



ACCESS UK- CUSTOMER Q&A

1. What is Access UK?

Access UK (previously known as the Online Application Service) is a simple to use online application service for individuals wishing to apply and pay for a visa to visit to the United Kingdom (UK). It is also being rolled out to applicants based in the UK, who wish to extend or change their visa. It is accessed via our web site at www.gov.uk.

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

The service will be rolled out in stages, for visit visa applications first. Following its successful launch in China, the global rollout continued in India in February this year and will be completed by the end of 2016. **The service is now live in MADAGASCAR**

3. Who can use the visit visa service?

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

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

All customers applying in these routes in MADAGASCAR are now able to do so via the new service.

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

Access UK will provide 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 a number of languages. 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 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 is offered in parallel with Visa4UK. Customers wishing to apply for visa routes not yet supported by Access UK should 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 Access UK?

Yes, the service allows 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, where relevant, Access UK allows customers to book appointments at their local Visa Application Centre to record their biometrics.

8. Can customers pay for additional services – such as a priority visa service through GOV.UK?

Yes, Access UK allows customers to pay for additional services such as priority and super-priority, where applicable, as part of the application process.

9. Are all questions on the visit visa application form translated?

Currently, for customers wishing to apply for a visa to visit the UK, Access UK is available in English, Chinese, Russian and Turkish. Where the customer makes the relevant selection, all questions on Access UK are translated into the language they have selected. Radio buttons, drop down lists, help text and customer emails are also translated into the chosen language. Access UK will be translated into further languages in due course.

10. Can customers answer questions in their own language?

No, Access UK 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, 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, so 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 customers who wish to apply to visit the UK. 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. What do customers think of Access UK?

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

16. How has Access UK been improved since it was launched in China?

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

As a result of feedback from Chinese applicants, over 40 improvements have been to the system. For example:

- Improved clarity of start page – based on feedback, the start pages on both Visa4UK and Gov.uk are being redesigned.
- Enhanced flow of initial screens – as translations and countries are added to Access UK, the initial flow of screens has been redesigned to allow more information to be translated. Previously the ordering of screens did not cater for multiple languages or countries.

17. Is there any feedback from customers and staff?

A number of examples of feedback received from Access UK applicants and UKVI staff are set out below:

Access UK applicants

- "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".
- "That's it, that's all we need to know, simple!" (Referring to the level of information presented on the first page of the application).

Staff

- "Access UK provides a much more streamlined process and a lot of the most essential information is on the front page, which is very helpful".
- "We have had many positive comments about the new online application process being easy to understand and more customer friendly, etc."

18. Can customers make changes to the form during their application?

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