

FREQUENTLY ASKED QUESTIONS

Q1: What is iEnquiry and who can use it?

A1: The iEnquiry is the latest 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

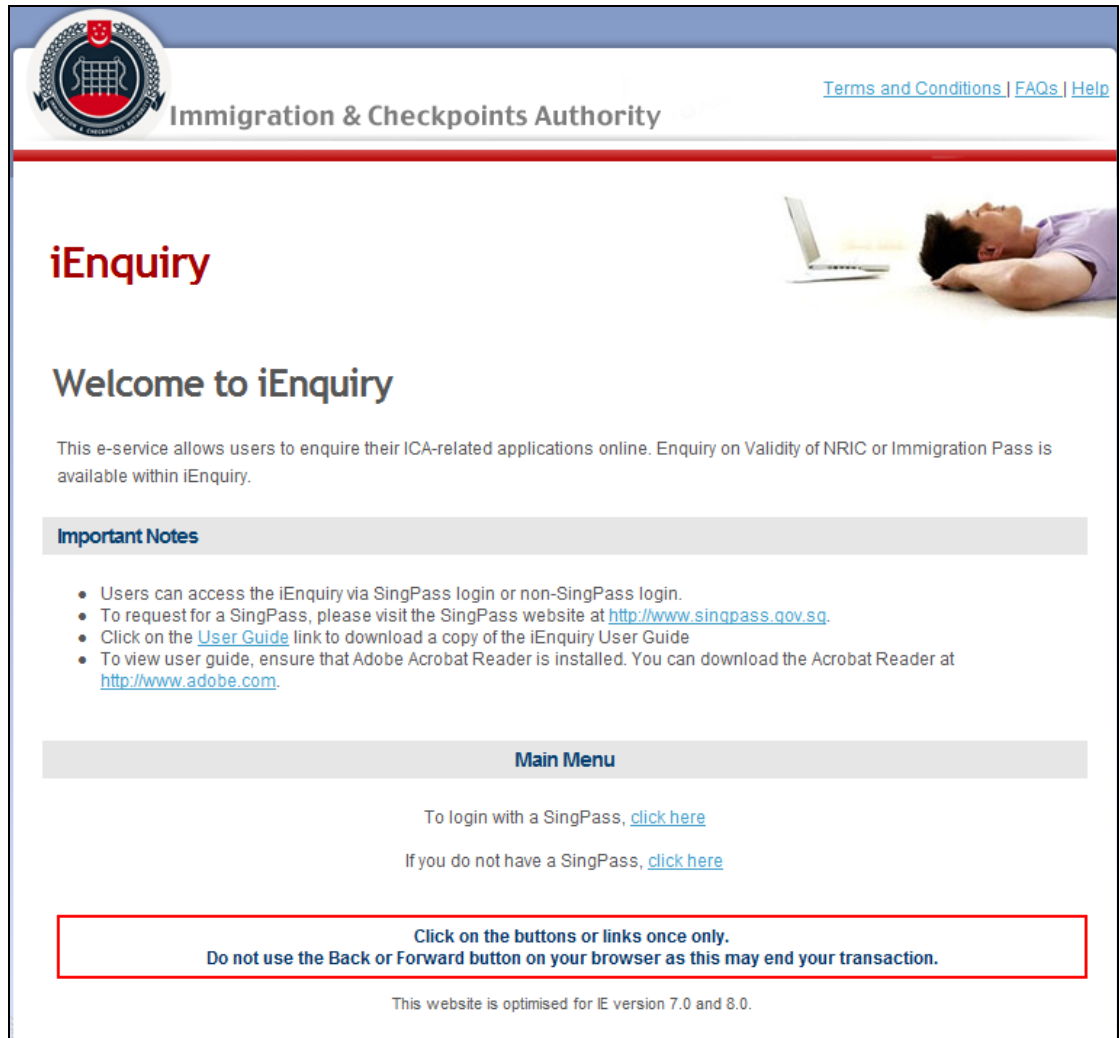
Visitor Services

- 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***)



The screenshot displays the iEnquiry SingPass interface. At the top left is the 'iEnquiry' logo. To the right is a photograph of a person lying down with their head on their hand, looking at a laptop. Below the logo, the user's SingPass ID is shown as 'XXXXX567D' with a 'Logout' link. The user's details are listed: Name (redacted), Reference number 'E0/2010/01/059124', and Enquire Date/Time '13-May-2010 14:22:03'. There are four expandable sections: 'My Current Applications' (expanded), 'Enquiry on Sponsored Applications', 'Enquiry on Current Visa Applications', and 'Enquiry on Validity of NRIC or Immigration Pass'. The 'My Current Applications' section contains a table with one row: Type 'Passport', Status 'Approved', and Application Date '13-May-2010'. A link for passport collection instructions is provided.

Type	Status	Application Date
Passport	Approved	13-May-2010

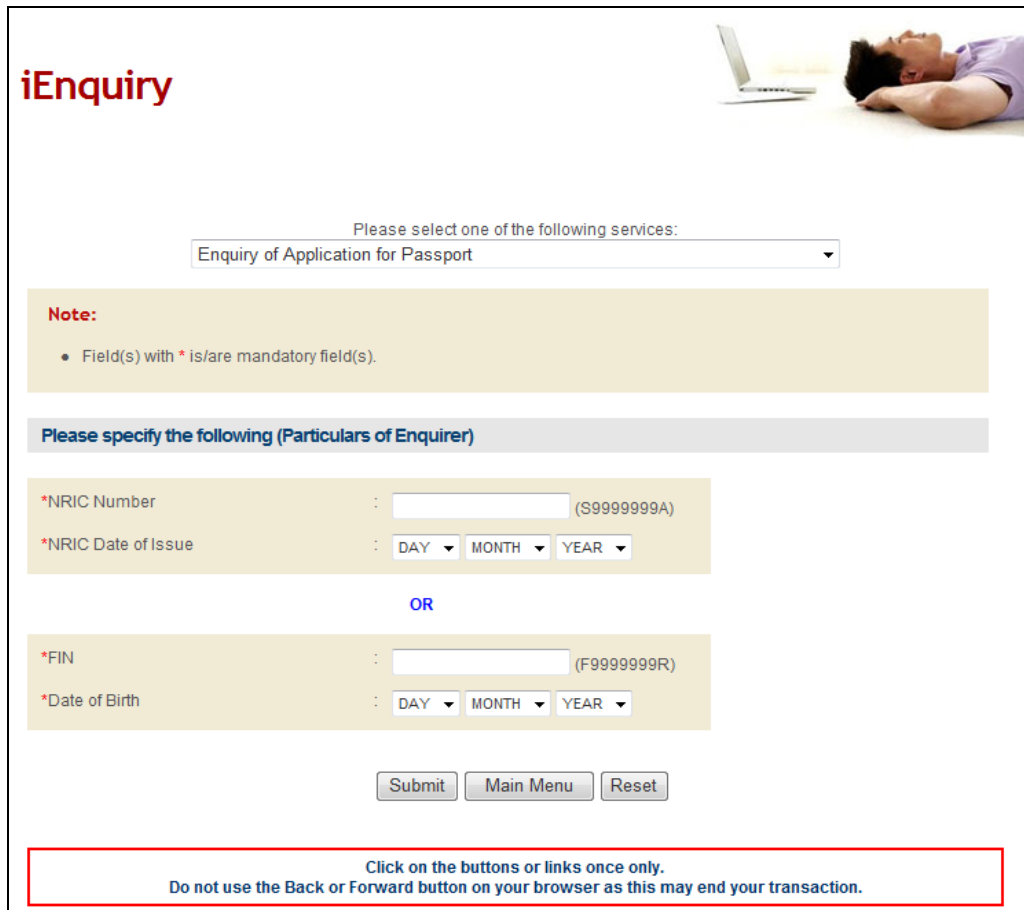
(Figure 2)

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**)



The screenshot shows the 'iEnquiry' web application interface. At the top left, the title 'iEnquiry' is displayed in red. To the right, there is a background image of a person lying down with their head on a laptop. Below the title, a dropdown menu is labeled 'Please select one of the following services:' and currently shows 'Enquiry of Application for Passport'. A 'Note' section follows, stating 'Field(s) with * is/are mandatory field(s)'. Below this, a section titled 'Please specify the following (Particulars of Enquirer)' contains two alternative input sections. The first section requires '*NRIC Number' (with a text box and '(S9999999A)' next to it) and '*NRIC Date of Issue' (with three dropdown menus for DAY, MONTH, and YEAR). The second section, separated by 'OR', requires '*FIN' (with a text box and '(F9999999R)' next to it) and '*Date of Birth' (with three dropdown menus for DAY, MONTH, and YEAR). At the bottom of the form are three buttons: 'Submit', 'Main Menu', and 'Reset'. A red-bordered box at the very bottom contains the instruction: 'Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.'

(Figure 3)

iEnquiry

Enquiry of Application for Passport

Note:

- Field(s) with * is/are mandatory field(s).
- All entries must be in English.

Please specify the following

*Application Reference Number : P/ SIP

*NRIC/Birth Certificate/Citizenship Certificate Number : (S9999999A)

OR

*NRIC/Citizenship Certificate Number : (S9999999A)

*Date of Issue : DAY MONTH YEAR

OR

*Birth Certificate Number : (S9999999A)

*Child's Date of Birth : DAY MONTH YEAR

(Note: For person below 16 years old without Identity Card.)

(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 (<http://www.ica.gov.sg/page.aspx?pageid=362&secid=116>).

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.

UPDATED SECURITY FEATURES ON NRICS

Q7 When will the NRIC with updated security features be introduced?

A7 The new batch of NRICs will be issued on/after 2 May 2013. However, the overall look and feel of the NRIC remains unchanged.

Q8 Why is there a need to introduce the new batch of NRIC?

A8 As part of ICA's regular reviews and continuous efforts to enhance our products, we have incorporated security features made possible by new technology to the new batch of NRIC. However, even with the new security features, the overall look and feel of the NRIC remains unchanged.

Q9 What are the updated security features?

A9 One obvious security feature is the "window" below the photograph of the NRIC holder, of which the photograph image therein could be seen from the reverse of the NRIC under light. In addition, the current security feature of Multiple Laser Image (ie. where the public would have to tilt the NRIC up and down to view the lion head or NRIC number at different angles) has been retained as it has proven to provide high level of security to the card. For more information on the

new card, please refer to our iEnquiry website - <https://ienquiry.ica.gov.sg/index.do>

Q10 Why was there a need to replace the small image in the current NRIC with the new “window”? Is the current (updated) feature inferior (superior) in terms of security?

A10 ICA constantly reviews and enhances our products such as incorporating security features made possible by new technology.

Q11 Who is eligible to apply for the NRIC with the updated security features?

A11 Any Singapore Citizen or Permanent Resident who replaces his or her NRIC on or after 2 May 2013 will be issued an NRIC with the updated security features.

Q12 Will there be an increase in the replacement fee for the NRIC with the updated security features?

A12 There is no change to the replacement fees for NRIC.

Q13 Can I apply to replace my NRIC?

A13 The current NRICs in circulation are still valid. There is no necessity for NRIC holders to replace their NRICs unless their current NRICs are damaged/lost/stolen or if there is a need for the holders to update their photographs/particulars. If necessary, the prevailing NRIC replacement fees would apply.

Q14 Can I keep my old NRIC as a souvenir after I have applied for a replacement?

A14 Yes, the old NRIC will be invalidated and returned to the holder upon registration of the replacement NRIC. However, ICA reserves the right to retain the invalidated NRIC where there is a need.

Q15 If I have booked an e-Appointment date to collect my NRIC after 2 May 2013, will I be issued with the new generation NRIC?

A15 If the registration of NRIC is done before 2 May 2013, you will be issued with the old version of NRIC.