ACCESS UK- CUSTOMER Q&A

1. What is Access UK?

Access UK (formerly known as the Online Application Service) offers a more intuitive online application form and payment process, and is accessed via our web site at www.gov.uk

2. When will this Service roll out in my country?

The Service will be rolled out in stages throughout 2016. It went live in India in late February and will launch in Turkey in the week commencing 28th March. When the Service becomes available in a country, this will be communicated and eligible customers will be directed online to the new service.

3. Who can use the Service?

Access UK is available to customers applying for one of the following Visit visa routes:

- Visitor (Standard)
  o General & Family
  o Child
  o Business
  o Entrepreneur
  o Religion
  o Sportspersons
  o Creative
  o Private Medical Treatment (6 months)
  o Other: Visitors undertaking the PLAB test, Objective Structured Clinical Examination, Clinical Attachment and Dental Observations
- Visitor (Marriage & Civil Partnership)
- Visitor (Permitted Paid Engagement)
- Visitor groups (e.g. Summer Schools, tour groups)

Over time, all customers wishing to apply for a Visit visa to the UK will be able to do so via the new Service.

4. Why are you introducing a new online application service?

Access UK provides a number of benefits for customers:

- The application form is shorter, with questions logically ordered based on customer feedback
- The Service will be available in English and Turkish. However customers will need to supply their answers in English
- The form is dynamic and asks relevant questions based on a customer's previous answers

- Customers can review, edit and download their partially completed application at any point before submission
- The application fee is displayed in the appropriate currency
- Customers can apply, book their Visa Application Centre (VAC) appointment, and pay for the relevant service standard seamlessly
- The Service is now available on mobile devices, enabling application forms to be completed on smartphones or tablets
- The Service assists customers who plan to make a separate application for a Schengen Visa, with a partially auto-completed Schengen Application Form available to download and print

The Service will be offered in parallel with Visa4UK. Customers requiring translation or using routes not yet supported by the Online Application Service should continue to use Visa4UK. Visitor groups should also continue to use Visa4UK.

5. Where can I access Access UK?
It can be accessed via www.gov.uk/apply-uk-visa.

6. Can customers pay online through GOV.UK?
Yes, the Service makes it simpler for customers to pay for their Visit visa online, as part of the application process.

7. Can customers book appointments through the new service?
Yes, the new Service allows customers to book appointments at their local visa application centre to record their biometrics.

8. Can customers pay for additional services – such as 3-5 day priority service through GOV.UK?
Yes, the Service allows customers to pay for additional services such as priority service and super-priority service, where applicable, as part of the application process.

9. Are all questions on the application form translated?
Currently, the Service is available in English, Chinese, Russian and Turkish. Where the customer makes the relevant selection, all questions on the visit visa application form are translated into the language they have selected. Radio buttons, drop down lists, help text and customer emails are also translated. The form will be translated into further key languages in due course.

10. Can customers answer questions in their own language?
No, the visa application form must be completed in English. Translations will help clarify the questions for the applicant.

11. Does the Service allow customers to apply for their Schengen Visa at the same time?
Access UK allows customers to print and / or download a partially completed Schengen application form, containing the relevant information populated from their online application. This form can be used to make a separate application for a Schengen Visa.

12. When the new service becomes available in Turkey – what will happen to customers who have already started/ submitted a Visit visa application on Visa4UK?

The new Service is available in parallel with Visa4UK. Customers can continue to use Visa4UK to make a Visit visa application, however, for many customers the application process and experience will be improved if they use the new Access UK Service. There is no change to Visa4UK applications and these will continue to be processed as normal.

13. Will the current application web site www.visa4UK be decommissioned?

In the short term the Visa4UK website will continue to be available to make a Visit visa application. Over time, all customers applying for Visit visas to the UK will be re-directed to Access UK, but Visa4UK will still continue to exist as an application service for other types of visa and customer groups.

14. Is the service available in any countries already?

Yes, the online Service was rolled out in China in June 2014. Since June 2014, over 250,000 customers in mainland China have applied for Visit visas using Access UK, rather than Visa4UK.

15. How are customers rating the new service in China?

Customer feedback has been extremely positive, with the service receiving an average customer rating of 8 out of 10 (by customers choosing to provide feedback).

16. How has the UKVI Online Application Service been improved since the China rollout?

Since Access UK went live in China, applicants have been automatically asked for feedback on the service as part of their application process. Updates have been made to the system in response to customer suggestions.

17. Is there any feedback from the applicants in India?

Here are examples of feedback received from online application service applicants in India:

- "Payment process for actual visa fee for a standard application is straightforward"
- "It was easy to understand the visa fee payment to be made"
- "The order was clear – there was a logical flow"
- "I like that you can save your application and come back to it another time"
- "The FAQs are comprehensive"