

Accessing Migrant Help's Service User Portal and webchat

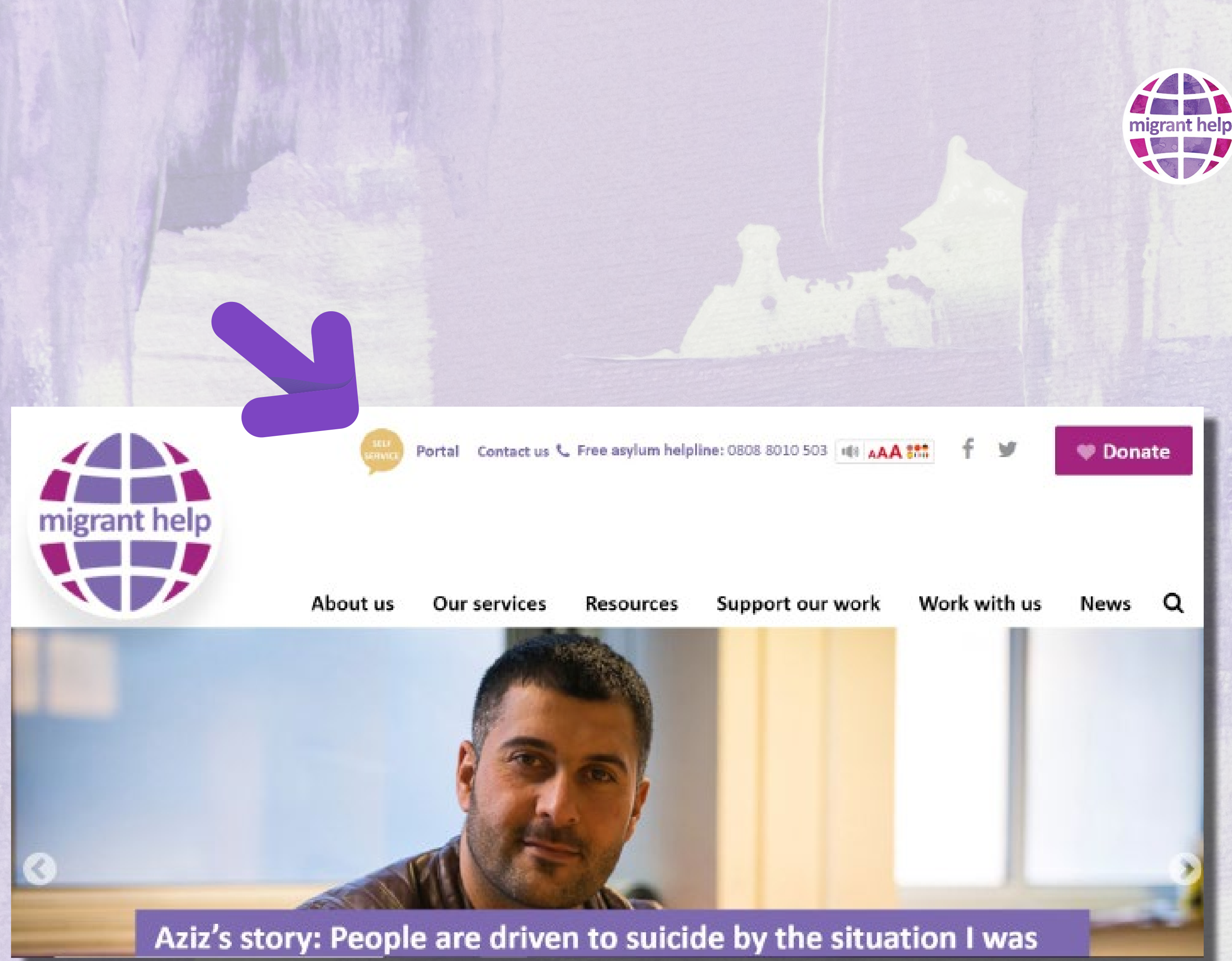
1. Webchat is available via the Service User Portal which can be accessed from the home page of the Migrant Help website:

www.migranhelpuk.org

Alternatively, the Service User Portal can be accessed directly on www.migranhelpuk.org/su-portal or via the Asylum section of Migrant Help's website:

www.migranhelpuk.org/Pages/Category/asylum

The webchat is currently available in English. We are working on introducing further languages in due course.



2. To access webchat, click on the “Contact Us” drop down to the upper right of the Service User Portal page:



The screenshot shows the Migrant Help website interface. At the top right, there is a purple globe logo with the text "migrant help" and a large purple arrow pointing downwards. Below this, a navigation bar contains a home icon with the text "Back to help center", a user icon with "My portal", and a speech bubble icon with "Contact Us" and a hamburger menu icon. A dropdown menu is open under "Contact Us", listing "Webchat", "0808 8010 503", and "Raise an Issue". On the left side of the page, there is a search bar with the text "Search Migrant Help" and a subtext "You can search our resources for information about the asylum process and the support available to you." Below the search bar is a text input field with the placeholder "Enter your search query" and a purple "Search" button. The background of the page features a photograph of a family (a man, a woman, and two children) and a faint purple globe graphic.



3. Downloadable forms are available via the Service User portal or on: <https://ellis.custhelp.com/app/answers/list/c/639>

Any downloaded and completed self-serve forms should be sent to: AScorrespondence@migranthelpuk.org

The screenshot displays a grid of service categories on the Migrant Help website. Each category includes a representative image, a title, a brief description, and a list of sub-topics with a 'View all' link.

- Receiving a positive decision**: Information on what happens after being granted 'leave to remain' in the UK and how Migrant Help can assist during the post decision period. Sub-topics include Accommodation: England and Wales, Your leave to remain status, and What paperwork will you be given? [View all](#)
- Receiving a negative decision**: Explains options if an application is refused, appeal rights, the Voluntary Returns Service, and how Migrant Help can assist during the post decision period. Sub-topics include If you choose to leave the UK voluntarily, Support available following a negative decision, and Negative Move On advice. [View all](#)
- Specialist support**: For those needing to trace family, victims of torture or slavery, sexual or domestic violence, or those who have suffered domestic violence. Sub-topics include Domestic Abuse Guidance, Honour Based Violence, and Education. [View all](#)
- Resources and useful contacts**: A list of organisations that assist asylum seekers and refugees across the country. This section also includes links to useful resources and additional information. Sub-topics include Useful Contacts, Health care, and Can I take part in Volunteer Activities? [View all](#)
- Downloadable Forms**: Information on downloading Eligibility and Change of Circumstance forms in 10 different languages. Sub-topics include Forms in English, Consent form - Third party, and Section 95/Section 4 Checklist. [View all](#)

4. My portal - online forms are accessible via My Portal or https://ellis.custhelp.com/app/utils/login_form.

Service users can access their account here but first need to register for a log-in via 0808 8010 503. Your (the client's) **personal** email address is needed to create an account.

Once logged on, service users will be able to submit applications, inform of a change of circumstances, report issues, as well as check on the progress of their applications. If you are assisting an asylum seeker via the Service User Portal, we ask that you always ask them to log in.

