


Steps to retrieve digital Long-Term Pass (with Singpass Account)

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



ICA
Immigration & Checkpoints Authority

SAMPLE

Immigration & Checkpoints Authority (ICA)

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 'Transaction ID' input field with a placeholder 'e.g. activity-XXXXXXXXXXXXXXXX-XXXXXXXXXXXXXXXXXXXX' and a 'Submit' button. Below this is a help box titled 'Where can I find the Transaction ID?' with a lightbulb icon. The text explains that users receive an 'issuance' email and provides an example of such an email. The example email is titled 'Issuance of Document' and lists the recipient name 'Joey Chan Hsiao An', an agency reference number 'XXXXXX-XXXXXX', and a transaction ID 'activity-1234567890123-abcdefghijklmnop'. Below the example, it states that if the email is not received, users should check with the issuing agency or log in to their FileSG account if they have a Singpass account. At the bottom of the page, there is a dark footer with the FileSG logo, the tagline 'Simplifying file transactions between citizens and the government.', and links for 'Frequently Asked Questions' and 'Contact Us'.


Step 3: When prompted to log in, click **'Log in with Singpass'**

The screenshot shows a 'Verify to proceed' dialog box with a close button (X) in the top right corner. It 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 explanatory text: 'Log in to FileSG with Singpass to view and download files easily and securely.'

Step 4: Check that your particulars are correct and click the checkbox to agree to the terms and conditions. Click **'Proceed'**.

Welcome to FileSG

Please check that your particulars and contact details are accurate.

 Your profile has been retrieved from Myinfo. Please check and update your details if needed.

Personal particulars

Name

Joey Chan Hsiao An

NRIC/FIN

G****456A

Contact info

Your contact details will be used for updates from FileSG.

Email

joey_chan@gmail.com

Edit

Mobile Number

89898989

Edit

Terms and Conditions

Before using FileSG, please review our [privacy statement](#) and [terms of use](#).

I agree to the privacy statement and terms of use.

[Cancel and log out](#)

[Proceed](#)


Step 5: 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 6: Digital LTP will be displayed. 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
- 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 