of your personal details have changed, you can add a new or different passport to your UKVI account using the [update your UKVI account details \(https://www.gov.uk/update-uk-visas-immigration-account-details\)](https://www.gov.uk/update-uk-visas-immigration-account-details) service.

If your personal details have changed, you won't be able to use the [update your UKVI account details \(https://www.gov.uk/update-uk-visas-immigration-account-details\)](https://www.gov.uk/update-uk-visas-immigration-account-details) service to add your new passport from outside the UK. This means you may experience delays or complications with your travel back to the UK if you use your new passport for travel.

You should consider [applying for a temporary visa \(https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer\)](https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer) which lets you re-enter the UK once only.

Once you're inside the UK, you'll be able to use the [update your UKVI account details \(https://www.gov.uk/update-uk-visas-immigration-account-details\)](https://www.gov.uk/update-uk-visas-immigration-account-details) service to add your new passport to your UKVI account and update your personal details.

If you're travelling to the UK and you don't have an eVisa

If you're outside the UK, see if you can [get access to your eVisa \(https://www.gov.uk/get-access-evisa\)](https://www.gov.uk/get-access-evisa) before you travel.

You will need:

- access to a smartphone
- a mobile phone number
- an email address
- your BRP card or a valid passport with your BRP number or visa application number

If you cannot access your eVisa

You'll need to confirm you have permission to enter and stay in the UK by showing your carrier your valid passport.

If you have one, you must also show your carrier your valid, physical proof of your permission to enter and stay in the UK. For example:

- passport endorsements, such as indefinite leave to enter wet ink stamps
- vignette stickers in passports, such as entry clearance or visa vignettes

Otherwise, you may experience delays or complications with your travel back to the UK.

If you cannot access your eVisa and have no other evidence of your permission, you should consider [applying for a temporary visa \(https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer\)](https://visas-immigration.service.gov.uk/apply-visa-type/brp-vignette-transfer) which lets you re-enter the UK once only.

Once you're inside the UK, you'll be able to [get access to your eVisa \(https://www.gov.uk/get-access-evisa\)](https://www.gov.uk/get-access-evisa) and view your immigration status.

Get help

If you need more help, you can [contact us \(https://ukimmigration-support-webchat.homeoffice.gov.uk/evisa\)](https://ukimmigration-support-webchat.homeoffice.gov.uk/evisa).

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