

UK ETA VISUAL GUIDE

Please feel free to refer to this visual guide when completing your UK ETA online. This visual guide will show the process when using the website. If you are using the app instead, please note things may look a bit different. All the requested information should be the same, however.

DISCLAIMER – PLEASE READ The website and app for the UK ETA are not Collette affiliated. Questions, application layout, etc. may change at any time without our knowledge. ***Collette cannot assist with completion of the application, or any technical support.*** Support contact options are listed at the bottom of this guide. You can also refer to this webpage for more information: <https://apply-for-an-eta.homeoffice.gov.uk/apply/electronic-travel-authorisation/how-to-apply>

Before starting your application, please have the following information ready:

1. Passport
2. Headshot photo/selfie*
3. Payment method, such as a credit card, debit card, Apple Pay or Google Pay (the ETA cost is £10 per person)

* Please note the photo requirements are that it must be larger than 500KB and must be at least 600px x 750px. Photos must also be a .JPG or .JPG file type.

You will not need any information about flights, hotels, tour itinerary, etc. The only information the ETA will ask for is your information, such as email, phone number, home address, and some personal questions.

FOR THOSE USING THE APP: You will be asked to scan the chip in your passport. Please note this chip can be in a different location depending on your passport issuing country, how long ago it was issued, etc.

- Please use this website to access the application: <https://apply-for-an-eta.homeoffice.gov.uk/how-to-apply> Please read the information on this page, and when you are ready, click “Continue” to begin the application.

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How to apply

1. Take or upload a photo of the passport you will use to travel to the UK.
2. Scan your face with your device, if it has a camera. Children aged 9 and under will not be asked to scan their face.
3. Take or upload a photo of yourself.
4. Answer some questions about yourself.
5. Pay for your application.

[Continue](#)

Before you apply

You will need to complete your application in one go - you cannot save your progress.

If you do not do anything for 20 minutes, the service will time out. Your answers will be deleted and you will need to start again.

By applying, you agree to the [Electronic Travel Authorisation \(ETA\) privacy notice](#).

- You will need to provide an email address to use for communication for the ETA. The application will send a code to that email, which you will then need to input into the box labeled “Security code.”

 **Apply for an ETA to come to the UK**

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What email address do you want to use to receive your ETA decision?

We will send a security code to this email address to check you can use it.

[Continue](#)

[Cancel application](#)

 **Apply for an ETA to come to the UK**

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Check your email

We have sent a 6 digit security code to:

@collette.com [Change](#)

You need to use this code within 10 minutes or it will expire.

If you have not received a security code, make sure the email address is correct and you have checked your spam folder.

Security code



[Continue](#)

[Cancel application](#)

- Next you will need to take or upload a photo of your passport, as the ETA itself will be linked to this passport. Please follow the outlined photo requirements.

The photo or scan must show:

- All 4 corners of the personal details page
- Your personal details
- The photo of you
- The machine-readable zone

Upload or take a photo of your passport

You need to provide a photo of the passport you will use to travel to the UK. Your ETA will be linked to this passport.

Photo requirements

! You must provide a photo of your physical passport. Your application may be rejected if you upload or take a photo of a digital passport.

The photo or scan must show:

- all 4 corners of the personal details page
- your personal details
- the photo of you
- the machine-readable zone (MRZ)

The MRZ is 2 or 3 lines of letters, symbols and numbers, at the bottom of the personal details page on your passport.



The photo or scan must be:

- clear and in focus
- without glare or reflections



✓ Clear and in focus



✗ Blurred photo



✓ Even lighting and no glare



✗ Glare and reflections

[Continue](#)

[Cancel application](#)

- Upload the photo on this page. Again, please follow the outlined photo requirements. Please reach out to a family member or friend, or refer to Google if you need assistance with photo sizing. **Collette does not have the ability to assist with this section.**

The photo or scan must be:

- Unfiltered by effects or filters
- Original, not a screenshot or photocopy
- Of a physical passport, not a digital passport
- In color
- Horizontal (landscape)
- A .jpg or .jpeg file

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Upload or take a photo of your passport

You will be able to check if your photo meets our requirements on the next page.

The photo must be:

- unaltered by effects or filters
- original, not a screenshot or photocopy
- of a physical passport, not a digital passport
- in colour
- horizontal (landscape)
- a jpg or jpeg file

Upload or take a photo

Choose file No file chosen

[Continue](#)

[Cancel application](#)

- The following section asks you to scan your face. If you are not able to do this with the device you are using to apply, select **Skip this step** in the sentence, “You can skip this step if you do not have a camera on this device.”

Scan your face

Next, we will use the camera on your device to check you are a real person.

You can [skip this step](#) if you do not have a camera on this device.

If you are applying for someone else

If you are applying for someone else, you need to scan their face - not yours.

If they are not with you, you can [skip this step](#). This will not affect their ETA application.

Continue

[Cancel application](#)

- After that you will need to take or upload a photo of yourself. Please follow the outlined photo requirements.

The photo must have:

- A plain light background
- No objects or people behind you
- Your head, shoulders, and upper body must be visible
- Even lighting
- No shadows or glare on your face or behind you

Provide a photo of yourself

We need a photo of your face to confirm your identity.

Make sure you have:

- a plain light background
- no objects or people behind you
- your head, shoulders and upper body must be visible



✓ Plain light-coloured background



✗ Object in background

You also need:

- even lighting
- no shadows or glare on your face or behind you



✓ Even lighting and no shadow



✗ Shadow behind head

- Upload the photo on the next page.

The photo must be:

- Different to the one in your passport
- Recently taken (no more than 3 months old)
- Vertical (portrait)
- A .jpg or .jpeg file

You must not:

- Upload a photo of another photo
- Use any effects or filters

Upload or take a photo of yourself

The photo must be:

- different to the one in your passport
- recently taken (no more than 3 months old)
- vertical (portrait)
- a jpg or jpeg file

You must not:

- upload a photo of another photo
- use any effects or filters

Upload or take a photo

Choose file No file chosen

Continue

[Cancel application](#)

- You may see the following examples if there is an issue with the photo size. Please reach out to a family member or friend, or refer to Google if you need assistance with photo sizing. **Collette does not have the ability to assist with this section.**

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There is a problem

Your photo must be larger than 50KB

Upload or take a photo of yourself

The photo must be:

- different to the one in your passport
- recently taken (no more than 3 months old)
- vertical (portrait)
- a jpg or jpeg file

You must not:

- upload a photo of another photo
- use any effects or filters

Upload or take a photo

Your photo must be larger than 50KB

Choose file No file chosen

There is a problem

Your photo must be at least 600px x 750px. Upload another photo

Upload or take a photo of yourself

The photo must be:

- different to the one in your passport
- recently taken (no more than 3 months old)
- vertical (portrait)
- a jpg or jpeg file

You must not:

- upload a photo of another photo
- use any effects or filters

Upload or take a photo

Your photo must be at least 600px x 750px. Upload another photo

Choose file No file chosen

- When your photo meets the requirements, it will ask you to select whether or not you wish to use that photo. Select **Yes** and click “Continue” to use the photo and move forward on the application.

Your photo meets the requirements

We will use this photo to confirm your identity.

Our automated checks suggest this photo meets the requirements

You still need to check the photo yourself and upload another one if you think our automated checks are not correct.

Do you want to use this photo?



Yes, I want to use this photo



No, I want to upload another photo

Continue

[Cancel application](#)

The photo you uploaded



- Next the application will ask you for a phone number. Select **Yes**, input your phone number (including the country's code), and then click "Continue."

Do you have a phone number?



Yes

What is your phone number?

For international numbers include + and the country code.

For example +39133457090



No

Continue

- You will then be asked to input your home address.

Your home address

Provide the address where you live most of the time.

Address line 1

Address line 2 (optional)

Address line 3 (optional)

Town or city

Postal code or zip code (optional)

Country

[Continue](#)

- The following section asks if you have any other nationalities aside from the one on the passport you used. If you select **Yes**, the next screen will ask you to input the other nationality. If you select **No**, it brings you to the next question.

Do you have any other nationalities other than United States of America?

Include any nationalities you have had in the past.

Yes

No

Continue

What is your other nationality?

If you have additional nationalities, you will be able to add these later.

Continue

- In the next section, the application asks if you have a job, and it will ask you what the job is if you select **Yes**. It will ask you to list all jobs if you have more than one.

Do you have a job?

This includes if you are self-employed

Yes, I have a job

Enter your job

For example, teacher. If you have more than one job, list all of them

You have 1,000 characters remaining

No, I do not have a job

Continue

- You will then be asked if you have ever had a criminal conviction. If you select **Yes**, it will ask follow-up questions to be answered. If you select **No**, it brings you to the next question.

Have you ever had a criminal conviction?

Include convictions from any country.

You do not need to tell us about convictions for activities that are legal in the UK, for example trade union membership or same-sex relationships.

Yes

No

[Continue](#)

- Next the application will ask if you've been involved in or suspected of any of the below activities listed. If you select **Yes**, it will ask you to select which of them apply to you. If you select **No**, it brings you to the next question.

Have you ever been involved in, or suspected of, any of the following?

- war crimes, genocide or crimes against humanity
- terrorism including support for, or membership of, terrorist groups
- supporting extremist groups or
- expressing extremist views

Yes

No

[Continue](#)

- After this there will be a review screen. You should review all of your information for accuracy before proceeding. **You cannot change any details in your application after you have submitted it. Please note you will not be able to get a refund after you apply.**

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Check your answers for [REDACTED]

Email	[REDACTED]	Change
Phone number	[REDACTED]	Change
Home address	[REDACTED]	Change
Other nationalities	None	Change
Job	[REDACTED]	Change
Criminal convictions	None	Change
Involvement in war crimes, terrorism, extremism	No	Change

Continue

- Following the review screen will be a declaration. Please read it in full before clicking “Continue to payment.”

Declaration

By sending this application, you confirm that, to the best of your knowledge, the information you have given is correct.

If you have given any false information:

- your application can be refused
- you may be prosecuted
- you may be banned from the UK

If you are applying on behalf of someone else you must have confirmed with them that the application is complete and correct.

[Continue to payment](#)

- Before making payment, you will be asked which country you are applying from, so that the correct currency will be used. It will then advise the cost of your ETA. Please review this section before proceeding to payment.

Which country are you applying from?

This determines the currency that you will use to pay for your application.

Continue

Your payment

Because you are applying from United States, you will need to pay for your application in United States dollars (USD). [Choose a different country](#)

Your application will cost 13.18 United States dollars.

This includes fees for currency conversion.

Continue to payment on Worldpay

- The next section will allow you to input your information to make payment.



Order summary

Reference: **ETAUWED0000000020000**
Description: UK ETA application
Amount (USD): \$13.18

Express Checkout



Payment details

* Indicates a required field



Card number *

Cardholder's name *

Expiry date *

 /

Security code



3 digits on the back of the card or 4 digits on the front of card

Cancel

Make Payment

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#)

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- Once your payment has been applied and the application is complete, you will receive a confirmation email to the email address you previously used. When a decision has been made, you will receive another email advising the confirmation or denial of your ETA. On average, you should allow up to 3 working days (Monday through Friday) to receive a decision, and it could also arrive sooner or later than that.

- Below is an example of what the approval email will look like.

GOV.UK

ETA reference number: [REDACTED]

Dear [REDACTED],

Your ETA application has been approved.

Your ETA is valid from 8 JANUARY 2025 to 8 JANUARY 2027.

You can travel to the UK as many times as you want until your ETA expires.

Do not worry if your full name is not included on this email. It only needs to match your name in the first line of the machine-readable zone (MRZ) on your passport.

Your approval may have been automated.

When you travel to the UK

You only need your passport that ends in [REDACTED]

You do not need to print or show this confirmation email.

You will need to go through border control when you arrive.

If your details change

Your ETA is linked to your passport that ends in [REDACTED]. If you get a new passport, you will need to apply for a new ETA to come to the UK.

What you can do with an ETA

Your ETA allows you to travel to the UK for 6 months for:

- tourism
- visiting family or friends
- business
- short-term study (courses up to 6 months)
- paid permitted engagement (you must do the engagement in the first 30 days of your visit)

You can also use an ETA to:

- transit through the UK
- come to the UK for up to 3 months as a creative worker

- If you require any assistance, you can visit the Contact Us webpage for UK Visas and Immigration at <https://ukimmigration-support-webchat.homeoffice.gov.uk/eta>. Be advised they cannot give you advice about your personal circumstances, and they do not offer help over the phone.

Ask about electronic travel authorisation (ETA)

Use the ETA webchat if you have a general question about electronic travel authorisation (ETA).

We do not give help on the phone.

A new window will open to start a chat with a digital assistant when you select 'start now'.

If the digital assistant cannot help, you can ask to chat to an ETA adviser during opening hours.

What you cannot do

You will not be able to use the webchat to:

- get updates on your ETA application
- make changes to your ETA or application
- get details about your current ETA

Before you start

Check the [ETA guidance on GOV.UK](#) for an answer to your question.

You can also watch videos on:

- [what an ETA is](#)
- [how to apply for a UK ETA](#)

It will not be possible to rely on the webchat as a record if you contact us again.

Start now >