

AUG 2026 OSE FAQ

By NTU One Stop

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1) Student's Pass (STP) Application (Step 1 & 2)

a. Do I need to get my Immigration & Checkpoints Authority (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 the ICA medical examination report. **ICA medical examination report does not** need NTU Clinic's endorsement. You may proceed to upload the ICA medical examination report to ICA portal once it is duly completed by the doctor.

b. 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.

c. How can I make payment under Step 2?

Once ICA has approved the submitted documents under Step 1, you may proceed to make payment for the **S\$60 issuance fee** for Student's Pass and a **S\$30 for Multiple Journey Visa (if applicable)** are payable via **Internet Banking, AMEX, a Visa or MasterCard credit/debit card online**.

2) Registration for Offsite Enrolment (OSE) (Step 3)

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

Once Step 1 and Step 2 reflects as **"Completed"** on ICA portal, you can proceed to make an [appointment](#) **one day after** completing the payment in Step 2.

Step 1: Acknowledgement and Document Upload	Step 2: Make Payment	Step 3: Completion of Formalities
Completed	Completed	Make Appointment Please make appointment 1 day after Step 2 is completed.

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.
- Medical Reports may be completed overseas. Once the Medical Report and/or T&C is acknowledged, processing will take up to 7 working days.



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.



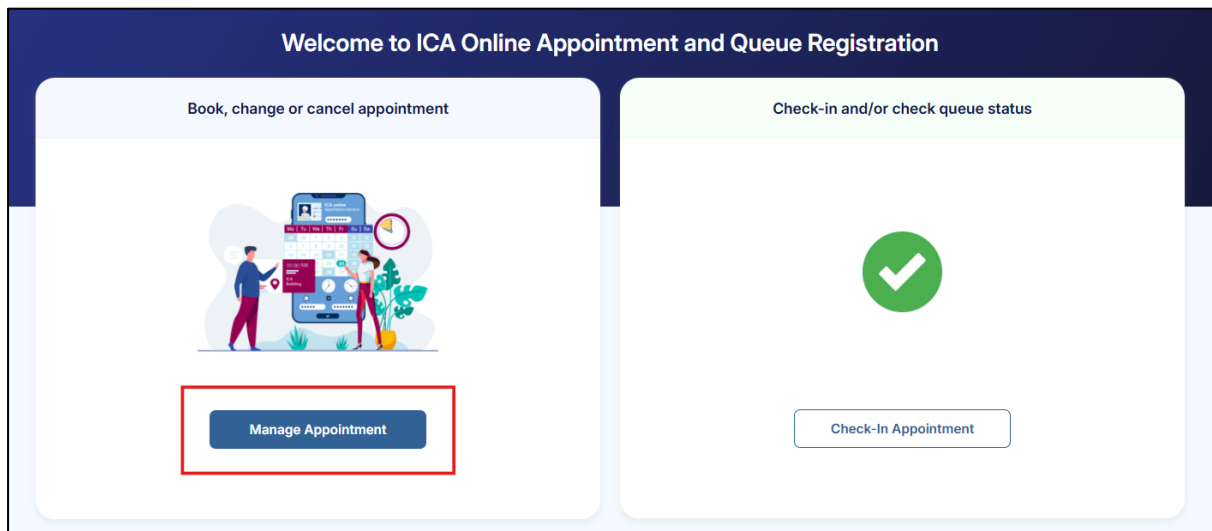
If you missed your confirmed appointment at OSE, you will have to book another appointment at ICA Services Centre after appointment date lapsed.

- 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**

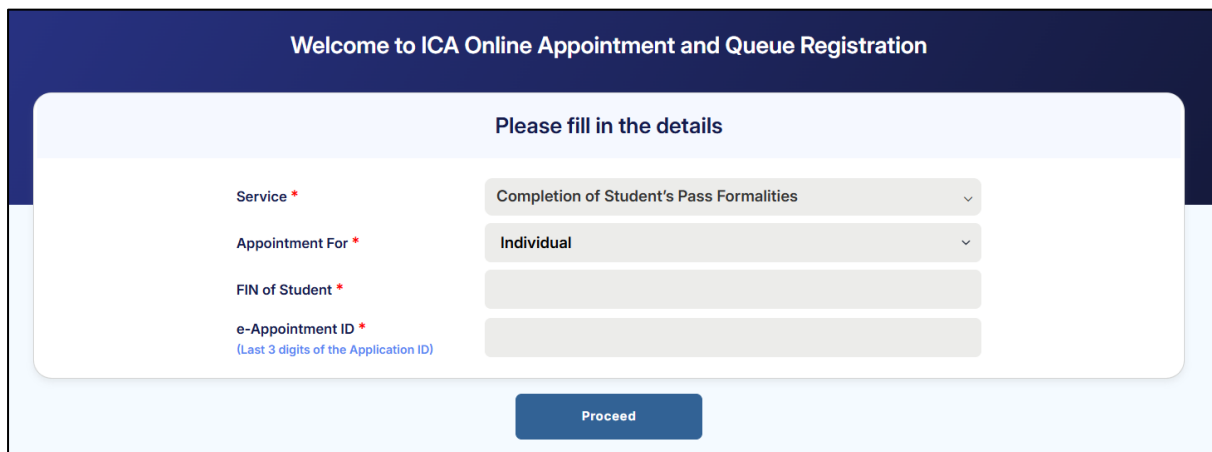


- Student will receive an automated email notification on the confirmed appointment

b. How do I log in to the ICA appointment portal?



1. Select **“Manage Appointment”**



2. Select **“Completion of Student’s Pass Formalities”** & **“Individual”** for the dropdown list
3. Key in the **FIN & e-Appointment ID** before selecting **“Proceed”** to log in to the ICA Appointment Portal
4. Select your preferred date and timing for the OSE appointment
5. Provide a valid email address to receive an automated confirmation email from ICA

c. Where can I find my FIN and e-Appointment ID?

Your ref: TU-2025-



(Application ID: IHL-2025-APP-000034027)
(Please scan this barcode at the Self Service Ticketing Kiosk for your queue)

Application Summary

Applicant Name :
FIN : M0123456W
Date of In-Principle Approval : 07/11/2025
Course Title : MASTER OF ARTS (TRANSLATION & INTERPRETATION)
Course Start Date : 12/01/2026
Course Pre-approved till : 07/07/2027
School : NANYANG TECHNOLOGICAL UNIVERSITY

The **FIN** and **e-Appointment ID** can be found on **Page 1 of the IPA** with the e-Appointment ID being the **last 3 digits** of the Application ID.

3) 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)

ICA
Immigration & Checkpoints Authority
Singapore 257211
https://www.ica.gov.sg

Your ref: IJ/2025

XXXX XXXX

Application Summary:

Applicant Name	:	
PN	:	
Date of Principal Approval	:	
Course Title	:	
Course Start Date	:	
Course Pre-approved till	:	
School	:	

Leave Endorsement:

This letter is valid for the purpose of entry to Singapore. This e-Visit Pass (eVP) is valid for four months from the date of issuance. You must complete the steps listed in the checklist on the back of this letter. Your eVP will be withdrawn if the completion of the checklist is not completed by 30/09/2025.

This letter does NOT constitute a valid pass to remain in Singapore.

Please present this letter with your valid passport for immigration clearance at the Singapore Checkpoint. You will be granted a visit pass if you are eligible to enter Singapore.

(3) IPA Letter

Scan QR Code to retrieve the following

(4) e-Pass



ICA
Immigration & Checkpoints Authority
Singapore 257211
https://www.ica.gov.sg

Welcome to Singapore

IMMIGRATION ACT 1969
VISIT PASS

This Visit Pass allows you to enter and remain in Singapore, subject to you clearing any post-arrival checks (including customs).

Re-embarkation/Re-destination (Rt)	:	
Passport Number	:	
Category of eVP	:	02A 04
Period of Validity	:	04
Date of Issuance	:	01/09/2024

* The validity of this eVP is subject to ICA website at "e-Pass Check for Entry".

Please also note the following:

(i) If you have received this email notification on behalf of someone else (the "Principal"), you are to ensure that your Principal is made aware of the contents of this email notification.

Immigration & Checkpoints Authority (ICA)

For Official Use Only

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 photo taking 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 ❌

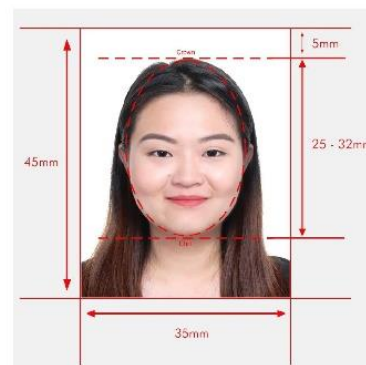


- Eyebrows are covered by hair
- Unnatural and stiff smile
- Coloured lenses cover the iris
- Spectacles too low are not acceptable
- Pixelated photo is not accepted
- Coloured background is not accepted
- Do not print photo on an A4 Paper

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?

Yes, 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 (excluding Saturdays, Sundays and Public Holidays)** 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 provided 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 3 August 2026 but my OSE appointment is on 6 August 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*** the e-Pass [here](#)  **within the 14 days before it expires**.

Kindly indicate the following under **REASON FOR EXTENSION when applying for e-Pass extension:*

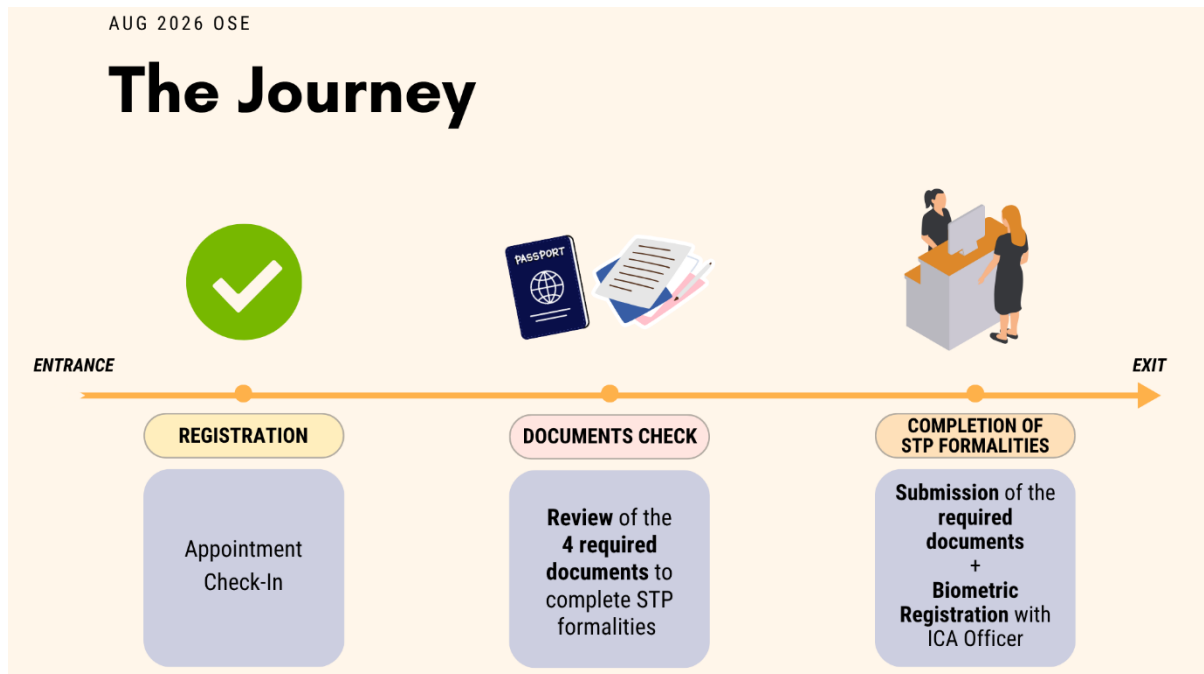
- 1) Your STP **FIN** number
- 2) Your registered NTU OSE appointment **date**

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

4) 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

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

5) 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) will be sent to the email address indicated in your submitted eForm16 within **7 working days (excluding Saturdays, Sundays and Public Holidays)**.

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.

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”

Transaction ID
Activity-1874123955473-7463ada6db29c9e3

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

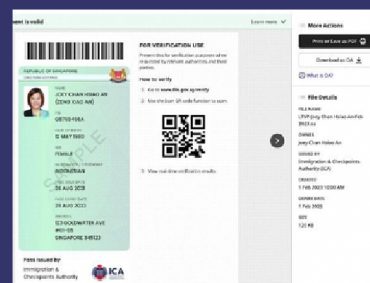
- Choose “**i don't have Singpass**” or “**Retrieve without Singpass**”

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 →



6) 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 for an account [here](#)  **10 working days (excluding Saturdays, Sundays and Public Holidays) 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.