

## **JAN 2026 OSE FAQ**

**By NTU One-Stop**

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## 1) OSE Registration

### a. When can I make an Offsite Enrolment (OSE) appointment?

Step 1: View and Upload Documents	Step 2: Make Payment	Step 3: Completion of Formalities
Completed	Completed	<p><b>Make Appointment</b></p> <p>Please make appointment 1 day after Step 2 is completed.</p>

You can make an [appointment](#)  **one day after** completing the payment in Step 2.

Kindly refer to [Appendix A](#)  for more information.

# Uploading of documents, making payment and booking appointment for OSE

01.

02.

## Uploading of Documents

- Login to STP eService and upload the require documents at least 1 month before the expiry of IPA.



## Payment

- Make payment (if applicable) after the previous step is shown as "Completed" in STP e-Service.



## Appointment Booking

Students only able to make changes up to 2 days before confirmed appointment.



If you missed your confirmed appointment at OSE, you will have to book another appointment at ICA Services Centre after appointment date lapsed.

- Book your appointment 1 day after making payment at <https://eservices.ica.gov.sg/eappt/>
- Select Manage Appointments > Service > Completion of Student's Pass Formalities > Individual > Key in the relevant details under FIN and e-Appointment ID > Select the preferred date and **confirm**



- Student will receive an automated email notification on the confirmed appointment

**b. Do I need to get my ICA medical examination report endorsed by NTU Clinic before I upload it on the ICA portal under Step 1?**

If your programme in NTU is more than 6 months, ICA requires the submission of ICA medical examination report. **ICA medical examination report does not** need NTU Clinic's endorsement. You may proceed to upload the report to ICA portal once it is duly completed by the doctor.

**c. How do I know if ICA approves the submission of my documents under Step 1?**

Please log in to [ICA portal](#)  regularly to check for updates to your STP application as ICA may request clarification for your submitted documents and you are required to resubmit the documents requested by ICA within 14 days of the email notification. Failure to do so may result in the withdrawal of your STP application.

## 2) Documents to Prepare

### a. What are the 4 documents I need to bring for OSE?

The 4 required documents are

1. Original Passport
2. Passport Size Photo (Hardcopy)
3. IPA letter with Singapore Mobile Number written on Page 1 (Hardcopy)
4. E-Pass (Softcopy) / Other Valid Immigration Pass

You may refer to [Appendix B](#) for more information.

## Appendix B

# **OFFSITE STUDENT'S PASS FORMALITIES EXERCISE**

## **PLEASE HAVE THE FOLLOWING DOCUMENTS READY**

**Strictly Hard Copy Only**

**Photo Size:  
(45mm x 35mm)  
(4.5cm x 3.5cm)**



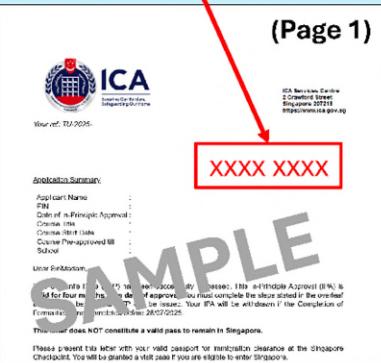
**(1) Passport  
Size Photo**



**(2) Original  
Passport**

**Write Singapore  
mobile number here**

**(Page 1)**



**(3) IPA Letter**

**Scan QR Code to retrieve the following**

**(4) e-Pass**



**By NTU ONE STOP**

**b. I do not have a physical passport-sized photo ready. Where can I go to have one taken?**

You may visit any photo printing shop that offers passport size phototaking service. Do ensure that the photo taken **MUST** follow ICA Guidelines.

You may refer to [Appendix C](#) for the ICA Photo Guidelines.

There will also be a photography booth within the OSE venue if you did not bring a physical passport sized photo during your appointment slot. Please bring sufficient cash of **minimum \$8** to pay for the photography service.

# ICA PHOTO Requirements

## Don'ts

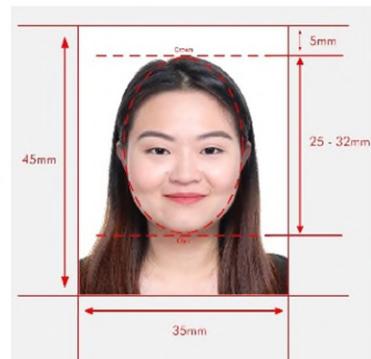


- *Eyebrows are covered by hair*
- *Pixelated photo is not accepted*
- *Unnatural and stiff smile*
- *Coloured background is not accepted*
- *Coloured lenses cover the iris*
- *Do not print photo on an A4 Paper*
- *Spectacles too low are not acceptable*

## Dos



- *Eyebrows are fully showing*
- *Closed mouth, natural smile*
- *Clear eyes and light make up*
- *Photo background must be in white*
- *Photo to be printed on a photo paper*



**SINGAPORE PHOTO SIZE**  
(45mm x 35mm), (4.5cm x 3.5cm)

**Photo size is not to scale.  
Kindly follow the size as  
stated above.**

**c. Is it mandatory to have a valid Singapore mobile number for OSE?**

A **valid** Singapore mobile number is required and must be written on the first page of your IPA letter as SMS One-Time Password (OTP) will be sent out for the retrieval of digital STP **within 7 working days** after the completion of formalities at OSE.

If you **have not obtained a Singapore mobile number** or your **current Singapore mobile number is expiring**, you may use the number of an authorised proxy (family member, friend, or sponsor etc.) who can receive SMS messages. Please ensure that the owner of the number is informed and consents to its use for retrieving the digital STP.

**d. What is e-Pass and where can I find it?**

e-Pass refers to **Electronic Visit Pass**, also known as **Short-Term Visit Pass (STVP)**.

After clearing arrival immigration at the checkpoints, you will receive an e-Pass through your email address indicated in your SG Arrival Card.

The e-Pass will contain your Disembarkation/Embarkation (D/E) number and details of the visit pass granted, including the maximum number of day(s) of stay and the last day of stay allowed in Singapore.

Alternatively, you may retrieve the e-Pass record [here](#).

**e. My e-Pass expires on 12 January 2026 but my OSE appointment is on 15 January 2026. What should I do?**

If your e-Pass is **expiring before** the day of your OSE appointment, it means that the e-Pass will **not be valid** on the day of your OSE appointment. You will not be able to complete the STP formalities on the day of your OSE appointment without a **valid pass**.

To ensure that you hold a **valid pass** on your OSE appointment date, please extend\* it [here](#) within the **14 days before it expires**.

*\*Kindly indicate the following under **REMARKS** when applying for e-Pass extension:*

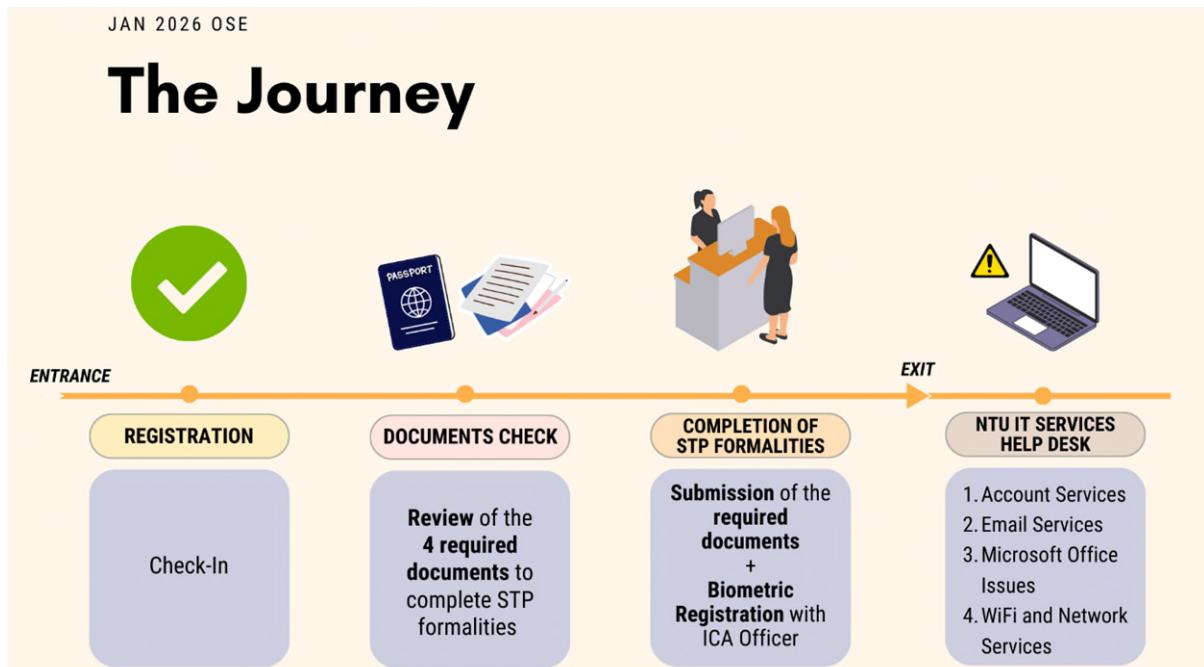
- 1) Your STP **FIN** number
- 2) Your registered NTU OSE appointment **date**

Please note that **overstaying in Singapore** is a **punishable offence under the Immigration Act**.

### 3) What to Expect at OSE

#### a. What should I expect on the day of OSE?

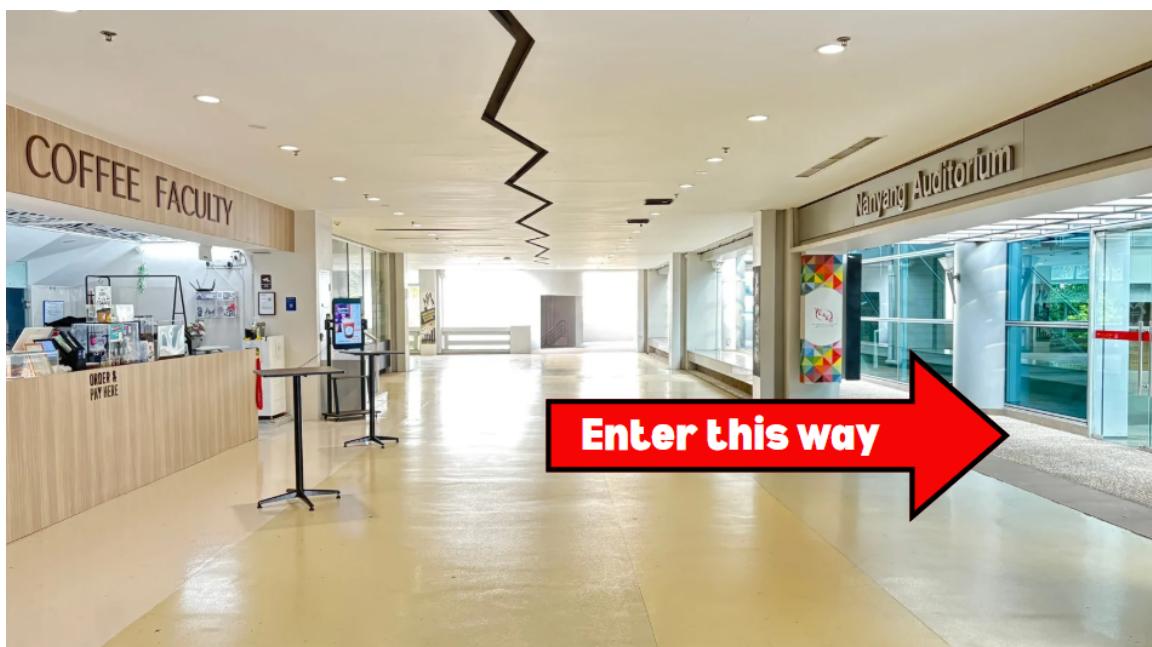
Refer to the **journey map** below for more information.



#### b. How do I get to Nanyang Auditorium?

##### 1. By Stairs

Enter [Nanyang Auditorium](#) via the entrance opposite from Coffee Faculty and take the stairs to **Level 2** to join the queue for registration attendance.



## 2. By Lift

Enter [Nanyang Auditorium](#) from ground level (B1) and take the lift to **Level 2** to join the queue for registration attendance.

## Transport to Nanyang Auditorium



## 1. Recommended Route

- From Pioneer MRT - Exit B:
  - Take the **Green Campus Rider**
  - Alight at Tan Chin Tuan Lecture Theatre (TCT-LT)
  - Walk along the shelter
  - After the zebra crossing, **turn left**
  - Walk straight for a few mins: **Coffee Faculty** will be on your left, and **Nanyang Auditorium** will be on your right

## 2. Alternative Routes

- o **Red Campus Rider**
- o Alight at **School of Biological Sciences**
- o Walk through the building(**School of Biological Sciences**) to reach **Nanyang Auditorium**

## o Blue Campus Rider / Bus 199

- Alight at **NIE Block 2**
- Cross the road and take the lift or stairs to **Level 1**
- Walk past **OCBC Bank** and **Mr Bean**
- Proceed to **Carpark A**, walk to the end
- Continue walking: **Coffee Faculty** will be on your left, and **Nanyang Auditorium** will be on your right

- **Bus 179 / 179A**

- Alight at **Lee Wee Nam Library**
- Take the stairs up
- After the **AIA canopy**, walk past **OCBC Bank** and **Mr Bean**
- Proceed to **Carpark A**, walk to the end
- Continue walking: **Coffee Faculty** will be on your left, and **Nanyang Auditorium** will be on your right

## 4) Retrieval of Digital STP

### a. How do I retrieve my digital STP after completing OSE?

Upon successful completion of your STP formalities, an email from [FileSG](#) (no-[reply@file.gov.sg](mailto:reply@file.gov.sg)) will be sent to the email address indicated in your submitted eForm16 within **7 working days**. For a detailed Step-by-Step retrieval guide (via without Singpass/with Singpass option), please refer to [Issuance of Digital Student's Pass](#).

You may refer to [Appendix D](#) for more information.

## Appendix D

# Step by Step guide to retrieve Digital Pass

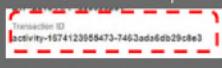
04.



### Email received?

Students will receive an email from "no-reply@file.gov.sg"

#### Open FileSG

- From the email, copy the "Transaction ID", Click "Open in FileSG" 
- Access FileSG from the pop up window, Paste the "Transaction ID", Click "Open in FileSG" 

#### Login and Select

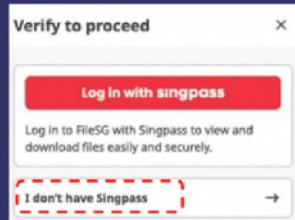
- Key in FIN and Date of Birth
- Generate One-Time Password to your mobile phone OR email



- Select and view the Digital Pass
- Students can download the digital pass in PDF or Open Attestation (OA) format

#### Login Method

- Choose "i don't have Singpass" or "Retrieve without Singpass"



## 5) Change of Address in Digital STP

**a. I have just retrieved my digital STP but the address in my STP is stated as “One Stop @ SAC”, how do I update to my current Singapore residential address?**

You **MUST** self-update to your current Singapore residential address in the **Electronic Change of Residential Address (eCOA) portal**. **Singpass** is required to perform this service.

To create a Singpass account, you may register [here](#) 3 days after you received your digital STP via email. If you encounter any issue in setting up your Singpass account, please contact Singpass via the [enquiry form](#) for assistance.

Once your Singpass account is created, please follow the steps below to **update to your current Singapore residential address** via the [ICA eCOA portal](#):

1. After keying in the new address in the eCOA portal, there will be a 6-digit PIN mailer mailed to the new address.
2. Once you received the PIN mailer, please key in the 6-digit PIN into the eCOA portal to confirm the change in address.
3. Upon successful validation, your new address will be recorded in ICA system.