FREQUENTLY ASKED QUESTIONS

Q1: **What is iEnquiry and who can use it?**

A1: The iEnquiry is an ICA e-initiative that offers applicants an online platform to check the status of their application for ICA services regardless of their mode of application (e-service/counter/post/deposit box). The list of services available under iEnquiry is as follow:

Citizen Services

- Citizenship
- Passport
- Identity Card
- Birth/Death Extract
- Search of Birth/Death Extract
- APEC Business Travel Card

Permanent Resident Services

- Permanent Resident
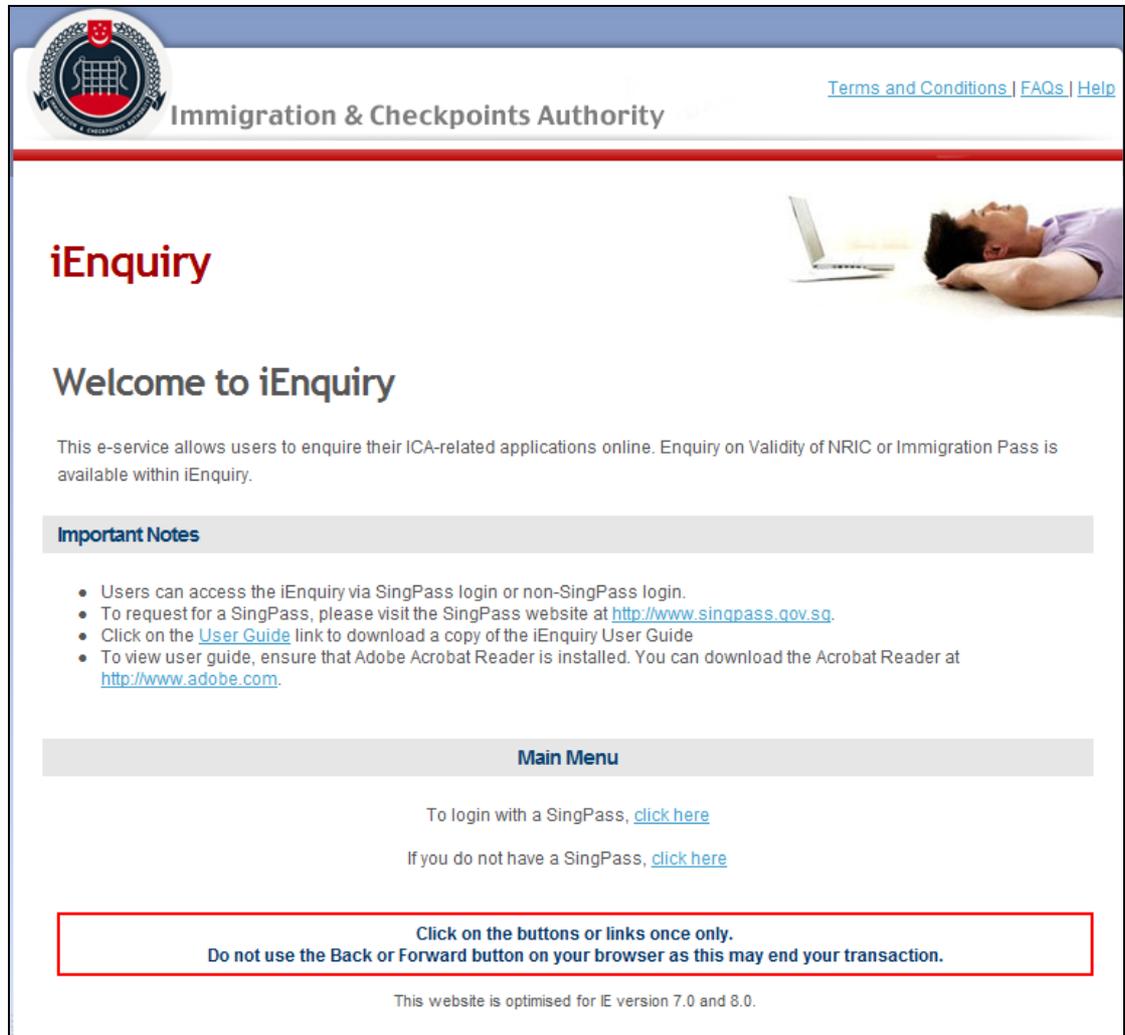- Re-Entry Permit

Visitor Services

- Visit Pass (Long Term)
- Student's Pass
- Extension of Short Term Visit Pass
- Visa

Users may also enquire on the validity of NRIC or Immigration Pass through iEnquiry.
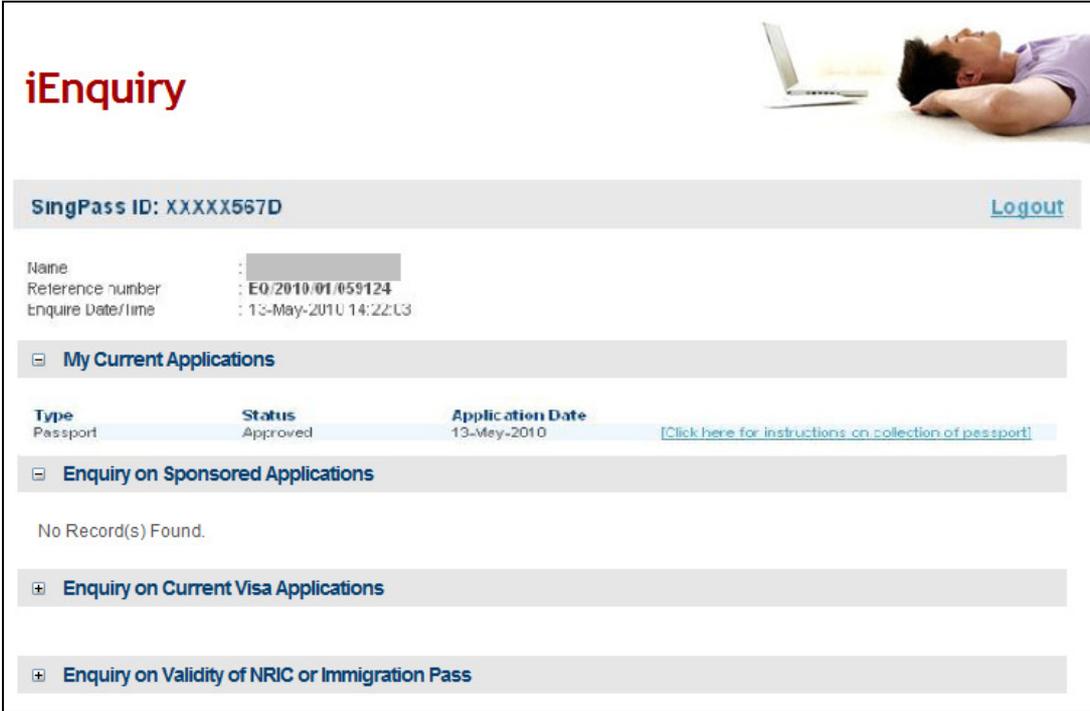
Q2:   How do I use iEnquiry?

A2:   Users can login iEnquiry using SingPass or a set of identifiers for those without SingPass. (*Please see **Figure 1***)

(Figure 1)

To login with SingPass

The user can view his/her personal application(s) for ICA services as well as application(s) which he/she has acted as a sponsor. (*Please see Figure 2*)

(**Figure 2**)

Disclaimer: The applicant in the example quoted in this document is fictitious. Any similarity to any person living or dead is merely coincidental.

For those without SingPass

The user is to select the type of application enquiry via the dropdown list of ICA services. He/she is required to key in details as prompted by the system to check on the status of the application. Below is an illustration for enquiry on Application for Passport.
(Please see **Figures 3 & 4**)

(Figure 3)

(Figure 4)

Q3: **If I need technical assistance on the use of iEnquiry, what are the contact points available?**

A3: You may refer to the help page (https://ienquiry.ica.gov.sg/help.do) for information to address general technical issues.

For technical assistance on specific/individual e-service, you may contact the respective helpdesks directly. The helpdesk email addresses are available on the following webpage (https://www.ica.gov.sg/technical).

Q4: **Where can I apply for/reset my SingPass account?**

A4: SingPass is the common password used to transact with different Government online services. Please visit the following SingPass

website (https://www.singpass.gov.sg/sppubsvc/) to obtain more information on applying for/resetting of SingPass accounts.

Q5: **I remembered that I could view the results of my earlier ICA-related application. Why is it not available now?**

A5:   Generally, the display period of the application status in iEnquiry varies for different ICA products/services.

For Citizens products/services, the display period is generally up to three months from the outcome date.

For Permanent Residents products/services, the display period is generally up to six months from the outcome date.

For Visitors products/services, the display period is generally up to six months from the outcome date.

Q6: **Can I still check the status of my application under the respective products/services webpages?**

A6:   Yes, you can continue to check the status of your application if the option is available on the respective products/services webpages.