TLScontact

A Teleperformance Company

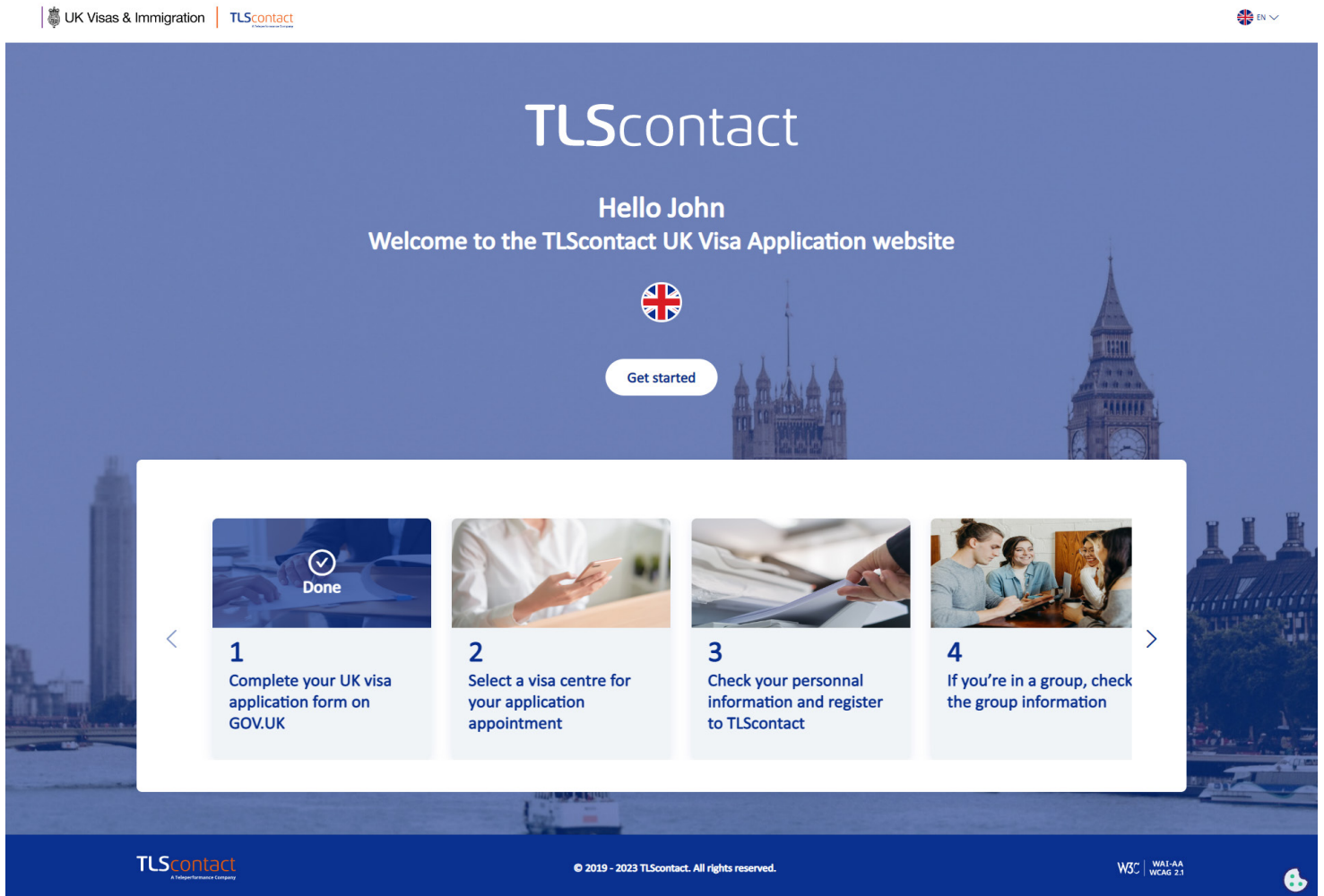# TLScontact.
UK Visas and Immigration
Website User Guide

Help to book your UK visa appointment

Version 1, May 2023

Step 1: Getting started

You need to start your UK visa application on GOV.UK. Once you complete your application, you will be shown a link to the TLScontact website.

The page you arrive on will look similar to this:

This provides more information on the application process, and you can select your preferred language.

Click on "Get started" to move to the next step.

Step 2: Select a visa application centre (VAC)

You will be shown the list of visa application centres available to you.

If there is more than one visa application centre in your country, you will be shown all of them.

Select the visa application centre you want to use, and click "Confirm".

IMPORTANT: You cannot change your visa application centre later.

Step 3: Register and create your account

On the next page you will be able to confirm your details and create a password for your account.

Your password must have between 8 and 20 characters and include lower-case and upper-case letters, numbers and special characters.

Save this password and your GWF number and email address so you can login to your account again later.

Once you' ve created a password, review and select the mandatory terms and conditions.

You can also choose to take part in our optional customer experience survey and receive promotional information.

Click on "Register" to move to the next step.

Step 4: Select your priority level

Next you will be offered a selection of optional services to upgrade your visa application services.

If priority or super priority visa processing options are available for your visa type and selected visa application centre, this will also be shown here.

You can select any or none of these services.

Click on "Book an appointment" at the bottom of the page to continue.

Visa application center > Registration > **Service level** > Appointment booking > Order summary > Payment > Document upload > Application summary

Select your priority level

PRIORITY & SUPER PRIORITY VISA SERVICES:
UKVI have reduced the volume of Priority Visa appointments for new **visit visa** applications. Priority Visa and Super Priority Visa appointments are available for new **study** and most **work** applications. There is no reduction in the volume of Priority Visa and Super Priority Visa appointments available for **study** and **most work** applications. UKVI have temporarily suspended Priority Visa and Super Priority Visa services for new family applications. Further information can be found **here**.

○ **Priority Visa Service (non settlement)**   **+ EUR 293.41**
Your application will be considered within 5 working days after you visa application centre appointment

○ **Super Priority Service**   **+ EUR 1122.00**
Your application will be considered within 24 hours after you visa application centre appointment

✓ No thank you, I'm ok with waiting the normal processing time defined by **GOV.UK**.

Select your service level

○ **Assisted Service**   Learn more >   **+ EUR 45.60**
TLScontact staff will scan your documents for you on the day of your visa application centre appointment
✓ Don't have time to upload your documents yourself? Our friendly staff can help
✓ Bring your documents along to your visa application appointment
✓ Our friendly staff will help you compile and scan your documents, making sure these are all uploaded correctly

✓ No thank you, I'd rather upload my documents myself

○ **Flexi Appointment**   Learn more >   **+ EUR 144.00**
Don't worry about traffic or rushing to make your visa application centre appointment. Come any time during the selected day.
✓ Come any time during the day, don't worry about being late!
✓ No extra fee to come during Prime Time hours
✓ Added flexibility to make one change to your chosen appointment day

✓ No thank you, I'd rather book a specific appointment hour and make sure to be there on time

○ **Premium Lounge**   Learn more >   **+ EUR 102.00**
For a stress-free appointment, enjoy the full comfort and convenience of our luxurious Premium Lounge.
✓ Peaceful atmosphere and comfortable seating
✓ Free wifi access
✓ Free coffee and refreshments

✓ No thank you, I'd rather queue in the standard waiting area

With this selection the earliest appointment slot is: 5/2/2023 - 09:00

Book an appointment

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Step 5: Book your appointment

On the next screen you will be able to see all the dates available to book an appointment to submit your biometrics.

The dates and times available will depend on your visa type, and your selection of any additional services (such as priority visas or Prime Time Appointments).

If you have selected other services on the previous page, you can clock on the "+" button to see these and change your selection if needed.

When you are happy with your selected date and time, click "Confirm" at the bottom of the page to move to the next step.

Step 6: Order summary

Once you have selected your preferred date and time for your biometrics appointment, you will be

shown a summary of your selection, as well as a shopping cart including any services you

have selected.

You will also have the opportunity to add any additional optional services.

To continue click "Confirm".

UK Visas & Immigration | TLScontact

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Visa application center > Registration > Service level > Appointment booking > Order summary > Payment > Document upload > Application summary

Order summary

Appointment saved for   (42) Min

📅 **Visa application centre appointment**

Applicants: John Doe
Date & time: 05 May 2023 at 09:00
Location: Paris visa application center

Want to change your appointment?   Change

🛒 **Shopping cart**

TLScontact fees ⓘ

Appointment Self Service - Regular   EUR 0.00

TLS CONTACT TOTAL   EUR 0.00

Confirm

These services may also help you

Assisted Service   + EUR 45.60
Want help scanning and uploading your documents?

Learn more >   Add to cart

Keep My Passport   + EUR 108.00
Enjoy the peace of mind of keeping your passport with you while you're waiting for a visa decision.

Learn more >   Add to cart

SMS Notification   + EUR 2.40
Want an immediate alert when your passport is available for collection?

Learn more >   Add to cart

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Step 7: Payment

If you have chosen any services that you need to pay for, you will be taken to a payment confirmation page.

If you do not need to pay for any services, you will be taken directly to the document upload page (Step 8).

You will be taken to the TLScontact payment gateway, where you can select your preferred payment method, and follow the steps to make the payment.

When you have successfully paid, you will be shown a payment confirmation page.

Click "OK" to continue.
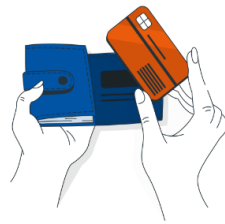
Next you will be shown the appointment confirmation message.

Click on "Check your application" to go to the next step.

Step 8: Document upload

After clicking "Check my application", you will land on the "Documents Upload" page.

For most applications, this is where you will upload any documents to support your application.

You will normally receive a list of documents to submit when you complete your application on GOV.UK.
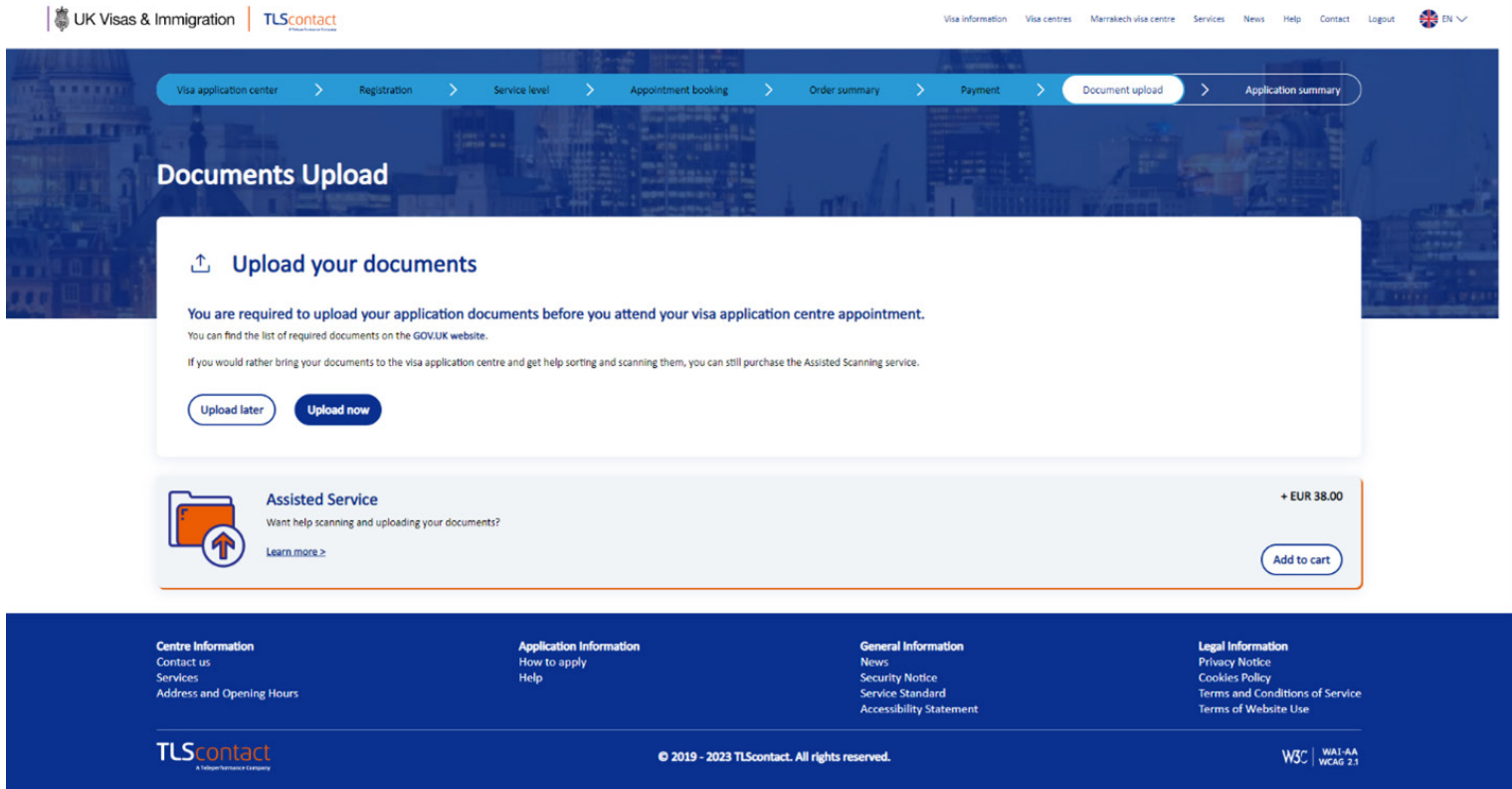
Here you can choose to upload your documents immediately, or leave that for later.

If you choose to upload your documents immediately, clock on "Upload now" and a new window will open for TLSdocuments, the dedicated document upload portal.

If you click "Upload later" you will be taken to the "Applicant information page" (Step 10).

Step 10: Applicant information page

The "Application information" page is a summary of all the information about your appointment. This page includes information about your appointment date and time, the address and opening hours of the visa application centre, as well as a link to "Track My Application", where you can monitor the status of your application. If there is another step you need to complete, such as uploading documents, this will also appear here.

You can now log out of your account and return later to make any changes or track your application.

Change your appointment

You can manage your appointment directly in the "Application information" page.

You also have the option to change or cancel your appointment.

However, please note that if you change your appointment, your current appointment date and time slot will be cancelled. There is no guarantee that that the same appointment date and time will be available if you change your mind.

Track your application

You can track the status of your application from inside the "Application information" page by clicking "Check status" under "Application status".

This will update automatically as your application is sent to UK Visas and Immigration and then received back at the TLScontact visa application centre where you applied from.
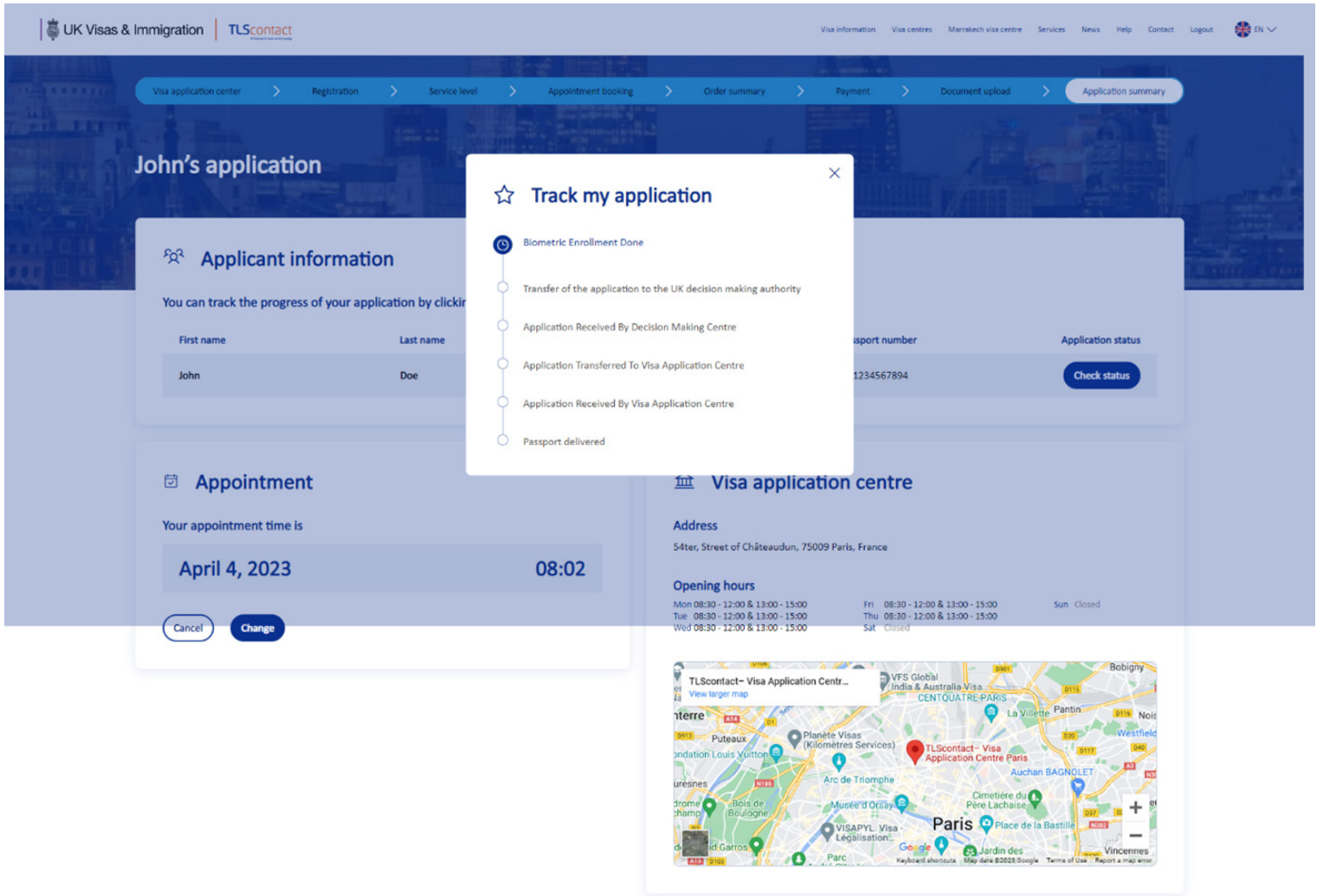
Log into your account

You can log back into your TLScontact account at any time by visiting visas-uk.tlscontact.com, navigating to the visa application centre where you submitted your application, and clicking on "Login" in the top right of the page.

This will take you to your "Application information" page.