

EU SETTLEMENT SCHEME APPLICATION HANDBOOK: CASEWORKER GUIDE

May 2019



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This handbook has been designed for organisations who are supporting and making applications to the EU Settlement Scheme on behalf of EEA and Swiss citizens and their family members.

The purpose is to provide you with a screen-by-screen breakdown of the application process. It also provides a detailed outline of the end-to-end application stages, including the three key eligibility requirements: identity, residence and criminality. You will also find application information for children and non-EEA/Swiss citizens, as well as both routes an applicant can use to prove their identity.

As part of the identity stage, this guide also includes a breakdown of the EU Exit: ID Document Check app which verifies an applicant's identity remotely.

This guide will provide a useful source of information for caseworkers, volunteers and other staff, and can be used as a training tool for those who may be joining your organisations to support those most in need with their EU Settlement Scheme applications.

There are user friendly communications materials including leaflets, factsheets and videos online directly for EU citizens to find out more information about the EU Settlement Scheme and how to apply. This guide is not intended for this audience.



Please note: The application screens in this handbook are constantly being updated in response to user feedback and are subject to change.

EU SETTLEMENT SCHEME APPLICATION

STARTING THE APPLICATION



Section 1: Introduction

Start an EU Settlement Scheme application on any device – smartphone, tablet or computer. The screens below are the opening screens of the application form when started on the webpage.

Apply to stay in the UK after it leaves the EU

Prove your identity

You will need:

- an email address and a phone number
- your current passport or national identity card, if you are a European Economic Area (EEA) or Swiss national
- your current passport or UK residence card with a biometric chip, if you are not an EEA or Swiss national

Read the [guidance on staying in the UK after it leaves the EU](#) to check if you qualify.

Prove your identity >

Log in

You can log in and continue with your application if you have already proven your identity using the Android app or online.

Log in

How we use your personal information

The Home Office will use the personal information you provide to decide whether to grant your application.

In addition to an identity check, the three main ways in which your personal information will be processed are:

- Criminality and security checks;
- If you have provided your National Insurance number, real time checks with the Department for Work and Pensions and HM Revenue and Customs to consider evidence of your residence in the UK (for example tax or benefit records); and
- On a case by case basis, sharing information with other organisations to verify evidence you have provided within your application to protect against fraud and the use of counterfeit documents (for example verifying with a university that the university certificate you have provided is genuine).

This data sharing is designed to help applicants evidence their status in a quick and straightforward way by using data already held by other Government departments.

The Home Office may also, on a case by case basis, process your information in other ways in order to fulfil its legal and official functions. This could include, for example:

- If, in the future, you apply for UK citizenship;
- If we find evidence a significant crime has been committed;
- If we discover an immigration offence (like a sham marriage) is being committed; or
- To allow the Home Office to carry out its safeguarding duties.

This is set out in more detail in the [Borders, Immigration and Citizenship System privacy information notice](#). The BICS privacy information notice also sets out how you can request a copy of your personal information, and how you can complain. You should be aware that the information set out in this note is intended to supplement the BICS privacy information notice, not to replace it.

IDENTITY

PROVING IDENTITY



Section 2: Proving identity



BETA This service is currently in development

[◀ Back](#)

Prove your identity

What you can use to prove your identity depends on where you are from.

If you are from a country in the EEA or Switzerland

You can use either:

- your passport
- your national identity card

If you are from a country outside the EEA or Switzerland

You can use either:

- your passport
- your UK residence card with a biometric chip

[Countries in the EEA](#)

[Continue](#)

The first stage of the application is proving identity.

This can be done by using a valid passport, valid national identity card (for EEA or Swiss citizens), or a biometric residence card (for non-EEA/Swiss citizens). An applicant's identity can be verified in several ways:

- using the EU Exit: ID Document Check app
- sending their ID document by post to the Home Office
- visiting an ID document scanning service location.



For a list of locations offering this service, visit www.gov.uk/eu-id-scannerlocations.

ID VERIFICATION OPTIONS



Section 2: Proving identity

Prove your identity

There are different ways you can prove your identity using your passport, national identity card or UK residence card with a biometric chip.

You can choose the best option for you.

Android App

Use the app to scan your document details and take a photo of yourself, this will save you time entering the details into the form. It is unlikely you will need to post us your document.

If you do not have a suitable phone, use a friend's or one of ours at an [ID document scanner location](#).

If you want to apply whilst you are outside the UK, then you must use this option.

Online and by post

Enter your document details.

Upload a digital photo.

Post your document at the end of the application.

If you want to apply whilst you are outside the UK, then you cannot use this option.

How will you prove your identity?

- Android app
- Online and by post

You must be in the UK if you choose to prove your identity this way.

Continue

By selecting option 2 (online and by post), the applicant will be required to send their ID document to the Home Office to complete the ID verification stage.

If the applicant is making an application from outside the UK, they have to select option 1 and use the EU Exit: ID Document Check app to prove their identity.



ID VERIFICATION OPTION 1

ANDROID APP



Section 2: Proving identity

Proving your identity using the Android app

The Home Office's EU Exit: ID Document Check app is free. If you use the app it is unlikely that you will need to send us your identity document to check.

You will need an Android phone.

If you do not have an Android phone you can use a friend's or [use one at one of our centres across the UK](#).

If you are an EEA or Swiss national, you can use either your:

- passport
- national identity card

If you are not an EEA or Swiss national, you must use a UK issued biometric residence card.

National identity cards

Your national identity card must have a biometric chip if you want to fully use the app. If it does not have a biometric chip, you will have to post us your card. If it has a chip, it will have this symbol on it:



Phones that can use the app

Your Android phone will only be able to read the biometric chip in your identity document if it has NFC. You can find out if your phone has NFC by searching for it in your phone's Settings.

If your phone does not have NFC, you can still use the app. But you will have to send your identity document to us to check.

How it works

The app proves your identity by checking if you have a genuine document that belongs to you. It:

- scans the details on your document and adds this information to your application
- scans your face to check the document belongs to you
- takes a digital photo of you

You must complete the rest of your application separately online as the app will only check your identity. After you have finished using the app we will send you an email that tells you how to complete your application.

Security

The app sends us your information securely. No information is stored on the app or on your phone after you close the app.

Get the app

Download the free EU Exit: ID Document Check app now from the [Google Play Store](#)

I will prove my identity in another way

[Choose another way to prove your identity.](#)

PROVING IDENTITY – OPTION 1

ABOUT THE EU EXIT: ID DOCUMENT CHECK APP



What is the purpose of the app?

The EU Exit: ID Document Check app is an optional part of the EU Settlement Scheme application. It relates solely to the identity check stage of the application.

The app verifies an applicant's identity by:

- Performing digital security checks to prove that the ID document is genuinely issued
- Completing steps to verify that the genuine ID document belongs to the applicant
- Extracting accurate biographic information and a facial biometric directly from the ID document

The app provides applicants with a secure and convenient option for verifying their identity, without needing to post their ID document to the Home Office, or having to attend an appointment to have their identity verified in person at an ID document scanning location.

Who will be using the app?

- The app can be used by any EEA or Swiss citizen with a biometric chip in their passport or national identity card, or non-EEA/Swiss citizens with a biometric residence card.

DEVICE SPECIFICATIONS



Section 2: Proving identity

To use the app, applicants will need access to a suitable device and have an eligible ID document.

Device specifications:

- Android phone with NFC (Near-Field Communication). Look in the device settings to see if it has NFC. NFC is what the app uses to scan the ID document. If the device is able to make contactless payments, this means it has NFC and can use the app.
- The device must have Android 6.0 or above. A device's specification can be found in settings. This specification will change over time.
- The device will need to be running the latest version of the app.
- The app requires at least 135MB of space to run on a device.
- An active data network connection (WiFi, 3G/4G) is required for the app to work.
- The app will need access to the device's camera. If the app does not prompt requesting access, please enable access in the device's settings.
- The app is in English and can be downloaded from the Google Play store. The app will also be available on iPhone later this year.

ID DOCUMENT SPECIFICATIONS



Section 2: Proving identity

To use the app, the applicant's ID document must be:

- A biometric EEA or Swiss passport if they are an EEA or Swiss citizen or
- A biometric EEA national identity card if they are an EEA or Swiss citizen or
- A UK residence card with a biometric chip if they are the non-EEA family member of an EEA or Swiss citizen

This is the biometric symbol shown on an ID document that can be read by the app.



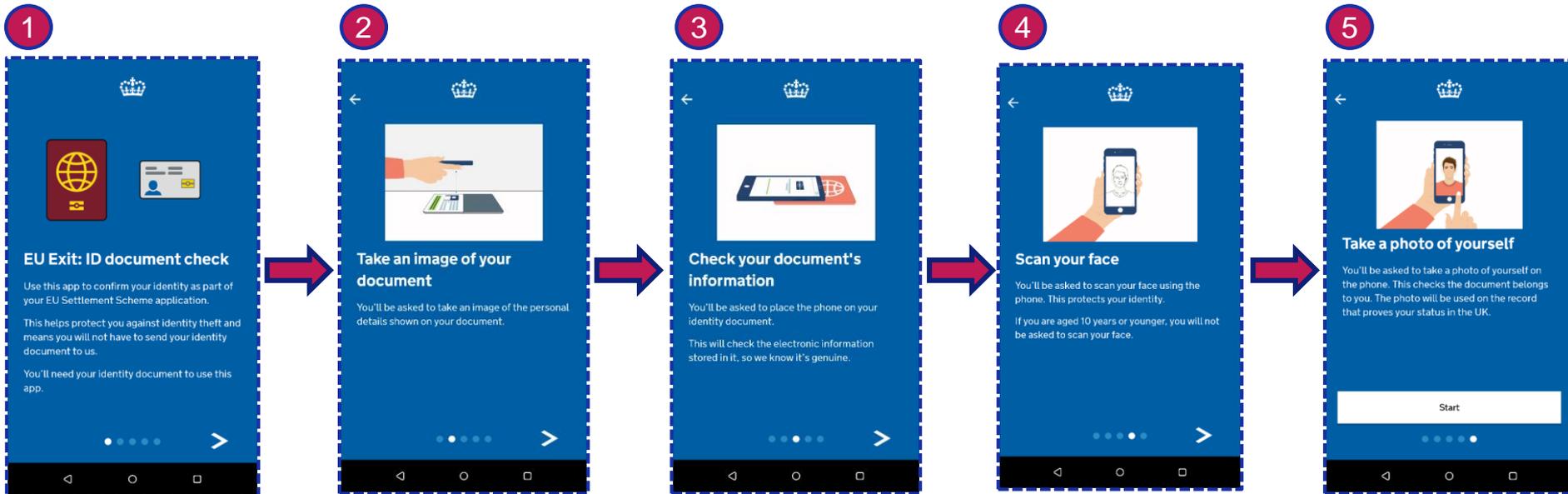
Applicants who do not have a compliant device/ID document can still use the app, but will complete a partial journey which will need to be supplemented by a physical check of the ID document.

STEP-BY-STEP PROCESS

OVERVIEW OF APP STEPS



Section 2: Proving identity



1 ID DOCUMENT TYPE



Section 2: Proving identity

BETA

Are you an EEA or Swiss national?

Yes >

No You must use a biometric residence card >

? Which countries are in the EEA? ▾

? What is a biometric residence card (BRC)? ▾



BETA

Which document will you use?

Passport >

National identity card >

? Which countries are in the EEA? ^

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden.

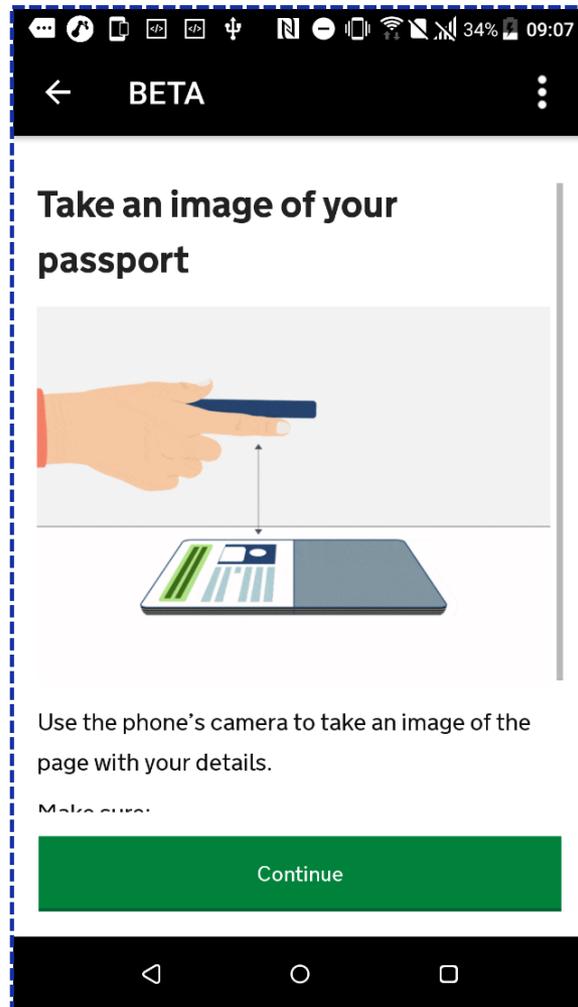
? What is a biometric residence card (BRC)? ^

You'll have a biometric residence card if the Home Office has granted you permission to stay in the UK as a

- family member of an EEA (European Economic Area) citizen
- primary carer of an EEA citizen
- primary carer's child
- child of an EEA citizen and you're at school, college or university in the UK

If you have a document issued by the Home Office, you can tell if it's a biometric residence card if:

- at the top it says 'Residence Card'
- on the back it says 'EU Right to Reside'

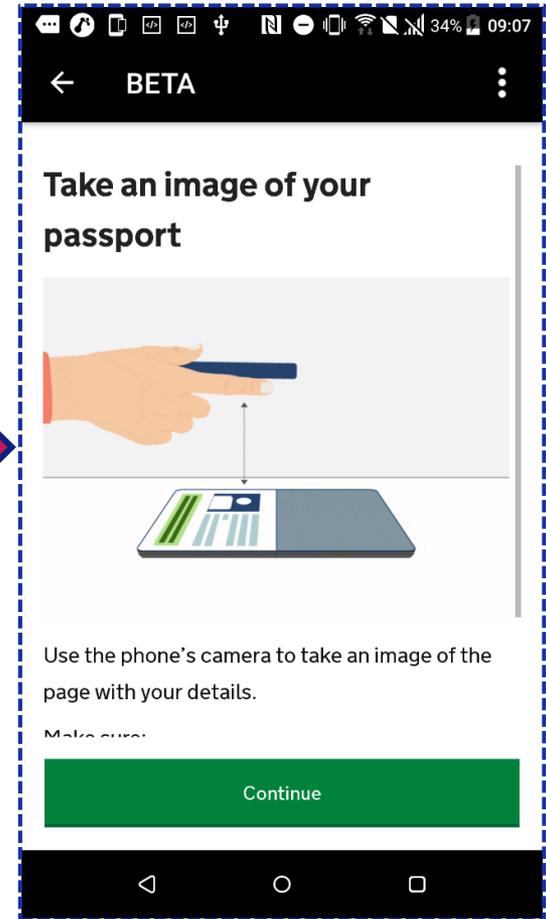
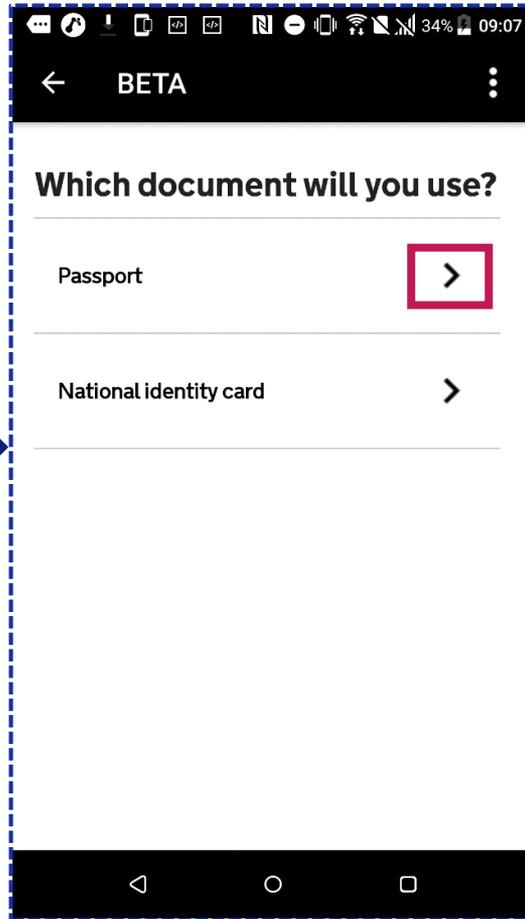
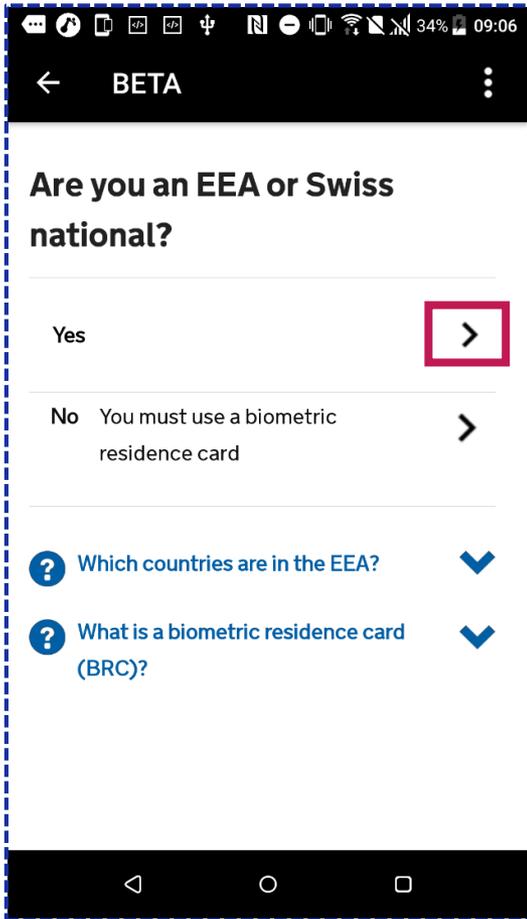


2

TAKE AN IMAGE OF THE ID DOCUMENT PASSPORT



Section 2: Proving identity



CONTACT INFORMATION



Section 2: Proving identity

The screenshot shows a mobile app interface with a black header bar containing 'EXT' and a three-dot menu icon. Below the header, the title 'Your contact information' is displayed in bold. The main content area contains the following text: 'Enter your mobile phone number and email address. We'll use these to send you updates about your application.' followed by 'We'll send a validation PIN to your phone. You'll need this to continue with the process.' Below this text is a country code selection dropdown menu showing 'GB +44' with a red box around the dropdown arrow. Underneath are three input fields labeled 'Mobile phone number', 'Email address', and 'Confirm email address'.

Ensure the applicant provides a valid phone number to receive the six digit one-time pin by SMS.

For non-UK mobile numbers use the drop down list to select the correct country code.

The phone number and email address provided must be valid as verification will be required and it will be used to send the applicant updates about their application. It also makes sure that caseworkers can contact them, to clarify any information relating to their application if needed. For this reason, it is important to use the applicant's own email and phone number as far as possible, although it is possible to use an alternative email address and phone number (such as those you use at work) to enable the application to be made.

Should you do so, it is important that the applicant uses the 'Update My Details' service at a later stage to ensure the Home Office has the correct details for them.

'Update My Details' is a separate service to the application and applicants can access it from the point at which they have completed the identity stage. For more information, visit <https://update-your-details.homeoffice.gov.uk/>.

PIN VERIFICATION



Section 2: Proving identity

BETA

Validation PIN

To continue, enter the 6-digit PIN we've sent to +44 [REDACTED]

If you've not received a PIN after a minute or if you want it sent to a different number then select **Confirm your contact details**.

[Confirm your contact details](#)

Continue

SFT

sent to +44 [REDACTED]

If you have not received a PIN after a minute, select **Resend PIN**

0 0 0 0 0 0

[Resend PIN](#)

Continue

1 2 3 [X]
4 5 6 Done
7 8 9 .-
0

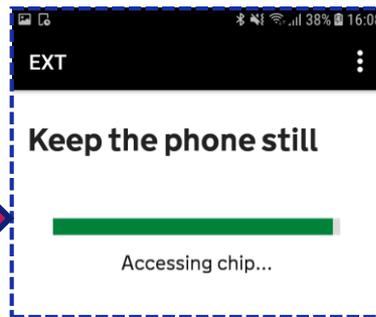
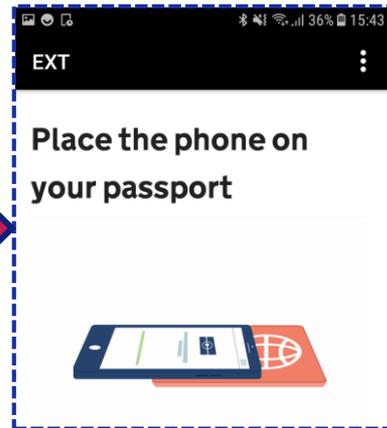
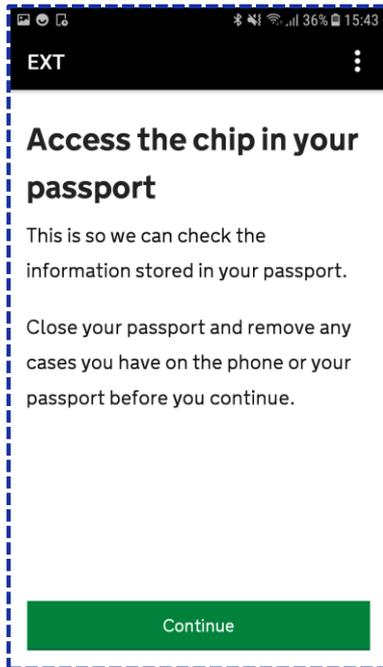
A PIN can only be used once.

If a PIN has not been received after a minute, or the applicant has entered an incorrect PIN, they will need to request a new pin by clicking 'Resend PIN'.

For those starting their application journey from the app, they will be taken back to the previous screen to confirm their contact details before requesting a new PIN.



Scanning the biometric chip



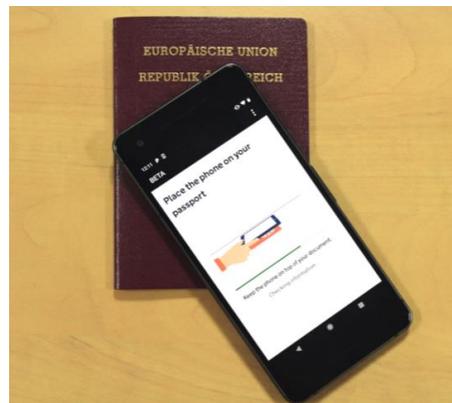
The applicant should remove any cases or covers from the device and ID document.

Click the 'Check Now' button in the app before placing the device on top of the ID document.

Ensure the volume is turned up on the phone so the beep sound can be heard, which indicates the NFC making communication with the biometric chip in the ID document.

Do not move the device too quickly as this may disrupt the communication.

A progress bar will let the applicant know when the check begins and when it is complete. Do not move the device until the check is complete.



TROUBLESHOOTING SCANNING TIPS



Section 2: Proving identity

If the app doesn't recognise the applicant's ID document, slowly move the device around the document until the app recognises it. There will be a beep sound if the ID document has been recognised.

If the device is unable to find the biometric chip inside the ID document, try:

- placing the device on top of the document and slowly move the device from the top of the document downwards until it finds the chip or
- placing the device on the reverse cover of the document or the photo page.

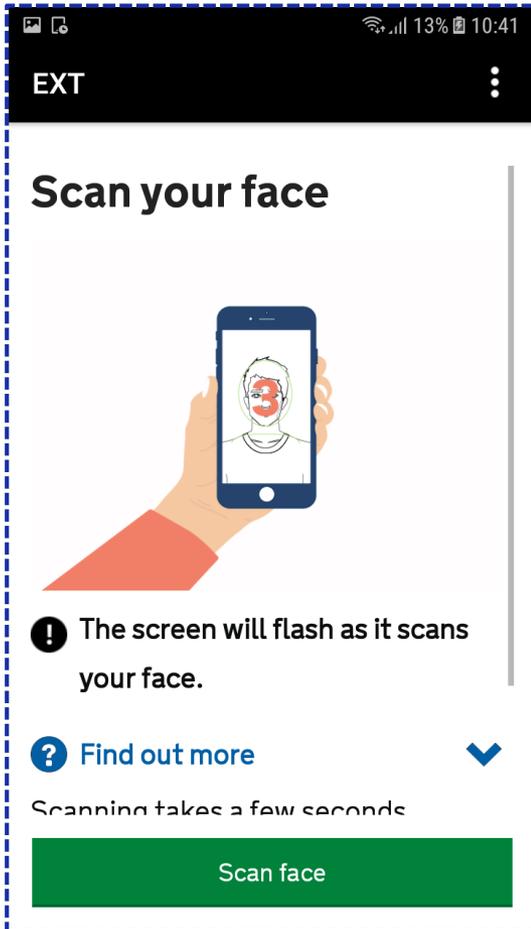
If an applicant continues to have problems and the app is not able to read the biometric chip in the ID document, they will be asked to send their ID document to the Home Office for a manual identity and nationality check. We will ensure that the ID document is returned without delay.

If an applicant has to send their ID document to the Home Office, the applicant should continue with their application. Details of how to send in their ID document will be provided at the end of their application, see page 90.

4 SCAN FACE



Section 2: Proving identity



The device should be held in front of the applicant's face until the scanning has completed.

The screen will flash as it scans the applicant's face. The applicant will need to remain still, as sudden movements could cause the scanning to fail.

Messages are shown at the top of the screen, i.e. 'Move closer'.

It may be necessary to move away from windows or bright lighting if the scanning is not working.

Ensure there are no other faces inside the capture frame.



Applicants aged 10 years or younger will not be asked to scan their face.



! The screen will flash as it scans your face.

? Find out more 

You'll need to hold the screen close to your face (about 20 centimetres away). The screen will flash with several bright colours for a few seconds.

If you are concerned about the flashing, you can skip this step. If you do skip, we may need to ask you for more evidence to prove your identity.

[Skip this step](#)

Scanning takes a few seconds. Follow the

[Scan face](#)

Applicants concerned about the flashing can skip this step by clicking on the 'Find out more' drop down arrow, and selecting 'Skip this step'.



Skipping this step may require the applicant to provide more evidence to prove their identity.



EXT

Take your photo



This is for the record that proves your status in the UK.

Make sure you:

- are in a well-lit room

Take photo



EXT



This is for the record that proves your status in the UK.

Make sure you:

- are in a well-lit room
- look straight at the camera
- keep a plain expression (do not smile or frown)

Take photo

When taking their photo the applicant should:

- Look straight at the camera
- Have a neutral expression (do not smile or frown)
- Remove all tinted glasses i.e. sunglasses
- Make sure eyes are open
- Ensure the room is well-lit
- Have no other faces inside the capture frame



More information

- The applicant will be asked to retake the photo if the app detects a quality issue i.e. 'Your photo is too dark'.
- After 2 attempts at capturing a good quality photo the app will allow the applicant to use the current photo captured by the app or they can attempt to retake another photo.
- Clicking on the drop down 'Can I use this photo?' will reveal the option to 'Use this Photo'



The applicant may be required to provide further evidence if they choose to use a low quality photo.

SEND YOUR INFORMATION



Section 2: Proving identity

HOExt

Send your information

This is the information that has been scanned from your document.

Number	XB7891817
Country	SVK
Surname	SPECIMEN
Given names	BIOMETRIA
Date of birth (YY-MM-DD)	11-11-11

Submit information

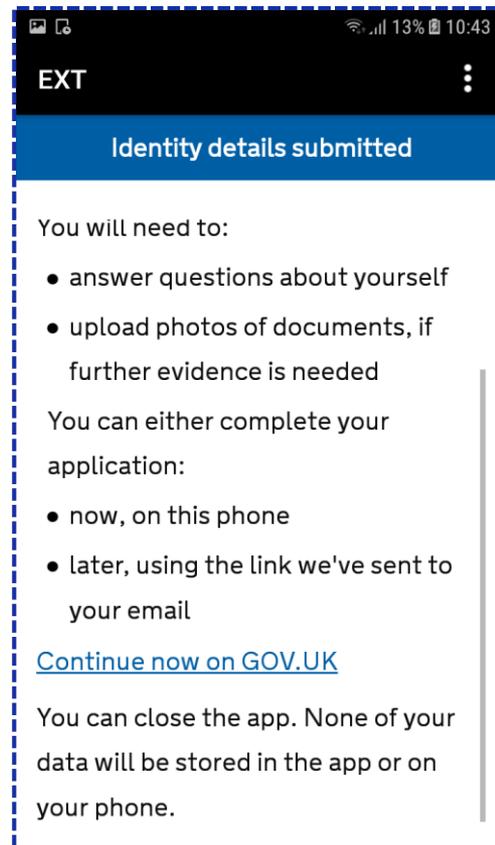
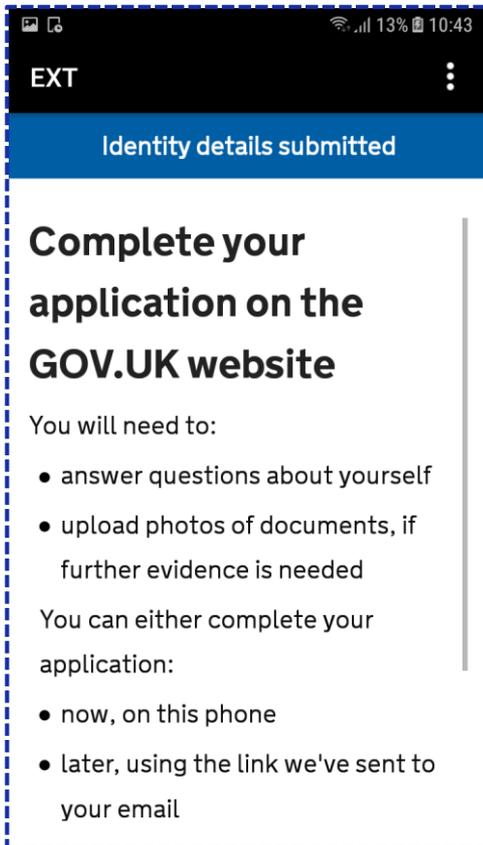
Review and ensure the information captured by the app is correct.

No information will be submitted until the applicant has selected 'Submit information'.

NEXT STEPS IN THE APPLICATION



Section 2: Proving identity



After using the app to verify their identity, the applicant can complete the rest of the application either on that device on their web browser, or on any other smartphone, laptop or computer.

An email with instructions on how to complete the application journey will be sent to their email address so they can complete the application later or using a different device if they wish.

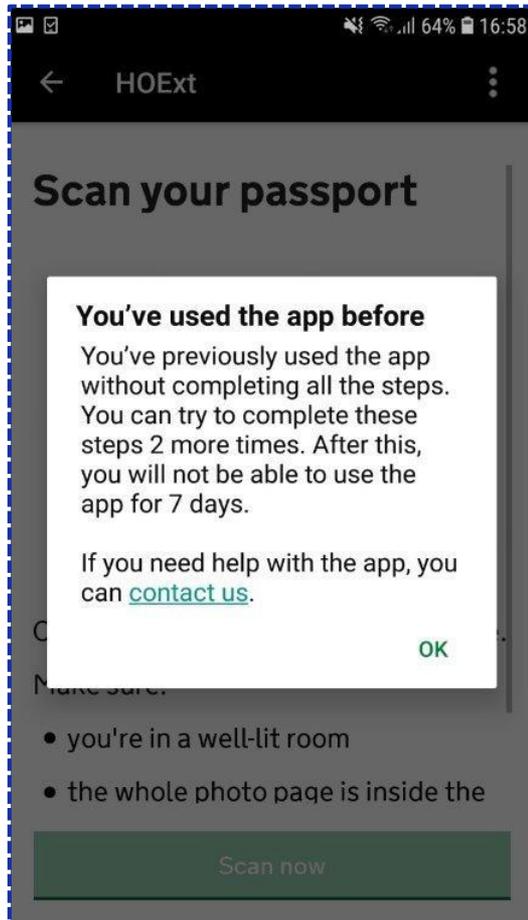
If you do continue with your application on the same device, please remember to log out of your application once you've finished.

Go to slide 50 to continue the user journey for an applicant that has completed the identify verification stage on the app.

ADDITIONAL INFORMATION ABOUT THE APP



Messages



Error/warning messages are descriptive and will let the applicant know the cause of an issue.

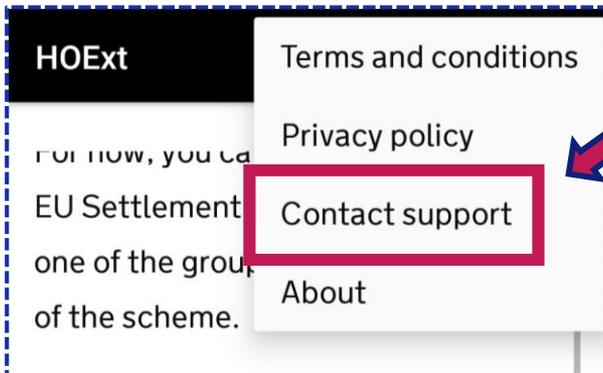
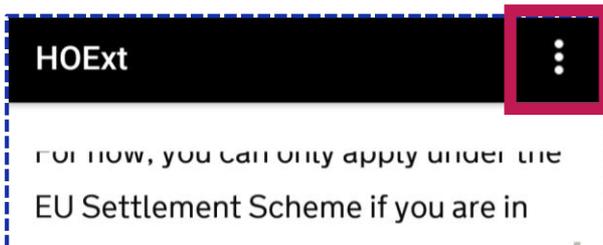
Following instructions on each screen is likely to resolve the most common issues.

ADDITIONAL INFORMATION



Section 2: Proving identity

Contacting support



Information on how to contact support can be found within the app by:

1. Clicking on the app 'Options' button
2. Select 'Contact support'.

This will display a page with details on how to contact the EU Settlement Resolution Centre including contact number, support hours and call charges.



For more information about using the EU Exit: ID Document Check app, visit <https://www.gov.uk/guidance/using-the-eu-exit-id-document-check-app>

ID DOCUMENT SCANNING LOCATIONS



Section 2: Proving identity

ID document scanning is a service available at locations across the UK where an applicant can go to get their biometric ID document scanned if they do not have access to an Android device with near field communication (NFC) and don't want to post their ID document to the Home Office.

The applicant must not start their EU Settlement Scheme application before they attend their appointment.



For more information on ID document scanning, visit gov.uk/eu-id-scanner-locations.

PROVING IDENTITY – OPTION 2

ONLINE AND BY POST

ID VERIFICATION OPTION 2

ONLINE AND BY POST



Section 2: Proving identity

If an applicant cannot use the EU Exit: ID Document Check app or visit an ID document scanning location, they can prove their identity by filling in the personal information from their ID document on the online application form, and then send in their document to the Home Office to be verified.

Using this route, an applicant would complete the identity process outlined in pages 41-49. Then at the end of their application they will be given instructions on how to send their ID document in to the Home Office – see page 90.

ID VERIFICATION OPTION 2 ONLINE AND BY POST



Section 2: Proving identity

Applicants will need their ID document to enter the necessary details for this part of the application process.

The screenshot shows the GOV.UK website interface. At the top, there is a black header with the GOV.UK logo. Below the header, there is a blue navigation bar with a back arrow and the text '< Back'. The main content area has the heading 'What is your country of nationality?' in bold. Below the heading, there is a sub-heading 'You can add another nationality later if you have more than one'. Underneath is a white text input field. At the bottom of the form is a green 'Continue' button.

EEA citizens (including Swiss and Irish) can use passport or ID card:

Which document will you use as proof of identity?

- Passport
- National identity card

Continue

Non-EEA/Swiss citizens can use residence card or passport:

Which document will you use as proof of identity?

- UK residence card with a biometric chip
- Passport

Continue

IDENTITY DOCUMENT PASSPORT



Section 2: Proving identity

Which document will you use as proof of identity?

- Passport
- National identity card

Continue



BETA This is a new service – your [feedback](#) will help us to improve it.

[← Back](#)

Your passport details

Passport number
Your passport number may include letters

Does your passport have an expiry date?

Yes No

Expiry date
For example, 31 3 2024

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

[Continue](#) [Save and return later](#)



[← Back](#)

Enter your passport details again

Passport number
Your passport number may include letters

[Continue](#)

IDENTITY DOCUMENT NATIONAL ID CARD



Section 2: Proving identity

Which document will you use as proof of identity?

- Passport
- National identity card

Continue

GOV.UK

BETA This is a new service – your [feedback](#) will help us to improve it.

[← Back](#)

Your national identity card details

Card number

Does your card have an expiry date?

- Yes No

Expiry date

For example, 31 3 2024

Day Month Year

Continue

GOV.UK

[← Back](#)

Enter your national identity card details again

Card number

123456789

Continue

IDENTITY DOCUMENT

UK RESIDENCE CARD WITH BIOMETRIC CHIP



Section 2: Proving identity

Which document will you use as proof of identity?

UK residence card with a biometric chip

Passport

Continue

 GOV.UK

[Back](#)

Your UK residence card with a biometric chip

 biometric symbol

Card number

For example, RAX203829

Expiry date

For example, 31 3 2024

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Continue

 GOV.UK

[Back](#)

Enter your residence card details again



Card number

For example, RAX203829

Continue





[← Back](#)

What is your name?

Enter your name as it is written on your passport or national identity card

Given names
Your first and middle names

Surname
Include all your surnames if you have more than one

[Continue](#)

There is an opportunity later in the application to enter any other names the applicant may have been known by – see page 66.

DATE OF BIRTH



Section 2: Proving identity



[← Back](#)

What is your date of birth?

For example, 31 3 1980

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

[▶ Help with date of birth](#)

[Continue](#)



[← Back](#)

Enter your date of birth again

For example, 31 3 1980

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

[▶ Help with date of birth](#)

[Continue](#)

EMAIL



Section 2: Proving identity

 **GOV.UK**

[← Back](#)

What's your email address?

This is so you can get updates about your application

[Continue](#)

 **GOV.UK**

[← Back](#)

Enter your email address again

This is so you can get updates about your application

[Continue](#)

 **GOV.UK**

[← Back](#)

Email sent to [REDACTED]

You need to click the link in the email before you can submit your application.
This is to confirm the email address belongs to you.

[Continue](#)

[Change email address](#)

The applicant is asked to provide an email address which will allow them to log out of the application and start it again at a later date. It also makes sure that caseworkers can contact them, to clarify any information relating to their application if needed. For this reason, it is important to use the applicant's own email and phone number as far as possible, although it is possible to use an alternative email address and phone number (such as those you use at work) to enable the application to be made.

Should you do so, it is important that the applicant uses the 'Update My Details' service at a later stage to ensure the Home Office has the correct details for them.

'Update My Details' is a separate service to the application and applicants can access it from the point they have completed the identity stage. For more information, visit <https://update-your-details.homeoffice.gov.uk/>.

EMAIL VERIFICATION



Section 2: Proving identity



Dear

Verify your email address

Please click the link below to verify this Email Address belongs to you. We will not ask for any personal information from you when you click this link.

<https://user-auth.prp1-e-sec-eua.np.apply-for-eu-settled-status.homeoffice.gov.uk/email-verify/ZWRINDE1YTEtN2lwOC00ZGI5LTlmMTAtZjI5Yzk4MTY2MTJlOjE1NDk0NjExODEzOTk=>

This link will expire in 1 Day. To request a new link, please return to the service you were using and ask for a new link to be sent.

Complete your application

You can only complete your application after you have finished all the steps in the EU Exit: ID document Check app. Complete your application on the GOV.UK website: <https://apply-for-eu-settled-status.homeoffice.gov.uk>



Email address verified

Your email address has been verified

MOBILE NUMBER



Section 2: Proving identity

GOV.UK

< Back

What's your mobile phone number?

Include the country code if you have a non-UK phone number

Continue

GOV.UK

< Back

Enter your mobile phone number again

Include the country code if you have a non-UK phone number

Continue

GOV.UK

< Back

Check your phone

We have sent a text message with a code to [REDACTED]

Enter text message code

Continue

[I didn't get a text message](#)

When you return to your application

We will send a code to [REDACTED] each time you sign in. This stops other people from being able to view your application.

Continue

Home Office

The applicant is asked to provide a mobile number which will allow them to access the application in the event they log out return to it at a later date. It also makes sure that caseworkers can contact them, to clarify any information relating to their application if needed. For this reason, it is important to use the applicant's own email and phone number as far as possible, although it is possible to use an alternative email address and phone number (such as those you use at work) to enable the application to be made.

Should you do so, it is important that the applicant uses the 'Update My Details' service at a later stage to ensure the Home Office has the correct details for them.

'Update My Details' is a separate service to the application and applicants can access it from the point they have completed the identity stage. For more information, visit <https://update-your-details.homeoffice.gov.uk/>.

TASKLIST

TASKLIST





BETA This service is currently in development

Apply to stay in the UK after it leaves the EU

You need to complete every section.

Identity COMPLETED
[View answers](#)

[Application type](#)

[Residence in the UK](#)

[Criminal convictions](#)

[Digital photo](#)

Submit answers

At the end of each section, applicants will be presented with a summary of their answers that they can change.

The applicant will be able to see which sections of their application have been completed and can review or change their answers along the way.

The application saves automatically each time the 'continue' button is clicked, so an applicant can start their application and then complete it at another time.

Once identity has been completed, it can be viewed but not updated until after a decision has been made on the application.

Applicants below the age of 18 will not be required to complete the criminal convictions section, it will be hidden to them.

Digital photo will only be a section listed for applicants that did not use the app.

FURTHER INFORMATION REQUIRED

NATIONALITY



Section 2: Proving identity

 **GOV.UK**

BETA This service is currently in development

[◀ Back](#)

Do you have dual nationality?

This means you have more than one current nationality.

Yes No

[Continue](#) [Save and return later](#)

 **GOV.UK**

BETA This service is currently in development

[◀ Back](#)

Do you have any previous nationalities?

Countries where you used to have citizenship but don't anymore.

Yes No

[Continue](#) [Save and return later](#)

 **GOV.UK**

BETA This service is currently in development

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What is your other country of nationality?

Other country of nationality

[Add another current nationality](#)

[Continue](#) [Save and return later](#)

PERMANENT RESIDENCE



Section 2: Proving identity

If an applicant has a document certifying permanent residence, entering their details here will make completing their application quicker and easier.



BETA This service is currently in development

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Do you have a valid UK permanent residence card?

We will use this to work out whether you have to pay for this application.

Check the 'Type of document' section on the card. If it says 'Registration certificate' answer 'No' to this question.



Type of Document
Permanent Residence Card 

Type of Document
Registration certificate 

Yes No

Permanent residence card number

The number is on the top right corner of your card. For example, 1234567

I cannot provide my document number

By answering yes to this question, you confirm that your permanent residence is valid. This means you have not:

- been out of the UK for a continuous period of more than 5 years since getting permanent residence status
- lost your permanent residence status for any other reason for example, you were deported

[Continue](#) [Save and return later](#)

INDEFINITE LEAVE TO REMAIN



Section 2: Proving identity

If an applicant has indefinite leave to remain or enter, they do not need to apply to the EU Settlement Scheme but they can if they want to. Entering their ILR/ILE details here will make their application quicker and easier.



BETA This service is currently in development

[Back](#)

Have you ever been granted indefinite leave to remain (ILR)?

ILR is a type of immigration status you would have applied for. You'll usually have a stamp in your passport if you have it.

By answering yes to this question, you confirm that your ILR status is valid. This means you have not:

- been out of the UK for a continuous period of more than 2 years since getting ILR
- lost your ILR status for any other reason for example, you were deported

Yes No

Year you got ILR

If you cannot remember the exact year you got ILR, either:

- enter the year closest to when you think you got it
- leave blank

Year

[Continue](#) [Save and return later](#)

CHECK YOUR ANSWERS



Section 2: Proving identity



BETA This service is currently in development

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Check your application type answers

Dual nationality	Yes	Change
Dual nationality country	Marshall Islands	Change
Previous nationality	Yes	Change
Previous nationality country	American Samoa	Change
Permanent residence card	No	Change
Indefinite Leave to Remain	No	Change

[Continue](#) [Save and return later](#)

ADDITIONAL INFORMATION FOR:

- **NON-EEA/SWISS APPLICATIONS**
- **APPLYING AS A CHILD**
- **APPLYING AS A FAMILY MEMBER**

NON-EEA/SWISS CITIZENS RESIDENCE CARD



Section 2: Proving identity

Only non-EEA/Swiss applicants who did not use a biometric residence card as their ID document would see this screen.



[← Back](#)

Do you have a UK residence card with a biometric chip?

Your document will say 'residence card' at the top.



Yes No

Card number
For example, RE1234567

Expiry date
For example, 31 3 2024
Day Month Year

[Continue](#) [Save and return later](#)

NON-EEA/SWISS PERSONAL DETAILS



Section 2: Proving identity

These questions are only asked of applicants who are required to attend an appointment to enrol their biometrics, and where the information has not been captured by scanning their biometric chip if they used the app to confirm their identity.

What is your sex?

As written on your passport or national identity card.

- Female
- Male

Continue

Where were you born?

The town or city you were born.

Continue

[Save and return later](#)

NON-EEA/SWISS APPLICATION



Section 2: Proving identity

Applying as a family member

As the citizen of a country outside the EEA, you can only apply for status based on your relationship to an EEA family member (your 'sponsor').

To complete your application, you will need:

- evidence of your relationship to your sponsor
- your sponsor's application number, if they have one

If we can't confirm your residence, you'll also need evidence that you have been resident in the UK.

It'll be quicker to process your application if your sponsor applies before you.

► [If your sponsor isn't applying or hasn't applied yet](#)

Has your sponsor applied for settled status?

Yes

Your sponsor's details

Given names

Also known as their first and middle names.

Surname

Include all their surnames, if they have more than one.

What's their application number?

This will be on any emails they received about their application, for example 3434-0000-0000-0001. If you cannot find their application number, leave blank.

No

Has your sponsor applied for settled status?

Yes

No

Your sponsor's details

You will also need to provide evidence of your sponsor's identity and residence in the UK.

What is their country of nationality?

Given names

Also known as their first and middle names.

Surname

Include all their surnames, if they have more than one.

What is their date of birth?

For example, 31 3 1980.

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

What is their address in the UK?

Building and street

Town or city

County

Postcode

[Add another sponsor's details](#)

[Continue](#)

These screens will be shown to any non-EEA/Swiss applicants because, unless they have a right of permanent residence, to be eligible for the Scheme they are required to provide the details of a relationship to an EEA or Swiss family member.

The EEA or Swiss family member does not need to have already applied.

EEA OR SWISS CHILD APPLICATION



Section 2: Proving identity

Applying as a child

As you're under 21, you can choose how to apply.

Apply as a child, using your parent's residence

If you apply as a child, you will get the same status as your parent or guardian (known as your 'sponsor'). Your sponsor must be an EEA citizen or the spouse or partner of an EEA citizen.

You will need:

- evidence of your relationship to your sponsor
- your sponsor's application number

You won't need to provide any evidence of your residence in the UK.

If your sponsor is from a country outside the EEA, you'll also need to provide evidence of your sponsor's relationship to their EEA spouse or partner.

Apply based on your own residence

If you don't want the same status as your parent or guardian, you can apply based on your own residence in the UK. You may want to do this if you're eligible for settled status but your parent or guardian isn't.

You will need to provide evidence of your residence in the UK.

You won't need to provide evidence of your relationship to your parent or guardian.

How do you want to apply?

Apply using my parent's residence in the UK

Your sponsor's details

You only need one sponsor.

If more than one person can sponsor you and they've been resident in the UK the same length of time as each other, you can use either person as your sponsor. If they've been resident in the UK for different lengths of time, use the person who has been resident in the UK the longest as your sponsor.

Given names

Also known as their first and middle names.

Surname

Include all their surnames, if they have more than one.

What's their application number?

This will be on any emails they received about their application, for example 3434-0000-0000-0001.

Apply using my own residence in the UK

Continue

These screens will be shown to any EEA or Swiss applicants under the age of 21.

For ease, if an EEA or Swiss child wants to get the same status as their parent, the parent should have already applied. This means the child will be able to link their application to their parent's using the parent's unique application number.

If the child opts to apply using their own residence in the UK, they will be routed into the EEA and Swiss adult journey.

NON-EEA/SWISS CHILD APPLICATION



Section 2: Proving identity

Applying as a child from a non-EU country

Because you are under 21 years old and a citizen of a country outside the European Union (EU), how you apply will depend on your circumstances.

Get the same status as your parent

You can get the same status as your parent, step parent, grandparent or great-grandparent. You will need to apply after them.

You will need to provide:

- their application number (UAN)
- evidence of your relationship to them - for example a birth certificate
- evidence of your relationship to a parent, step-parent, grandparent or great-grandparent who is an EU citizen - if the family member who has applied is not an EU citizen

If you do not have their application number

You can apply using your own residence if your EU parent, step-parent, grandparent or great-grandparent is not going to apply or you are not in contact with them.

You will need to provide:

- their passport, national identity card or UK residence card with a biometric chip
- evidence of your relationship to your EU parent, step-parent, grandparent or great-grandparent
- evidence of how long they have lived in the UK
- evidence of how long you have lived in the UK

If you are not in contact with your parent or family member who has applied, for example if you are in local authority care, you will need to provide:

- evidence of your relationship to a parent, a step-parent, grandparent, or great-grandparent who is an EU citizen

- evidence of how long you have lived in the UK (known as 'residence')

We will show you what you need to do during your application.

What do you want to do next?

- Get the same status as my parent, step-parent, grandparent or great-grandparent

Enter details of your EU parent or family member

Given names

Their first and middle names

Surname

If they have more than one name in their surname, enter all of them

What is their Unique Application Number (UAN)?

For example 3434-0000-0000-0001. (You can find this on emails they received about their application)

- Apply using my own residence

[Continue](#)

These screens will be shown to any non-EEA/Swiss applicants under the age of 21.

For ease, if a non-EEA/Swiss child wants to get the same status as their parent, This means the child will be able to link their application to their parent's using the parent's unique application number.

If they choose to apply using their own residence, they will be routed into the non-EEA/Swiss adult journey.

RESIDENCE IN THE UK

RESIDENCE IN THE UK



Section 3: Residence

This is the section of the application that determines whether the applicant is eligible for settled status or pre-settled status based on how long they have lived in the UK. It is important for us to know the address of the applicant in case they are required to post their ID document to us, so we can return it to them at the address they provide.

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BETA This is a new service – your [feedback](#) will help us to improve it.

[← Back](#)

Are you in the UK now?

Yes, I am in the UK No, I am outside the UK

[Continue](#) [Save and return later](#)

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BETA This service is currently in development

[← Back](#)

What is your address in the UK?

Postcode

[Change postcode](#)

Select an address

[Enter address manually](#)

[▶ I don't know what address to use](#)

[Continue](#) [Save and return later](#)

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What is your address in the UK?

Building and street

Town or city

County

Postcode

[Search for address](#)

[▶ I don't know what address to use](#)

[Continue](#) [Save and return later](#)

RESIDENCE OUTSIDE THE UK

Section 3: Residence



Applications can be made to the EU Settlement Scheme from outside the UK. Applicants must use the EU Exit: ID Document Check app to verify that they are entitled to apply from outside the UK.

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[Back](#)

Are you in the UK now?

Yes, I am in the UK No, I am outside the UK

[Continue](#) [Save and return later](#)

What is your address?

If you have a permanent address in the UK you should enter it here.

Building and street

Town or city

County, state or province

Postcode or zipcode

Country

[Continue](#) [Save and return later](#)

[I do not know what address to use](#)

Use the address of your main residence.

If you have an address in the UK that you can receive post at, use this address.

If you do not have a permanent address, use the address of temporary accommodation (such as a hostel) you are staying in. Or you can use the address of friends, family or community groups you are in contact with.

OTHER NAMES

Section 3: Residence



The applicant is asked for any previous names they may have so that records and other evidence they may have in a previous name can also be checked.

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[◀ Back](#)

Have you ever been known by any other names?

For example, your name before you married or a different spelling on your payslip

Yes No

[Continue](#) [Save and return later](#)

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BETA This service is currently in development

[◀ Back](#)

Enter your other name

Given names
Your first and middle names

Surname
If you have more than one name in your surname, enter them all

[Add another name](#)

[Continue](#) [Save and return later](#)

NATIONAL INSURANCE NUMBER



Section 3: Residence

The applicant will be asked for their National Insurance number, if they have one. We will use this to check against Government data from HMRC and DWP to help tell us which status they are eligible for, settled or pre-settled status.

If an applicant does not have a National Insurance number, or if their record is not sufficient to demonstrate the status they qualify for, they can provide additional documentation to do so. They will need to upload these to their online application, [shown on page 88](#). A list of suggested evidence that is accepted can be found on GOV.UK. This is not applicable for persons under 16 years old.

Do you have a National Insurance Number?

You'll usually have one if you're over 16 and have been an employee, self-employed or received state benefits.

Yes No

National Insurance Number

Your number will be on your P60 or letters about tax, pensions and benefits.

For example, JJ123456C

How we use your National Insurance number

We will use this to try and match you to UK government tax and certain benefits records. This will help us confirm when you have been resident in the UK.

If we find a match:

- your application will be processed faster
- you will not have to provide as much evidence of your residence in the UK

If you do not want us to run these checks, do not enter your National Insurance number and click Continue. We will not be able to run these checks later if you do not enter your National Insurance number.

[Continue](#)

[Save and return later](#)



CHECK YOUR ANSWERS



Section 3: Residence

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BETA This service is currently in development

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Check your answers

Address	Change
Have you ever been known by any other names?	Change
Given names	Change
Surname	Change
National Insurance number	Change
Your National Insurance number	Change

[Continue](#) [Save and return later](#)

CRIMINALITY

CRIMINAL CONVICTIONS



Section 4: Criminality

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BETA This service is currently in development

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Have you ever been:

- convicted of a criminal offence
- arrested or charged with an offence that you're on trial for or awaiting trial

This includes offences in the UK or any other country

Yes No

[▶ Help with this question](#)

[Continue](#) [Save and return later](#)

As part of the application there will be a criminality check.

Only serious or persistent criminality will affect someone's application. This will not affect the vast majority of people.

An applicant will need to disclose all relevant offences, and if they say 'yes' at this point we will ask further questions to determine the seriousness of these.

The threshold for whether any action will be taken is exactly the same as now, under the EEA Regulations.

CRIMINAL CONVICTIONS INSIDE AND OUTSIDE THE UK



Section 4: Criminality

Have you been convicted of a criminal offence in the UK in the last 12 months?

Yes No

Your criminal offence in the UK

What crime were you convicted of?

What date you were sentenced?

For example, 28 4 2005.

Day Month Year

What was the length of your sentence, in months?

Give the length of sentence in months. For example, 12.

Add another criminal offence

Continue

Have you had a criminal conviction outside the UK that involved any of the following:

- a violent offence
- a drug-related offence
- a prison sentence of 12 months or longer

Yes No

Which country were you convicted in?

What crime were you convicted of?

Date you were sentenced?

For example, 28 4 2005.

Day Month Year

What was the length of your sentence, in months?

If you did not receive a prison sentence, enter 0.

[Add another criminal conviction](#)

Continue

[Save and return later](#)



TRIAL, WAR CRIMES OR TERRORISM



Section 4: Criminality

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BETA This service is currently in development

[← Back](#)

Have you ever been arrested or charged for an offence for which you are currently on, or awaiting, trial or which is pending a decision to charge?

Yes No

Which country were you arrested and charged in?

What were you arrested and charged for?

When were you arrested or charged?
For example, 28 4 2005.
Day Month Year

Any other details?
For example, the date of your hearing or trial.

[Add another criminal conviction](#)

[Save and return later](#)

Have you ever supported, encouraged or been involved in:

- terrorist activities
- war crimes, crimes against humanity or genocide
- an extremist organisation

Yes No

Add details

Explain how you were involved and what happened.

CHECK YOUR ANSWERS



Section 4: Criminality



BETA This service is currently in development

[◀ Back](#)

Check your answers

Criminal activity	Yes	Change
Convictions in the UK	No	Change
Convictions outside the UK	No	Change
Arrests, charges or awaiting trial	Yes	Change
Extremist activity	No	Change

[Continue](#) [Save and return later](#)

DIGITAL PHOTO



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BETA This service is currently in development

[← Back](#)

Add a digital photo of yourself

We need a recent photo of your face to:

- compare against your passport
- create a digital profile that you can use to prove your status, for example when you get a new job

How to take a good photo:

1. Use a well lit room.
2. Move hair and headgear away from your face.
3. Look straight at the camera.
4. Don't smile or frown.
5. Make sure there are no shadows on your face or behind you.

Make sure your photo is different to the ones in your identity documents. If the photo is the same, we'll ask you to provide another one. Your photo must meet the [digital photo rules](#).

[Continue](#) [Save and return later](#)

Only applicants who have not used the EU Exit: ID Document Check app will be able to see and complete this section.

These applicants will need to provide a digital photo of themselves, so it can be checked against their ID document.

This photo can be taken on a phone and uploaded to the application form.

Applicants should ensure that they are happy with the photo as in the future this image will be viewable by others e.g. landlords and employers.



Digital photo rules

Your application might be delayed if your photo does not meet these rules.

What your digital photo must show

In your photo, you must:

- face forward and look straight at the camera
- keep your mouth closed
- have your eyes open and visible
- not smile or frown
- not have any hair or headwear (such as hats or headscarves) covering your face

Do not wear sunglasses or tinted glasses. If you wear reading glasses that you cannot take off, your eyes must be visible without any glare or reflections.

Reasons your photo might be rejected

Your photo must not:

- be a scan of another photo of you
- contain other objects or people
- be the same photo of you that is in your passport or identity card

Photo file format

Most cameras, phones and tablets will take photos in the right file format.

Photos must be:

- jpg, jpeg or png file format
- at least 600 pixels wide and 750 pixels tall
- at least 50kb and no more than 6mb

✗ do not use the photo from your passport



✗ Photo must not be a scan



✓ Photo can be from a phone or tablet



UPLOAD YOUR PHOTO



Section 5: Digital photo

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[◀ Back](#)

Upload a photo

Make sure your photo is different to the ones in your identity documents. If the photo is the same, we'll ask you to provide another one. Your photo must meet the [digital photo rules](#).

No file chosen

Your uploads

[Save and return later](#)

 **GOV.UK**

BETA This service is currently in development

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Check your answers

Uploaded file Isle of Skye.jpg [Change](#)

[Save and return later](#)

SUMBIT AND OUTCOME

COMPLETED TASKLIST



Section 6: Submit and outcome

Applicants will see the below screen when they have completed all of the stages and can submit their information.

 **GOV.UK**

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Apply to stay in the UK after it leaves the EU

You need to complete every section.

Identity COMPLETED
[View answers](#)

Application type COMPLETED
[View answers](#)

Residence in the UK COMPLETED
[View answers](#)

Criminal convictions COMPLETED
[View answers](#)

Digital photo COMPLETED
[View answers](#)

[Submit answers](#)

MEMORABLE INFORMATION



Section 6: Submit and outcome

Applicants will be asked to answer security questions, so if they log out of their application and forget their password, they will still be able to access it.

They can choose from several questions, such as their mother's maiden name or the name of their first pet. These will not impact the outcome of the application.

Talking to us about your application

Answer one question from each set of questions. If you need to talk to us about your application, we may ask you to answer these questions. This is to make sure we are talking to you.

Make sure that you make a note of your answers or give answers you will remember. If you contact us and cannot tell us the answers you have given, we may not be able to discuss your application with you.

First set of questions

Give an answer to one of the questions in this set.

- What is the name of the first school you went to?
- In what city or town did your wedding take place?
- What is the first job you ever had?
- What is the last name of your favourite teacher from when you were at school?
- In what city or town did your mother and father meet?

Second set of questions

Give an answer to one of the questions in this set.

- What is the name of the city or town you were born in?
- What was the street name of the first house or flat you lived in?
- When you were young, what did you want to be when you grew up?
- What is the name of your partner?
- What was the name of your first pet?

Third set of questions

Give an answer to one of the questions in this set.

- What is your favourite film?
- What is your partner's mother's name?
- Which city or town was your father born in?
- What make was your first car?
- What is your eldest sibling's middle name?

Continue

DECLARATION



Section 6: Submit and outcome

Declaration

By submitting your application you are confirming that:

- the information you have given is correct to the best of your knowledge
- you are eligible and have been resident in the UK for either:
 - the period our data shows if you accept this
 - the period you apply for, if you disagree with our data
- your photograph is an accurate likeness of you

We will process your information in line with our [terms and conditions](#) and [privacy policy](#).

If we find a mistake in your application, we will contact you to help you correct this. If your application meets the criteria under the EU Settlement Scheme you will be granted status.

! Your application might be refused and you could be prosecuted if you provide deliberately false or misleading information, representations or documents.

Did you have any help completing your application?

- No, I completed it myself
- Yes, someone else helped me or is applying on my behalf

Contacting you about your application

If we need more information from you, we'll email you. If you cannot get into your email account, we can phone you instead.

- I **can** get into my emails
- I **cannot** get into my emails

Submit

If an applicant has had help completing their application, they will be asked to answer some questions about this – see page 94. These will not impact the outcome of their application.

WHAT HAPPENS NEXT



Section 6: Submit and outcome

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What happens next

Check your result

You'll get a result straight away.

If you agree with the result, you can accept it and submit your application. If you disagree, that is not a problem, you can upload evidence of your residence.

If we can't confirm you've been resident in the UK, you'll need to provide evidence of your residence.

▼ [The results you could get](#)

There are 3 possible results.

Settled status
You've been continuously resident for at least 5 years.

Pre-settled status
You've been continuously resident for less than 5 years.

We need more evidence
In some instances, we won't have any UK tax or benefit records for you.
You can upload evidence of your residence in the UK to qualify for settled or pre-settled status.

[Continue](#) [Save and return later](#)

SETTLED STATUS OUTCOME



Section 6: Submit and outcome

You will be considered for settled status

What this means

The tax and benefit history we could match to you indicate you've been continuously resident in the UK for at least 5 years.

[Submit application](#)

[Save and return later](#)

[I haven't been continuously resident for 5 years](#)

Go to page 89 to continue the user journey for settled status applicant.

PRE-SETTLED STATUS OUTCOME



Section 6: Submit and outcome



If the applicant is asked to upload additional evidence to be granted settled status, this is not a rejection.

Our records show that you have been continuously resident for less than 5 years

What this means

The tax and benefit history we could match to you show that you have been continuously resident in the UK for less than 5 years.

You will be considered for pre-settled status. This will give you permission to stay in the UK for the next 5 years. You will have the same rights as you do now.

Applying for settled status

You can apply to stay without a time limit (known as 'settled status') when you have been continuously resident in the UK for 5 years - including the years you have already been resident. You will not need to pay again.

▼ [If you have been in the UK for 5 years already](#)

There may be gaps in our record or we may not be able to match our records to the information you have given.

If you want to be considered for settled status, you can upload evidence to show you have been resident in the UK for 5 years in a row.

If we find a mistake in your application, we will contact you to help you correct this.

You may be eligible for settled status with less than 5 years' residence in certain situations. For example, if you had to stop working because of an accident or illness, or you have retired. [Read the guidance on who qualifies for early settled status](#)

Which of these describes you?

- I have been continuously resident in the UK for **less than 5 years**
- I have been continuously resident in the UK for **more than 5 years** or I am eligible for early settled status

If you have been resident in the UK for more than 5 years you will need to upload evidence to show that you have been resident for at least 6 months a year for 5 years in a row.

You only need evidence for the periods where there are gaps in our records.

If you choose to show you qualify for early settled status incorrectly, this will delay your application.

[Read the guidance on who qualifies for early settled status](#)

Continue



PRE-SETTLED STATUS OUTCOME



Section 6: Submit and outcome

To help applicants provide additional evidence, there is a list of documents that can be used and uploaded digitally to evidence their residence in the UK. We recognise people have very different circumstances so we will work with applicants to determine what materials they have which will provide suitable evidence if required. These pieces of evidence will then be reviewed by a caseworker and they may contact the applicant if they require more information.

We need more evidence of your residence

We have found tax and benefits history that shows you have been resident in the UK. But we have not been able to confirm that you have been resident in the UK in the last 6 months.

This may be because there are gaps in our records or we may not be able to match our records to the information you have given.

What this means

You will need to provide evidence of your residence to qualify for pre-settled or settled status.

- ▶ [If you have been in the UK for the last 6 months](#)
- ▶ [You may be eligible for settled status with less than 5 years' residence in certain situations](#)

If we find a mistake in your application, we will contact you to help you correct this.

What do you want to provide evidence for?

- Settled status - Provide evidence of residence for 5 years in a row, or that you qualify on other grounds
- Pre-settled status - Provide evidence of residence in the last 6 months

[Continue](#)

▼ [If you have been in the UK for the last 6 months](#)

There may be gaps in our record or we may not be able to match our records to the information you have given.

Choose the option that describes you.

▼ [You may be eligible for settled status with less than 5 years' residence in certain situations](#)

For example, if you had to stop working because of an accident or illness, or you have retired.

[Read the guidance on who qualifies for early settled status](#)



PRE-SETTLED STATUS OUTCOME



Section 6: Submit and outcome



There are several different versions of this screen depending on the person's nationality (EEA/non-EEA), data outcome, and what they choose to provide evidence for.

Complete your application

You have chosen to provide evidence for settled status.

[Change](#)

How to provide evidence

1. Take a scan or photo of your evidence.
2. Save it somewhere you can easily find on your computer or device.
3. Upload your evidence. (Each document must be no more than 6MB in size.)
4. Enter the dates it covers.

How much evidence you can provide

You can upload a maximum of 10 documents. In most cases residence can be proved with far fewer than 10 documents.

▶ [How to use as few documents as possible](#)

Add your residence evidence

1. View the [years you need to provide evidence for](#).
2. Read the guidance about [what to use as evidence of your residence](#).

▶ [Applying for settled status with less than 5 years' continuous residence](#)

View or upload residence evidence

If you can not provide evidence

You can tell us if you can not provide evidence. A caseworker will contact you after you submit your application and help you find ways to prove you are eligible for status.

I can not provide evidence

I confirm the documents uploaded are correct to the best of my knowledge

Finish and submit

[Save and return later](#)



PRE-SETTLED STATUS MORE EVIDENCE



Section 6: Submit and outcome

This screen will only be visible to applicants if there is a data record from their National Insurance number and they are challenging their initial pre-settled status outcome in order to be granted settled status. If there is no record of the applicant's UK residence they will be advised to upload the necessary evidence on the 'complete your application' screens.

Provide evidence for the following years

2018

Provide evidence of residence for any 6 months of this year.

2017

Provide evidence of residence for any 6 months of this year.

2016

Provide evidence of residence for any 6 months of this year.

2015

Provide evidence of residence for any 6 months of this year.

2014

Provide evidence of residence for any 6 months of this year.

2013

Provide evidence of residence for any 6 months of this year.

If you can't provide evidence for these years

You can upload evidence:

- for a different 5 year period
- That you were out of the UK for an important reason such as work, study, pregnancy, childbirth, illness, training, or military service
- that you're eligible for settled status with less than 5 years residence, for example because you were working in the UK but have retired

Read the full guidance on [how you can show you're eligible for settled status](#)

[Continue](#)

[Save and return later](#)

UPLOADING MORE EVIDENCE



Section 6: Submit and outcome

The filename as the applicant has it on their device/computer will appear in the 'your uploads' list for them to click 'continue' and complete the upload. Once assigned dates, the applicant will be taken back to the 'upload your evidence' screen, where they can either upload another document or click 'return to tasklist'.



Applicants only need to upload evidence to cover what is missing, up to five years and you can upload a maximum of 10 documents.

[Go back to complete your application](#)

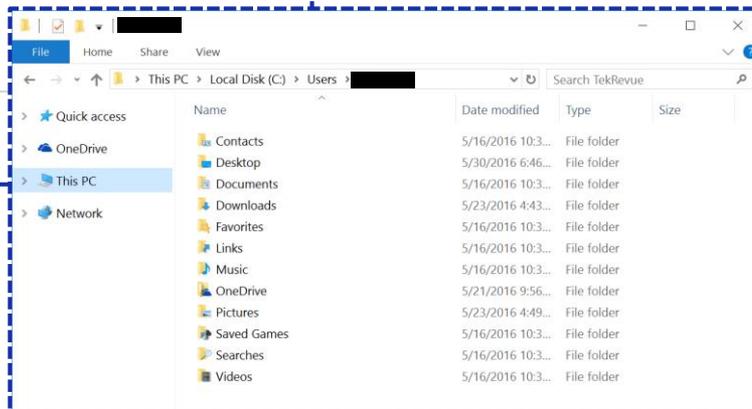
Upload proof

Upload 1 document at a time and then add the dates that it covers

Choose file No file chosen

Your uploads

Assign dates



What does your evidence cover?

File name: { filename }

A single date A date range

Start date

For example, 10 2011

Month Year

End date

For example, 12 2012

Month Year

[Continue](#) [Save and return later](#)

APPLICATION SUBMITTED



Section 6: Submit and outcome

Subject to the application checks, the applicant will be granted settled status or pre-settled status, based on how long they have lived in the UK. In most cases their new immigration status will be granted within a couple of weeks. Once they receive their status, details will be provided on how to access it on GOV.UK.

Application submitted

We've sent you a confirmation email.

Your application number is { UANumber }

How long it takes to receive a decision

To find out how long it's taking us to make decisions at the moment, see our [current processing times for applications](#). This only gives an indication of how long it may take to get a decision. It may take more or less time, depending on the specific checks we need to do on your application.

Applying for your family

You'll need your application number when you apply for a family member if they are one of the following:

- your under 21 child
- from a country outside the European Economic Area (EEA) or Switzerland

You don't need to give your application number to family members from the EEA or Switzerland.

Changes to your application

Complete [this form](#) if you change your:

- email
- phone number
- address
- name
- identity document

Include your application number and details of what's changed.

Contact us

Call the EU Settlement Resolution Centre if you need to discuss your application with us.

EU Settlement Resolution Centre
Telephone: 0300 123 7379
From Outside the UK: [+44 \(0\)203 080 0010](#)
Monday to Friday between 9am to 5:00pm
[Find out about call charges](#)

[Print this page](#)

SUBMISSION CONFIRMATION POSTING ID DOCUMENT



Section 6: Submit and outcome

If the applicant chose to prove their identity via option 2 (online and by post), they will now be asked to send in their ID document to the Home Office.

You now need to send your identity document

! We need to check your document before we can start your application. You must send it within 30 days.

▼ [If you are currently outside the UK](#)

You must [check you can send us your identity document from outside the UK](#). This is because some countries do not allow their citizens to post their documents overseas.

If you are not allowed to send your document overseas, [contact the Settlement Resolution Centre for advice](#).

Please send your identity document and application number to:

EU Settlement Scheme
PO Box 2075
LIVERPOOL
L69 3PG

It is best to send your document by recorded delivery. **Write your application number on the front of the envelope.**

Your application number is { UANumber }

We only use this address to receive identity documents. We will not respond to any correspondence sent to this address.

Returning your documents

We will return your document by Royal Mail 2nd class signed for delivery. If you would like it returned a different way, include a pre-paid envelope with your document. We will return your document without delay.

- ▶ [If you need to apply for a family member](#)
- ▶ [If you need to contact us about your application](#)

SUBMISSION CONFIRMATION

BIOMETRIC APPOINTMENT



Section 6: Submit and outcome

For non-EEA/Swiss applicants, they will receive a biometric residence card as proof of their status if they do not already have one.

You now need to book your biometric appointment

Your application number is {UANumber }

Because you are not an EEA or Swiss national, you now need to [book an appointment](#) to give your fingerprints and photo (your biometric information).

The process takes less than 5 minutes and does not involve any ink or mess.

! We can not start your application until you have given your biometric information.

What to bring to your appointment

You will need to bring the identity document you used in your application.

- ▶ [If you need to apply for a family member](#)
- ▶ [If you need to contact us about your application](#)

Book your appointment

You will be transferred to our commercial partner's website to book your appointment. You can return to your application after you've booked your appointment by using the link in the email we have sent you. You will be able to use the link until {expiration date}.

Continue

GOV.UK

BETA This service is currently in development

Sorry, there is a problem with the service

You will need to book an appointment when the service is available.

You can:

- try again now
- return to your application later and book your appointment

To return to your application and book your appointment:

1. Use the link in the email we have sent you.
2. Sign into your application.
3. Click on View submission.
4. Follow the instructions on how to book your biometric appointment.

Try again

LOG IN SCREENS

LOGGING BACK INTO YOUR APPLICATION



Section 7: Log in screens

If an applicant needs to log back into their application they will need to enter the number from the ID document they used in their application and their date of birth. Applications will be saved for 70 days.

GOV.UK

BETA This is a new service - your [feedback](#) will help us to improve it.

What identity document did you use in your application?

Passport

National identity card

Biometric residence card (BRC)

[Continue](#)

GOV.UK

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Enter your passport details

Passport number
For example, 120382978

[Continue](#)

[If you do not have your passport number](#)

GOV.UK

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Enter your date of birth

Please enter your date of birth for example, 31 3 1980

Day Month Year

[Continue](#)

GOV.UK

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Enter your biometric residence card (BRC) details

Biometric residence card (BRC) number
For example, 120382978

[Continue](#)

[If you do not have your biometric residence card \(BRC\) number](#)

GOV.UK

BETA This is a new service - your [feedback](#) will help us to improve it.

[Back](#)

Enter your national identity card details

National identity card number
For example, 120382978

[Continue](#)

[If you do not have your national identity card number](#)

SUPPORT QUESTIONS

SUPPORT QUESTIONS



Section 8: Support questions

As mentioned on [page 81](#), this section shows the support questions asked to applicants who have had help with their application. We ask these questions to identify if a third party has supported the applicant or applied on their behalf, and whether that third party has consent to allow us to discuss the application with them should they make contact to us. If an immigration advisor is listed and consent has been given, then the caseworker will approach them directly if they need to discuss the case with the applicant.

Contact details

We need the details of anyone helping with an application or applying on behalf of someone else. This will help us contact the right person if we need more information.

Who has helped with the application?

- Immigration adviser
- Assisted digital
- Family or friend
- Social worker or local authority
- Employer
- Charity or community group
- Other

Do you give your consent for that person to act on your behalf?

If you choose yes, we will be able to discuss your application with them and let them know what our decision is.

- Yes
- No

[Continue](#)

SUPPORT FROM AN IMMIGRATION ADVISOR



Section 8: Support questions

Contact details

We need the details of anyone helping with an application or applying on behalf of someone else. This will help us contact the right person if we need more information.

Who has helped with the application?

Immigration adviser

Given names

Surname

Email

Phone number

Assisted digital

Immigration adviser's company details

Company name

Company regulator

- Please select one
- The Law Society
 - The Law Society of Scotland
 - The Law Society of Northern Ireland
 - The Institute of Legal Executives
 - The General Council of the Bar
 - The Faculty of Advocates
 - Office of the Immigration Services Commissioner (OISC)
 - Immigration Adviser is exempt from regulation
 - Immigration adviser is not regulated and not exempt

Selecting a company regulator opens the additional box asking for a registration number.

Immigration adviser's company details

Company name

Company regulator

Company registration number

Continue

SUPPORT FROM OTHERS



Section 8: Support questions

Who has helped with the application?

- Immigration adviser
- Assisted digital
- Family or friend
- Social worker or local authority
- Employer
- Charity or community group
- Other

- Family or friend

Given names

Surname

Email

Phone number

- Social worker or local authority
- Employer
- Charity or community group
- Other

- Social worker or local authority

Name of local authority

Given names

Surname

Email

Phone number

SUPPORT FROM OTHERS



Section 8: Support questions

Employer

Company name

Given names

Surname

Email

Phone number

Charity or community group

Other

Charity or community group

Organisation name

Given names

Surname

Email

Phone number

Other

Organisation name (if applicable)

Given names

Surname

Email

Phone number

APPLICANT EMAIL EXAMPLES

GENERIC EMAIL CONFIRMATION



Section 9: Email examples

The following pages show email examples that applicants may get.



Dear [REDACTED]

Your application number is [REDACTED]

You have submitted your application.

Log in to your application using the link below to find out if there is anything further for you to do. You will need the travel document ID you submitted during your application to log in with.

The travel document ID used ends in *****[REDACTED]

If there is more for you to do, please ensure you take this action within 70 days of submission, after which your application form and next steps screen will no longer be available to view. Sign in to your application at <https://apply-for-eu-settled-status.homeoffice.gov.uk>

When you will get a decision

To find out how long it's taking us to make decisions at the moment, see our current processing times for applications at <https://www.gov.uk/government/publications/eu-settlement-scheme-application-processing-times>. This only gives an indication of how long it may take to get a decision. It may take more or less time, depending on the specific checks we need to do on your application.

Changes to your application

Go to Update your details (<https://update-your-details.homeoffice.gov.uk>) if you need to change your:

- mobile phone number
- email
- name
- identity document

Please note, you cannot make changes to your name or identity document (such as a passport or national identity card) until you have been granted your status.

Contact us

If you have a problem with your application or you need to discuss it, contact the EU Settlement Resolution Centre.

EU Settlement Resolution Centre
Telephone: 0300 123 7379
From outside the UK: +44 (0)203 080 0010
Monday to Friday, 8am to 8pm
Saturday and Sunday, 9.30am to 4.30pm
Closed on bank holidays
Find out about call charges: <https://www.gov.uk/call-charges>

BIOMETRIC APPOINTMENT EMAIL



Section 9: Email examples



Dear young now,

Your application number is 3434-2936-5691-5182.

You have submitted your application.

Log in to your application using the link below to find out if there is anything further for you to do. You will need the travel document ID you submitted during your application to log in with.

The travel document ID used ends in *****777.

If there is more for you to do, please ensure you take this action within 70 days of submission, after which your application form and next steps screen will no longer be available to view. Sign in to your application at <https://apply-for-eu-settled-status.homeoffice.gov.uk>

Book your biometric appointment

You need to book an appointment to give your fingerprints and photo (your biometric information).

We cannot start your application until you have given your biometric information.

If you have not already booked your appointment:

1. Sign into your application.
2. Click on View submission.
3. Follow the instructions on how to book your biometric appointment.

When you will get a decision

To find out how long it's taking us to make decisions at the moment, see our current processing times for applications at <https://www.gov.uk/government/publications/eu-settlement-scheme-application-processing-times>. This only gives an indication of how long it may take to get a decision. It may take more or less time, depending on the specific checks we need to do on your application.

Changes to your application

Go to Update your details (<https://update-your-details.homeoffice.gov.uk>) if you need to change your:

- mobile phone number
- email
- name
- identity document

Please note, you cannot make changes to your name or identity document (such as a passport or national identity card) until you have been granted your status.

Contact us

If you have a problem with your application or you need to discuss it, contact the EU Settlement Resolution Centre.

EU Settlement Resolution Centre

Telephone: 0300 123 7379

From outside the UK: +44 (0)203 080 0010

Monday to Friday, 8am to 8pm

Saturday and Sunday, 9.30am to 4.30pm

Closed on bank holidays

Find out about call charges: <https://www.gov.uk/call-charges> 101





Dear

Your application number is 3434-6666-8888-4444.

If you do not sign in before 02/01/2018, your application will be securely deleted and you will have to start again.

Sign in to your application at <https://apply-for-eu-settled-status.homeoffice.gov.uk>. You will need the travel document ID you submitted during your application to log in with.

Get help with your application

Read the online guidance at <https://www.gov.uk/settled-status-eu-citizens-families>

Contact us

If you have a problem with your application or you need to discuss it, contact the EU Settlement Resolution Centre.

EU Settlement Resolution Centre
Telephone: 0300 123 7379
From outside the UK: +44 (0)203 080 0010
Monday to Friday, 8am to 8pm
Saturday and Sunday, 9.30am to 4.30pm
Closed on bank holidays
Find out about call charges: <https://www.gov.uk/call-charges>

KEY CONTACTS



EU Settlement Resolution Centre

For individual applications questions about someone you are supporting, call **0300 790 0566**.

Assisted Digital

For digital support for those who do not have the skills, access or confidence to complete the online form, call **03333 445 675**.

ID document scanning locations

For more information on locations where biometric identity documents can be scanned if an applicant does not have an android device with NFC capability, visit [gov.uk/eu-id-scanner-locations](https://www.gov.uk/eu-id-scanner-locations).

OISC

To contact OISC for any immigration-related queries and to locate nearby immigration advisors, call **0345 000 0046**.

