

# TLScontact.

## UK Visas and Immigration Website User Guide

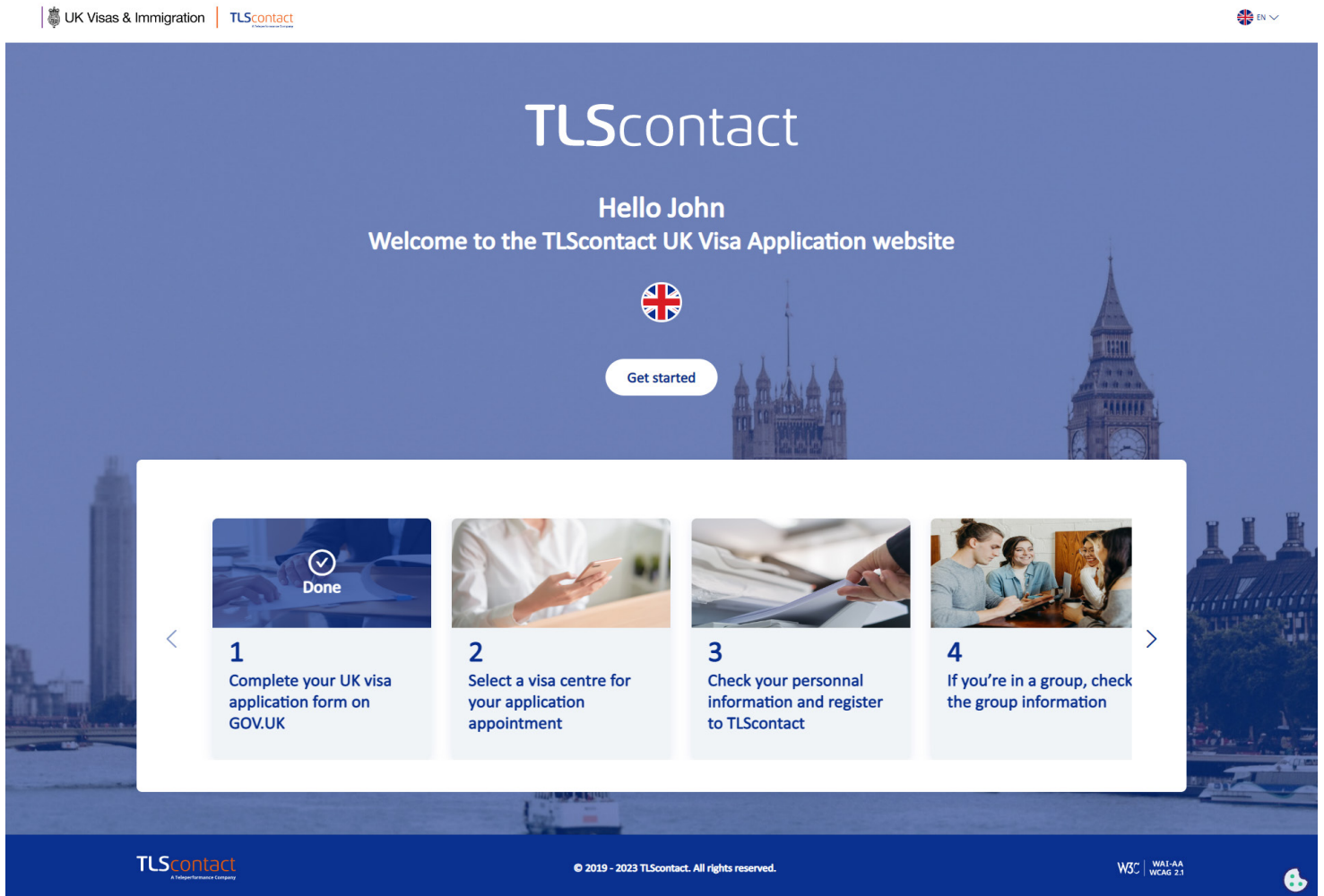
Help to book your UK visa appointment

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.

The screenshot shows the 'Select your visa application centre' page. At the top, a breadcrumb trail includes 'Visa application center', 'Registration', 'Service level', 'Appointment booking', 'Order summary', 'Payment', 'Document upload', and 'Application summary'. The main heading is 'Select your visa application centre'. Below this, a message states: 'To continue with your visa application, you will need to book an appointment at one of our visa application centres. Please note that you will not be able to change this choice. [Learn more >](#)'. A card for the Paris VAC is displayed, featuring a photo of the Eiffel Tower. The card lists the following details: 'Paris', 'All extra services available', 'Open 5 days a week', and 'No extra fee'. A 'Select' button is located at the bottom of the card.

This screenshot shows the same 'Select your visa application centre' page, but with a confirmation modal open. The modal has a close button (X) in the top right corner. The text inside the modal reads: 'You selected the Paris visa application centre. Please note that the visa application centre selection is definitive, if you confirm you will not be able to change your choice.' At the bottom of the modal are two buttons: 'Cancel' and 'Confirm'. The Paris VAC card is visible in the background, partially obscured by the modal.

### 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.

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

### Register on TLScontact

**Biometrics policies**

Once you have started your visa application, you will have up to 240 days to attend an appointment to provide your biometrics and complete the application process. You can change your biometric booking up to 24 hours before your scheduled appointment. You can rearrange your appointment more than once if you need to. If you are unable to attend a biometric appointment within 240 days but wish to continue with your visa application you will need to contact UKVI.

New guidance will be published in 2023 on the unsafe journey policy. If your request is because you think travelling to a VAC would be unsafe, your request will be put on hold pending the new guidance. If you have an urgent need for your request to be decided this should be made clear in the request and it will be considered based on the evidence you provide. If your request is accepted as urgent we will contact you to explain available options.

Registration on this site will allow you to book your visa application centre appointment and check the status of your visa application. Please make sure you provide a valid email to proceed.

**John Doe**

Global Web Form (GWF): **GWF222333477**  
 Email address: **john.doe@email.com**

**Password**

Please choose a password

Please enter a password of 8 to 20 characters that includes lower-case and upper-case letters, numbers and special characters

**Confirm password**

Please confirm your password

**Mandatory terms and conditions**

I consent to the international transfer and processing of my personal data in accordance with the [Privacy Policy](#)

I consent to the processing of my **biometric data**.

I consent to the **Terms and Conditions of Service** and **Terms of Website Use**

**Customer experience survey**

I agree to receive satisfaction questionnaires by email for the purpose of improving the services provided by TLScontact. I am aware that my email address will be shared with a trusted questionnaire operator: TP Knowledge Services.

**Marketing and communication**

I consent to TLScontact sharing my name, email and telephone number with trusted 3rd parties for promotional purposes.  By email  By phone  By SMS

[Register](#)

## 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.

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[Visa information](#)
[Visa centres](#)
[Marrakech visa centre](#)
[Services](#)
[News](#)
[Help](#)
[Contact](#)
[Logout](#)
EN

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)**

Your application will be considered within 5 working days after you visa application centre appointment

+ EUR 293.41

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**Super Priority Service**

Your application will be considered within 24 hours after you visa application centre appointment

+ EUR 1122.00

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

### Select your service level

**Assisted Service** [Learn more >](#)

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

+ EUR 45.60

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

**Flexi Appointment** [Learn more >](#)

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

+ EUR 144.00

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

**Premium Lounge** [Learn more >](#)

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

+ EUR 102.00

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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

Centre Information  
 Contact us  
 Services  
 Address and Opening Hours

Application Information  
 How to apply  
 Help

General Information  
 News  
 Security Notice  
 Service Standard  
 Accessibility Statement

Legal Information  
 Privacy Notice  
 Cookies Policy  
 Terms and Conditions of Service  
 Terms of Website Use

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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).

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[Visa information](#)
[Visa centres](#)
[Marrakech visa centre](#)
[Services](#)
[News](#)
[Help](#)
[Contact](#)
[Logout](#)

[Visa application center](#) >
 [Registration](#) >
 [Service level](#) >
 **Appointment booking** >
 [Order summary](#) >
 [Payment](#) >
 [Document upload](#) >
 [Application summary](#)

### Book your appointment

Selected priority and services Available time slots may vary depending on your selection

**May 2023**

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	<b>26</b>	27	28
29	30	31				

**Available Times**  
Friday - May 26th

- 09:00
- 09:30
- 10:00
- 10:30
- 11:30
- 13:00
- 13:30

[See all availabilities](#)

**Confirm**

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**Centre Information**  
[Contact us](#)  
[Services](#)  
[Address and Opening Hours](#)

**Application Information**  
[How to apply](#)  
[Help](#)

**General Information**  
[News](#)  
[Security Notice](#)  
[Service Standard](#)  
[Accessibility Statement](#)

**Legal Information**  
[Privacy Notice](#)  
[Cookies Policy](#)  
[Terms and Conditions of Service](#)  
[Terms of Website Use](#)

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

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Visa information | Visa centres | Marrakech visa centre | Services | News | Help | Contact | Logout | EN

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

### Book your appointment

**Selected priority and services** Available time slots may vary depending on your selection

**Selected priority**

- Priority Visa Service (non settlement) (EUR 293.41)
- Super Priority Service (EUR 1122)
- Standard

**Selected services**

- Flexi Appointment (EUR 144)
- Premium Lounge (EUR 102)
- Prime Time Appointment (EUR 138)

**Selected Assisted scanning**

- Assisted Service (EUR 45.6)
- No assisted / Self Upload

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**May 2023** >

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

⊙

**Available Times**  
Friday - May 26th

- 09:00
- 09:30
- 10:00
- 10:30
- 11:30
- 13:00
- 13:30

See all availabilities

⌵

**Confirm**

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”.

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Visa information | Visa centres | Marrakech visa centre | Services | News | Help | Contact | Logout | EN

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
<b>TLS CONTACT TOTAL</b>	<b>EUR 0.00</b>

[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](#)



## 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).

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Visa information | Visa centres | Marrakech visa centre | Services | News | Help | Contact | Logout | EN

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

### Payment

Appointment saved for **28 Min**

#### Why do you have to pay separately ?

You will need to complete two separate payments. One will be for any UK government services you have selected, and another for any TLScontakt services.

#### Shopping cart

Appointment Assisted Service	EUR 38.00
<b>TLS CONTACT TOTAL</b>	<b>EUR 38.00</b>

#### Payment for TLScontakt services

You will be taken to our payment gateway to complete your payment.

**EUR 38.00**

[Go to payment](#)

Centre Information: Contact us, Services, Address and Opening Hours

Application Information: How to apply, Help

General Information: News, Security Notice, Service Standard, Accessibility Statement

Legal Information: Privacy Notice, Cookies Policy, Terms and Conditions of Service, Terms of Website Use

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

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### TLScontakt services payment

10 min remaining to finish this transaction

#### Available payment method

Global Pay
  PayU PayU
  Pay at the Visa Center

[Confirm](#)

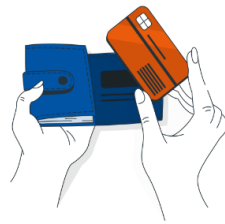
[← Back](#)

#### TLS services fees

Appointment Assisted Service	EUR 38.00
<b>TLS CONTACT TOTAL</b>	<b>EUR 38.00</b>

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When you have successfully paid, you will be shown a payment confirmation page.  
Click “OK” to continue.



Payment done

OK

Next you will be shown the appointment confirmation message.  
Click on “Check your application” to go to the next step.

Payment

Payment for TLScontact serv  
 ✓ The TLScontact payment is con

Congratulations, your appointment is booked!



04 May 2023 at 13:30

Paris visa application center

Upload your documents

Shopping cart

Centre Information  
 Contact us  
 Services  
 Address and Opening Hours

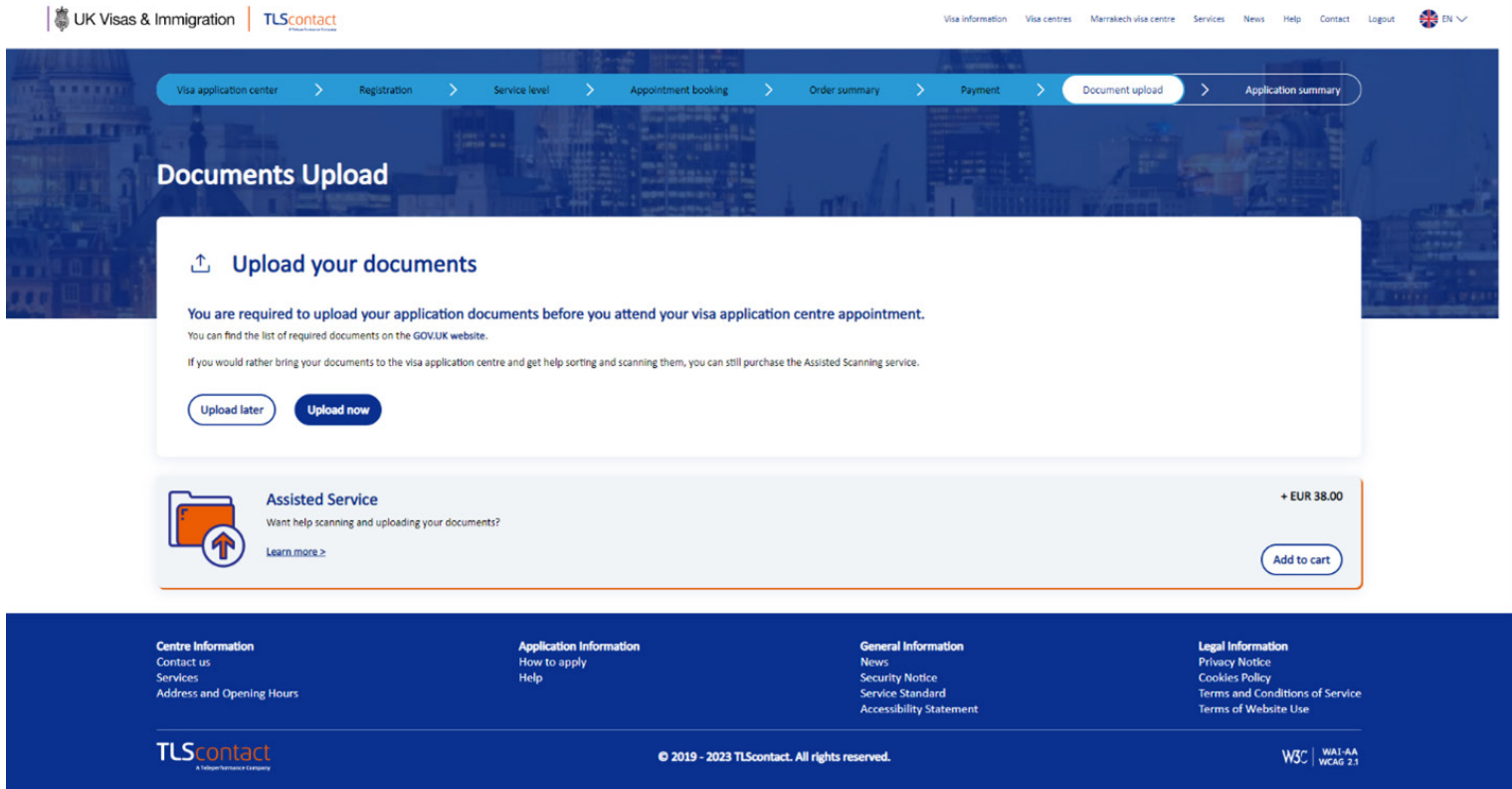
Legal Information  
 Privacy Notice  
 Cookies Policy  
 Terms and Conditions of Service  
 Terms of Website Use

## 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, click on “Upload now” and a new window will open for TLScontakt, 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.

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Visa information | Visa centres | Marrakech visa centre | Services | News | Help | Contact | Logout | EN

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

### John's application

**Upload your documents**

You are required to upload your application documents before you attend your visa application centre appointment. You can find the list of required documents on the GOV.UK website.

If you would rather bring your documents to the visa application centre and get help sorting and scanning them, you can still purchase the Assisted Scanning service.

[Upgrade to Assisted Scanning](#) [Upload documents](#)

**Applicant information**

You can track the progress of your application by clicking “check status”

First name	Last name	GWF number	Passport number	Application status
John	Doe	GWF222333479	TE1234567894	<a href="#">Check status</a>

**Appointment**

Your appointment time is

**May 26, 2023** **09:00**

[Cancel](#) [Change](#)

**Visa application centre**

**Address**  
54ter, Street of Châteaudun, 75009 Paris, France

**Opening hours**

Mon 08:30 - 12:00 & 13:00 - 15:00	Fri 08:30 - 12:00 & 13:00 - 15:00	Sun Closed
Tue 08:30 - 12:00 & 13:00 - 15:00	Thu 08:30 - 12:00 & 13:00 - 15:00	
Wed 08:30 - 12:00 & 13:00 - 15:00	Sat Closed	

**Map:** A Google Map showing the location of the TLScontakt Visa Application Centre in Paris, France, near the Châteaudun street.

## 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.

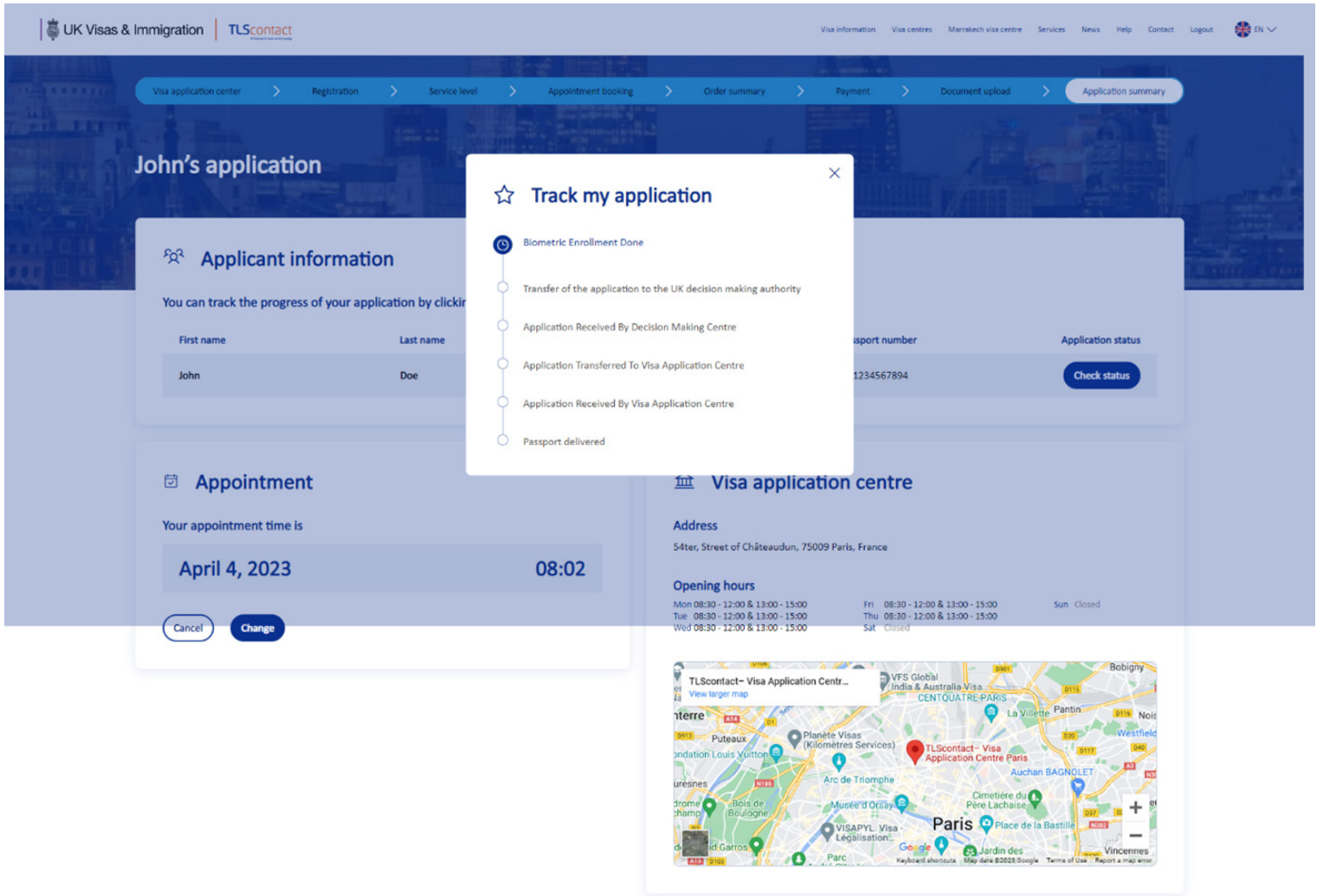
However, please note that if you change your appointment, your current appointment date and time slot will be cancelled. There is no guarantee that that the same appointment date and time will be available if you change your mind.

The screenshot displays the 'John's application' page on the TLScontact website. A modal dialog is open, asking 'Are you sure you want to change your appointment?'. The dialog includes a warning: 'Your current appointment will be cancelled and might not be available if you change your mind.' Below this, a 'Change notice' states: 'You are able to change the appointment date, given the same services purchased before still apply. If you don't wish to keep these services please go to the contact page to make a request or cancel your appointment.' At the bottom of the dialog are 'No' and 'Yes' buttons. The background page shows the 'Applicant information' section with fields for 'First name' (John) and 'Last name' (Doe). The 'Appointment' section shows the current appointment for 'April 4, 2023' at '08:02' with 'Cancel' and 'Change' buttons. The 'Visa application centre' section provides the address '54ter, Street of Châteaudun, 75009 Paris, France' and opening hours: Mon 08:30 - 12:00 & 13:00 - 15:00, Tue 08:30 - 12:00 & 13:00 - 15:00, Wed 08:30 - 12:00 & 13:00 - 15:00, Fri 08:30 - 12:00 & 13:00 - 15:00, Thu 08:30 - 12:00 & 13:00 - 15:00, Sat Closed, Sun Closed. A map of the application centre is also visible. The footer contains links for Centre Information, Application Information, General Information, and Legal Information, along with the TLScontact logo and copyright notice '© 2019 - 2023 TLScontact. All rights reserved.' and WAI-AA WCAG 2.1 compliance information.

## 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 TLScontakt account at any time by visiting [visas-uk.tlscontakt.com](https://visas-uk.tlscontakt.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.

