

By email:

Tom Pursglove MP - Minister for Immigration  
Lord Sharpe of Epsom - Parliamentary Under Secretary of State at the Home Office

CC:

Home Office SUG team  
Independent Monitoring Authority

10 January 2024

Dear Tom Pursglove MP,

**UKVI accounts listing all linked identity documents**

We are writing regarding a recent change to the functionality of UKVI account maintenance. Following this change, status holders can see a list of travel documents linked to their account, rather than only the last linked document.

We are very pleased to see this change in functionality, which we first discussed with the Home Office in June 2021<sup>1</sup>.

When status holders log in to the website to update their UKVI status<sup>2</sup>, and look at their “Personal details”, they should see a section entitled “Identity document” or “Identity documents”, with the message:

***These identity documents are linked to your immigration status. If you travel to the UK, you must make sure you have a document that is in date and can be used to enter the UK. [Check which documents you can use on GOV.UK \(opens in a new tab\).](#)***

*You can add a new identity document if you want to use it to travel.*

*[Add a new identity document.](#)*

**This is followed by a list of Passport(s) and/or National Identity Card(s), showing for each a document number and nationality, as well as expiry date for each unexpired document.**

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<sup>1</sup> See our report to the IMA about the challenges of maintaining digital status, paras 79-83  
<https://the3million.org.uk/publication/2022032801>

<sup>2</sup> <https://www.gov.uk/update-uk-visas-immigration-account-details>

However, over this last week we have received reports that the changed functionality does not work properly for many people.

Many status holders (including half of our own staff) are shown the following message in their “Identity document” section:

***You do not have an identity document linked to your immigration status. If you travel to the UK, you must make sure you have an identity document that is in date and can be used to enter the UK. [Check which documents you can use on GOV.UK \(opens in a new tab\)](#).***

*You can add a new identity document if you want to use it to travel.*

*[Add a new identity document](#).*

If they then attempt to follow the link to “Add a new identity document” as instructed, and try to add their identity document (which is likely also their sign-in document), they receive an error message:

***There is a problem***

*We could not update your identity document because the details you entered are already on our system.*

*Start again and check you have entered your new details correctly.*

*If there is still a problem, [contact us for help](#).*

We therefore have the following questions:

- Q1. If the information given in the update portal<sup>3</sup> shows no linked identity documents (or a missing identity document that had previously been linked) in their “Personal details” section, does that mean that an eGate would not be able to find that person’s immigration status when they present the identity document that they use to log in to View & Prove? If so, does that mean they would be redirected to a Border Force officer?
- Q2. If the information given in the update portal shows no linked identity documents (or a missing identity document that had previously been linked) in their “Personal details” section, does that mean that a Border Force official would not be able to see that person’s immigration status by scanning their travel document? If so, does that mean they would be temporarily detained while investigations are carried out?
- Q3. What are the potential reason(s) for an identity document not to be displayed in someone’s “Personal details” section of the update portal, despite having been granted

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<sup>3</sup> “Update your UK Visas and Immigration account details” available at <https://www.gov.uk/update-uk-visas-immigration-account-details>

status on the basis of that document, or that document having been previously linked to their UKVI account?

- Q4. Is there a workaround available for individuals to link an identity document to their account, without receiving the error *"We could not update your identity document because the details you entered are already on our system."*?
- Q5. Are there any automated corrections planned to address this problem, or do individuals have to contact the EU Settlement Resolution Centre to have this fixed?
- a. If automated, when is this automated correction planned to take place?
  - b. If individuals have to contact the EU Settlement Resolution Centre, how long will they need to wait after reporting in order to have their UKVI account corrected?
- Q6. How many UKVI accounts does this affect? What proportion of all UKVI accounts does this represent?

Kind regards,

Monique Hawkins  
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