

TLScontact. UK Visas and Immigration Website User Guide

Help to book your UK visa appointment

Version 2, July 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 TLScontakt website.

The page you arrive on will look similar to this:

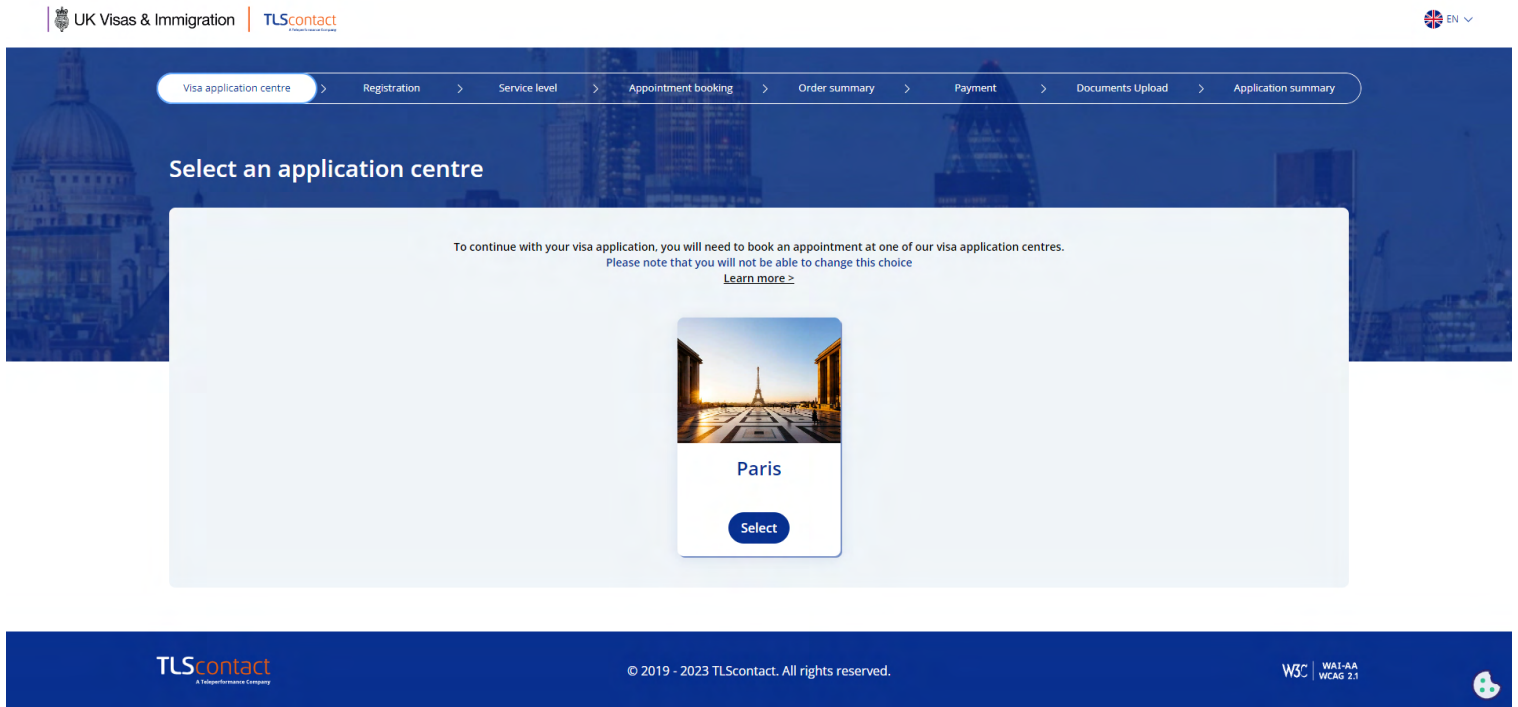


Click on “Get started” to move to the next step.

Step 2: Select a visa application centre (VAC)

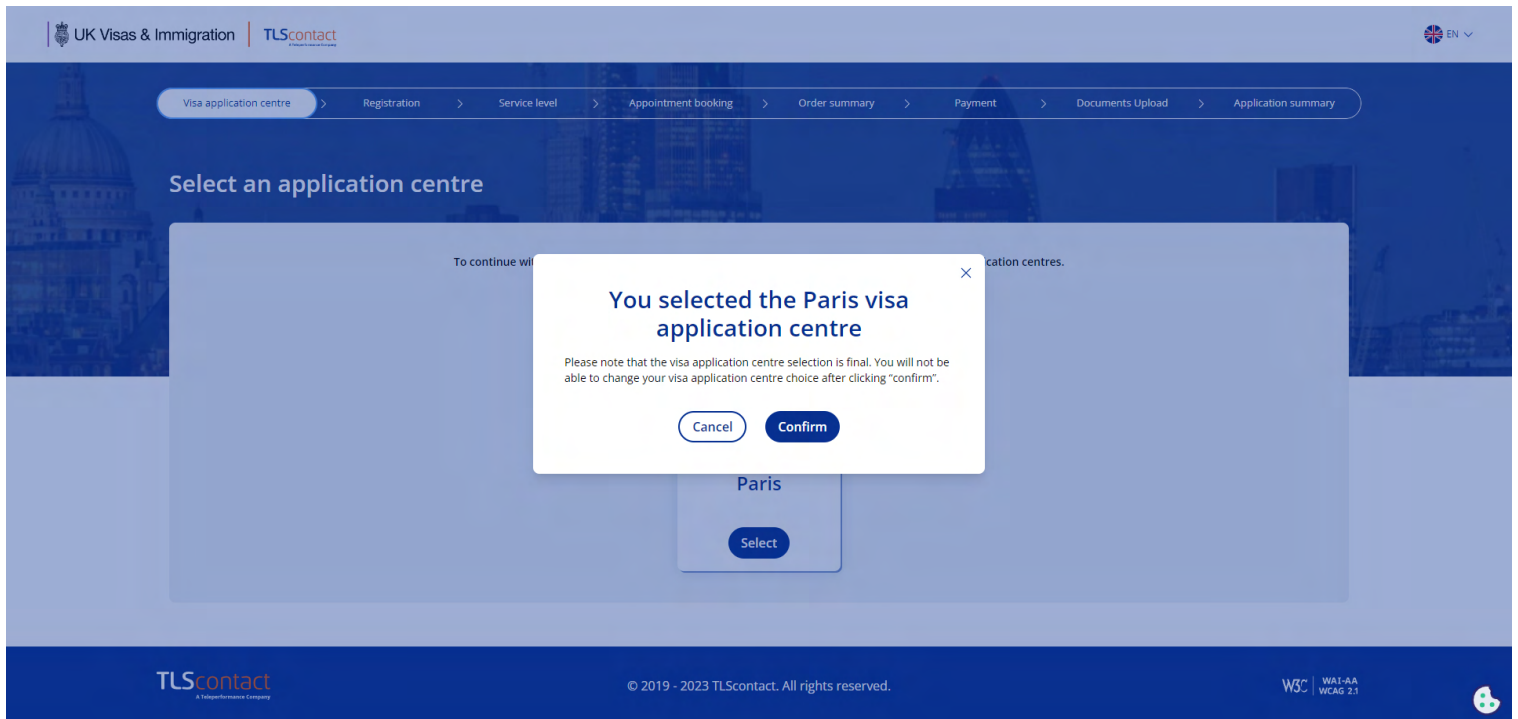
You will be shown the list of visa application centres available to you.

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.

UK Visas & Immigration | TLScontakt

Application Information | Paris Application Centre | Services | News | Help | Contact Us | EN

Registration

Register on TLScontakt

Registration on this site will allow you to book your visa application centre appointment and check the status of your visa application.

John Doe

Visa type: Visit Visa
 Global Web Form (GWF): GWF222333588
 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 TLScontakt. I am aware that my email address will be shared with a trusted questionnaire operator: TP Knowledge Services.

Marketing and communication

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

By email By phone By SMS

Register



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).

[Application Information](#) |
 [Paris Application Centre](#) |
 [Services](#) |
 [News](#) |
 [Help](#) |
 [Contact Us](#) |
 |
 |

Visa application centre >
Registration >
Service level >
Appointment booking >
 Order summary >
Payment >
Documents 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)
 Super Priority Service
 Standard

Selected services

Flexi Appointment
 Premium Lounge
 Prime Time Appointment

Selected Assisted scanning

Assisted Service
 No assisted / Self Upload

Shopping cart

TLScontact fees ⓘ

Appointment Self Service - Regular EUR 0.00

TLScontact fees total including EUR 0 VAT fee EUR 0.00

< July 2023 >

Please select a day to see the available time slots

 Some days may only have chargeable appointments available.

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						

ⓘ By changing the selected services you can see more available options

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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W3C | WAI-AAA WCAG 2.1

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.

The screenshot displays the 'Book your appointment' page on the TLSccontact website. At the top, there is a navigation bar with links for 'Application Information', 'Paris Application Centre', 'Services', 'News', 'Help', and 'Contact Us'. Below this is a progress indicator showing the current step as 'Appointment booking'. A notification banner at the top left states: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' The main content area is titled 'Book your appointment' and features a calendar for July 2023. The 13th of July is selected. To the right of the calendar is a list of 'Available Times' for Thursday, 13th Jul, ranging from 09:30 to 14:00. A 'Confirm' button is visible in the shopping cart section. The footer contains four columns of links: Centre Information, Application Information, General Information, and Legal Information.

When you are happy with your selected date and time, click “Confirm” 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”.



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 TLScontakt 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.



Payment done

OK

Next you will be shown the appointment confirmation message.
Click on “Upload documents” to go to the next step.

The screenshot displays the TLScontakt website interface. At the top, there is a navigation bar with 'UK Visas & Immigration' and 'TLScontakt' logos, and a menu with 'Application Information', 'Paris Application Centre', 'Services', 'News', 'Help', 'Contact Us', and a language selector set to 'EN'. A notification banner at the top left states: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' Below this is a breadcrumb trail: 'Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary'. The main content area is titled 'Order summary' and features a central modal window with the message: 'Congratulations, your appointment is booked!' and '13 July 2023 at 09:30' at the 'Paris visa application centre'. An 'Upload documents' button is visible in the modal. To the right, a 'Shopping cart' section shows 'TLScontakt fees' with a sub-total of 'EUR 0.00' and a 'Confirm' button. At the bottom, there is a section for 'These services may also help you' featuring a 'Flexi Appointment' service for '+ EUR 144.00' with an 'Add to cart' button.

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 TLScdocuments, the dedicated document upload portal.

If you click “Upload later” you will be taken to the “Applicant information page” (Step 9).

Step 9: 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.

The screenshot displays the 'John's application' page on the TLScontakt website. At the top, there is a navigation bar with the UK Visas & Immigration logo and the TLScontakt logo. A breadcrumb trail shows the user's progress through the application process: Visa application centre, Registration, Service level, Appointment booking, Order summary, Payment, Documents Upload, and Application summary. A notification banner at the top states: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' The main heading is 'John's application'. Below this, there are four main sections:

- Upload your documents:** A section with an upload icon and text stating: '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.' A blue 'Upload now' button is present.
- Applicant information:** A section with a person icon and text: 'You can track the progress of your application by clicking "check status"'. It contains a table with applicant details:

First name	Last name	GWf number	Passport number	Application status
John	Doe	GWf222333588	TE1234567894	Check status

- Appointment:** A section with a calendar icon and a 'Booked' status. It shows the appointment time as '13 July 2023' at '09:30'. There are 'Cancel' and 'Change' buttons.
- Visa application centre:** A section with a building icon. It provides the address: '54ter, Street of Châteaudun, 75009 Paris, France'. It also lists the 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
- Services purchased:** A section with a star icon and a 'Paid' status. It lists 'Appointment Self Service - Regular'.

At the bottom right, there is a map showing the location of the 'TLScontakt - Visa Application Centre' in Paris, France, with a 3.9 star rating and 2,134 reviews. The map also shows nearby landmarks and public transport options.

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 TLScontact website interface for 'John's application'. At the top, there is a navigation bar with 'UK Visas & Immigration | TLScontact' on the left and 'Application Information', 'Paris Application Centre', 'Services', 'News', 'Help', 'Contact Us', and language options on the right. A breadcrumb trail shows the user's progress: 'Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary'. A notification banner at the top states: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.'

The main content area is titled 'John's application' and features several sections:

- Upload your documents:** Includes an 'Upload now' button and instructions about document requirements.
- Applicant information:** A table with columns for 'First name', 'Last name', 'GWF number', 'Passport number', and 'Application status'. The data row shows 'John', 'Doe', 'GWF222333588', 'TE1234567894', and a 'Check status' button.
- Appointment:** Shows a booked appointment for '13 July 2023' at '09:30' with 'Cancel' and 'Change' buttons.
- Services purchased:** Shows 'Appointment Self Service - Regular' as 'Paid'.
- Visa application centre:** Provides the address '54ter, Street of Châteaudun, 75009 Paris, France', opening hours (Mon-Fri 08:30-15:00, Sat Closed, Sun Closed), and a map of the location in Paris.

A modal dialog box is open in the center, asking 'Are you sure you want to change your appointment?'. It includes a 'Change notice' stating: 'Your current appointment will be cancelled and might not be available if you change your mind.' and '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.' The dialog has 'No' and 'Yes' buttons.

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 TLScontakt visa application centre where you applied from.

The screenshot displays the TLScontakt application tracking interface. At the top, the navigation bar includes 'UK Visas & Immigration | TLScontakt' and 'Application Information'. A notification banner states: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' The main content area is titled 'John's application' and features a progress bar with the following steps:

- Services selected
- Services confirmed/paid
- Application Submitted
- Transfer of the application to the UK decision making authority
- Application received by the UK decision making authority
- Application transferred to the visa application centre
- Application received by the visa application centre
- Passport delivered

Below the progress bar, there is an 'Appointment' card showing the appointment time as 13 July 2023 at 10:00. A 'Services purchased' card indicates that the 'Appointment Self Service - Regular' service has been paid for. The 'Visa application centre' card provides the following details:

- Address:** 54ter, Street of Châteaudun, 75009 Paris, France
- 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
 - Thu: 08:30 - 12:00 & 13:00 - 15:00
 - Fri: 08:30 - 12:00 & 13:00 - 15:00
 - Sat: Closed
 - Sun: Closed

A map shows the location of the TLScontakt Visa Application Centre in Paris, France, near the Châteaudun street.

Log into your account

You can log back into your TLScontakt 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.

