

**Frequently Asked Questions (FAQs) on Digital Student's Pass (STP) Issuance  
on/after 27 Feb 2023**

| No. | Question                                                                                                                                | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 1   | How can the Students access to their digital STP?                                                                                       | <p>Students can access their digital STP via FileSG:</p> <ul style="list-style-type: none"> <li>• Log onto FileSG website (<a href="http://www.file.gov.sg">www.file.gov.sg</a>)<sup>1</sup></li> <li>• Enter the unique transaction ID sent to the registered e-mail address provided in the STP application</li> <li>• After keying in the unique transaction ID, enter the personal details (i.e. FIN and date of birth)</li> <li>• Thereafter, student will receive a One-Time Password (OTP) SMS in the Singapore registered mobile number provided.</li> <li>• Key in the OTP and student will be re-directed to view and download the digital STP.</li> </ul> <p>SingPass holders are able to access their digital STP via their SingPass account.</p> |
| 2   | By when must the Students have the email address ready in order to receive the email notification for the retrieval of the digital STP? | Email address is mandatory at the time of STP application. Students must have an email address ready at time of submission of their STP application.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 3   | Can School use a generic email address for their Students in their STP applications and subsequent receipt of the digital pass email?   | <p>We strongly encourage Students to create and provide their own email address in their application for STP, as the email address will be receiving the notification email, bearing a unique transaction ID that is used to login and retrieve the digital STP.</p> <p>If the Students are using an authorised proxy's email address, the owner of the email address must be aware that his email address will be used for the retrieval of the digital STP.</p>                                                                                                                                                                                                                                                                                             |
| 4   | By when must the Students have the Singapore Mobile Number                                                                              | The Singapore mobile number that can receive SMS, must be ready by the time of the biometrics enrolment/completion of formalities (COF) of the STP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

<sup>1</sup> FileSG website [www.file.gov.sg](http://www.file.gov.sg) can only be accessed on/after 27 Feb 2023.

| No. | Question                                                                                                                                                     | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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|     | ready in order to receive the OTP SMS?                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5   | Will the foreign students have any problem applying for a Singapore Mobile Number as they are New STP-IPA holders without any issued LTP?                    | In the event the Students are unable to apply for a Singapore mobile number, the Students can use the Singapore mobile number that can receive SMS, of an authorised proxy (e.g., sponsor or parent, etc.), so long as the owner of the mobile number is aware that his/her mobile number is used for the retrieval of the digital STP.                                                                                                                                                                                                                                                                                          |
| 6   | Some STP applicants are young children and may have difficulties to apply for a Singapore Mobile Number. Whose mobile number can they use?                   | Students can use the Singapore mobile number that can receive SMS, of an authorised proxy (e.g., sponsor or parent, etc.), so long as the owner of the mobile number is aware that his/her mobile number is used for the retrieval of the digital STP.                                                                                                                                                                                                                                                                                                                                                                           |
| 7   | What should the Students do if they want to change their Singapore Mobile Number for the retrieval of the OTP SMS after their digital pass have been issued? | <p>Singpass holders can access their digital STP via their SingPass account without OTP authentication.</p> <p>We strongly encouraged Students to keep to the same Singapore mobile number as long as possible as the OTP SMS will be sent to the mobile number for subsequent digital STP retrieval.</p> <p>In the unfortunate event on the need to update mobile number or the Students are not eligible to register for a Singpass account, they can email us to request for update with their new mobile number:<br/> ICA_STP1@ica.gov.sg (for IHL/FSS/ITE/GOV students)<br/> ICA_STP2@ica.gov.sg (for PTE/KID students)</p> |
| 8   | How soon will the Students receive their digital STP upon COF?                                                                                               | <p>For Students who are enrolled in ICA Building, they will receive the email notification for them to download their digital pass via FileSG within the same day of enrolment.</p> <p>As for Students who are enrolled during the Offsite Enrolment Exercise, they can expect to receive the email notification for them to download their digital STP no more than 7 days from the date of enrolment.</p>                                                                                                                                                                                                                      |

| No. | Question                                                                                                     | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 9   | Will there be any change to the issuance fees with the implementation of the digital STP?                    | There is no change to the issuance fees.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10  | Can the digital STP be downloaded?                                                                           | <p>The digital STP is downloadable in two file formats:</p> <ul style="list-style-type: none"> <li>• Portable Document Format (PDF); and OpenAttestation (OA)<sup>2</sup>. PDF format can be viewed directly from any mobile devices, while</li> <li>• OA format is to authenticate the digital LTP by a third party.</li> </ul> <p>Singpass holders can access their digital pass using the Singpass account.</p>                                                |
| 12  | How can Students present their digital STP?                                                                  | <p>STP holders can present their digital STP by:</p> <ul style="list-style-type: none"> <li>• Accessing the Singpass app (for Singpass holders), MyICA mobile app, MyICA e-Service via ICA website or FileSG;</li> <li>• Downloading a copy via MyICA mobile app, MyICA e-Service via ICA website or FileSG and save it on their digital devices for easy access;</li> <li>• Printing a physical copy of the digital STP after it has been downloaded.</li> </ul> |
| 13  | Can Students request for a physical STP card to be issued after 27 Feb 2023, in addition to the digital STP? | ICA will cease the issuance of physical STP cards from 27 Feb 2023. STP will henceforth be issued in <u>digital format only</u> on/after 27 Feb 2023.                                                                                                                                                                                                                                                                                                             |
| 14  | What will happen to Students who are issued with physical STP card prior to 27 Feb 2023?                     | All physical STP cards issued prior to 27 Feb 2023 will continue to remain valid until they expire or are cancelled.                                                                                                                                                                                                                                                                                                                                              |
| 15  | Will Students be able to clear immigration with downloaded copies of their digital STP?                      | No change to current practice for immigration clearance at checkpoint which is via passport. The digital STP will be tagged to the Student's passport.                                                                                                                                                                                                                                                                                                            |

<sup>2</sup>The OpenAttestation format is a cryptographically trustworthy file format that can be verified independently without having to query a central database.

| No. | Question                                                                                      | Answer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 16  | How can other agencies/stakeholders verify the digital STP?                                   | <p>There are two ways that the digital STP can be verified:</p> <ul style="list-style-type: none"> <li>• Go to FileSG website (<a href="http://www.file.gov.sg">www.file.gov.sg</a>), launch the 'Scan QR Code' feature on the website and scan the QR code found on the digital STP; or</li> <li>• Go to FileSG website and download the digital STP in the OpenAttestation (OA) file format; share this file with the requesting party. The requesting party can upload it onto the FileSG website for verification.</li> </ul> |
| 17  | Will there be any change to the cancellation process for the digital STP?                     | There is no change to the cancellation process for digital STP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 18  | What if the students' digital STP is not accepted by government agencies or private entities? | The digital STP is issued by the ICA and is accepted by government agencies. STP holders can refer private entities that do not accept the digital STP to the ICA website, where it will clearly state that ICA will only issue STP in digital form from 27 Feb 2023.                                                                                                                                                                                                                                                             |