

Scanning your documents - Introduction

When you scan your documents, it is essential you follow our guidance. Document evidence provided will help us and the Home Office to assess your suitability for your visa route.

Scanning Guidelines

You can use any tool to scan your documents but please follow our guidance on how best to do this.

Scanning files in the right size and format is crucial.

Do not create PDFs by adding different documents to it.

Naming your files correctly will help us to quickly identify if any documents are missing.

1. Scanning and formatting options

Original and translated documents

You can use several scanning options from a flatbed scanner or desktop scanner or, tablet or mobile device.

Check out below each device type for guidance.

Using a printer scanner



Check on your PC the scanner settings, you will need to look for Dots Per Inch (DPI) under settings. DPI can start from 75 up to 1200. Set the settings to between 150-200. A printer scanner will allow you to scan multiple pages in one go.

Using a flatbed scanner



Using a tablet device



Using a mobile device



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Using a flatbed scanner



Same process as a printer scanner, both devices are normally connected to the scanner. Select the right DPI settings. When using a flatbed scanner, you have to manually feed a page at a time, so we recommend using a printer scanner.

Note: If you scan multiple pages at a higher DPI setting, the file is likely to be too large to upload to the Home Office portal. Also note, if you scan at a too lower DPI then the document will be unreadable.

Using a tablet device



Using a mobile device



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Using a tablet device



If you decide to scan your documents using a tablet, unless you have one on your device, go to your App store and download an App specific for scanning documents to PDF. Each App will have different parameters to follow when scanning.

Remember to scan any images with your tablet device parallel to your image and do not do any of the following:

1. Scan where you have a light reflecting on your documents.
2. Shadows over your scanned documents such as your body or any other reflection.
3. Scanning documents on a background such as a pattern or wood grain as this greatly increase the image size.
4. Do not part scan a page, ensure you scan all four corners and where possible do not include any background such as a table.
5. Scanning different document types to one PDF such as two different passports or, two different dated utility statements. Scan them as unique PDFs.

Using a mobile device



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Remember to scan any images with your mobile device parallel to your image and do not do any of the following:

1. Scan where you have lights reflecting on your documents.
2. Shadows over your scanned documents such as your body or any other reflections.
3. Scanning documents on a background such as a table cloth or any other pattern.
4. When scanning you only part scan a page.
5. Scanning different document types to one PDF such as two different passports or, two different dated utility statements.

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JPEG	PNG	GIF	TIFF
PSD	EPS	BMP	WBMP

CORRECT	INCORRECT
-) Naomi_passport_expiring_31.05.2019	:(Naomi_passport
-) Naomi_previous_passport_expired_27.07.2019	:(Naomipreviouspassportexpired27072019
-) Naomi_HSBC_financial_statement_Feb-Jly-2024	:(Naomi_financial_statements_Feb-Jly
-) Naomi_P60_tax_year_2024	:(Naomi_P60_taxyear
-) Naomi_IELTS_B2_test_certificate	:(Naomi_IELTS_test_certificate
-) Naomi_overseas_degree_plus_ecctis_report	:(Naomi_degree_plus_report
-) Naomi_council_tax_statement_2024	:(Naomi_counciltax_statement
-) Naomi_marriage_certificate	:(Marriage
-) Naomi_marriage_certificate_plus_translation	:(Naomi_marriage_certificate_plus_overseas copy
-) Peter_death_certificate	:(Death_certificate

The above is just a guide, as long as you follow the same format, we will accept the files.

PDF rules

Do not scan different documents under one PDF file. Tips to follow:

- Multiple passports scan as separate evidence. All passport pages must be scanned including blank pages and passports cover pages.
- Cohabitation in different names, document types and date periods must be scanned as separate PDFs.
- Financial statements cover covering a 6, 12 or 24 month period can be in one PDF but in date order. Date order means page 1 being the most recent statement.
- Assets you own, they must be in separate PDFs.
- Family members documents cannot be under the same PDF unless the evidence is in joint names.

Translating non-English documents

Original and translated documents

All document evidence must be in English and no need to provide the original but just good quality copy will suffice.

Any non-English document must be translated. The translated copies must be processed by a regulated translation company.

Combining the original document and translated copy.

If you combine the original and translated copies as a PDF, you must place the English translated pages first, then add the original documents and name the file as instructed under 'Naming and saving your documents'.

Note: If the translated copies do not have the official stamp per page, the document will be rejected.