



# Supporting people with the digital skills to access UKVI - eVisa

# How to use this document

These resources have been collated to support you alongside Digital Communities Wales: Digital Confidence, Health and Well-being (DCW) training.

We have included webpages within this document that contain helpful information for supporting others. We have included these as links in this document. Look out for the **pink link symbol**, which you can select with your cursor or finger, to open and view the link. 

If you are viewing a printed resource, either type the website address into a web-browser or scan the QR code to open the webpage.

## How to scan a QR code

1. Open your QR code app on your device. On many modern smart phones, this is your camera app.
2. Point the camera at the QR code and ensure all of the code is in the frame.
3. Look at your screen to see if a website link has appeared. If it has, touch it with your finger and it will open the website!



# Helping people with UKVI

UK Visas and Immigration (UKVI) is the Home Office service that many people are asked to access online to provide their **Share Code** to prove their immigration status. Anyone with leave to remain in the UK for longer than 6 months will need an eVisa.

For further support, or to seek dedicated eVisa advice in Wales, contact the Wales Refugee Council:

<https://wrc.wales/wales-evisa-support> 

The web service you will need to access to support someone to acquire their Share Code can be found here:

<https://www.gov.uk/view-prove-immigration-status> 

The online UKVI, or eVisa service, requires users to be comfortable in a number of key digital skills, including:

- Using a digital device, such as a phone or laptop.
- Navigating a web browser.
- Filling out a form.
- Using an email or phone number for 2-factor authentication.

## Providing opportunities to learn

It is important that we find opportunities to learn the transferable digital skills associated with using the UKVI service. More exposure to digital skills learning opportunities can help encourage independent access to the UKVI service. Over the next few pages we will provide some examples of learning opportunities and overview the steps needed to access a Share Code.

## Using a device

Foundation digital skills are the skills required to use a device effectively, or to understand digital platforms, like an app or an internet browser, and how to interact with them. Use interactive features such as games to make the experience more enjoyable.

## 2-factor authentication

Online safety features such as 2-factor authentication are an essential part of online services, apps and websites. Online safety is important, but can be overwhelming for low-confidence or first time internet users. Utilise existing learning opportunities to support the development of these skills:



## Filling out forms

Many apps, websites and services require you to sign up to them using an online form. Develop confidence to do this by using a practise webform for learners: <https://bit.ly/3v3WcTB>



# Accessing your UKVI account online

Remember: If you are using a shared device to access someone's Visa status (a library computer, for example), make sure you log-out of the UKVI account when finished.

Accessing your UKVI account is just like accessing social media. To log-in to your UKVI account, you need your passport number and your date of birth.



## Sign in What is your passport number?

Passport number  
For example, 120382978

Continue

Enter your passport number and press the green continue button. Then, enter your date of birth on the following screen.

After entering this and pressing continue, you will be prompted to get a security code sent to you by text or e-mail. Select the one you'd prefer the code to be sent to and click the continue button.

## How do you want to receive a security code?

We will send a code to your phone or email address.

Applicant

- Send me a text message (SMS) to 07415\*\*\*\*\*946
- Send me an email to r\*\*\*\*\*5@gmail.com

Continue

We've sent you a single-use, 6-digit security code by text message (SMS) to:

07415\*\*\*\*\*946

It may take a few minutes to arrive.

Security code

[Resend code](#)

Continue

The code may take a few minutes to arrive. When it does, enter it in the security code box and click the green continue button.

# Accessing your UKVI account online

You will then be taken to the **your immigration status** section. Click on the green **prove your status** button to access your **view and prove** codes.

## Prove your status

If you need to prove your immigration status to someone, you can do this online.

Prove your status



When you select the **prove your status** button, you will be asked what type of share code you need:

- Your right to work
- Your right to rent a home
- Something else (e.g. education)

Selecting one of these options and clicking the green button will show your share code, the bold, 9-digit text.

Share code



**M7DDAY2TK**



# Use existing support networks

For further support, or to seek dedicated eVisa advice in Wales, contact the Wales Refugee Council:

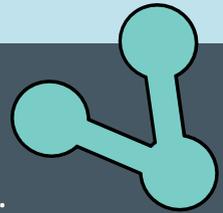
**<https://wrc.wales/wales-evisa-support>** 

Our guide provides some useful starting points for talking about digital skills. Even just inspiring someone to take an interest in using digital devices more often is a great start.

There are many support networks out there that you can utilise to embed digital inclusion for the longer term. Together, we can make sustainable change and increase digital inclusion.

## What next?

To find out more about our support, get in touch:



[digitalcommunities.gov.wales/contact-us/](https://digitalcommunities.gov.wales/contact-us/) 



0300 111 5050

Find us on



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