FAQ

How do I access my cover letter and receipt?

You access your cover letter and receipt under 'My Applications'.

Click on the application. Two buttons will appear. When you click on them, the documents will become available for download.

I cannot download my cover letter or receipt

If you made a payment reservation, but the status of your visa application is still 'Select fee', please make another payment reservation, making sure to click the 'Next' button as shown below.
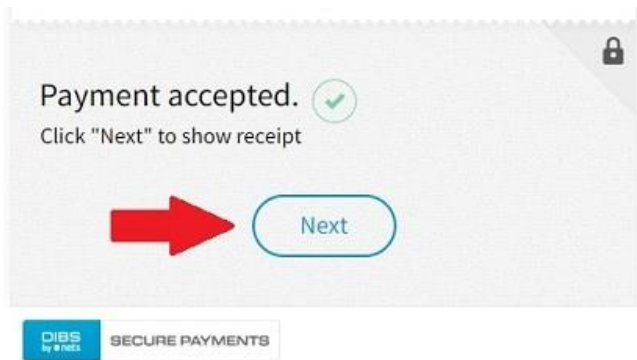
When you click 'Next', your payment reservation will be registered and the status of your application will be updated.

In addition to this, the cover letter and the receipt will be created and ready for print.

If you have made more than one payment reservation to cover one visa application, please send your reference number found at the top of the cover letter to Support via 'Contact' in the left menu when you are logged in.

I clicked 'Next' but the status of my application is still 'select payment'

Please make another payment reservation using the Internet browser Google Chrome, Edge or Safari. If you do not have access to any of the above browsers, please use Internet Explorer.

If you have made more than one payment reservation to cover one visa application, please send your reference number to Support via 'Contact' in the left menu when you are logged in. You find your reference number at the top of the cover letter

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I cannot download my cover letter or receipt

If nothing happens when you click "Cover letter" or "Receipt", it may be because the browser has blocked pop-up windows. The Google Chrome browser may do this.

The pop-up blocker is visible in the top right corner of the screen. You must select "Always allow pop-ups and redirects from https://applyvisa...." in order to open up the documents.

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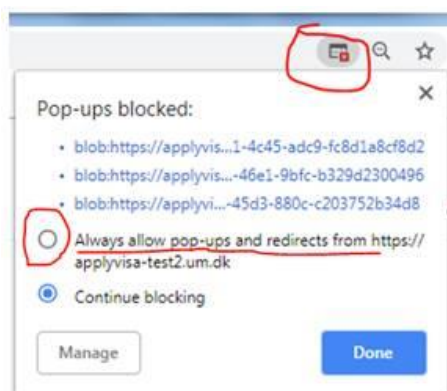
Where do I hand in my signed cover letter and biometrics?

Submission of signed documents and biometrics is by appointment only.

You find information about where to hand your application here: http://um.dk/en/travel-and-residence/where-to-apply/

How do I make a correction to my visa application?
Once you have paid the application fee, it is no longer possible make changes to your application online. Please indicate the correction on the paper copy of your cover letter that you sign and hand in at the visa application centre or consulate. Please use a red pen so that the changes will be noticeable. You will also need to let the staff know that you made the correction.

When I print my cover letter, it appears blank

Please do the following:
- Make sure you are using one of the following web browsers <u>Google Chrome, Edge, Safari, or Internet Explorer.</u>
- Clear your browser history and delete all cookies.
- Make sure your browser is not blocking pop-up windows. The pop-up blocker is visible in the top right corner of the screen.
- Make sure you have downloaded Adobe Acrobat on your computer.
- Try to download your cover letter again.

When I print my cover letter, the section 'Current occupation' is blank

Please fill in the relevant information by hand on the paper version of the cover letter that you sign and hand in at the consulate or embassy.

If I am fee exempt, do I still need to pay the standard fee to finish the registration of my application?

Yes, even if you are fee exempt, you may have to pay the standard fee of 60 Euro on ApplyVisa in order to finish the registration of your application. The fee will be refunded to your account when the Danish embassy/consulate is processing your application.

The visa application centers that receive your application and obtain biometrics etc. charge a fee for up to 30 Euro for their service.