

# Website for UK Visa Customers User Guide

Help to book your UK visa appointment

Version 3, July 2023

Date Paid	Check Number	Amount
01-12	1001	75.00
05-18	1002	50.00
05-24	1003	200.00
Total Checks Paid		325.00

## 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-AA WCAG 2.1

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

**IMPORTANT:** You cannot change your visa application centre later.

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.

**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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W3C | WAI-AA WCAG 2.1

## 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.

The screenshot shows the registration page on the TLScontact website. At the top, there is a navigation bar with the UK Visas & Immigration logo and the TLScontact logo. A breadcrumb trail shows the user's progress: Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary. The main heading is "Register on TLScontact". Below this, a message states: "Registration on this site will allow you to book your visa application centre appointment and check the status of your visa application." The user's details are displayed: John Doe, Visa type: Visit Visa, Global Web Form (GWF): GWF222333588, and Email address: john.doe@email.com. The password section has two input fields: "Please choose a password" and "Please confirm your password", both with a red "x" icon indicating a requirement. Below the password fields is a section for "Mandatory terms and conditions" with three checkboxes: "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.", and "I consent to the Terms and Conditions of Service and Terms of Website Use". The "Customer experience survey" section has a checkbox for "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." The "Marketing and communication" section has a checkbox for "I consent to TLScontact sharing my name, email and telephone number with trusted 3rd parties for promotional purposes." and three checkboxes for "By email", "By phone", and "By SMS". A blue "Register" button is at the bottom of the form. The footer contains the TLScontact logo, copyright information "© 2019 - 2023 TLScontact. All rights reserved.", the W3C logo, and a small globe icon.

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

### 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**

TLScontact  
A TLScontact Group Company

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W3C  
WCAG 2.1







## 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).

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

## 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

< 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						

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.

**Shopping cart**

**TLScontact fees** ⓘ

Appointment Self Service - Regular EUR 0.00

TLScontact fees total including EUR 0 VAT fee EUR 0.00

**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 Visa Information Company

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**W3C** | WAI-AA  
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 shows the TLScontact website's appointment booking process. At the top, there's a navigation bar with links for Application Information, Paris Application Centre, Services, News, Help, Contact Us, and a language selector set to EN. Below this is a breadcrumb trail: Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary. The main heading is "Book your appointment".

The "Selected priority and services" section includes a note: "Available time slots may vary depending on your selection". It features a calendar for July 2023. The 13th of July (Thursday) is selected. To the right of the calendar, under "Available Times" for Thursday - 13th Jul, the following time slots are listed: 09:30, 10:00, 10:30, 11:30, 13:00, 13:30, and 14:00. A "Confirm" button is visible below the time slots.

The "Shopping cart" section shows "TLScontact fees" with a sub-note: "Appointment Self Service - Regular EUR 0.00". It also displays "TLScontact fees total including EUR 0 VAT fee EUR 0.00". A "Confirm" button is present at the bottom of the cart.

The footer contains four columns of links: Centre Information (Contact Us, Services, Address and Opening Hours), Application Information (How to Apply, Help), General Information (News, Security Notice, Service Standard, Accessibility Statement), and Legal Information (Privacy Notice, Cookies Policy, Terms and Conditions of Service, Terms of Website Use). The TLScontact logo is on the left, the copyright notice "© 2019 - 2023 TLScontact. All rights reserved." is in the center, and the WSC logo and "WAI-4A WCAG 2.1" are on the right.



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”.


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


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

[Visa application centre](#) > [Registration](#) > [Service level](#) > [Appointment booking](#) > **Order summary** > [Payment](#) > [Documents Upload](#) > [Application summary](#)


## Order summary


Appointment saved for **44 min**


 **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**  
TLScontact fees ⓘ  
Appointment Self Service - Regular EUR 0.00  
TLScontact fees total Including EUR 0 VAT fee EUR 0.00  
  
[Confirm](#)

### These services may also help you

 **Flexi Appointment** + EUR 144.00  
Don't worry about delays and travelling during busy times when booking your appointment - choose flexi and arrive when it suits you.  
[Learn more >](#) [Add to cart](#)

 **Keep My Passport** + EUR 86.40  
Enjoy the peace of mind of keeping your passport with you while you're waiting for a visa decision.  
[Learn more >](#) [Add to cart](#)

 **Prime Time Appointment** + EUR 138.00  
Can't come to our visa centre during business hours?  
[Learn more >](#) [Add to cart](#)

 **Premium Lounge** + EUR 102.00  
Upgrade to experience the ultimate in convenience, comfort, and support for your application in a dedicated space with fewer queues.  
[Learn more >](#) [Add to cart](#)

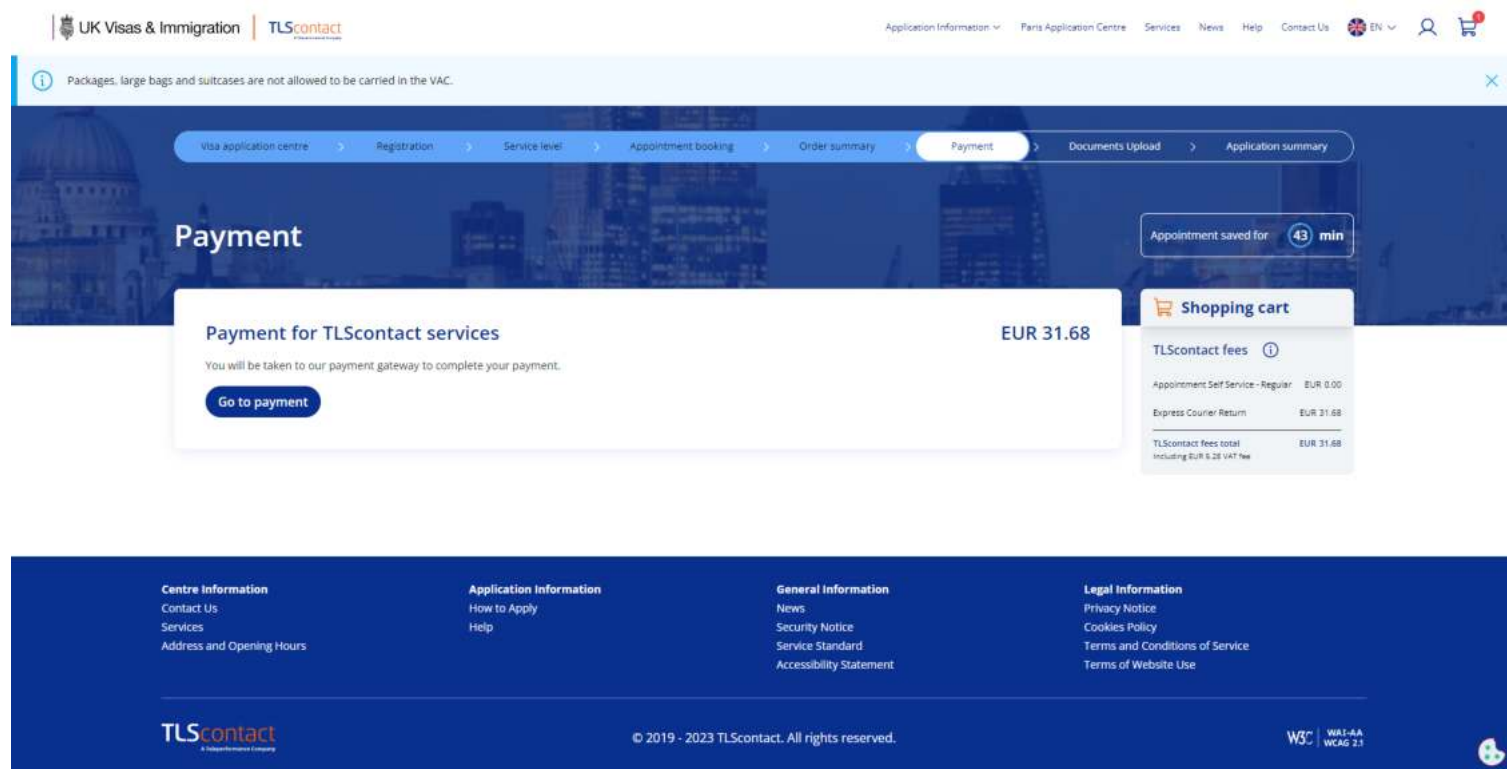
[See all services](#)



## Step 7: Payment

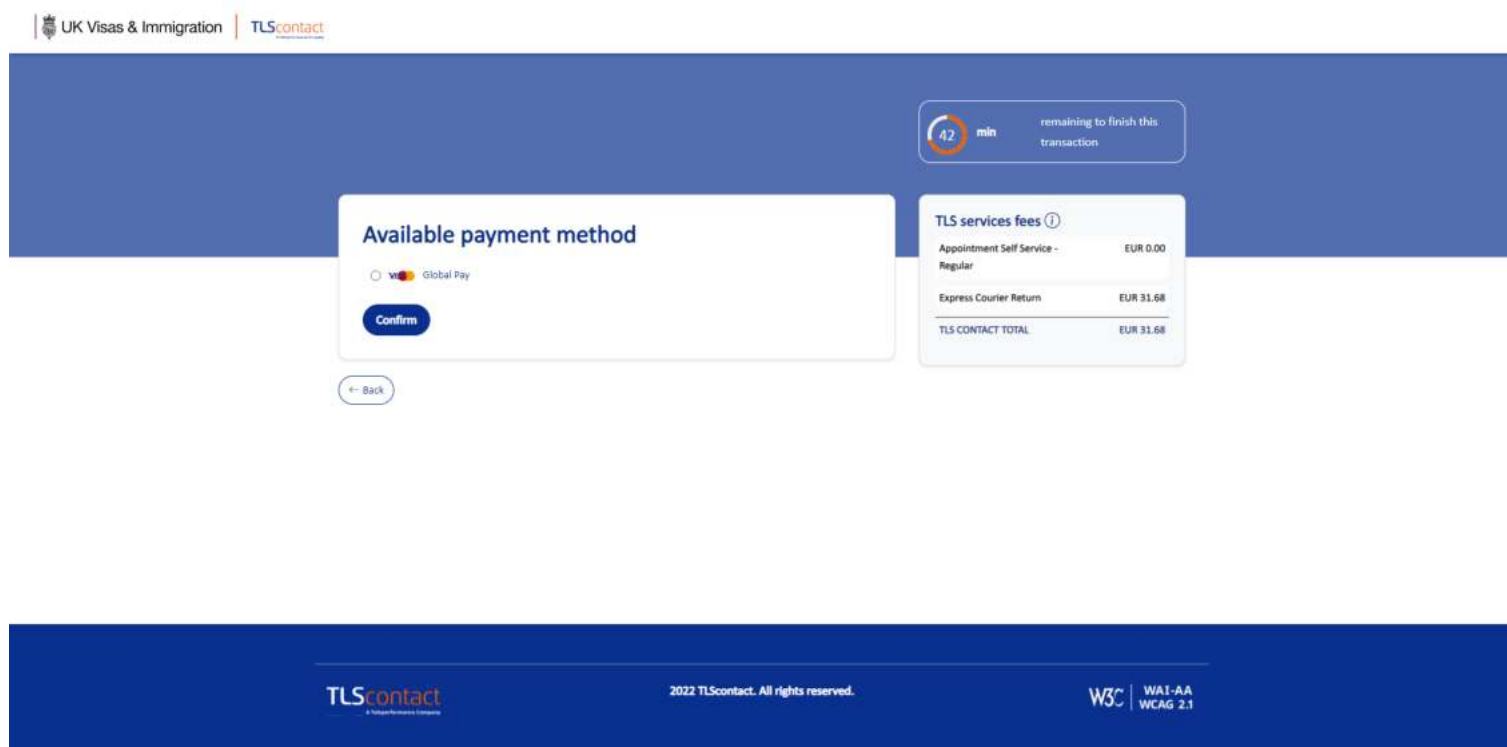
If you have chosen any services that you need to pay for, you will be taken to a payment confirmation page.

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



The screenshot shows the 'Payment' page of the TLScontact website. At the top, there is a navigation bar with links: 'UK Visas & Immigration', 'TLScontact', 'Application Information', 'Paris Application Centre', 'Services', 'News', 'Help', 'Contact Us', and a language selector set to 'EN'. A blue banner at the top contains a message: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' Below the banner is a breadcrumb trail: 'Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary'. The main heading is 'Payment'. A box on the left states 'Payment for TLScontact services' with a total of 'EUR 31.68' and a button 'Go to payment'. A box on the right titled 'Shopping cart' lists 'TLScontact fees': 'Appointment Self Service - Regular' (EUR 0.00), 'Express Courier Return' (EUR 31.68), and 'TLScontact fees total including EUR 0.28 VAT fee' (EUR 31.68). A timer indicates 'Appointment saved for 43 min'. The footer contains four columns of links: 'Centre Information' (Contact Us, Services, Address and Opening Hours), 'Application Information' (How to Apply, Help), 'General Information' (News, Security Notice, Service Standard, Accessibility Statement), and 'Legal Information' (Privacy Notice, Cookies Policy, Terms and Conditions of Service, Terms of Website Use). The footer also includes the TLScontact logo, copyright notice '© 2019 - 2023 TLScontact. All rights reserved.', and W3C/AA WCAG 2.1 compliance icons.

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.



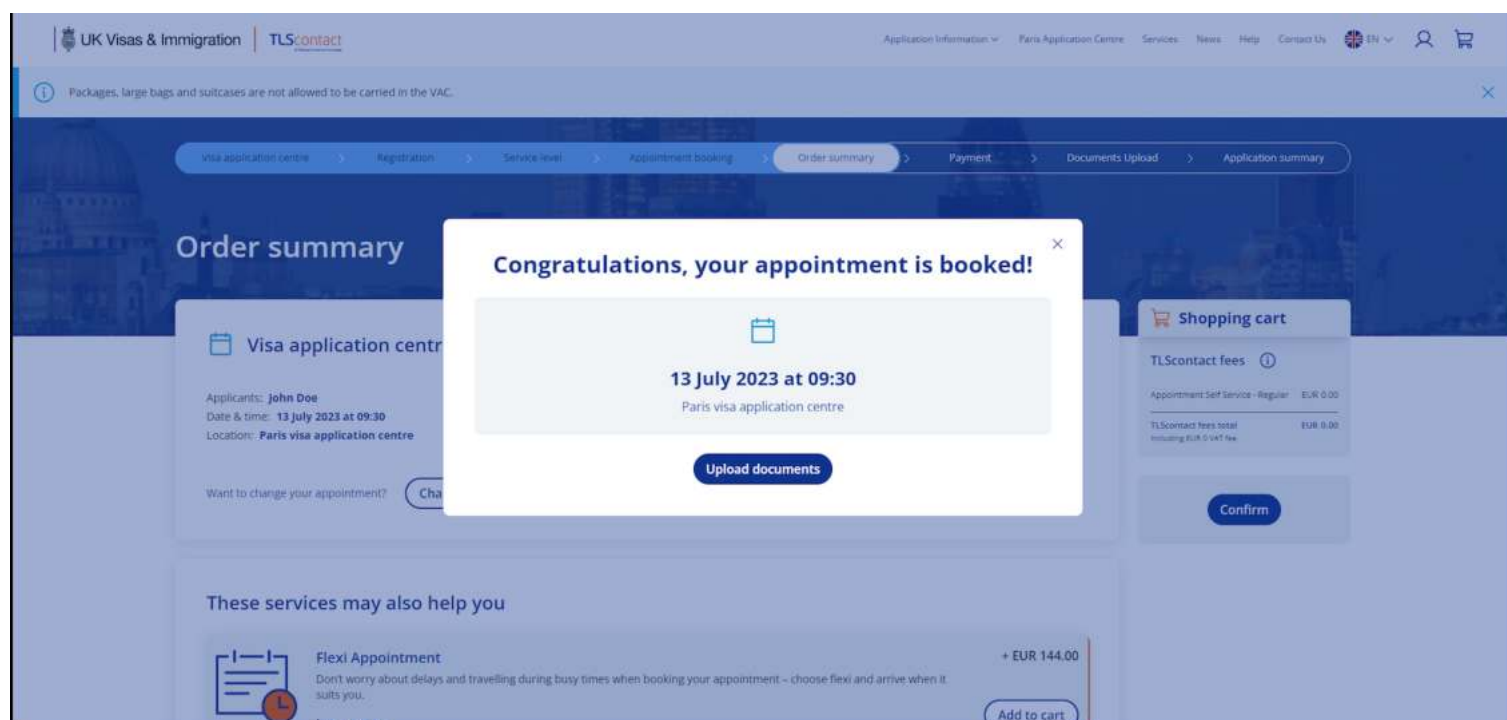
The screenshot shows the 'Available payment method' page of the TLScontact website. At the top, there is a navigation bar with links: 'UK Visas & Immigration', 'TLScontact', and a language selector set to 'EN'. A blue banner at the top contains a message: 'Packages, large bags and suitcases are not allowed to be carried in the VAC.' Below the banner is a breadcrumb trail: 'Visa application centre > Registration > Service level > Appointment booking > Order summary > Payment > Documents Upload > Application summary'. The main heading is 'Available payment method'. A box on the left shows the 'Available payment method' with a radio button selected for 'Global Pay' and a button 'Confirm'. A box on the right titled 'TLS services fees' lists 'Appointment Self Service - Regular' (EUR 0.00), 'Express Courier Return' (EUR 31.68), and 'TLS CONTACT TOTAL' (EUR 31.68). A timer indicates '42 min remaining to finish this transaction'. A button 'Back' is located below the 'Confirm' button. The footer contains the TLScontact logo, copyright notice '2022 TLScontact. All rights reserved.', and W3C/AA WCAG 2.1 compliance icons.



Payment done

OK

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.

The screenshot shows the TLScontact website interface for the 'Documents Upload' step. At the top, there's a navigation bar with 'UK Visas & Immigration' and 'TLScontact' logos, and a menu with 'Application Information', 'Find Application Centre', 'Services', 'News', 'Help', 'Contact Us', and language/currency selectors. A light blue banner below the navigation bar contains a message: '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 heading is 'Documents Upload'. A white box in the center contains the text: '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](#).', and '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.' At the bottom of this box are two buttons: 'Upload later' and 'Upload now'. The footer is dark blue and contains four columns of links: 'Centre Information' (Contact Us, Services, Address and Opening Hours), 'Application Information' (How to Apply, Help), 'General Information' (News, Security Notice, Service Standard, Accessibility Statement), and 'Legal Information' (Privacy Notice, Cookies Policy, Terms and Conditions of Service, Terms of Website Use). The footer also includes the TLScontact logo, copyright notice '© 2019 - 2023 TLScontact. All rights reserved.', and a W3C logo with 'WAI-AAA WCAG 2.1'.

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.

**UK Visas & Immigration** | **TLScontact**

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

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

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

**Upload now**

**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	GWF222333588	TE1234567894	<b>Check status</b>

**Appointment** Booked

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

**Map**

**Services purchased**

**Appointment Self Service - Regular** Paid

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



## 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 the same appointment date and time will be available if you change your mind.

The screenshot shows the TLScontact UK Visas & Immigration application interface. A confirmation dialog is displayed in the center, asking "Are you sure you want to change your appointment?". The dialog includes a warning icon and text stating: "Your current appointment will be cancelled and might not be available if you change your mind." Below this, a "Change notice" explains that users can change the appointment date, but services purchased before still apply, and users should contact the page to make a request or cancel. At the bottom of the dialog are "No" and "Yes" buttons.

The background page shows the "John's application" section with a progress bar at the top: "Book application centre" (selected), "Registration", "Service level", "Appointment booking", "Order summary", "Payment", "Documents upload", and "Application summary".

**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, please contact us for more information.

**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	GWF222333588	TE1234567894	<a href="#">Check status</a>

**Appointment** (Booked)

Your appointment time is

13 July 2023 09:30

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

**Services purchased**

Appointment Self Service - Regular (Paid)

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

**Visa application centre**

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

**Opening hours**

Day	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

**Map**

The map shows the location of the TLScontact Visa Application Centre in Paris, near the Eiffel Tower and the Seine river. The map includes labels for various landmarks and streets.

## 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.

The screenshot displays the TLScontact UK Visas & Immigration application tracking interface. At the top, the header includes the UK Visas & Immigration logo and the TLScontact logo. A navigation bar contains links for "Application information", "Paris Application Centre", "Services", "News", "Help", "Contact Us", and language options (EN, FR). 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 "John's application". It features a section for "Upload your documents" with a button labeled "Upload now". Below this is the "Applicant information" section, which includes a table with the following data:

First name	Last name	GWV number	Passport number	Application status
John	Doe	GWV222333588	TE1234567894	<a href="#">Check status</a>

A "Track my application" modal window is open, showing a progress timeline 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

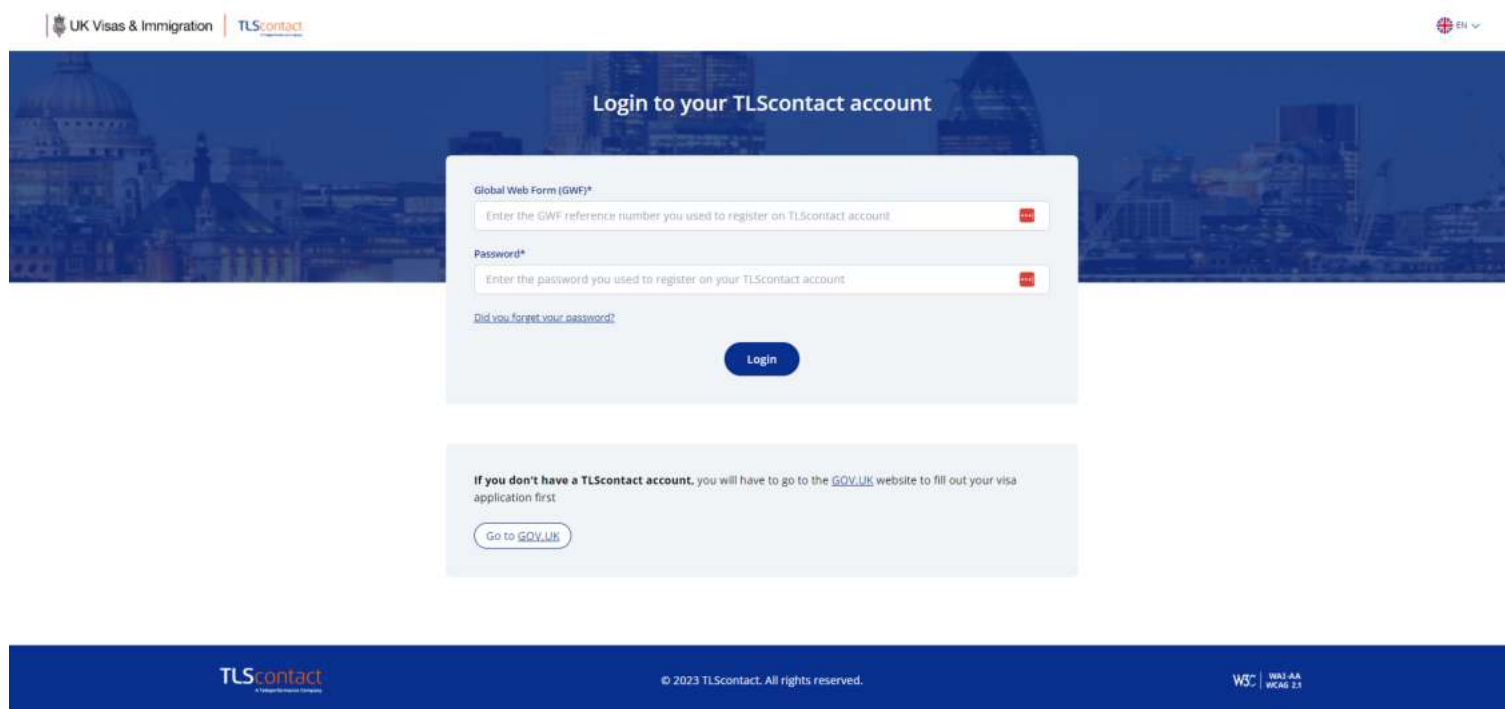
The bottom section of the interface contains three main cards:

- Appointment**: Shows the appointment time as 13 July 2023 at 10:00.
- Services purchased**: Shows "Appointment Self Service - Regular" with a "Paid" status.
- Visa application centre**: Provides the address (54ter, Street of Châteaudun, 75009 Paris, France), opening hours (Mon-Fri: 08:30 - 12:00 & 13:00 - 15:00; Sat: Closed; Sun: Closed), and a map of the location in Paris.

## Log into your account

You can log back into your TLScontact account at any time by visiting [visas-uk.tlscontact.com](https://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.



The screenshot shows the TLScontact login interface. At the top, there are logos for 'UK Visas & Immigration' and 'TLScontact', along with a small 'EN' flag icon. The main heading is 'Login to your TLScontact account'. Below this, there are two input fields: 'Global Web Form (GWF)\*' with a placeholder 'Enter the GWF reference number you used to register on TLScontact account', and 'Password\*' with a placeholder 'Enter the password you used to register on your TLScontact account'. A link for 'Did you forget your password?' is positioned below the password field. A blue 'Login' button is centered below the inputs. At the bottom, a message states: 'If you don't have a TLScontact account, you will have to go to the [GOV.UK](https://gov.uk) website to fill out your visa application first.' Below this message is a button labeled 'Go to GOV.UK'. The footer contains the 'TLScontact' logo, the copyright notice '© 2023 TLScontact. All rights reserved.', and the text 'W3C | HTML 4.01 | WCAG 2.1'.

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](https://gov.uk) website to fill out your visa application first.

[Go to GOV.UK](#)

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W3C | HTML 4.01 | WCAG 2.1