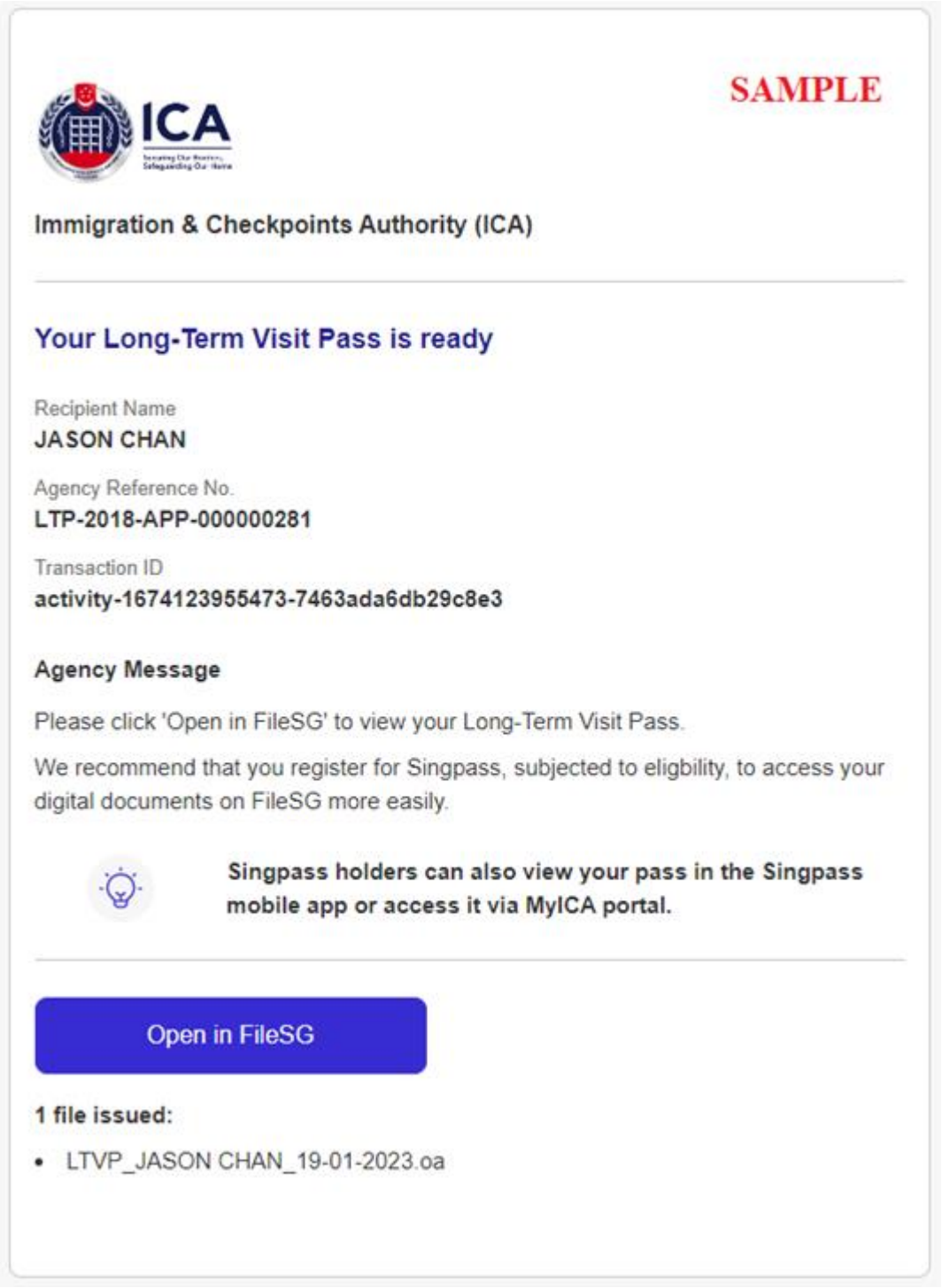
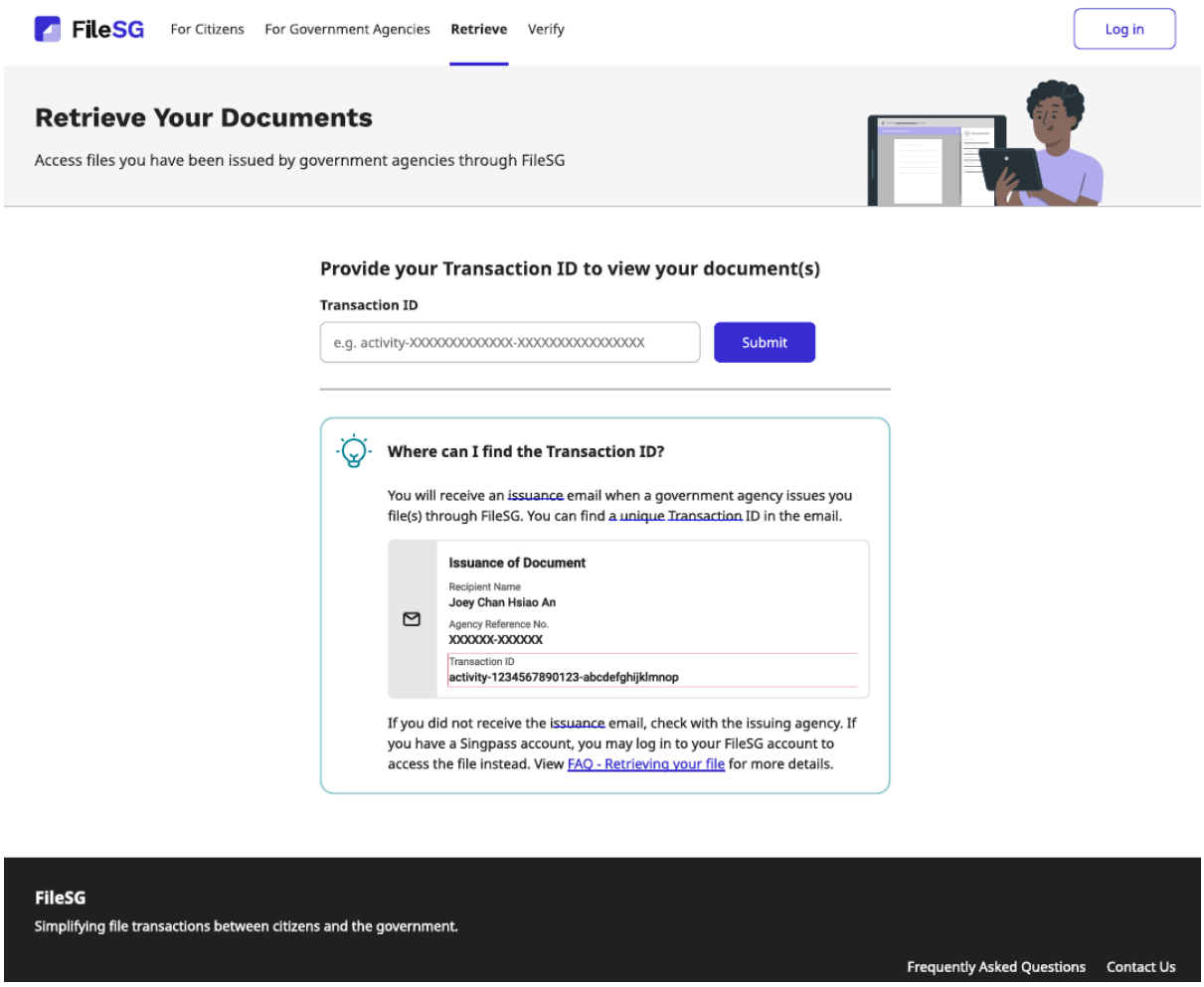
Steps to retrieve digital Long-Term Pass *(without Singpass Account)*

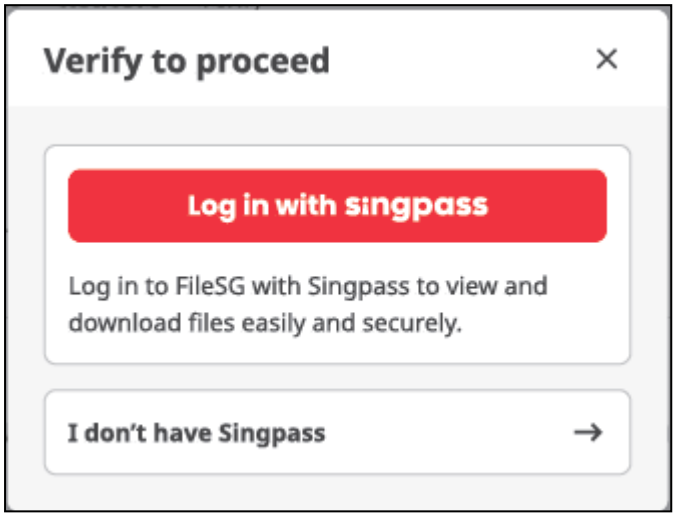
Step 1: You will receive an email from no-reply@file.gov.sg if you have been issued a long-term pass (LTP) by ICA. In the email, click '**Open in FileSG**'.



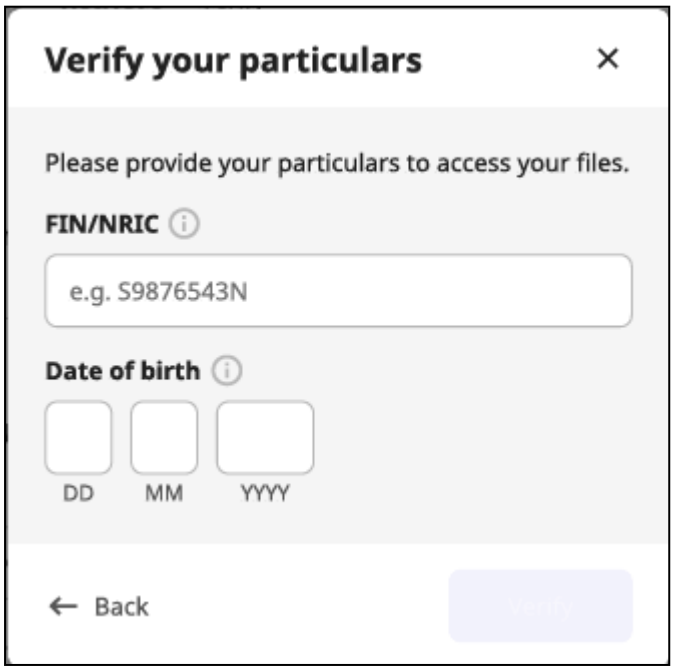
Step 2: You will be redirected to the FileSG website. Enter the transaction ID found in the email sent to you and click '**Submit**'**.**



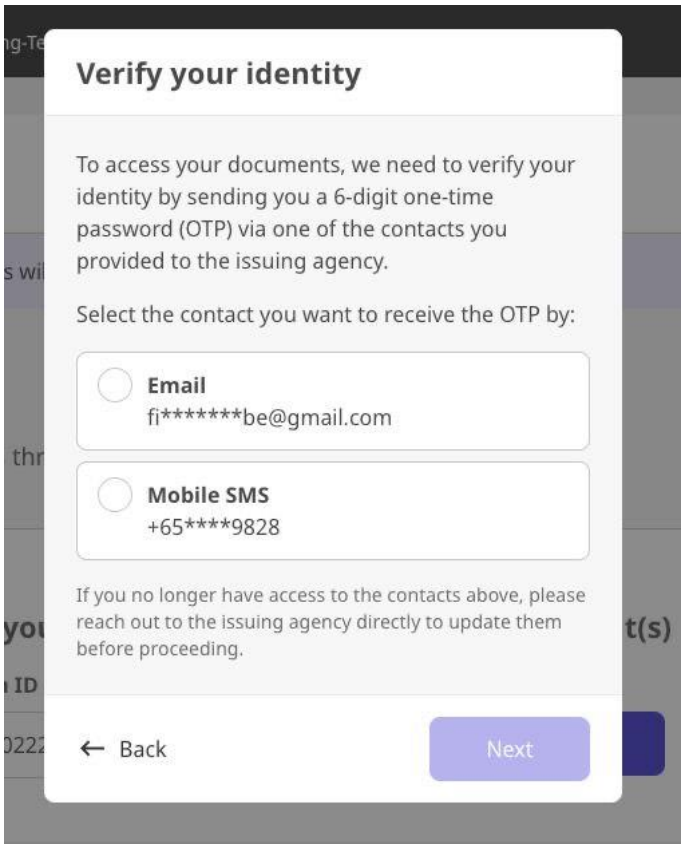
Step 3: When prompted to log in, click '**I don't have Singpass**'



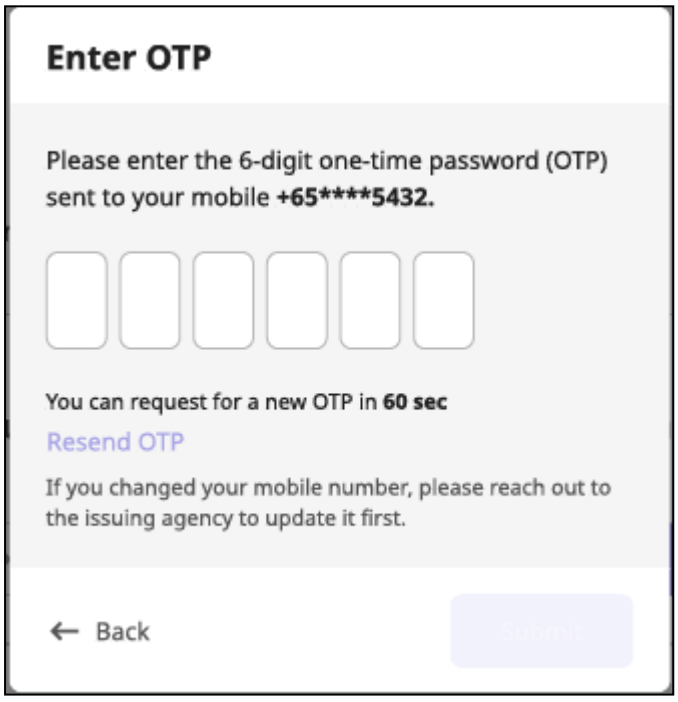
Step 4: Key in the FIN and date of birth of the LTP holder



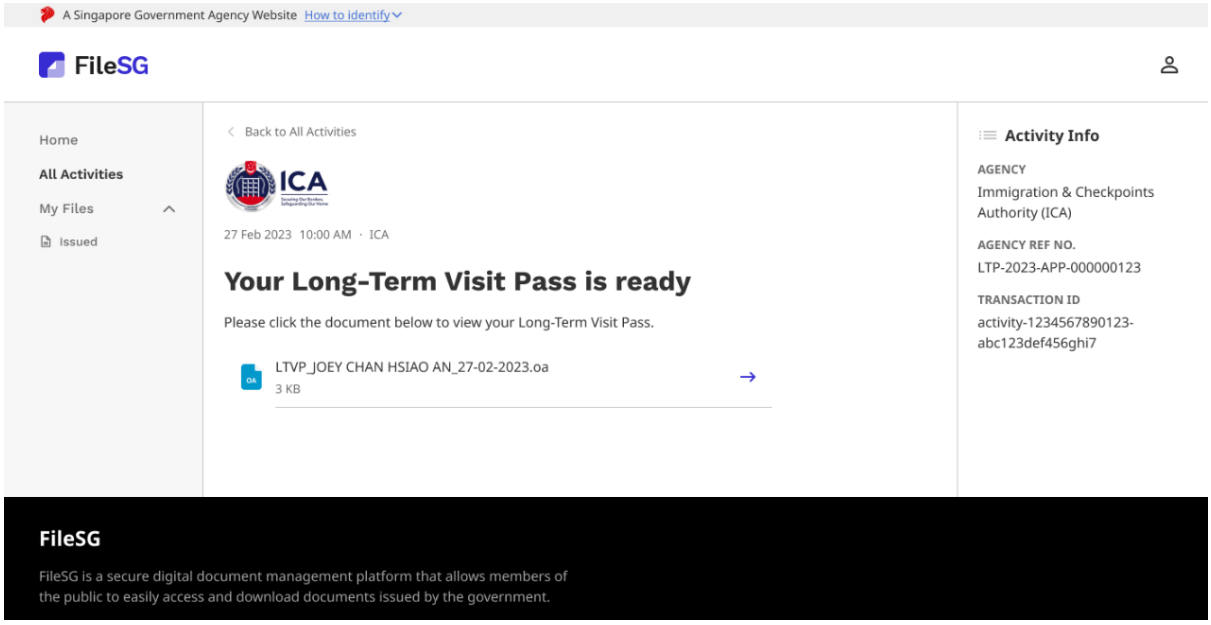
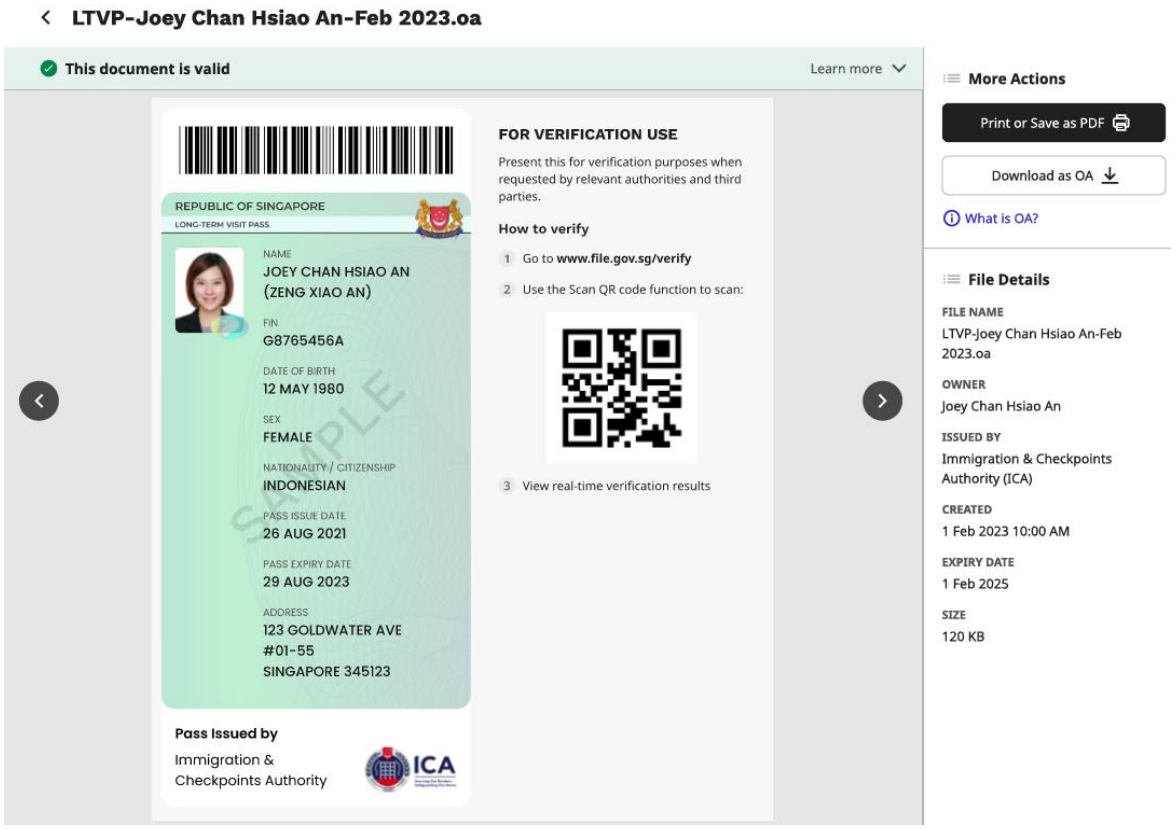
Step 5: Choose to receive a one-time password (OTP) on your mobile number or email address provided in the LTP application



Step 6: Key in the one-time password (OTP) after receiving it on your mobile number or email address



Step 7: Click the document to view it.



Step 8: Digital LTP will be displayed upon successful login. You can download a copy of the digital LTP in PDF or OA file format.