



Retrieving and Uploading of Student's Pass OA file and PDF with QR code to SIMConnect

This document has been prepared to guide students through the process
retrieving the Digital Student's Pass from ICA and uploading it to SIMConnect

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Retrieving your Digital Student's Pass



Please follow the steps to download the Open Attestation (OA) format.



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.



DO Note that the school only requires the OA file or PDF (with QR code)

Step 1

You will receive an email from no-reply@file.gov.sg once you have been issued a Student's Pass by ICA. In the email, click "Open in FileSG."

Your Student's Pass is ready

ICA (via FileSG) <no-reply@file.gov.sg>
to me



Immigrations & Checkpoints Authority (ICA)

Your Student's Pass is ready

Recipient Name
Joey Chan Hsiao An

Agency Reference No.
[To be provided by ICA]

Transaction ID
activity-1655284775172-df5dd11fe784d1f4

Agency Message

Please click "Open in FileSG" to view your Student's Pass (STP).

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 the MyICA portal.

Open in FileSG

1 file issued:

STP-Joey Chan Hsiao An- Feb 2023. oa

Provide your Transaction ID to view your document(s)

Transaction ID

e.g. activity-XXXXXXXXXXXXXXXX-XXXXXXXXXXXXXXXXXXXX

Submit

Step 2

You will be directed to the FileSG website. Enter the **transaction ID** found in the email and click **submit**.



Where can I find the Transaction ID?

You will receive an Issuance email when a government agency issues you file(s) through FileSG. You can find a unique Transaction ID in the email.

Issuance of Document

Recipient Name
Joey Chan Hsiao An

Agency Reference No.
XXXXXX-XXXXXX

Transaction ID
activity-1234567890123-abcdefghijklmnp

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.

Step 3

After clicking submit, you will be prompted to login.

For Singpass login please jump to [Step 6](#)

For **Non-Singpass** login, click 'I don't have Singpass.'

Verify to proceed

Log in with singpass

Log in to FileSG with Singpass to view and download files easily and securely.

I don't have Singpass →

Step 4

For **Non-Singpass** login.

Please key in your FIN (Foreign Identification number found in your In-Principle Approval Letter) and Date of Birth

Verify your particulars

Please provide your particulars to access your files.

FIN/NRIC ⓘ

e.g. S9876543N

Date of birth ⓘ

DD	MM	YYYY

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Step 5

You will receive a one-time OTP SMS to the Singapore number provided during your Completion of Formalities.

Enter OTP

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

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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.

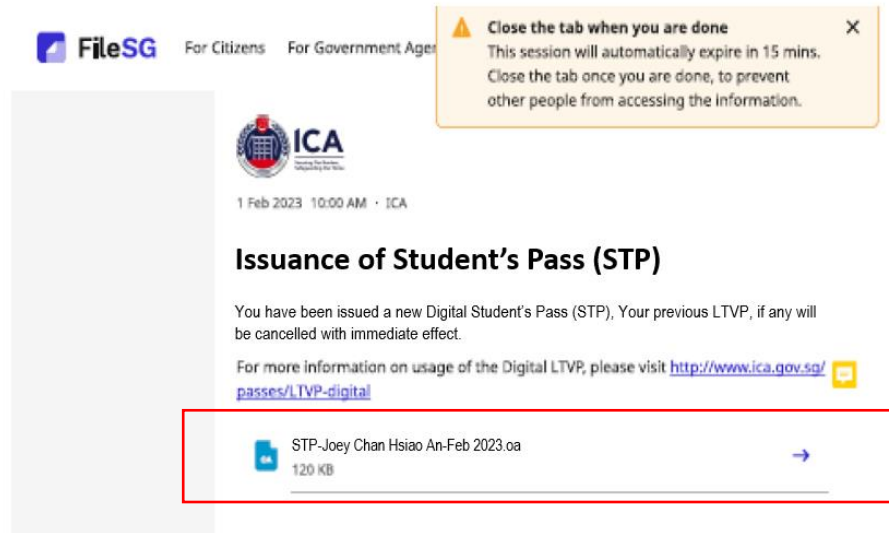
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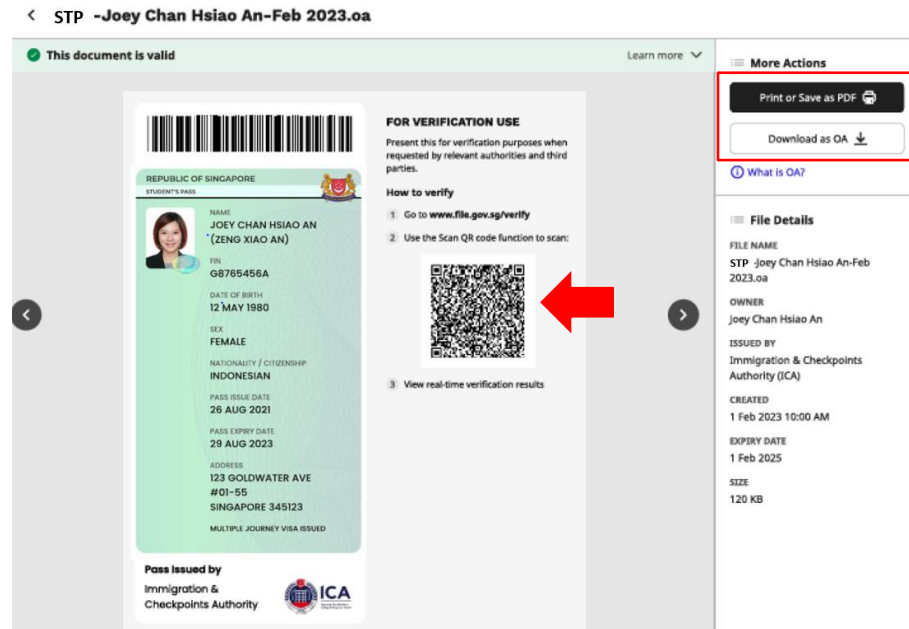
If you have changed your mobile number after Completion of formalities. Please contact ICA to update it first.

Step 6

Your **Digital Student's Pass** will be displayed upon successful login. Please click on the document to view it.

**Step 7**

Click **Download as OA / Print or Save as PDF**

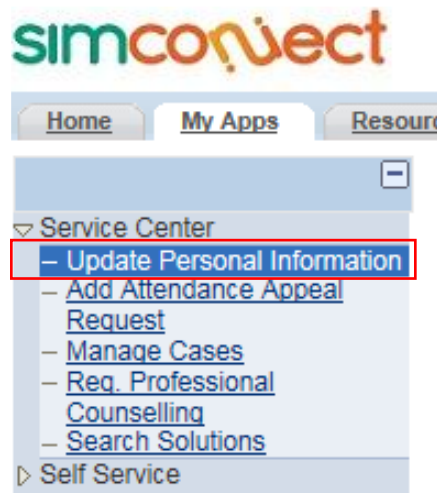


The OA file or PDF (with QR code) should be found in your download folder

Updating of OA file or PDF with QR code to SIMConnect



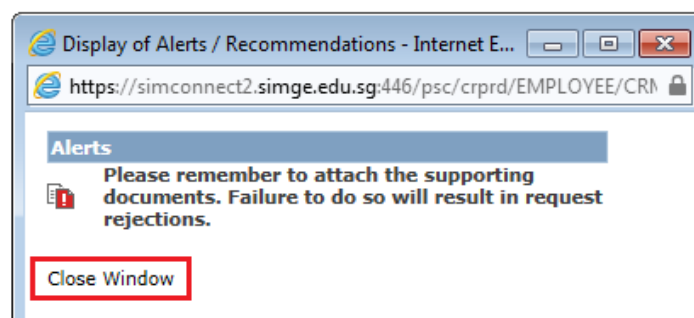
Login to SIMConnect
Service Center → Update Personal Information



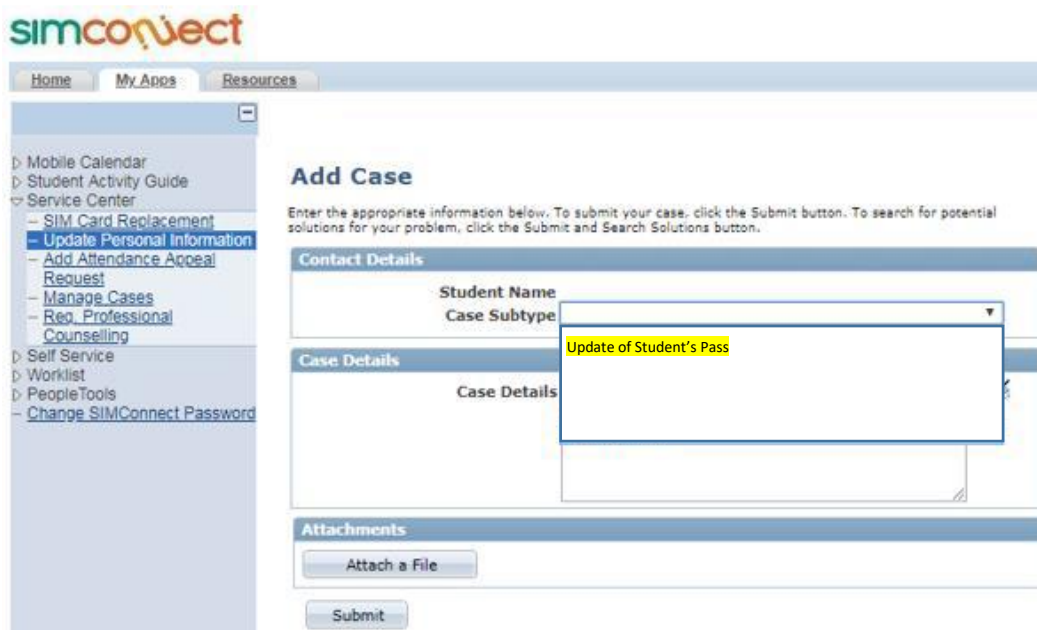
Always “Allow/ Turn On” pop-up blocker for SIMConnect page.

Note:

Read the Alert and
close the window.



1. Select Case Subtype→ **Update of Student's Pass.**
2. Case Details: Please enter “**Upload of STP OA file / PDF with QR code**”
3. Attach a File: Upload OA file or PDF with QR code **NOT PICTURE (E.g. JPG/ GIF/PNG/TIFF/PSD/EPS)**
4. Click submit.



The screenshot shows the SIMConnect 'Add Case' interface. On the left, a navigation menu lists various services, with 'Update Personal Information' highlighted. The main content area is titled 'Add Case' and includes instructions: 'Enter the appropriate information below. To submit your case, click the Submit button. To search for potential solutions for your problem, click the Submit and Search Solutions button.' The form is divided into three sections: 'Contact Details' with fields for 'Student Name' and 'Case Subtype' (where 'Update of Student's Pass' is selected from a dropdown); 'Case Details' with a 'Case Details' text area; and 'Attachments' with an 'Attach a File' button and a 'Submit' button.



You will receive an email notification once your Student's Pass has been updated in SIMConnect.