

HOW TO “UPGRADE” YOUR STATUS FROM PRE-SETTLED TO SETTLED STATUS

A step by step guide to the online application process



ABOUT THIS GUIDE

The application presented in this guide is for a pre-settled status holder who

- has lived in the UK for five years continuously
- is applying for settled status using their passport
- has a national insurance number
- has one EU nationality
- has no criminal convictions
- is applying from inside the UK.

It may be that your situation is a little different. For example, if you have more than one nationality, if you are applying as a sponsored family member, or if you are applying with a national ID card rather than a passport.

Because of this, there might be some extra questions in your online application form, in addition to what is presented in this guide. This is so the application form captures all the relevant information about your application and there is nothing to worry about.

If you are not sure about what you need to do to apply for settled status, it is advisable to speak to a UK based regulated legal advisor.

BEFORE YOU BEGIN

Make sure your UK Visas and Immigration (UKVI) account is up to date with your current identity document (your current passport or national ID card) as this allows you to start an application for settled status that is linked to your existing pre-settled status.

You can update your UKVI account with your new identity document [here](#).

LOOKING FOR HELP FROM A REGULATED ADVISOR?

You can find a list of suggested links on [page 30](#) that can help you to find regulated immigration advisors.

STEP 01

WHAT YOU WILL DO

Download the EU Exit: ID Document Check app on your phone

The app is available on iOS and Android

This is the app you use to complete the first step of the application process- verifying your identity.

WHAT YOU WILL SEE

The app may look like this in your app store



View upon opening the app



STEP 02

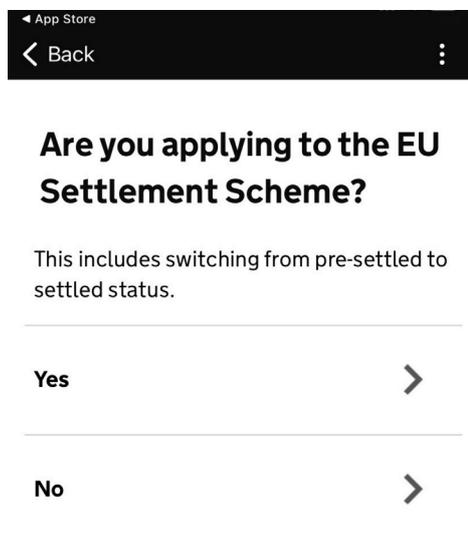
WHAT YOU WILL DO

Answer the questions.

When asked if you are applying to the EUSS, click 'yes

WHAT YOU WILL SEE

The screens asking you questions may look like this



◀ App Store

< Back

Are you applying to the EU Settlement Scheme?

This includes switching from pre-settled to settled status.

Yes >

No >

STEP 03

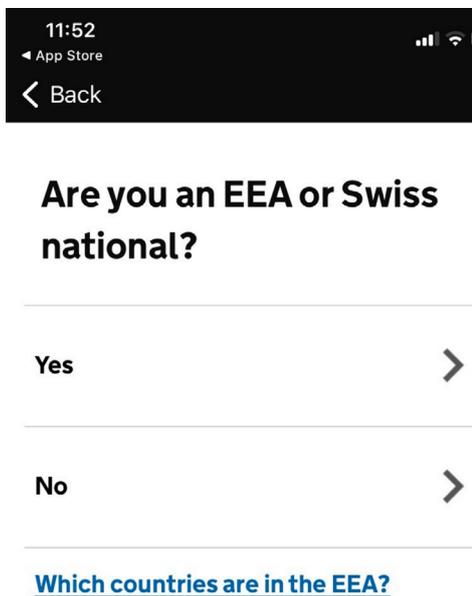
WHAT YOU WILL DO

Continue answering the questions

You may be asked further questions on your specific circumstances

WHAT YOU WILL SEE

Choose the correct option for your circumstances



11:52
◀ App Store

< Back

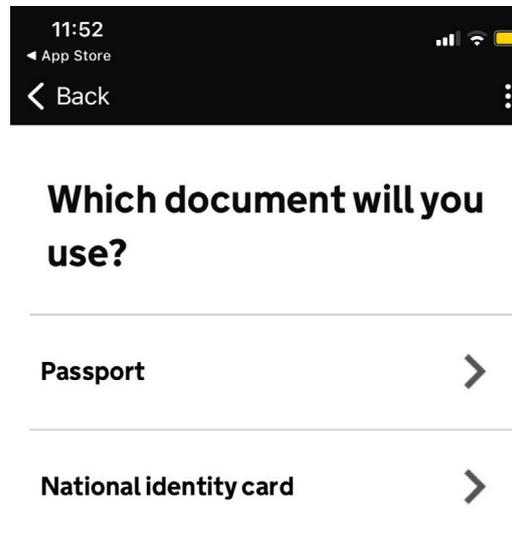
Are you an EEA or Swiss national?

Yes >

No >

[Which countries are in the EEA?](#)

If you are applying with your passport, select that option



11:52
◀ App Store

< Back

Which document will you use?

Passport >

National identity card >

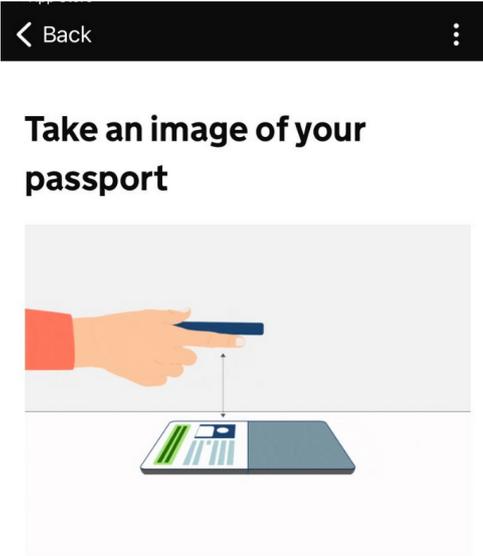
STEP 04

WHAT YOU WILL DO

You will now verify your identity with your personal document

Follow the instructions on the screen.

WHAT YOU WILL SEE

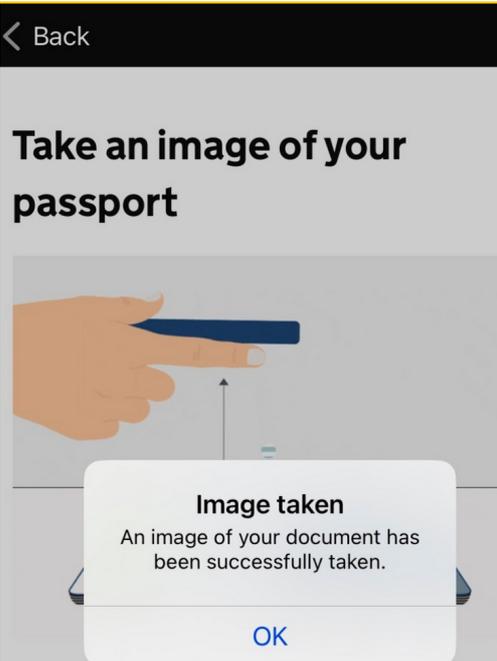


Take an image of your passport

Use the phone's camera to take an image of the page with your details.

Make sure:

- you're in a well-lit room
- the whole photo page is inside the frame
- there is no glare on the page



Take an image of your passport

Image taken
An image of your document has been successfully taken.

OK

Use the phone's camera to take an image of the page with your details.

Make sure:

- you're in a well-lit room
- the whole photo page is inside the frame

STEP 05

WHAT YOU WILL DO

You will receive a verification code on the phone number registered with your UKVI account. Please provide it when asked.

Note: if your identity document has not been previously linked to your UKVI account, you may be asked to provide a phone number and email address at this point. Please refer to page 2 to make sure your UKVI account is up to date.

WHAT YOU WILL SEE

You will be asked to provide the code sent to your phone



**Enter 6 digit code sent to
your phone**

[Not received a code or wrong number](#)

Continue

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		⊗

STEP 06

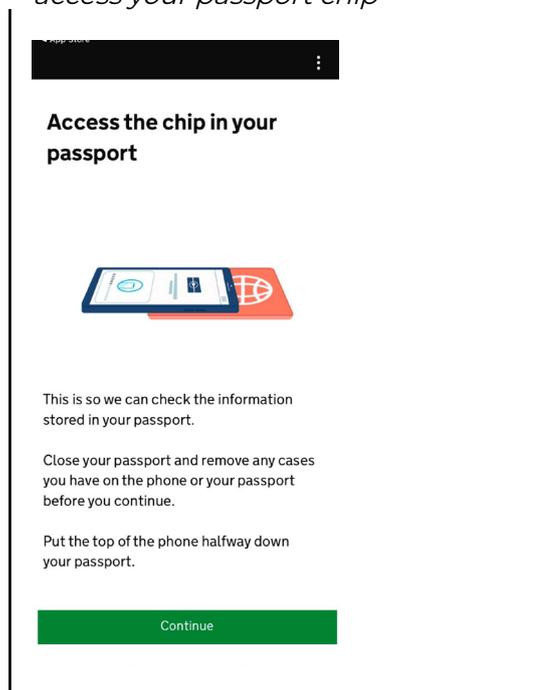
WHAT YOU WILL DO

After the two-step verification, you will be asked to place your phone on your passport so that the chip in your passport can be accessed.

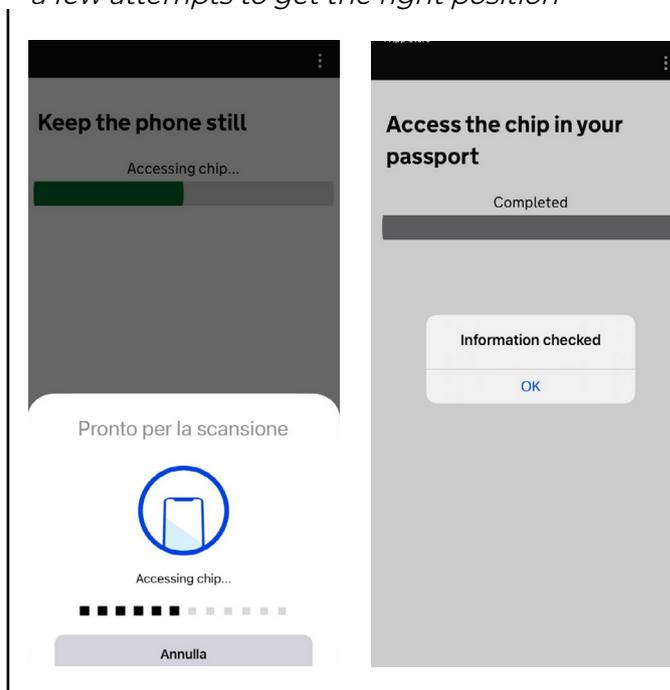
It might take a few attempts to get the right position and to access the chip. Be patient until this process is finished. When the process is finished, you will receive a notification that your information has been accessed. Click "OK".

WHAT YOU WILL SEE

You will be asked to access your passport chip



Follow the instructions - it might take a few attempts to get the right position



STEP 07

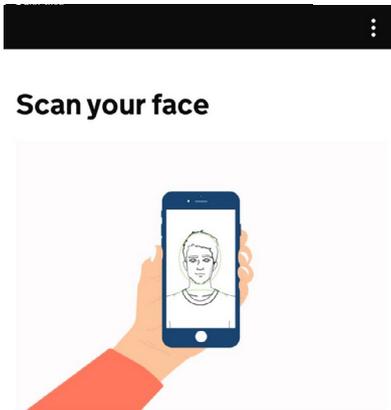
WHAT YOU WILL DO

You will be asked to scan your face to verify your identity.

Follow the instructions until you receive confirmation that the face scan is successful.

WHAT YOU WILL SEE

You will be asked to scan your face



Scan your face

The screen will flash for a few seconds while the camera scans your face.

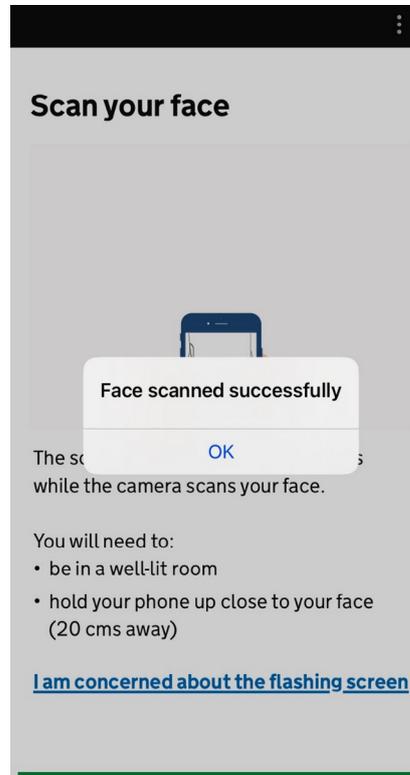
You will need to:

- be in a well-lit room
- hold your phone up close to your face (20 cms away)

[I am concerned about the flashing screen](#)

Scan face

You will be told when you have scanned successfully



Scan your face

Face scanned successfully

OK

The screen will flash for a few seconds while the camera scans your face.

You will need to:

- be in a well-lit room
- hold your phone up close to your face (20 cms away)

[I am concerned about the flashing screen](#)

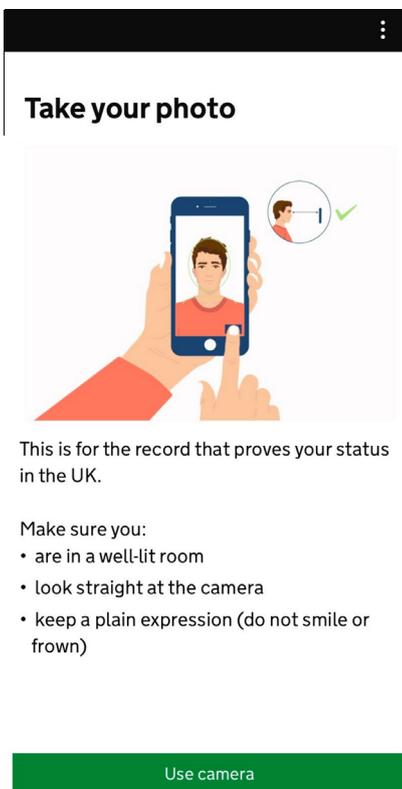
STEP 08

WHAT YOU WILL DO

You will be asked to take another photo of yourself. Make sure you look straight at the camera and keep a plain expression.

WHAT YOU WILL SEE

You will be asked to take a picture of your face



The screenshot shows a mobile application interface. At the top, there is a black header bar with three white dots on the right. Below the header, the text "Take your photo" is displayed in a bold, black font. Underneath this text is a large illustration of a hand holding a smartphone. The phone's screen shows a person's face with a white outline around it, indicating a facial recognition or photo-taking process. To the right of the phone, there is a small circular icon showing a person's head and shoulders with a green checkmark, suggesting a successful or correct photo capture. Below the illustration, there is a block of text: "This is for the record that proves your status in the UK." followed by a list of instructions: "Make sure you:" followed by three bullet points: "• are in a well-lit room", "• look straight at the camera", and "• keep a plain expression (do not smile or frown)". At the bottom of the screenshot, there is a solid green rectangular button with the white text "Use camera".

STEP 09

WHAT YOU WILL DO

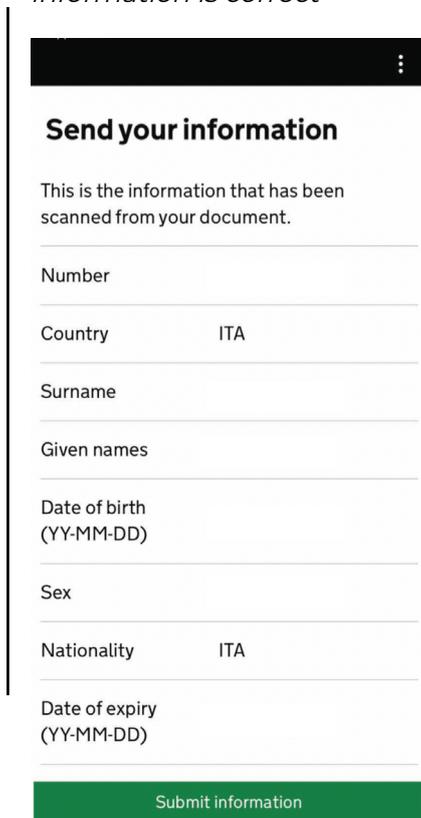
Check that the information accessed from your passport is correct before you submit it.

You have now finished your identity verification. Please go to the GOV.UK website to submit your application.

Click the link provided on the app.

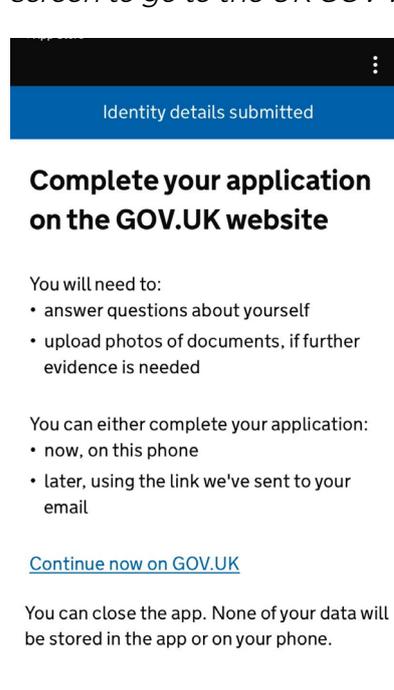
WHAT YOU WILL SEE

Confirm your personal information is correct



The screenshot shows a mobile app interface with a black header bar containing a white menu icon. Below the header is a blue bar with the text "Identity details submitted". The main content area has a white background with the heading "Send your information". Below the heading is a paragraph: "This is the information that has been scanned from your document." The form contains several input fields: "Number", "Country" (with "ITA" entered), "Surname", "Given names", "Date of birth (YY-MM-DD)", "Sex", "Nationality" (with "ITA" entered), and "Date of expiry (YY-MM-DD)". At the bottom of the form is a green button labeled "Submit information".

Click the link provided on your screen to go to the UK GOV website



The screenshot shows a mobile app interface with a black header bar containing a white menu icon. Below the header is a blue bar with the text "Identity details submitted". The main content area has a white background with the heading "Complete your application on the GOV.UK website". Below the heading is a paragraph: "You will need to:" followed by a bulleted list: "• answer questions about yourself" and "• upload photos of documents, if further evidence is needed". Below the list is a paragraph: "You can either complete your application:" followed by a bulleted list: "• now, on this phone" and "• later, using the link we've sent to your email". Below the list is a blue link: "Continue now on GOV.UK". At the bottom of the screen is a paragraph: "You can close the app. None of your data will be stored in the app or on your phone."

STEP 10

WHAT YOU WILL DO

Once on the GOV.UK website, you will have to indicate which document you used in the identity verification stage of your application.

So, if in steps 4-6 you used your passport, you will re-enter your passport information here.

WHAT YOU WILL SEE

Select the right document

GOV.UK

BETA This is a new service - your feedback will help us to improve it.

Sign in

What identity document did you use in your application?

If you have updated your identity document since you applied, you must use the details of the updated document to sign in.

Passport

National Identity card

Biometric residence card or permit

Continue

Enter your document details

GOV.UK

BETA This is a new service - your feedback will help us to improve it.

< Back

Sign in

What is your passport number?

Passport number
For example, 120382978

Y

Continue

If you do not have your passport number, contact [UK Visas and Immigration](#).

STEP 11

WHAT YOU WILL DO

You will be asked to confirm your date of birth

WHAT YOU WILL SEE

Confirm your date of birth



BETA This is a new service - your [feedback](#) will help us to improve it.

[< Back](#)

Sign in

What is your date of birth?

You should enter this as shown on your passport, for example, 31 3 1980

Day Month Year

Continue

STEP 12

WHAT YOU WILL DO

You will have to complete a two step verification process at this stage.

You may be asked whether you prefer to receive a security code by phone or by email

WHAT YOU WILL SEE

Two-step verification

The screenshot shows the GOV.UK two-step verification interface. At the top is the GOV.UK logo. Below it is a blue banner with the text "BETA This is a new service - your [feedback](#) will help us to improve it." A "[Back](#)" link is visible. The main heading is "Sign in" followed by "How do you want to receive a security code?". Below this is the instruction "We will send a code to your phone or email address." Under the heading "Applicant", there are two radio button options: "Phone (+4477***)" and "Email (b @gmail.com)". A green "Continue" button is positioned below the options. At the bottom, there is a section titled "Problems signing in" with the text "If you no longer have access to your phone and email, [recover your account](#)."

STEP 13

WHAT YOU WILL DO

Once logged in, you will see your applications.

The one at the bottom is your previous application for pre-settled status - **do not** click that one. Click the one at the top that says “*continue application*.”

To submit your application for settled status you will have to fill in the sections that are not yet complete. First, click on “application type.”

Make a note of your pre-settled status application number (the number starting in **3434**). You will need this in step 15.

WHAT YOU WILL SEE

Your applications - select the one that says 'continue application'

GOV.UK

BETA This is a new service.

Applications Sign in details

Your applications

EU Settlement Scheme

Started:

Unique application number: 3434

Continue application Delete

Recently submitted applications

EU Settlement Scheme

Submitted:

Unique application number: 3434

Provide requested evidence or photos

Click 'Application type'

BETA This is a new service.

Go to account home

Apply for the EU Settlement Scheme

You need to complete every section.

Identity COMPLETED

View answers

1 Application type

2 Residence in the UK

3 Criminal convictions

Digital photo COMPLETED

Confirm and continue

STEP 14

WHAT YOU WILL DO

Please answer the questions regarding your residence period in the UK.

Since you are applying for settled status, you should have 5 years "continuous residence."
Click yes when this is asked. Answer the questions about your time in the UK.

WHAT YOU WILL SEE

The screenshot shows the GOV.UK logo at the top left. Below it is a blue banner with the text "BETA This is a new service." and a "Back" link. The main question is "Were you in the UK before 31 December 2020?". There is a link "I arrived in the UK on 31 December 2020". Below the question are two radio buttons: "Yes" and "No". At the bottom are two buttons: "Continue" and "Save and return later".

The first screenshot shows the question "Do you have 5 years 'continuous residence' in the UK?". Below the question is explanatory text: "This means you have lived in the UK for 5 years, or you meet one of the exceptions". There are two radio buttons: "Yes" and "No". At the bottom are two buttons: "Continue" and "Save and return later".

The second screenshot shows the same question, but the "Yes" radio button is selected. Below the question is a new question: "Since then, have you left the UK for more than 5 years?". There are two radio buttons: "Yes" and "No". At the bottom are two buttons: "Continue" and "Save and return later".

STEP 15

WHAT YOU WILL DO

When asked if you have pre-settled status, click yes and fill in your application number.

If you don't remember your application number, you can find it on your login page at step 13. You can open that page in a new tab and copy your application number from there.

WHAT YOU WILL SEE

Confirm that you have pre-settled status

The screenshot shows the GOV.UK website interface. At the top left is the GOV.UK logo with a crown icon. At the top right is a 'Sign out' link. Below the header is a blue banner with 'BETA This is a new service.' and a 'Back' link. The main heading is 'Do you have pre-settled status?' with two radio buttons: 'Yes' (selected) and 'No'. Below this is a text input field for the 'unique application number (UAN)'. A note explains that the UAN is found on the pre-settled decision letter and UK Visa and Immigration account, with an example: '3434-0000-0000-0001'. At the bottom are two buttons: a green 'Continue' button and a blue 'Save and return later' link.

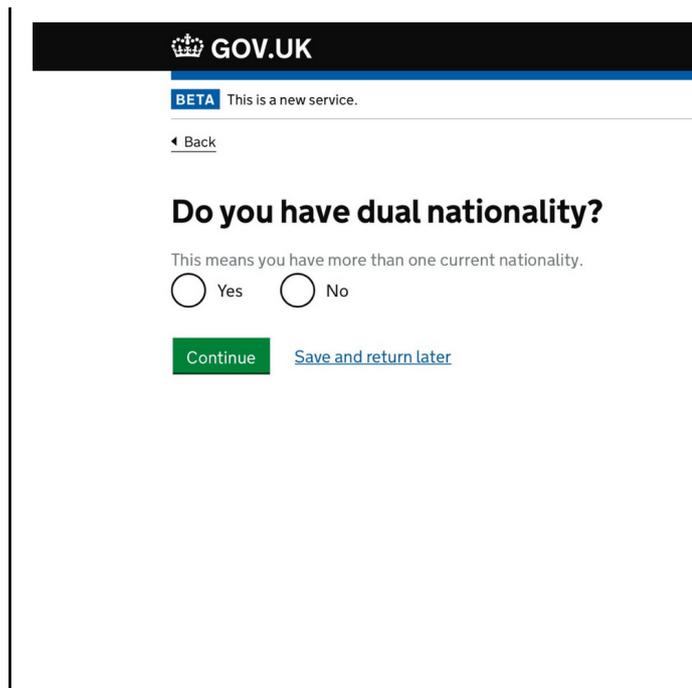
STEP 16

WHAT YOU WILL DO

You will then be asked some more questions about your particular situation. Please answer them.

If you have dual nationality, you may be asked some additional questions. Please answer them all.

WHAT YOU WILL SEE



The screenshot shows a GOV.UK form page. At the top, there is a black header with the GOV.UK logo. Below the header, a blue banner reads 'BETA This is a new service.' A 'Back' link is visible. The main question is 'Do you have dual nationality?' with a subtext: 'This means you have more than one current nationality.' There are two radio button options: 'Yes' and 'No'. At the bottom, there are two buttons: a green 'Continue' button and a blue 'Save and return later' link.

STEP 17

WHAT YOU WILL DO

You will be asked questions about your immigration status in the UK.

You may be asked about your residency documentation, whether you have been granted indefinite leave to remain, or whether you are applying as a family member of a person in Northern Ireland.

Please answer based on your circumstances.

WHAT YOU WILL SEE

You may be asked if you have a permanent residence document

GOV.UK
 BETA This is a new service.
 Back

Do you have a document certifying UK permanent residence?

Check the 'Type of document' section on the card. If it says 'Registration certificate' answer 'No' to this question.



Type of Document
Permanent Residence Card

Type of Document
Registration certificate

Yes No

You may be asked if you have been granted indefinite leave to remain

BETA This is a new service.
 Back

Have you ever been granted indefinite leave to remain (ILR)?

ILR is a type of immigration status you will usually have applied for. You will usually have a stamp in your passport or a letter from the Home Office.

Yes No

[Continue](#) [Save and return later](#)

STEP 18

WHAT YOU WILL DO

When you have answered all the questions, you will be able to check your answers. Please do so carefully.

WHAT YOU WILL SEE

Check your answers

Were you in the UK before 31 December 2020?	Yes	Change
Do you have 5 years 'continuous residence' in the UK?	Yes	Change
Since then, have you left the UK for more than 5 years?	No	Change
Do you have pre-settled status?	Yes	Change
UAN number	3434	Change
Dual nationality	No	Change
Previous nationality	No	Change
Permanent residence card	No	Change
Indefinite Leave to Remain	No	Change
Are you applying based on being a family member of a person of Northern Ireland?	No	Change

STEP 19

WHAT YOU WILL DO

After checking your answers, you will be asked questions about your UK residency, including whether you are applying from inside the UK or outside the UK.

Please answer all the questions about your UK residency.

WHAT YOU WILL SEE

 **GOV.UK**

BETA This is a new service.

[◀ Back](#)

Are you in the UK now?

Yes, I am in the UK No, I am outside the UK

[Continue](#) [Save and return later](#)

 **GOV.UK**

BETA This is a new service.

[◀ Back](#)

What is your address in the UK?

Postcode

[Find address](#)

[Enter address manually](#)

[▶ I do not know what address to use](#)

[Save and return later](#)

 **GOV.UK**

BETA This is a new service.

[◀ Back](#)

When did you first arrive in the UK to begin your residency?

For example, 9 9 2019

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

[Continue](#) [Save and return later](#)

STEP 20

WHAT YOU WILL DO

You will be asked if you have used any other names.

You will also be asked whether you have a National Insurance number. If you do, please click yes and provide it. It will make checks for your residence in the UK easier to complete.

WHAT YOU WILL SEE

You will be asked if you have used any other names.

The screenshot shows the GOV.UK website header with the 'GOV.UK' logo and a 'BETA This is a new service.' banner. Below the banner is a 'Back' link. The main heading is 'have you used any other names?'. Underneath, it says 'For example:' followed by a bulleted list: 'you changed your name through marriage or a civil partnership', 'you use one name at work and a different one at home', and 'your name is spelt differently on UK tax or benefits documents, for example your tax statements or National Insurance number letter'. At the bottom, there are radio buttons for 'Yes' and 'No', a green 'Continue' button, a blue 'Save and return later' button, and a link 'How we use your information'.

You will be asked if you have a National Insurance Number

The screenshot shows the GOV.UK website header with the 'GOV.UK' logo and a 'BETA This is a new service.' banner. Below the banner is a 'Back' link. The main heading is 'Do you have a National Insurance Number?'. Underneath, it says 'You will usually have one if you are over 16 and have been an employee, self-employed or received state benefits.' followed by radio buttons for 'Yes' and 'No'. Below this is a section titled 'National Insurance Number' with the text 'Your number will be on your P60 or letters about tax, pensions and benefits.' and 'For example, JJ123456C' followed by an empty text input field.

STEP 21

WHAT YOU WILL DO

Check your answers again before moving on. Once you are satisfied with your answers, click 'continue' to move on.

WHAT YOU WILL SEE

[← Back](#)

Check your answers

Are you in the UK now?	Yes, I am in the UK	Change
Address		Change
When did you first arrive in the UK to begin your residency?		Change
Are you known by any other names or have you been known by any other names in the past?	No	Change
National Insurance number	Yes	Change
Your National Insurance number		Change

[Continue](#) [Save and return later](#)

STEP 22

WHAT YOU WILL DO

You will be asked about any criminal convictions that you have and/or if you have been arrested or charged with any criminal offence.

This includes criminal offences in the UK or in any other country.

Answer them and click continue

WHAT YOU WILL SEE

GOV.UK

BETA This is a new service.

[Back](#)

Have you ever been:

- convicted of a criminal offence
- arrested or charged with an offence that you are on trial for or awaiting trial

This includes offences in the UK or any other country

Yes No

[Help with this question](#)

[Continue](#) [Save and return later](#)

GOV.UK

BETA This is a new service.

[Back](#)

Have you ever supported, encouraged or been involved in:

- terrorist activities
- war crimes, crimes against humanity or genocide
- an extremist organisation

Yes No

[Continue](#) [Save and return later](#)

STEP 23

WHAT NOW?

You have now completed the application form. Clicking continue, should show you that you can apply for settled status.

If the Home Office has your tax records and it confirms your 5 year residence period, you will be able to click “confirm and submit” your application.

WHAT YOU WILL SEE

You will see what status you can apply for

The screenshot shows the GOV.UK website header with the 'GOV.UK' logo. Below the header, there is a 'BETA' badge and the text 'This is a new service.' A 'Back' link is visible. The main heading is 'What status you can apply for'. The text below explains that the status depends on how long you have been living in the UK and that you may be asked to upload evidence. At the bottom, there are two buttons: 'Continue' and 'Save and return later'.

This is the option to apply for settled status

The screenshot shows the GOV.UK website header with the 'GOV.UK' logo. Below the header, there is a 'BETA' badge and the text 'This is a new service.' A 'Back' link is visible. The main heading is 'Apply for settled status'. The text below explains that the user has been found to be continuously resident in the UK for at least 5 years. Below this, there is a section titled 'Now submit your application' with the text 'By submitting your application, you confirm that you want to apply for settled status.' At the bottom, there are two buttons: 'Confirm and submit' and 'Save and return later'. A link is also visible: 'I have not been continuously resident in the UK for 5 years.'

IF RECORDS DO NOT CONFIRM YOUR FIVE-YEAR RESIDENCE PERIOD

If the records do not confirm your five year residence period, you will be asked to upload additional evidence before submitting your application.

Follow the next steps in this guide.

STEP 24

WHAT YOU WILL DO

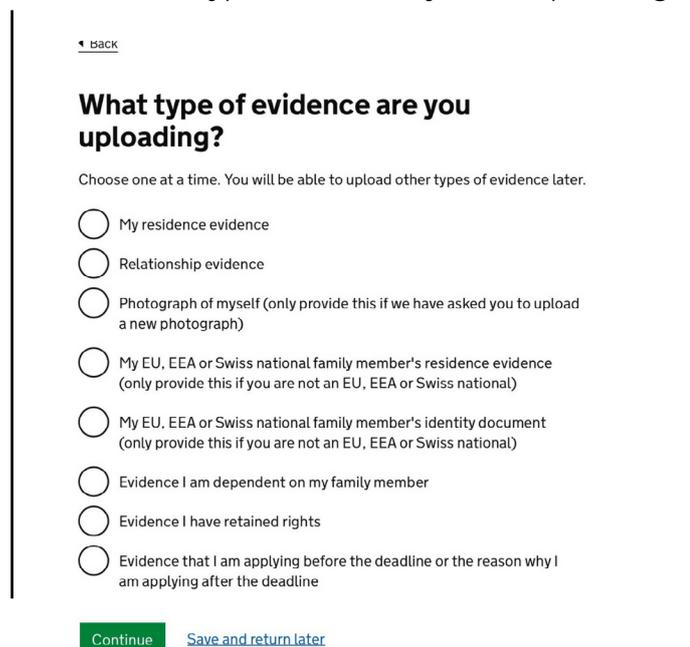
If the records do not confirm your five year residence period, you will be asked to upload additional evidence before submitting your application.

You can use documents such as tenancy agreements, university letters, employment contracts, council tax bills, bank statements, etc. Try to use documents that cover longer periods of time (e.g. yearly bills rather than monthly ones).

You can find out more about what types of evidence you can submit to prove your residency [here](#).

WHAT YOU WILL SEE

Choose the type of evidence you are uploading



◀ [BACK](#)

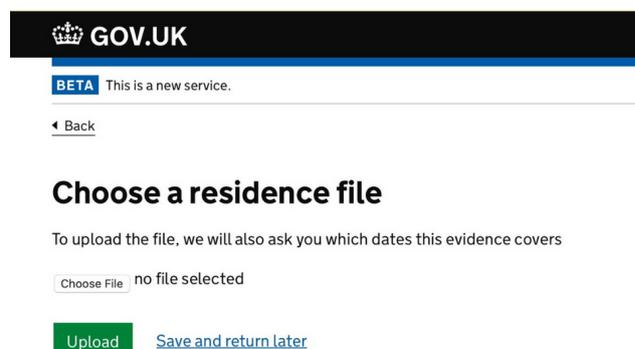
What type of evidence are you uploading?

Choose one at a time. You will be able to upload other types of evidence later.

- My residence evidence
- Relationship evidence
- Photograph of myself (only provide this if we have asked you to upload a new photograph)
- My EU, EEA or Swiss national family member's residence evidence (only provide this if you are not an EU, EEA or Swiss national)
- My EU, EEA or Swiss national family member's identity document (only provide this if you are not an EU, EEA or Swiss national)
- Evidence I am dependent on my family member
- Evidence I have retained rights
- Evidence that I am applying before the deadline or the reason why I am applying after the deadline

[Continue](#) [Save and return later](#)

Upload the correct evidence file





BETA This is a new service.

◀ [Back](#)

Choose a residence file

To upload the file, we will also ask you which dates this evidence covers

[Choose File](#) no file selected

[Upload](#) [Save and return later](#)

STEP 25

WHAT YOU WILL DO

The last step will be setting up security questions. If, and when, you have questions about your application, these will help the Home Office establish your identity.

You will also be asked how you would prefer to **be contacted**.

Finally, you will have to make a declaration of truth and accuracy.

WHAT YOU WILL SEE

Set up your security questions

Talking to us about your application

Answer one question from each set of questions. If you need to talk to us about your application, we may ask you to answer these questions. This is to make sure we are talking to you.

Make sure that you make a note of your answers or give answers you will remember. If you contact us and cannot tell us the answers you have given, we may not be able to discuss your application with you.

First set of questions

Give an answer to one of the questions in this set.

- What is the name of the first school you went to?
- In what city or town did your wedding take place?
- What is the first job you ever had?
- What is the last name of your favourite teacher from when you were at school?
- In what city or town did your mother and father meet?

Declaration of truth and accuracy

Declaration

Before continuing you need to confirm that:

- the documents you have uploaded are genuine to the best of your knowledge
- you are eligible and have been resident in the UK for the period you apply for
- your photograph is an accurate likeness of you

We will process your information as detailed in our [terms and conditions](#) and [privacy policy](#).

If we find a mistake in your application, we will contact you to help you correct this. If your application meets the criteria under the EU Settlement Scheme you will be granted status.

! Your application may be refused and you could be prosecuted if you deliberately provide false information or documents.

STEP 26

WHAT YOU WILL DO

Once you've uploaded your evidence, you will return to the submit your application screen. Click "confirm and submit".

A confirmation screen should show up with your unique application number. **Please save this screen for your records.**

WHAT YOU WILL SEE

Application submitted

Your unique application (UAN) is 3434-

What happens next

We have sent you a confirmation email.

We will contact you to tell you if your application has been successful, or to ask for more information.

You do not need to do anything unless we contact you.

If you need to apply for a family member

If you apply for a family member, you will need your unique application number (UAN) if they are either:

- a child under 21
- from a country outside the European Economic Area (EEA) or Switzerland

If you need help with your application, [contact the EU Settlement Resolution Centre](#).

YOU HAVE SUCCESSFULLY SUBMITTED YOUR APPLICATION TO THE EU SETTLEMENT SCHEME

WHAT HAPPENS NOW?

Once you have submitted your settled status application for settled status make sure that you check for e-mails from The Home Office with updates on your application. You should also check junk and spam email folders regularly for Home Office emails.

The Home Office may contact you to request more information about your application, which could include requesting more evidence about your 5 years of continuous residence in the UK (and/or evidence of your family relationship if you are being sponsored as a family member).

It is very important that you **respond to any requests for information or evidence** that come from the Home Office. You can ask for more time from the Home Office to gather more evidence.

Once the Home Office has all the information and evidence to make a decision on your application, you will be notified of the outcome by email. The Home Office will send you a decision letter saying if you have been granted settled status, granted pre-settled status or if your application has been refused.

If you are unsure on the outcome of your application once you have been notified by the Home Office, you should seek advice from a regulated immigration advisor.

If your application is refused you will only have a short period to submit a challenge and therefore it is advisable to seek advice as soon as possible.

LOOKING FOR HELP FROM A REGULATED ADVISOR?

For a list of regulated advisors, you can click [here](#) and scroll to the bottom until the heading “where can I find more information?”

The below links can also help you to find a regulated immigration advisors (note some advisors charge fees for advice):

- [Home Office funded charities](#), community organisations and local authorities assisting vulnerable applicants with their EUSS applications for free
- [Settled](#) - a charity that provides free EUSS advice to EU citizens and family members
- [Here for Good](#) - a charity that provides free EUSS advice for vulnerable EUSS applicants
- **The Law Societies** for England and Wales, Scotland and Northern Ireland have directories of solicitors:
 - [England and Wales](#)
 - [Scotland](#)
 - [Northern Ireland](#)
- [The Office for the Immigration Services Commissioner \(OISC\)](#) - a directory of immigration advisers and organisations
- [The Immigration Law Practitioners Association \(ILPA\)](#) - a directory of members who provide immigration advice