

## The Overseas Visitors' Records Office (OVRO) Online Appointment Booking System

The Overseas Visitors' Records Office (OVRO) in London are pleased to announce the forthcoming release of its new Online Appointment Booking facility. You will be able to book an appointment to attend OVRO through its website [OVRO Website](#)

OVRO's Online Appointment Booking system will be available from **9<sup>th</sup> DECEMBER 2019**. In order to ensure a smooth transition from Admission Slips that are currently being handed out to online booking, the first available appointment through this facility will be for attendance on 16<sup>th</sup> MARCH 2020.

**Where possible**, we'll still accept a limited number of walk-in customers along with those who've already been issued admission slips, but no walk-in customers will be accepted from Monday, 3 February 2020.

The online booking system will be accessible on most devices as well as smartphones. The service will provide a better customer experience allowing appointment booking at a preferred time in a simple and standardised way.

Appointment times will generally be available from 9:00am – 3.30pm Monday to Friday (Except Thursdays, weekends and public holidays when the office will be closed).

All customers must ensure they have carefully read the information when booking their appointment as they will be required to bring the relevant documents when attending to register or report a change. A new appointment will need to be booked if correct documents are not supplied at the time of attendance.

### IMPORTANT NOTES:

1. Customers who have already collected an Admission Slip or have taken part in any initiative offered by their educational sponsor in collaboration with OVRO, should not use the online facility as this will duplicate the process, cause further delay to their registration and may constitute as being a late registration.
2. To satisfy the 7 day legal requirement to register with the police, an appointment must be booked within 7 days of arrival in the UK or within 7 days of a change in circumstance. This will ensure the requirement to register with the police has been satisfied, even if the first available appointment offered is beyond 7 days.
3. If reporting only a change of address from one London address to another London address, the online booking system must not be used. Please attend a police station within 7 days of the change to report this. If however you have moved into London after having registered with another UK police force then you must make a booking to attend the OVRO. Please ensure you attend with the relevant documentation to avoid disappointment.



#### Book an appointment

Visit the [OVRO WEBSITE](#) to book an appointment

#### Check the required documents

This is important as you will need to rebook if you attend without the correct documents



#### First time to register or require new Police Registration Certificate (PRC)?

**IMPORTANT DOCUMENTS** you will need when registering for the first time or for a replacement PRC.

1. COMPLETED PROFORMA
2. PASSPORT
3. BRP
4. COLOUR PHOTOGRAPH
5. £34 REGISTRATION FEE
6. HOME OFFICE LETTERS/E-MAIL CONFIRMING REQUIREMENT TO REGISTER

#### Attend your appointment on time

To avoid delays, you must attend at the time of your appointment. If you attend over 10 minutes late, you will need to rebook another appointment.

#### Payment

The Registration Fee can be paid using Apple/GPay as well as most other Mobile Payment Apps. We also accept cash



#### Police Registration Certificate (PRC)

The Police Registration Certificate is issued on the same day



## USER GUIDE FOR THE OVRO ONLINE APPOINTMENT BOOKING SYSTEM

### STEP 1

Overseas Visitors' Records Office

**Making a new appointment?**  
Click below to get started. You'll be asked to provide your UK residence postcode and your passport number.

[Make a new appointment](#)

**Already made an appointment?**  
Click below to view or amend your existing appointment.

[Find an existing appointment](#)

Privacy Policy

*Visit the OVRO website to make a new or amend an existing appointment*

### STEP 2

**Make a new appointment**

Your postcode  
Please enter the postcode for your place of residence

[Check Postcode](#)

*Enter your current UK residential postcode in full*

### STEP 3

**Your postcode**  
Please enter the postcode for your place of residence

[Check Postcode](#)

**Are you a student?**

Yes  No

*Are you a student? Select Yes/No*

### STEP 4

**Select appointment**

[Make booking](#)

28th October 2019	Make booking
9:30 am 30 minute appointment	<input type="radio"/>
10:00 am 30 minute appointment	<input checked="" type="radio"/>
10:30 am 30 minute appointment	<input type="radio"/>

[Later appointments](#)

*Select an appointment and make a booking.*

### STEP 5

**Confirm booking**

[Confirm booking](#)

9:30 am  
16th March 2020  
30 minute appointment

113 Borough High Street  
London  
SE1 1LA

Close another appointment

*Check details and confirm appointment*

### STEP 6

**Your details**

[Finish](#)

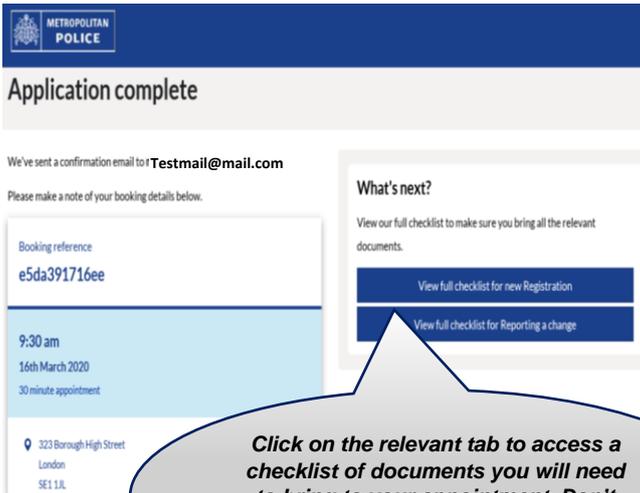
Your email address

Your full name

Passport number

*Enter your details and click 'Finish'*

### STEP 7



**Application complete**

We've sent a confirmation email to **Testmail@mail.com**

Please make a note of your booking details below.

Booking reference  
**e5da391716ee**

9:30 am  
16th March 2020  
30 minute appointment

323 Borough High Street  
London  
SE1 1JL

**What's next?**  
View our full checklist to make sure you bring all the relevant documents.

[View full checklist for new Registration](#)

[View full checklist for Reporting a change](#)

***Click on the relevant tab to access a checklist of documents you will need to bring to your appointment. Don't forget your completed proforma and colour photograph –if required***

You will receive a Booking Confirmation by e-mail with important information about your appointment. The e-mail will be from: [do\\_not\\_reply@ovroregistrations.org](mailto:do_not_reply@ovroregistrations.org)

Please check your Spam/Junk folders if you do not receive an e-mail confirmation shortly after confirming your booking.

You cannot reply to this e-mail but if you need to amend or cancel your appointment, go to STEP 1 and select the required option to amend your existing appointment.