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Booking an appointment with TLScontact guidance

Lancashire Refugee Integration Team

This document aims to help customers with booking an appointment with TLScontact.

This is technical guidance for navigating the website and is not to be used or interpreted as immigration advice.

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If you have been advised you need to provide your fingerprints and confirm your identity at the visa application centre, this guide will help you to book your appointment with TLScontact – UKVI's commercial partner.

Booking your appointment with UKVCAS

1. Click "Get started"



2. Create a password, tick the boxes for "Mandatory Terms and Conditions" and "Marketing & Communications from TLS" (optional). Click "Register"

<i>फि</i>
Appointment type: ukraine-scheme-extension Unique Application Number (UAN): Email address:
Password
Please enter a password of 8 to 20 characters that includes lower-case and upper-case letters, numbers and special characters from I*#\$%&()= ?@ (other special characters are not supported)
Confirm password

I consent	t to the transfer and processing of my personal data	in accordance with the <u>Privacy</u>	Policy.			
I consent	t to the processing of my biometric data.					
I consent	t to the <u>Terms and Conditions of Service</u> and <u>Terms c</u>	f Website Use				
		•				
keting &	Communications from TLScontact					
sent to receiv	e promotional and marketing information from TLSc	ontact:		Ry omail	Py phone	R Ry S
				by email	By phone	Dy 2

3. You will be sent a link to activate your account.

Check your mailbox and select "**I confirm that I want to active my account**". You will need to enter your UAN and your password. You can find your UAN in the email you have received from TLS contact. Then click "**Login**"

Confirm your TLScontact registration	TLScontact A Teleperformance Company
Dear applicant,	
Thank you for registering on the TLScontact website.	
Your Unique Application Number (UAN) is:	
Please activate your account using the link below:	
I confirm that I want to activate my account	
Once your account has been activated you can login to the wet password to start the application process. You can also access the progress of your application.	osite using your username and your online profile and track
Login to your TLScontact a	account
You will first need to complete your application on <u>GOV.UK</u> to obtain you your TLScontact account. Unique Application Number (UAN)	r 16-digit UAN and be able to create
Example: 1234-5678-9012-3456. Enter the UAN you used to register yo	ur TLScontact account
Password	
Enter the password you used to register your TLScontact account.	0
Did you forget your password?	

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4. Select your centre by entering your city name. When you have selected it, click "Continue"

It is easier to do it via List View tab.

elect your Visa & Citizenship Application Service Point				
p view	List view			
To co	ntinue with your application process, you will p	and to book an appointment at one of the TIS	contact Visa & Citizanshin Application Sandsa Points	
10 00	nunue with your application process, you will h	Learn more >	contact visa a citizensnip Application service Points.	
To find a UKVC	AS Service Point, enter your city name.			
Q Example	: London			
	· · · · · · · · · · · · · · · · · · ·			
	Aberdeen	Belfast	Birmingham	
	9 & C &	@ @ C &	3 2 0 Q	
	TLScontact Aberdeen - UKVCAS Songice Paint 1 Parm Street	TLScontact Belfast - UKVCAS Social Pages Foreith	TLScontact Birmingham - LIV/CAS Sensice Beint Ground	
	 Monday - Friday except public holidays 	 Monday - Friday except public holidays 	Monday - Friday except public holidays	
	Earliest available appointments:	Earliest available appointments:	Earliest available appointments:	
	Regular 05/02/2025 Assisted slot 05/02/2025	Regular 07/02/2025 Prime Time slot 05/02/2025 Assisted slot 05/02/2025	Regular 10/02/2025 Prime Time slot 05/02/2025 Assisted with Prime 05/02/2025 Assisted slot 06/02/2025	
	Continue	Casting		
	Continue	Continue	Continue	

5. Select a relevant service depending on your needs.

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You will see the earliest appointment slot at the selected centre. Click **"Book an appointment"**



Select the date and time for your appointment. Click "Confirm"
 You will have to pay fees if you want to book Prime Time Appointment (orange slots)

BOOKING YOUR APPOINTMENT

Self-Se	ervice Appointn (No additional	n ent – Regular cost)		Ass (With	isted Service additional cost)		🛱 Shopping cart
Regular A	ppointment 🛈	Prime Time A	ppointment 🛈				TLScontact fees (i)
Jani	uary 2025	F	ebruary 20	25	March 2	025	Self-Service Appointment – Regular GBP 0.00 Total GBP 0.00
< Wed 5th	Thu 6th	Fri 7th	Sat 8th	Mon 10th	Tue 11th	> Wed 12th	TLScontact fees total GBP 0.00 Including GBP 0.00 VAT fee
08:00	08:00	08:00	09:00	08:00	08:00	08:00	
08:30	08:30	08:30	09:30	08:30	08:30	08:30	Confirm
17:00	17:00	17:00	10:00	14:45	09:15	09:15	
17:30	17:30	17:30	10:30	15:15	09:45	09:45	
			11:00	15:45	10:00	10:00	
			11:30	16:15	10:15	10:15	
			12:00	17:00	10:30	10:30	

Review the details of your appointment and click "Confirm".
 Please note you won't be able to change your appointment location once you click "Confirm"

UKVCAS Service Point appointment	🔀 Shopping cart
Applicants:	TLScontact fees ()
Date & time:	
Location: UKVCAS Service Point	GBP 0.00 Total GBP 0.00
Do you want to change your appointment slot?	TLScontact fees total GBP 0.00 Industing GBP 0.00 VAT fee
Change my appointment Change location	
	Confirm

Uploading supporting documents

Your passport is a mandatory document you must provide if you have one. UKVI might contact you asking to provide additional documents if needed.

You can upload any other documents/evidence (e.g. tenancy agreement, employment contact etc) you find relevant depending on your circumstance.

8. Click "Upload documents"



9. Click "Upload now"



If you want to upload your supporting documents later, click "Upload later"

Document upload	
You must upload your supporting documents before you attend your UKVCAS Service. You can find the list of recommended documents on the <u>GOV.UK website</u> .	e Point appointment.
Upload later Upload now	

10. You will see your details you have entered when submitting the application. Select "Click to Upload"

Welcome to documents upload page					
Please upload the	e documents require	d for your applications.			
First name	Last name	Applicant number	Passport number	Upload documents	Upload status
				Click to Upload	() Not started

11. Check the requirements for the document upload. Click on **plus button.**

1 - Upload	Summary	- 3 Submitted
Welcome		
Yease upload the documents required for your applications.		
	(
	Drag & Drop Files (Maximum file size: 7.25	
	MB)	
	Acceptable File Formats:	
	PDF (*.pdf)	
	JPEG (*.jpg, *.jpeg)	
	PNG (*.png)	
	Note: Password-protected files are not	
	accepted.	

12. Click on **"Category"** and select the relevant option for the uploaded document. Then click **"Continue to summary**"

Click on **Bin icon** if you want to delete the document.

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13. Click "Submit Documents".

If you want to upload other supporting documents, click "Add File".

Please note that you won't be able to upload any more documents yourself after you click Submit documents.

Other	1 DOCUMENT(S)	Add File
~	Passport	団
	Please check that you have uploaded all your documents before submitting	
	Once your documents have been submitted you will not be able to upload any more documents yourself.	

Your documents have been submitted.

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14. Click "**Back"** to see the details of your appointment where you can check your application status, cancel your appointment etc.

Documents submitted

s is the list of documents uploaded for your visa application. You	r documents will now be subm	hitted to UK Visa & Citizenship Appl	lication Service Point (UKVCAS).
Other 1 DOCUMENT(S)			
✓ Passport			
	Back	ì	
Applicant information			Print appointment confirmat
			<u> </u>
an track the progress of your application by clicking "Check st. act UK Visas & Immigration directly.	atus". If you have any question	is on your application once you ha	ve submitted your biometrics, <u>pleas</u>
RTANT: Due to a technical issue, your application status ma collected and sent, please disregard it. We are working to re	y incorrectly show as 'Unatte esolve this issue and apprecia	nded'. If you've received an email te your patience.	confirming that your biometrics h
First name Last name Uniqu	e Application Number	Passport number	Application status
ur appointment time is		Address TLScontact UKV	CAS Service Point
		Opening hours	
ancal		Mon 09:00 - 17:00	Tue 09:00 - 17:00
ancer		Wed 09:00 - 17:00	Thu 09:00 - 17:00
		Fri 09:00 - 17:00	Sat Closed
		sun Closed	
) Prepare for your appointment			
the day of your appointment:		1	
Arrive 15 minutes before your scheduled appointment tim Blaze onto that the parage appointment processing time	Ne. o is 30 minutas		
 Prease note that the average appointment processing tim per applicant. 	e is so minutes		
 Only applicants, caregivers and authorised accompanying permitted to enter the UKVCAS Service Point. 	parties are		
 Ensure your fingertips are free from any forms of decorat abrasions or other markings. These may affect your ability 	ion, cuts, y to give		
acceptable fingerprints.	, 0 ^{,1} ,e		
a second dealer have been a second second and the second of the second second	the second se		