



Website for UK Visa Customers

User Guide

Help to book your UK visa appointment

Version 3, 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 TLScontact 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.

UK Visas & Immigration | TLScontact

EN

Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary

Select an application centre

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 >](#)



Paris

Select

TLScontact

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W3C | WAI-AAA | WCAG 2.1

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

IMPORTANT: You cannot change your visa application centre later.

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EN

Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary

Select an application centre

To continue with your visa application, you will need to book an appointment at one of our visa application centres.
Please note that the visa application centre selection is final. You will not be able to change your visa application centre choice after clicking “confirm”.

You selected the Paris visa application centre

Please note that the visa application centre selection is final. You will not be able to change your visa application centre choice after clicking “confirm”.

Cancel Confirm



Paris

Select

TLScontact

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

Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary

Register on TLScontact

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 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 and service 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.

UK Visas & Immigration | **TLScontact**

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

Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary

Select your priority level

-  Priority Visa Service (non settlement) [Learn more >](#) Your application will be considered within 5 working days after your visa application centre appointment + EUR 293.41
-  Super Priority Service [Learn more >](#) Your application will be considered within 24 hours after your visa application centre appointment + EUR 1122.00
- 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 + EUR 54.00
 - ✓ 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 >](#) Don't have time to go to your visa application centre appointment. Come any time during the selected day. + EUR 144.00
 - ✓ 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 >](#) For a stress-free appointment, enjoy the full comfort and convenience of our luxurious Premium Lounge. + EUR 102.00
 - ✓ Peaceful atmosphere and comfortable seating
 - ✓ Free wifi access
 - ✓ Free coffee and refreshments
- No thank you. I'd rather queue in the standard waiting area

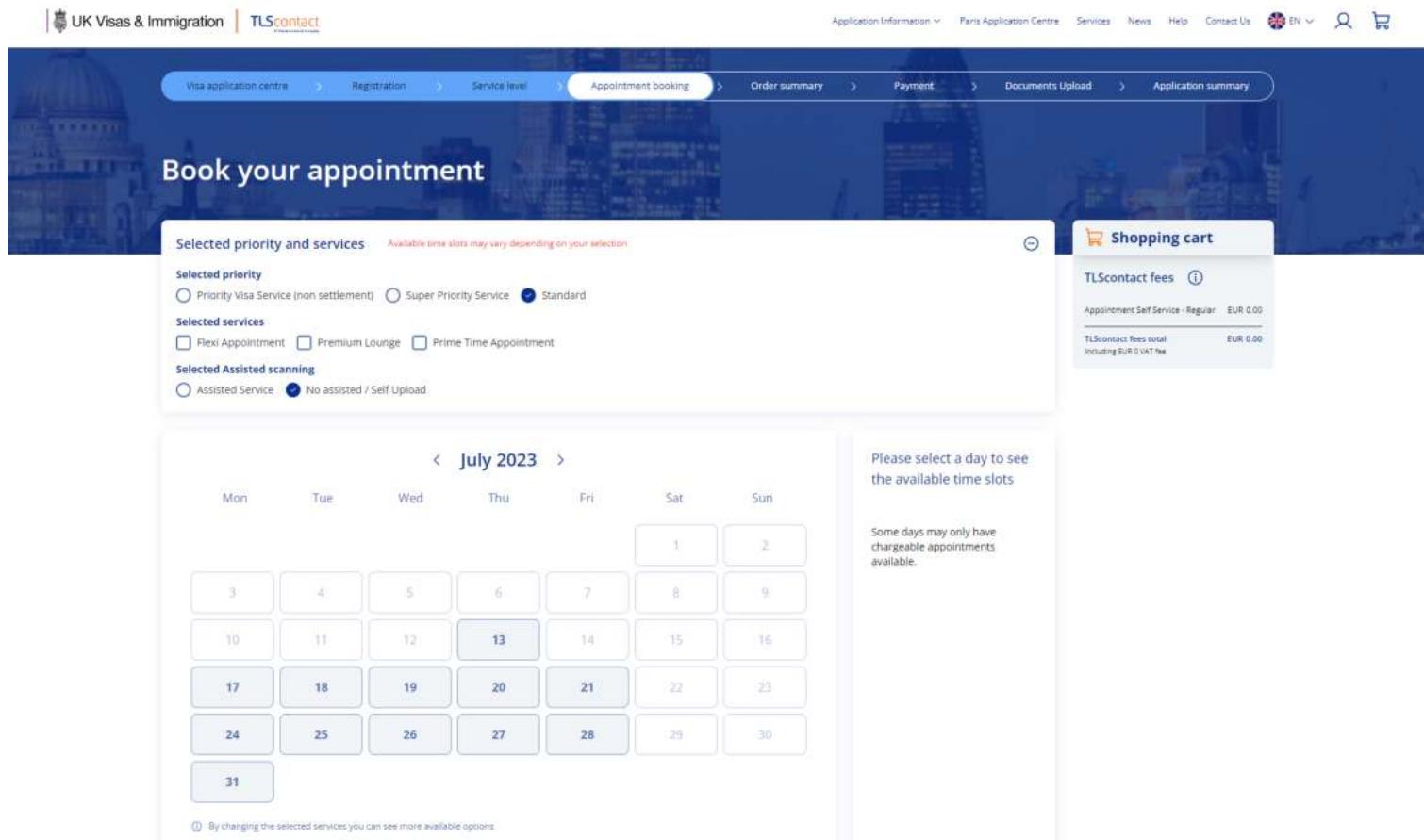
With this selection the earliest appointment slot is: 7/13/2023 - 09:00

Book an appointment

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).



The screenshot shows the 'Appointment booking' step of the application process. The top navigation bar includes 'Application Information', 'Paris Application Centre', 'Services', 'News', 'Help', 'Contact Us', and language and search icons. The main content area is titled 'Book your appointment' and displays the following information:

- Selected priority and services:** Available time slots may vary depending on your selection. Options include Priority Visa Service (non settlement), Super Priority Service, and Standard.
- Selected services:** Flexi Appointment, Premium Lounge, and Prime Time Appointment.
- Selected Assisted scanning:** Assisted Service.
- Shopping cart:** Shows TLScontact fees (Appointment Self Service - Regular: EUR 0.00, TLScontact fees total including EUR 0.00 VAT fee: EUR 0.00).

The calendar for July 2023 shows the following availability:

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

Instructions and notes:

- By changing the selected services you can see more available options.
- Please select a day to see the available time slots.
- Some days may only have chargeable appointments available.

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 | 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.

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Packages, large bags and suitcases are not allowed to be carried in the VAC.

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

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

July 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
Thursday - 13th Jul

09:30
10:00
10:30
11:30
13:00
13:30
14:00

[See all availabilities](#)

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

TLScontact a Teleperformance Company

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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”.

UK Visas & Immigration | TLScontact

Packages, large bags and suitcases are not allowed to be carried in the VAC.

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

Order summary | Payment | Documents Upload | Application summary

Appointment saved for 44 min

Order summary

Visa application centre appointment

Applicants: John Doe
Date & time: 13 July 2023 at 09:30
Location: Paris visa application centre

Want to change your appointment? [Change](#)

Shopping cart

TLSScontact fees

Appointment Self Service - Regular: EUR 0.00
TLSScontact fees total: EUR 0.00
Including EUR 0.00 VAT fees

Confirm

These services may also help you

- Flexi Appointment**
Don't worry about delays and travelling during busy times when booking your appointment – choose flexi and arrive when it suits you. [Learn more >](#) + EUR 144.00 [Add to cart](#)
- Keep My Passport**
Enjoy the peace of mind of keeping your passport with you while you're waiting for a visa decision. [Learn more >](#) + EUR 86.40 [Add to cart](#)
- Prime Time Appointment**
Can't come to our visa centre during business hours? [Learn more >](#) + EUR 138.00 [Add to cart](#)
- Premium Lounge**
Upgrade to experience the ultimate in convenience, comfort, and support for your application in a dedicated space with fewer queues. [Learn more >](#) + EUR 102.00 [Add to cart](#)

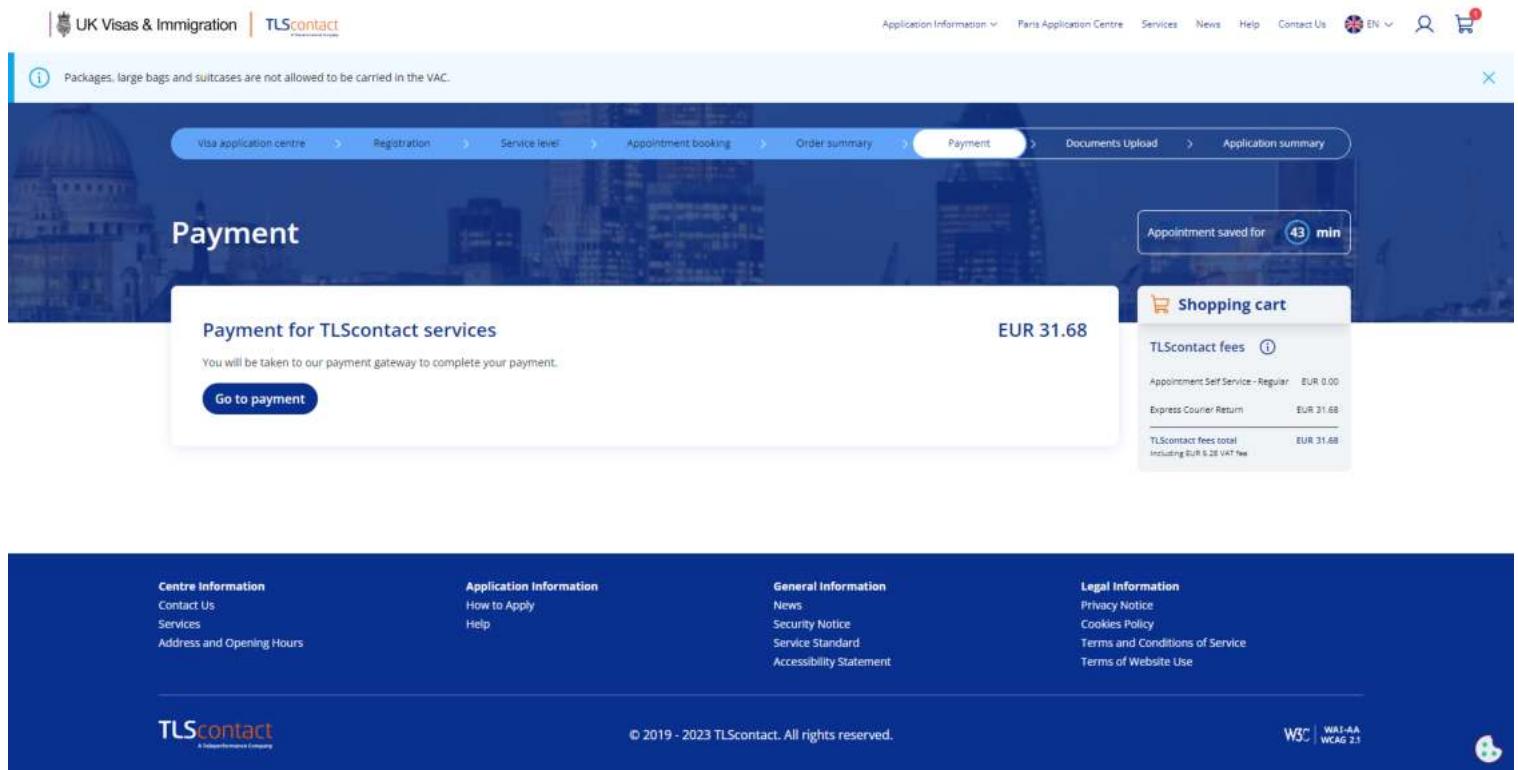
[See all services](#)



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).



Payment

Payment for TLScontact services

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

Go to payment

EUR 31.68

Appointment saved for 43 min

Shopping cart

TLScontact fees

Appointment Self Service - Regular	EUR 0.00
Express Courier Return	EUR 31.68
TLScontact fees total including EUR 0.28 VAT fee	EUR 31.68

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

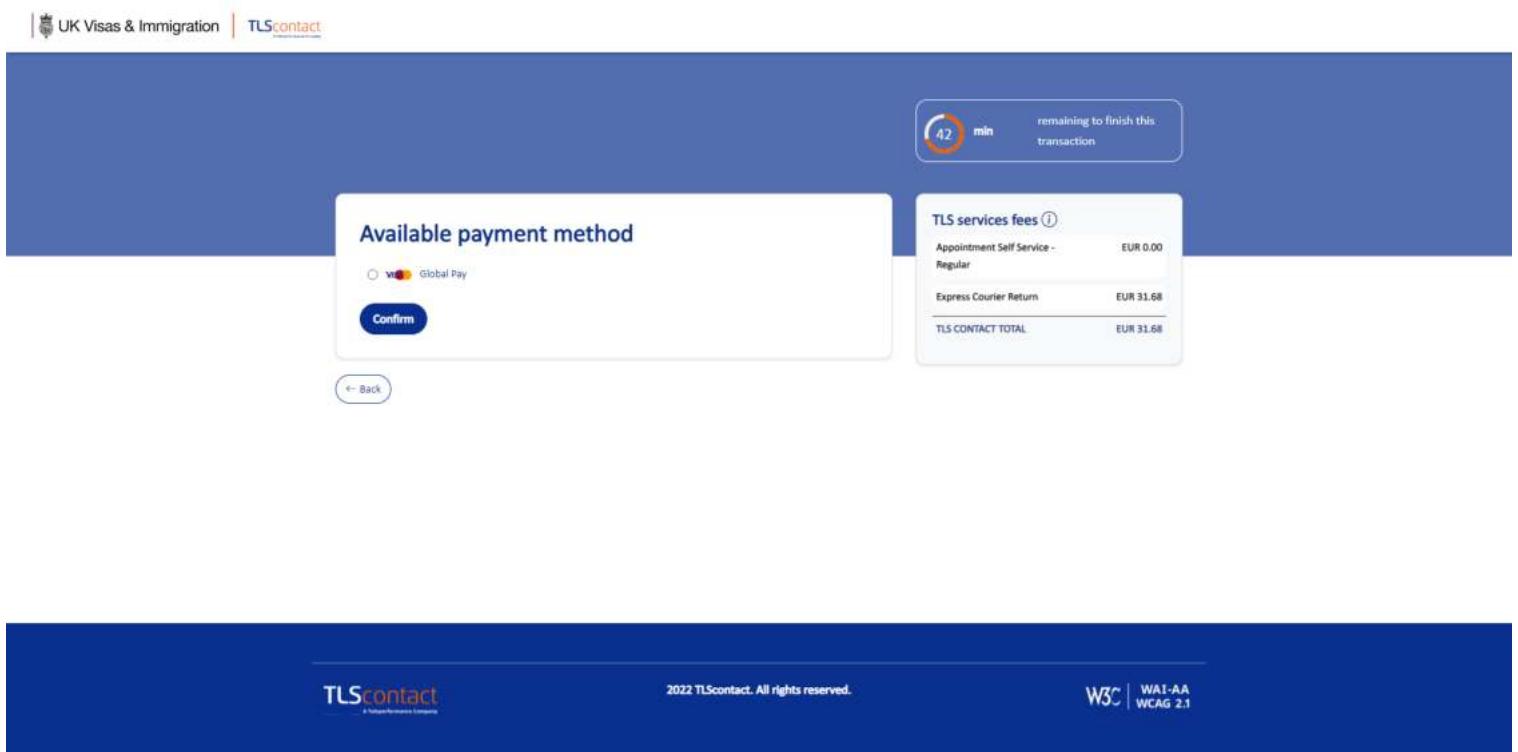
- Privacy Notice
- Cookies Policy
- Terms and Conditions of Service
- Terms of Website Use

TLScontact

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W3C | WAI-AA | WCAG 2.1

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.



Available payment method

Global Pay

Confirm

42 min remaining to finish this transaction

TLS services fees

Appointment Self Service - Regular	EUR 0.00
Express Courier Return	EUR 31.68
TLS CONTACT TOTAL	EUR 31.68

Back

TLScontact

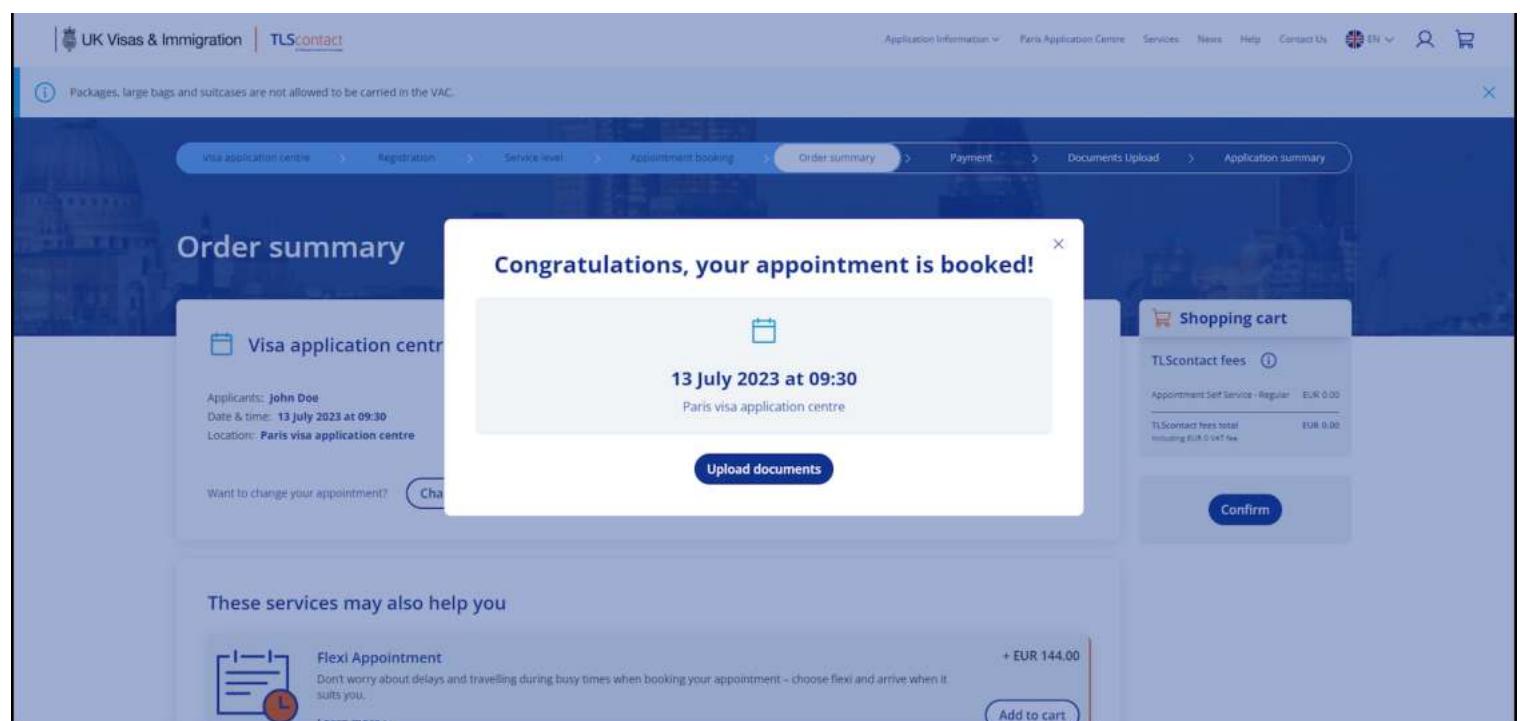
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W3C | WAI-AA | WCAG 2.1

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 “Upload documents” to go to the next step.

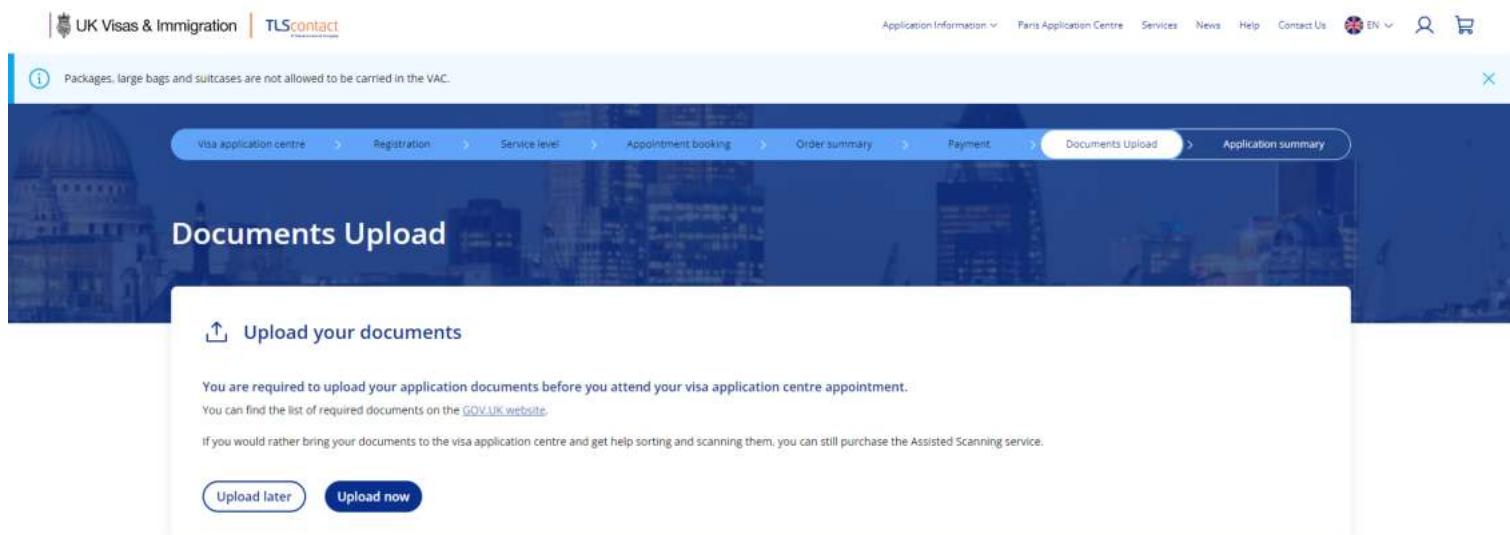


Step 8: Document upload

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.



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Application Information | Paris Application Centre | Services | News | Help | Contact Us | EN | Search icon | Cart icon

visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary

Documents Upload

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.

[Upload later](#) [Upload now](#)

Centre Information
Contact Us
Services
Address and Opening Hours

Application Information
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Here you can choose to upload your documents immediately, or leave that for later.

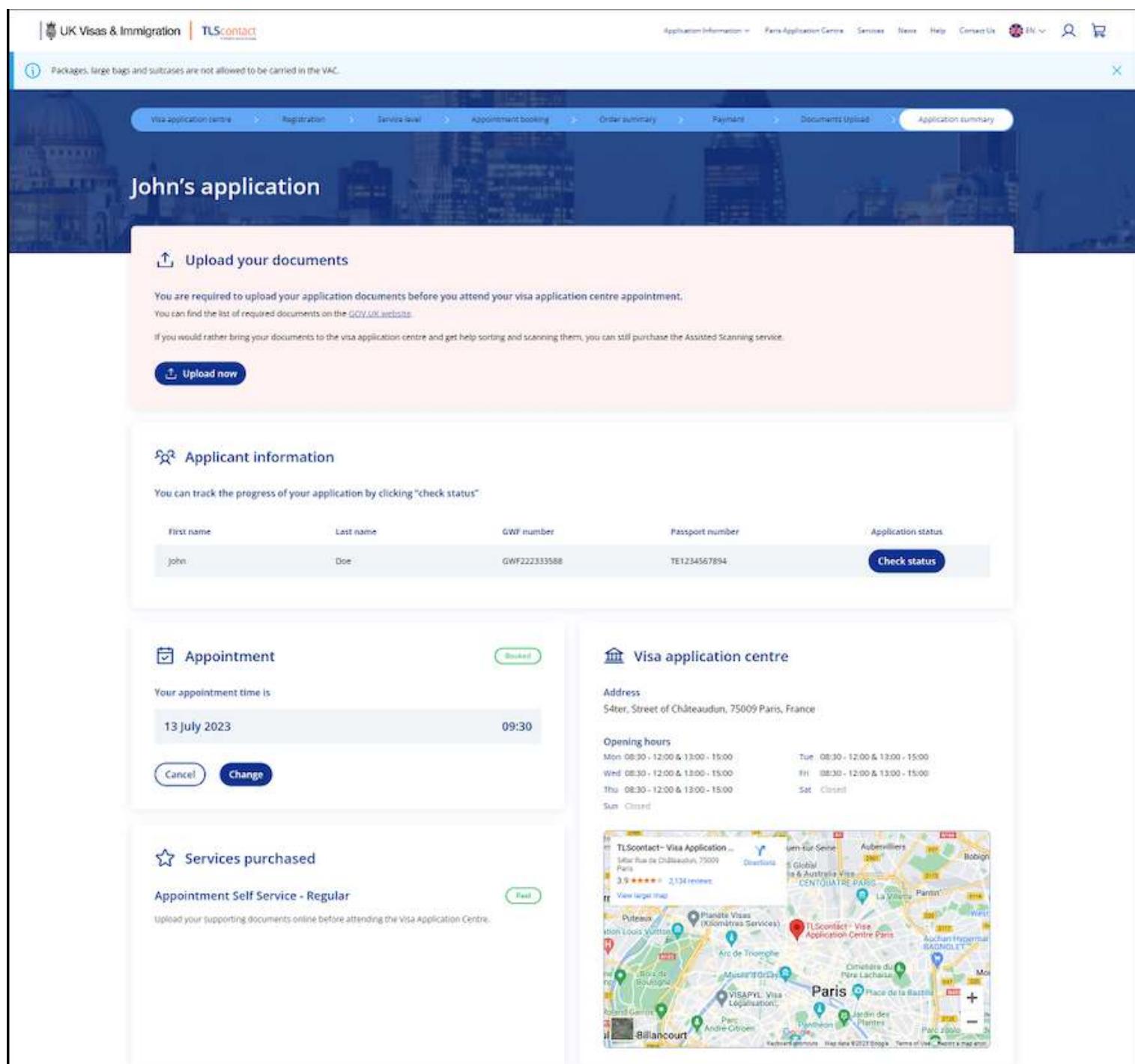
If you choose to upload your documents immediately, click on “Upload now” and a new window will open for TLSdocuments, the dedicated document upload portal.

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 shows the 'Application summary' page for 'John's application'. The top navigation bar includes links for 'Application Information', 'Paris Application Centre', 'Services', 'Next', 'Help', 'Consent Use', and a search bar. The main content area is titled 'John's application' and contains the following sections:

- Upload your documents:** A section with a 'Upload now' button and instructions about required documents and assisted scanning.
- Applicant information:** A table showing 'First name: John', 'Last name: Doe', 'GWF number: GWF222333588', 'Passport number: TE1234567894', and a 'Check status' button.
- Appointment:** Shows an appointment for '13 July 2023' at '09:30' in a 'Booked' status. Buttons for 'Cancel' and 'Change' are available.
- Visa application centre:** Details the address as '54ter, Street of Châteaudun, 75009 Paris, France' and provides opening hours for Monday to Saturday. It also includes a map of the Paris area with the TLS contact visa application centre marked.
- Services purchased:** Lists 'Appointment Self Service - Regular' and a note to upload supporting documents online before attending.

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.

UK Visas & Immigration | TLS Connect

Packages, large bags and suitcases are not allowed to be carried in the VAC.

John's application

Upload your documents

You are required to upload your application document. You can find the list of required documents on the GOV.UK website. If you would rather bring your documents to the visa application service...

Upload now

Are you sure you want to change your appointment?

Your current appointment will be cancelled and might not be available if you change your mind.

Change notice

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.

X No ✓ Yes

Applicant information

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

First name	Last name	QWF number	Passport number	Application status
John	Doe	GWF22233588	TE1234567894	Check status

Appointment

Your appointment time is 13 July 2023 09:30

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

Visa application centre

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

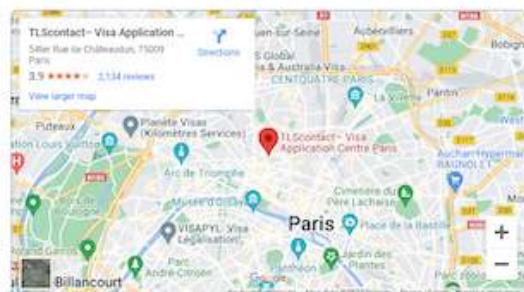
Opening hours

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

Services purchased

Appointment Self Service - Regular

Upload your supporting documents online before attending the Visa Application Centre.



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.

UK Visas & Immigration | TLScontact

Packages, large bags and suitcases are not allowed to be carried in the VAC.

John's application

Upload your documents

You are required to upload your application documents. 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, you can do so.

Upload now

Track my application

- 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

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	GWF22233588	TE1234567894	Check status

Appointment

Your appointment time is 13 July 2023 10:00

Visa application centre

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

Services purchased

Appointment Self Service - Regular

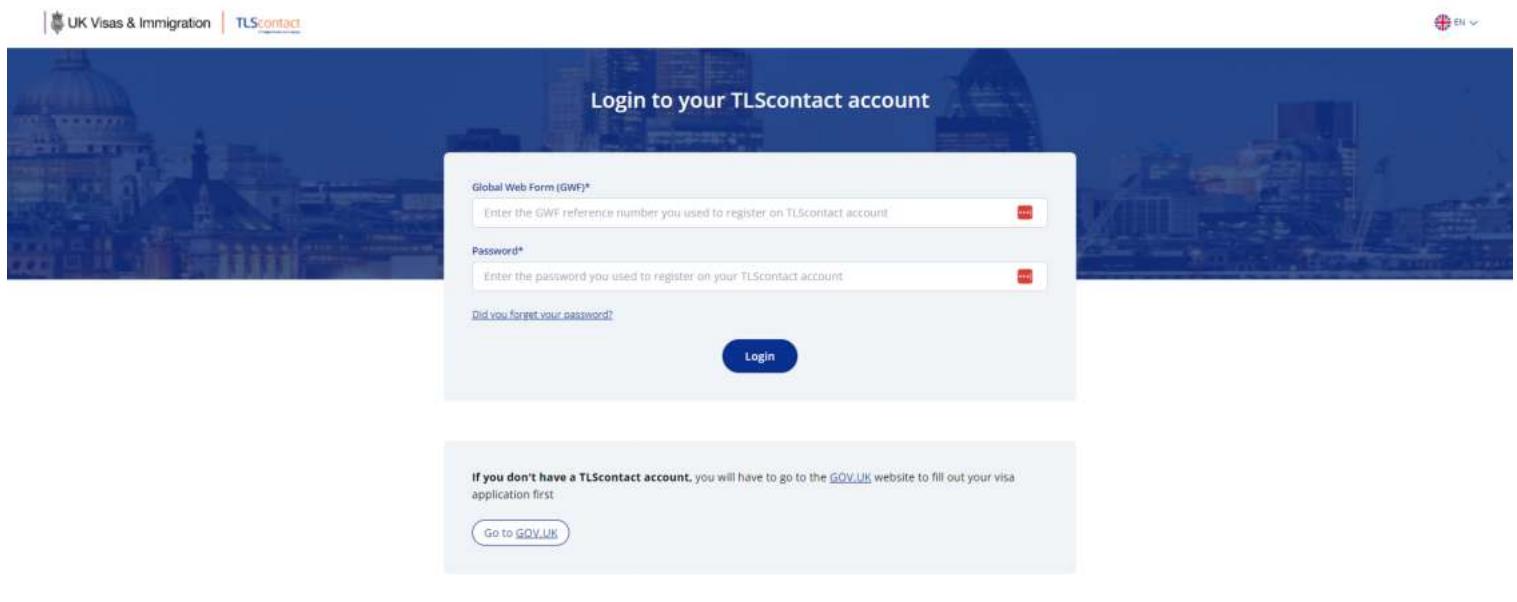
Upload your supporting documents online before attending the Visa Application Centre.

Map of TLScontact Visa Application Centre, 54ter, Street of Châteaudun, 75009 Paris, France. The map shows the location in the 13th arrondissement, near the Arc de Triomphe and the Musée d'Orsay.

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.



UK Visas & Immigration | TLScontact

EN

Login to your TLScontact account

Global Web Form (GWF)*

Enter the GWF reference number you used to register on TLScontact account

Password*

Enter the password you used to register on your TLScontact account

[Did you forget your password?](#)

[Login](#)

If you don't have a **TLScontact account**, you will have to go to the [GOV.UK](#) website to fill out your visa application first.

[Go to GOV.UK](#)