


## Steps to retrieve digital Long-Term Pass (*without Singpass Account*)

**Step 1:** You will receive an email from [no-reply@file.gov.sg](mailto:no-reply@file.gov.sg) if you have been issued a long-term pass (LTP) by ICA. In the email, click '**Open in FileSG**'.



**Immigration & Checkpoints Authority (ICA)**

**SAMPLE**

---

**Your Long-Term Visit Pass is ready**

Recipient Name  
**JASON CHAN**


Agency Reference No.  
**LTP-2018-APP-000000281**

Transaction ID  
**activity-1674123955473-7463ada6db29c8e3**

**Agency Message**

Please click 'Open in FileSG' to view your Long-Term Visit Pass.

We recommend that you register for Singpass, subjected to eligibility, to access your digital documents on FileSG more easily.

 **Singpass holders can also view your pass in the Singpass mobile app or access it via MyICA portal.**

---

**Open in FileSG**

**1 file issued:**

- LTVP\_JASON CHAN\_19-01-2023.oa

**Step 2:** You will be redirected to the FileSG website. Enter the transaction ID found in the email sent to you and click **'Submit'**.

The screenshot shows the FileSG website interface. At the top, there is a navigation bar with the FileSG logo and links for 'For Citizens', 'For Government Agencies', 'Retrieve', and 'Verify'. A 'Log in' button is located in the top right corner. Below the navigation bar is a header section titled 'Retrieve Your Documents' with the subtitle 'Access files you have been issued by government agencies through FileSG'. An illustration of a person using a tablet is shown on the right. The main content area is titled 'Provide your Transaction ID to view your document(s)'. It features a text input field with a placeholder 'e.g. activity-XXXXXXXXXXXXXXXX-XXXXXXXXXXXXXXXXXXXX' and a blue 'Submit' button. Below this is a help box titled 'Where can I find the Transaction ID?' with a lightbulb icon. The help box explains that users receive an 'issuance' email and provides an example of such an email. The example email content is as follows:

Issuance of Document	
Recipient Name	Joey Chan Hsiao An
Agency Reference No.	XXXXXX-XXXXXX
Transaction ID	activity-1234567890123-abcdefghijklmno

Below the example email, the help box states: 'If you did not receive the issuance email, check with the issuing agency. If you have a Singpass account, you may log in to your FileSG account to access the file instead. View [FAQ - Retrieving your file](#) for more details.'

At the bottom of the page, there is a dark footer bar with the FileSG logo and tagline 'Simplifying file transactions between citizens and the government.' on the left, and links for 'Frequently Asked Questions' and 'Contact Us' on the right.

**Step 3:** When prompted to log in, click **'I don't have Singpass'**

The screenshot shows a 'Verify to proceed' modal window. It has a title bar with a close button (X). The modal contains two main options: a prominent red button labeled 'Log in with singpass' and a button labeled 'I don't have Singpass' with a right-pointing arrow. Below the 'Log in with singpass' button, there is a text box that reads: 'Log in to FileSG with Singpass to view and download files easily and securely.'

**Step 4:** Key in the FIN and date of birth of the LTP holder

### Verify your particulars ×

Please provide your particulars to access your files.

**FIN/NRIC** ⓘ

**Date of birth** ⓘ

<input type="text"/>	<input type="text"/>	<input type="text"/>
DD	MM	YYYY

← Back Verify

**Step 5:** Key in the one-time password (OTP) sent to the mobile number provided in the LTP application

### Enter OTP

Please enter the 6-digit one-time password (OTP) sent to your mobile **+65\*\*\*\*5432**.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

You can request for a new OTP in **60 sec**

[Resend OTP](#)

If you changed your mobile number, please reach out to the issuing agency to update it first.

← Back Submit


## Step 6: Click the document to view it.

A Singapore Government Agency Website [How to identify](#)

**FileSG**


Home  
All Activities  
My Files  
Issued

< Back to All Activities

  
27 Feb 2023 10:00 AM · ICA

### Your Long-Term Visit Pass is ready

Please click the document below to view your Long-Term Visit Pass.

 LTVP\_JOEY CHAN HSIAO AN\_27-02-2023.oa  
3 KB

**Activity Info**

AGENCY  
Immigration & Checkpoints Authority (ICA)

AGENCY REF NO.  
LTP-2023-APP-000000123


TRANSACTION ID  
activity-1234567890123-abc123def456ghi7

**FileSG**

FileSG is a secure digital document management platform that allows members of the public to easily access and download documents issued by the government.

## Step 7: Digital LTP will be displayed upon successful login. You can download a copy of the digital LTP in PDF or OA file format.

< **LTVP-Joey Chan Hsiao An-Feb 2023.oa**


 This document is valid [Learn more](#)

**FOR VERIFICATION USE**

Present this for verification purposes when requested by relevant authorities and third parties.


**How to verify**


- 1 Go to [www.file.gov.sg/verify](http://www.file.gov.sg/verify)
- 2 Use the Scan QR code function to scan:



- 3 View real-time verification results

**More Actions**

Print or Save as PDF 

Download as OA 

[What is OA?](#)

**File Details**

FILE NAME  
LTVP-Joey Chan Hsiao An-Feb 2023.oa

OWNER  
Joey Chan Hsiao An


ISSUED BY  
Immigration & Checkpoints Authority (ICA)


CREATED  
1 Feb 2023 10:00 AM

EXPIRY DATE  
1 Feb 2025

SIZE  
120 KB

**REPUBLIC OF SINGAPORE**  
LONG-TERM VISIT PASS





NAME  
**JOEY CHAN HSIAO AN**  
(ZENG XIAO AN)

FIN  
**G8765456A**

DATE OF BIRTH  
**12 MAY 1980**

SEX  
**FEMALE**

NATIONALITY / CITIZENSHIP  
**INDONESIAN**

PASS ISSUE DATE  
**26 AUG 2021**

PASS EXPIRY DATE  
**29 AUG 2023**

ADDRESS  
**123 GOLDWATER AVE**  
**#01-55**  
**SINGAPORE 345123**

Pass Issued by  
Immigration & Checkpoints Authority 