



Home Office

Direct Communications Unit
2 Marsham Street
London
SW1P 4DF

Tel: 020 7035 4848
www.homeoffice.gov.uk

Monique Hawkins
the3million
124 City Road
London
EC1V 2NX

monique.hawkins@the3million.org.uk

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Dear Monique,

Thank you for your follow-up email of 15 February 2024 about issues with accessing the document update functionality in UKVI accounts.

We very much appreciate your queries on this matter and have shared them with the appropriate technical team. Please find our responses below:

A persistent problem in accessing the update functionality

1. How long has the Home Office been aware of this problem?

The issue raised with the *Update my details* service, where customers receive an error message saying "*Sorry, there is a problem with the service*" is not due to a single problem with a common underlying root cause. This is a generic error screen that is used in most scenarios where the update service is unable to progress the update.

A number of issues have been reported since the *Update my details* functionality went live 3 years ago, and there remain a small number of new incidents that are reported each month where users see this screen. Whilst the overall proportion of incidents relative to the number of successful updates is very low, we do acknowledge the need to continue to promptly address outstanding issues to ensure that the *Update my details* service works reliably for all users, all of the time. We encourage any users experiencing issues to contact the UK Visas and Immigration Contact Centre to enable incidents to be investigated and resolved.

2. When did this problem first arise?

As referenced above, the scenarios that result in a user seeing the generic error message "*Sorry, there is a problem with the service*" are not all the same, and have different root causes. There have been a small number of issues reported by users since the *Update my details* service launched, and we have addressed these through our support processes.

A small number of issues are still reported, and we are following our process to understand the underlying problems and to address them for the user in a way that seeks to prevent the issue from occurring for other users.

3. Does this problem affect everyone who attempts to link identity documents to their UKVI account, or only a subset of people? If only a subset, how many UKVI accounts are affected by this problem?

No, these issues only occur in a small number of document updates. We process thousands of document updates every day in real time, without any issues.

While only a very small proportion of overall updates experience issues, our goal is to deliver and operate a service that works reliably for all users, all of the time.

4. What has caused this problem?

As referenced in our previous responses, there is no single underlying cause, however a significant proportion of the cases relate to data being in a format that the update system is not expecting. A major focus of our work is to make the system more tolerant in these scenarios, as well as providing more tailored and detailed error messages to the user in the rare event an issue is encountered.

5. When does the Home Office believe this problem will be fixed?

Each issue is addressed through our support process, and we will be releasing fixes on a frequent basis to resolve the issues.

6. How likely is this problem to reoccur in future, and what steps has the Home Office taken to prevent this from reoccurring?

Our goal is to operate an update system that works reliably for all users, all of the time, through a fast and user-friendly process. The overwhelming majority of document updates are completed successfully in minutes, and without any issues.

Where issues do occur, our support process is set up to address the underlying issue to prevent reoccurrence, rather than just to fix the specific case that has been raised.

As ever, we remain committed to resolving the technical difficulties that status holders encounter, and your ongoing support in forwarding examples of such issues to us so we can investigate them is much appreciated.

eVisas Policy Team

Email: Public.Enquiries@homeoffice.gov.uk