



IMMIGRATION & CHECKPOINTS AUTHORITY

e-APPOINTMENT SYSTEM

The e-Appointment system is an online service that manages the appointment slots for all three Services Centres of the Immigration & Checkpoints Authority (ICA), namely the Citizen Services Centre, Permanent Resident Services Centre and Visitor Services Centre. Since 15 July 2008, the system is available on ICA's website at <http://www.ica.gov.sg>. It has the capability to allow customers to book an appointment with ICA to complete their application processes as well as to change or cancel appointments. After an e-Appointment is made, details of the appointment will be transmitted to ICA's queue system to facilitate the issuance of queue tickets to the customers.

2 The e-Appointment caters to applicants seeking various immigration services that include collection of passports at ICA Building or SingPost outlets, completion of Student's Pass formalities and submission of PR application.

Benefits of the e-Appointment system

3 Like all other e-services introduced by ICA, the e-Appointment system is user-friendly with an intuitive interface. In fact, applicants only need to go through four simple steps to make an appointment with ICA electronically:

On the e-Appointment webpage

1. Select a service that is applicable and log in;
2. Select an available date;
3. Select preferred time slot; and
4. Confirm appointment date/time.

Applicants with e-Appointments will be given priority over those who walk-in. Their waiting time is also shorter.

4 The introduction of the e-Appointment system has not only helped the public to better manage their time when planning a trip to the ICA Building, it has also helped to alleviate the heavy workload of ICA officers by spreading the flow of customers more evenly throughout the day.