Steps on retrieving your digital pass:

STEP 1:

You will receive an email from **no-reply@file.gov.sg** on the same day you complete formalities at ICA.

In the email, click '**Open in FileSG**'

STEP 2:

Enter the **Transaction ID** found in the email.

Click '**Submit**' and choose to login with or without Singpass

STEP 3:

To login without Singpass, you will need your **Foreign Identity No. (FIN)**, **date of birth** and a **one-time password** that will be sent to the mobile number provided in your application for this pass

STEP 4:

You will see your digital pass after login.

You can download a copy of the digital pass in **PDF** or **OpenAttestation (OA)** format*

ICA uses **FileSG** to issue your digital pass.

FileSG is a secure digital document management platform, developed by GovTech, that allows members of the public to access and download documents issued by the Government.

*OpenAttestation (OA) is an encrypted file format that provides assurance that the document is authentic. The digital LTP in OA can only be viewed after it is uploaded to the FileSG website. Download it only when you are required to submit your digital pass in OA format.

Two ways that others can verify your digital pass:

Option 1: Scan QR code on digital pass (PDF)

Step 1: The person who is verifying visits **www.file.gov.sg/verify** and clicks 'Scan QR Code'

Step 2: He/She scans the QR code on your digital pass to view the verification results

Option 2: Upload digital pass in OA format

Step 1: You send the digital pass in OA format to the person who is verifying

Step 2: He/She visits **www.file.gov.sg/verify** and uploads the OA file to view your digital pass

ICA
Securing Our Borders, Safeguarding Our Home

For assistance, please submit an online feedback form via ICA's website (**www.ica.gov.sg/feedbackform**), or visit the ICA Building (Level 4)