IMMIGRATION AND CHECKPOINTS AUTHORITY (ICA)

Submission of Application for Visa
(SAVE)
Public Submission by Individual User Manual

Version 5.0

Table of Contents

1. INTRODUCTION 3

1.1. OVERVIEW 3
1.2. ABOUT THIS MANUAL 4
1.3. INSTALLATION/SETUP 5
1.4. CONVENTION 6
1.5. SUPPORTED PAYMENT MODES 7

2. FUNCTIONS 8

2.1. PUBLIC – INDIVIDUAL VISA APPLICATION 8
2.1.1. Singpass Authentication Service 10
2.1.2. List of Draft Applications 11
2.1.3. Submission of Application – Particulars of Applicant 12
2.1.4. Submission of Application – Additional Information of Applicant 17
2.1.5. Particulars of Local Contact 20
2.1.6. Upload Applicant Photo 23
2.1.7. Application Preview 24
2.1.8. MyCart Payment Summary 28
2.1.9. Payment for Application 29
2.1.10. Print Acknowledgement for Visa Application 31
2.2. PUBLIC – INDIVIDUAL VISA APPLICATION STATUS ENQUIRY 33
2.2.1. Status of Visa Application 34
2.2.2. Status of Visa Appeal 41
2.2.3. Form 14A Printing 47

3. FREQUENTLY ASKED QUESTIONS 49

1. Introduction

1.1. Overview

SAVE Public – Individual module is a web-based application to allow members of public to apply Entry Visa into Singapore. There is a hyperlink from ICA website (https://www.ica.gov.sg) to this front-end Internet application.

1.2. About This Manual

The objective of this manual is to provide detailed explanations and step-by-step guidelines on how to use SAVE Public – Individual module for member of public.

The users of SAVE Public – Individual module should have basic knowledge of using a web browser, navigating from one page to another.

The chapters in this manual are organized in a logical functional manner, and not necessary in the order that the users would normally use the system.

A reader can go through this user manual in any order according to the specific function that he/she encountered or is interested in.

The functionality for SAVE Public – Individual module includes application of Visa, printing Form 14A and enquiry of Visa application.

1.3. Installation/Setup

SAVE Public – Individual module is optimized and compatible with the following browsers (recommended to use latest browser version).

- Edge
- Firefox
- Chrome
- Safari

The users of SAVE Public – Individual module need to configure the settings of his internet browser before launching SAVE website (https://eservices.ica.gov.sg/esvclandingpage/save).

If the user is using a pop-up blocker, please add the following as your allowed sites. Otherwise, the relevant transaction pages from the banks may not display, or your transaction request may not be complete.

- www.enets.sg
- www.enets.com.sg
- dbsd2pay.dbs.com
- pibenets.uob.com.sg
- www.citibank.com.sg
- www.ocbc.com
- www.plus.com.sg
- ibank.standardchartered.com.sg

1.4. Convention

This manual uses the following conventions.

- **[Button Name]** to show it is a button
- **[Next]** button redirects to next page
- **[Save]** or **[Submit]** button indicates that the system will insert or update records in database and display the acknowledgement page
- **[Form 14A]** button displays the Form 14A in PDF format for printing
- **[Form V39A]** button displays the Form V39A in PDF format for printing
- **[Back]** button redirects to previous page
- **[Clear]** button clears input value from all fields

1.5. Supported Payment Modes

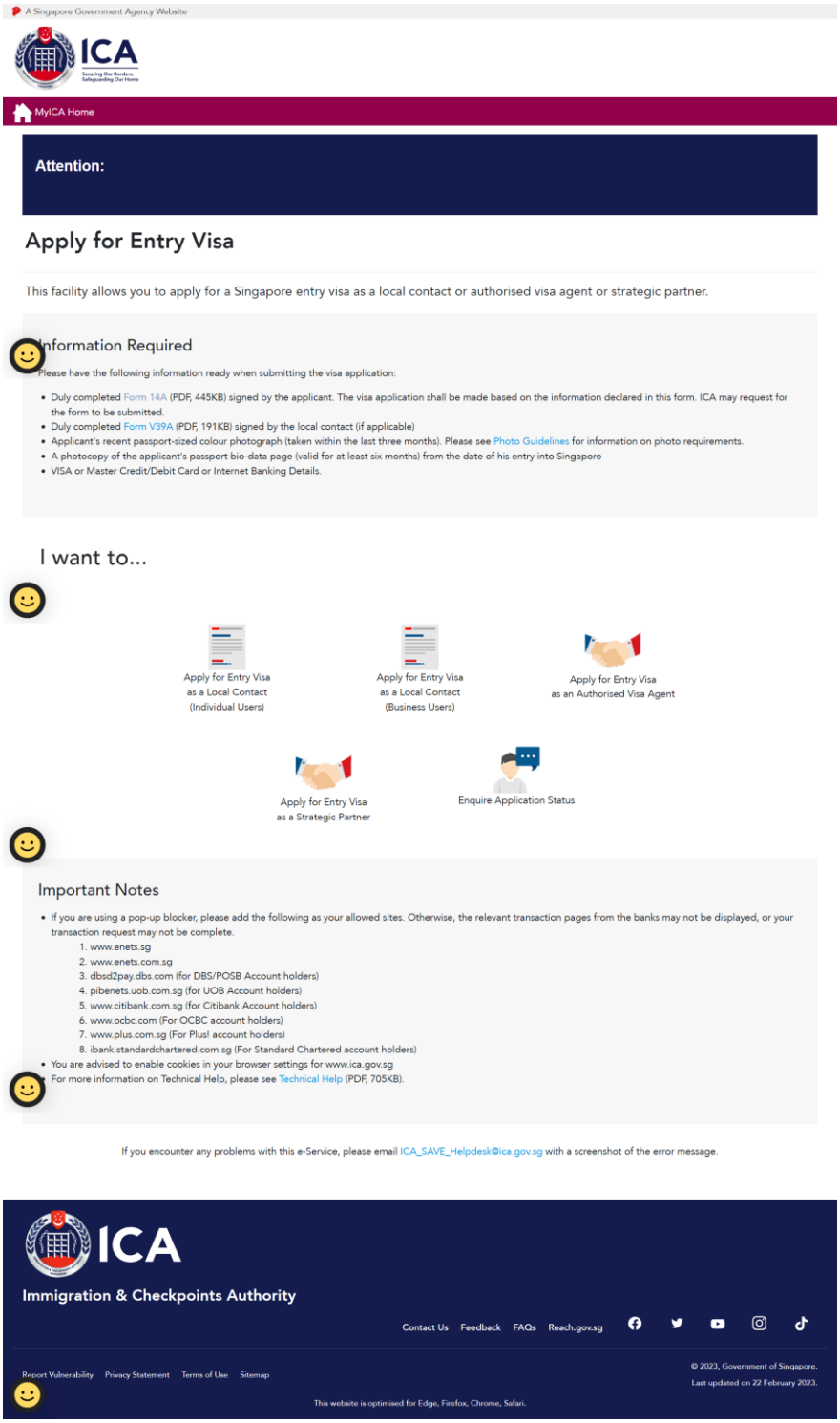
This manual uses the following payment modes.

- American Express Card
- Visa/MasterCard Credit Card and Debit Card
- Internet Banking Account from DBS/POSB, Citibank, OCBC/Plus!, Standard Chartered or UOB
- PayNow

2. Functions

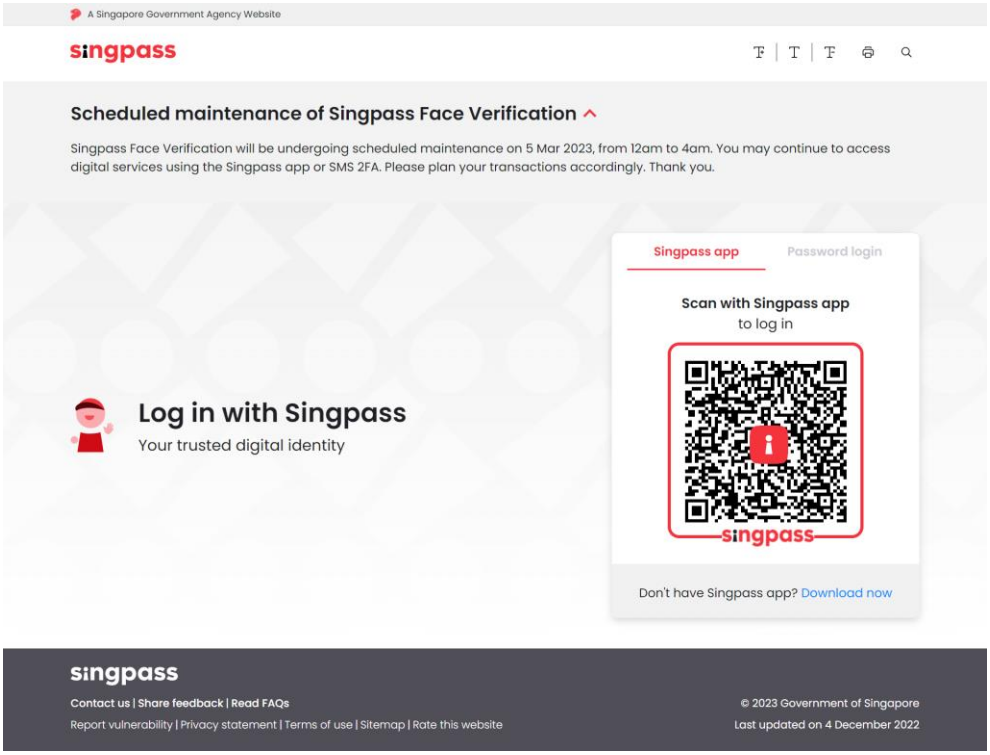
2.1. Public – Individual Visa Application

Submission of application for Entry Visa website is accessible at (https://eservices.ica.gov.sg/esvclandingpage/save).



- Click on **[Form 14A]** hyperlink to download the PDF copy of Form 14A.
- Click on **[Form V39A]** hyperlink to download the PDF copy of Form V39A.
- To apply for Visa as an Individual Local Contact, click on **[Apply for Entry Visa as a Local Contact (Individual Users)]** to log in using Singpass.
- To apply for Visa on behalf of a Company as a Local Contact, click on **[Apply for Entry Visa as a Local Contact (Business Users)]** to log in using Singpass.
- To apply for Visa as an Authorised Visa Agent, click on **[Apply for Entry Visa as an Authorised Visa Agent]** to be redirected to https://eservices.ica.gov.sg/save-oval/index.xhtml.
- To apply for Visa as a Strategic Partner, click on **[Apply for Entry Visa as a Strategic Partner]** to be redirected to https://eservices.ica.gov.sg/save-oval/index.xhtml.
- To enquire a Visa application status, click on **[Enquire Application Status]**.

2.1.1. Singpass Authentication Service



To login into SAVE Public – Individual module

- Enter Singpass ID
- Enter Password
- Click on **[Log in]**

or

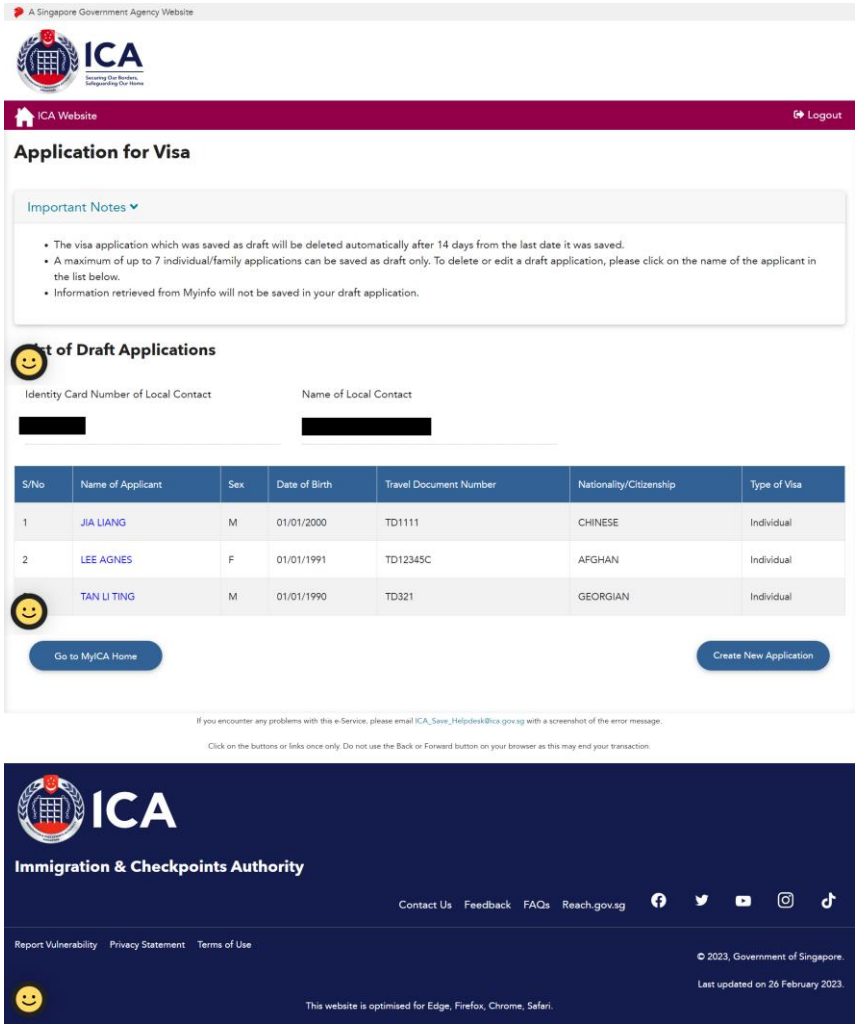
- Scan QR code with Singpass app

2.1.2. List of Draft Applications

This function allows Local Contact to save a draft copy of Visa application. If there are no draft applications, the user will be redirected to the application type selection page.

Note:

- The Visa application which was saved as “draft” by the Local Contact will be displayed in this page
- Local Contact can save up to seven individual/family Visa applications



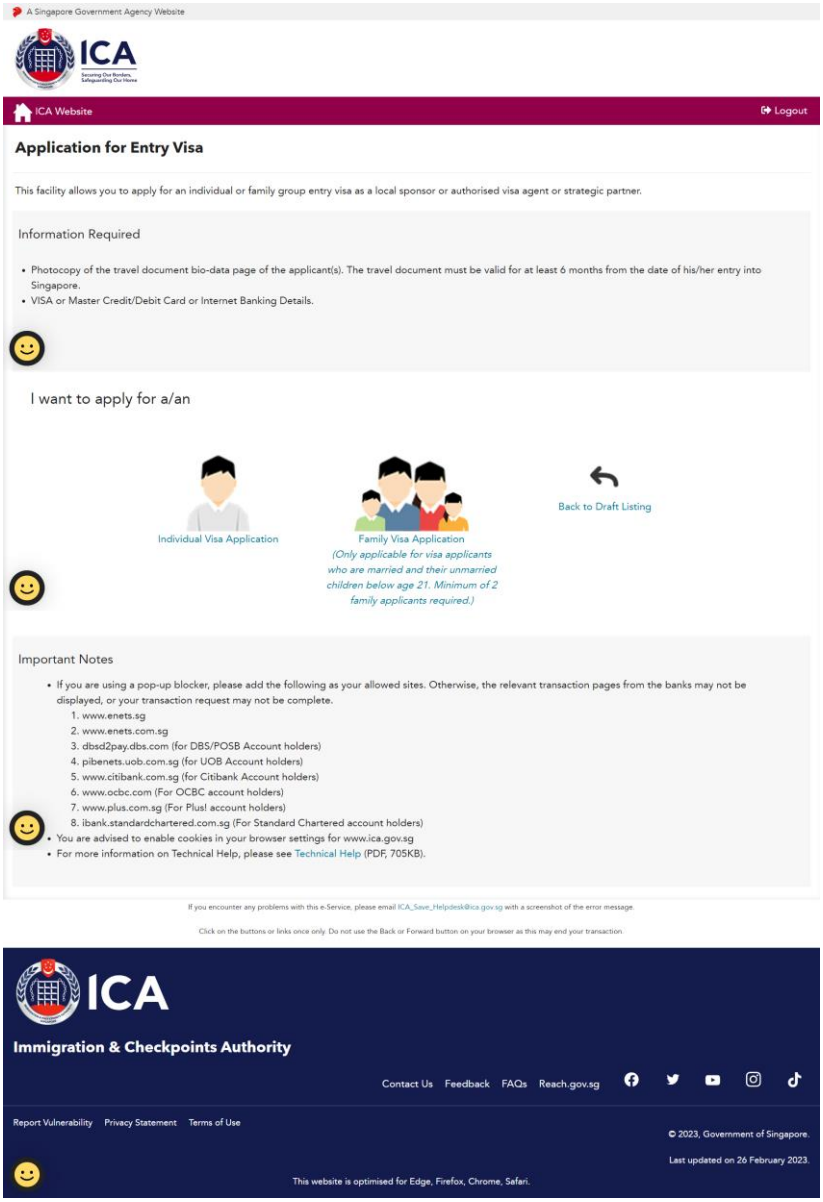
To edit or delete an existing draft application,

- Click on the hyperlink of the Name of Applicant
- Refer to section 2.1.3 on how to edit or delete an application

To create a new application,

- Click on **[Create New Application]**
- Refer to section 2.1.3 on how to create a new application

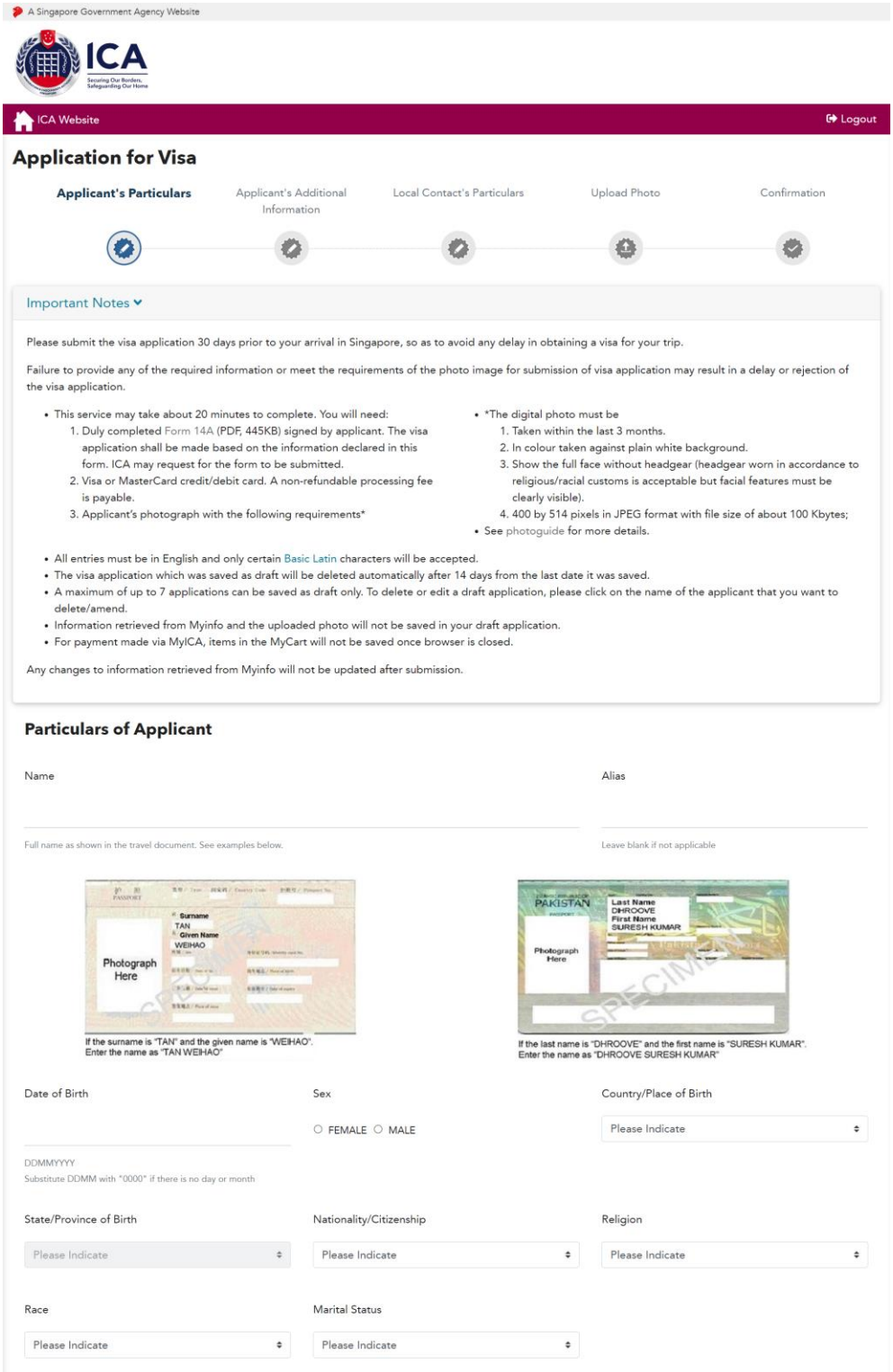
2.1.3. Submission of Application – Particulars of Applicant

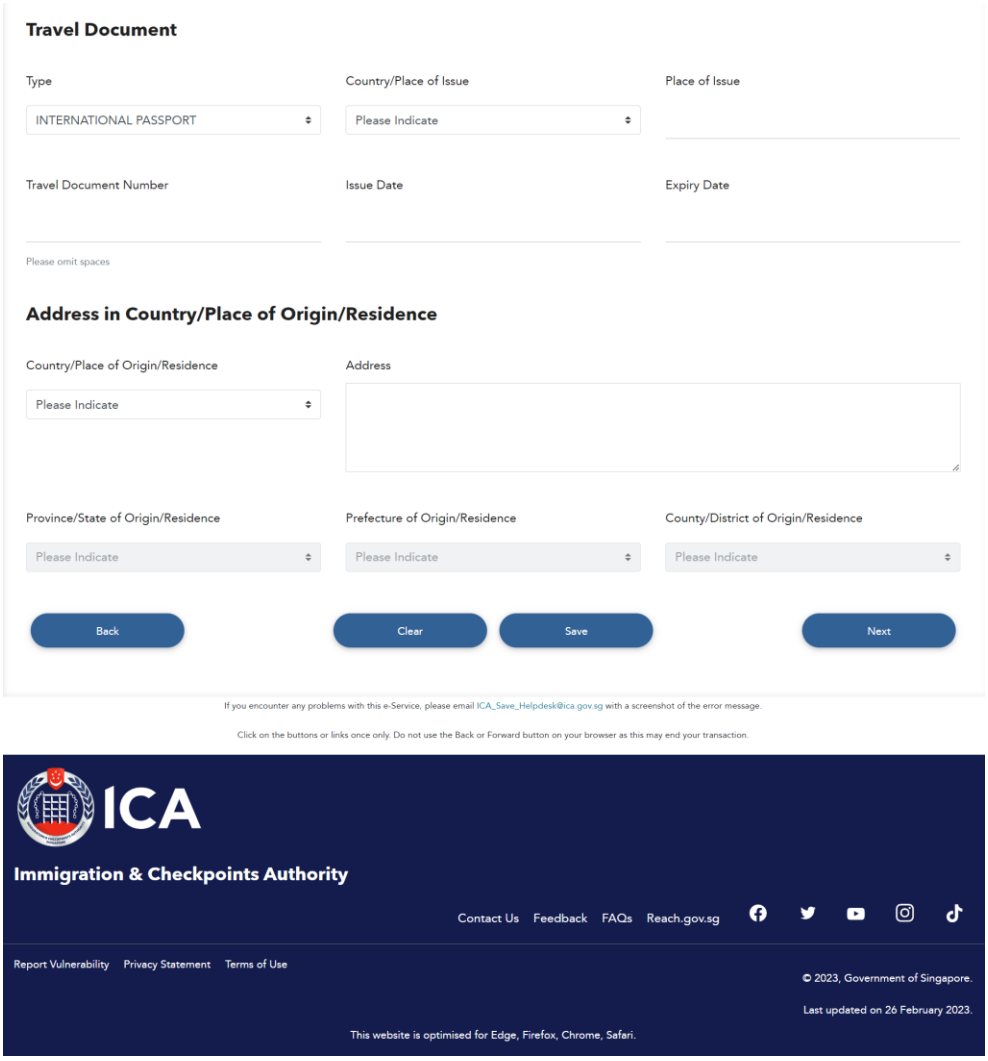


To create a new Individual Visa application,

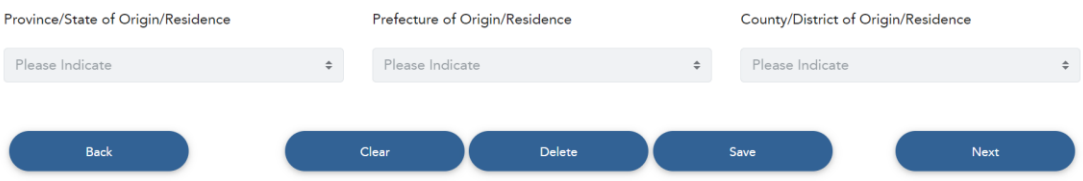
- Click on **[Individual Visa Application]** icon

This function allows Local Contact to enter the particulars of the applicant.

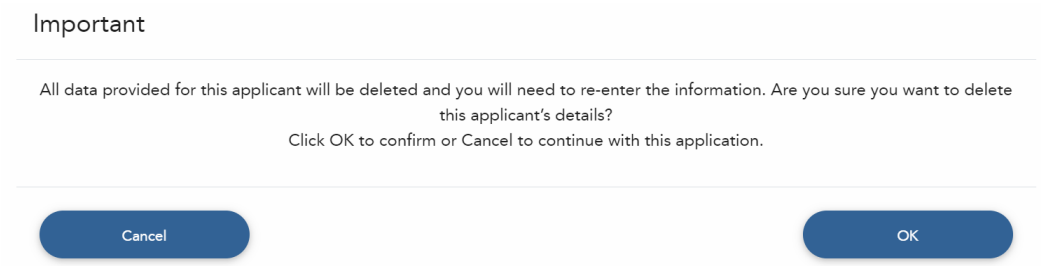




Should the user wish to delete a draft application, after clicking on the draft, the user will see **[Delete]** at the button of the page.



- Click on **[Delete]** at the bottom of the page
- A popup message will be displayed
  - Click **[OK]** to confirm the deletion of draft application
  - Click **[Cancel]** to continue editing the draft application



To save this page of current Visa application,

- Click on **[Save]**
- A confirmation message "The application has been saved." will be displayed

To proceed to next page,

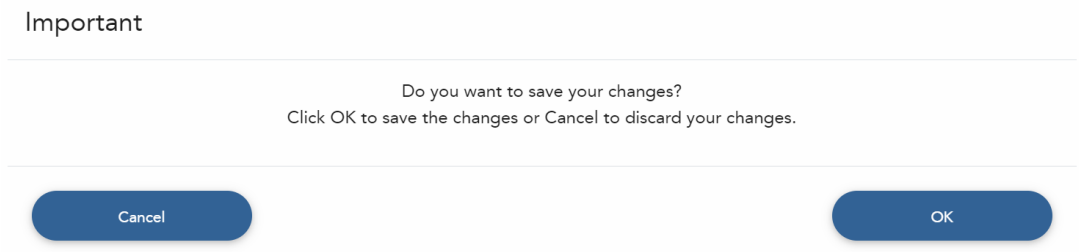
- Enter the mandatory fields
- Click on **[Next]**

To clear the values entered for the current Visa application,

- Click on **[Clear]**
- Fields which have been filled will be cleared

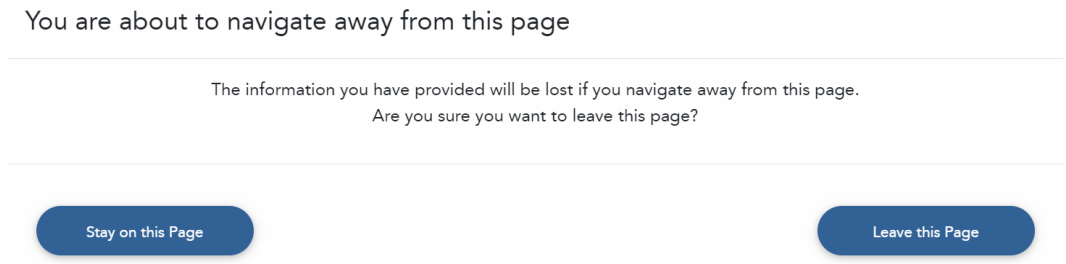
To return to the previous page,

- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page



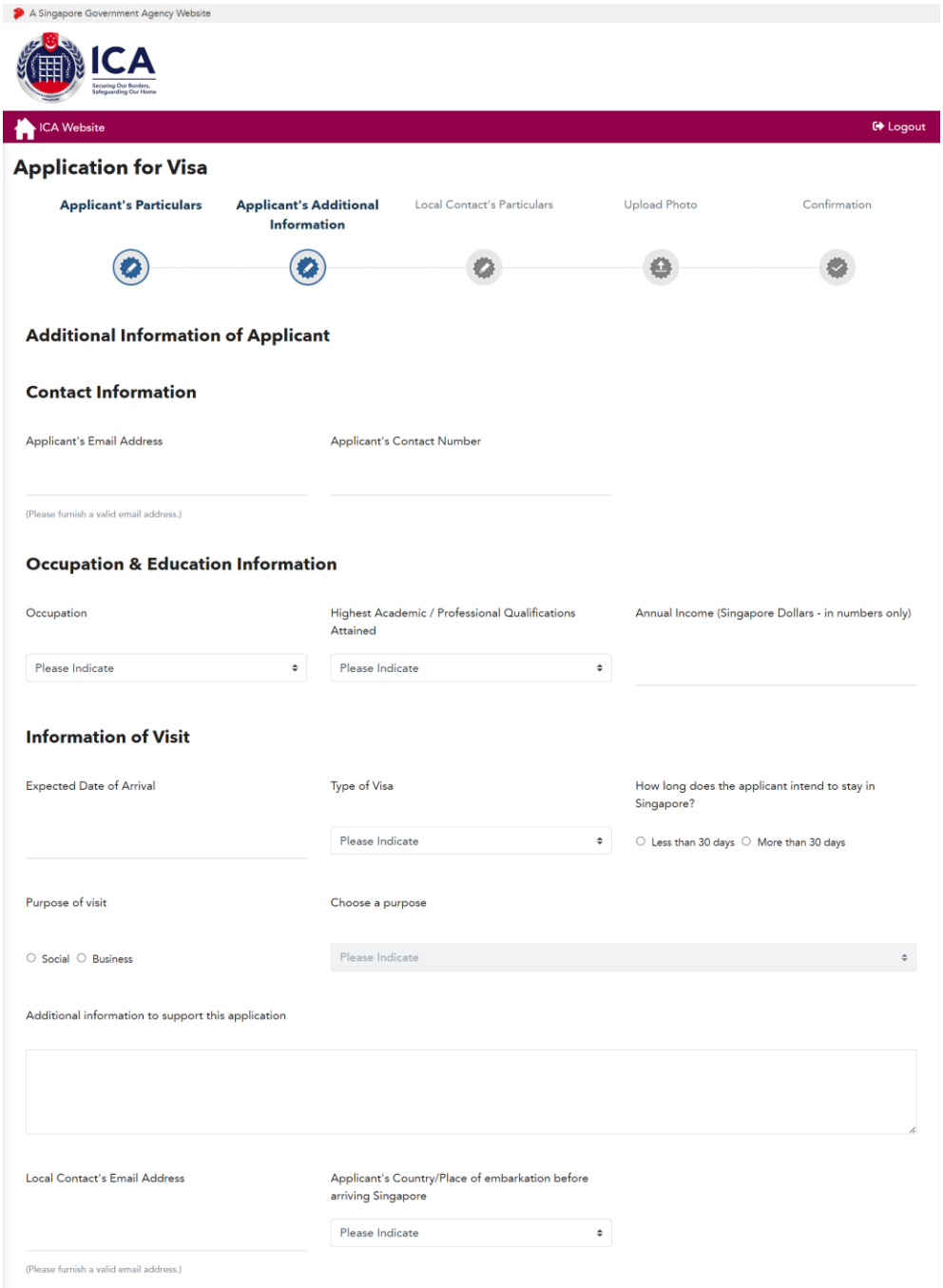
To return to MyICA dashboard,

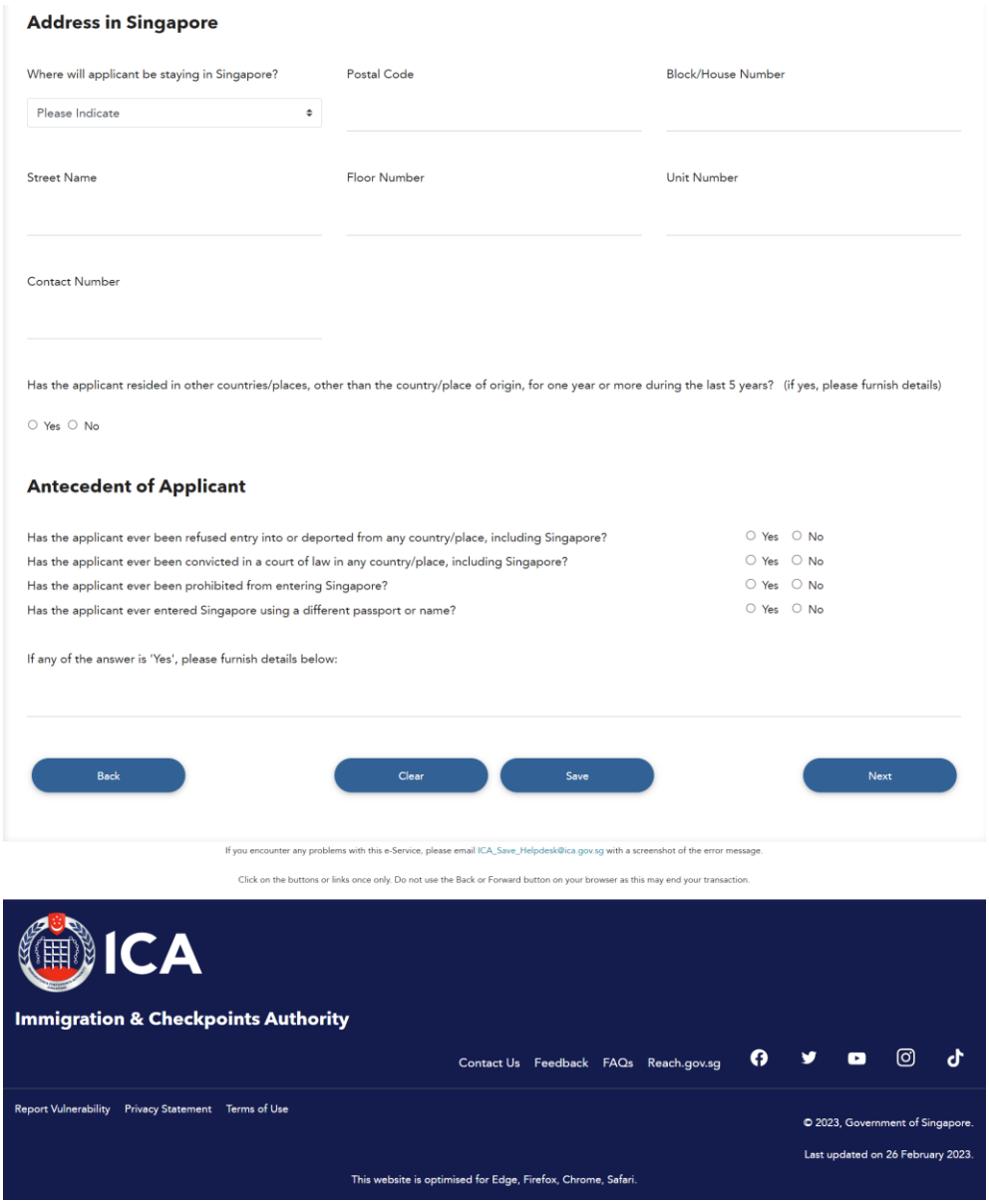
- Click on **[Go to MyICA Home]**
- A popup message will be displayed
  - Click **[Stay on this Page]** to stay at current page
  - Click **[Leave this Page]** to redirect to MyICA dashboard



2.1.4. Submission of Application – Additional Information of Applicant

This function allows Local Contact to enter other details of the applicant.





To save this page of current Visa application,

- Click on **[Save]**
- A confirmation message “The application has been saved.” will be displayed

To proceed to next page,

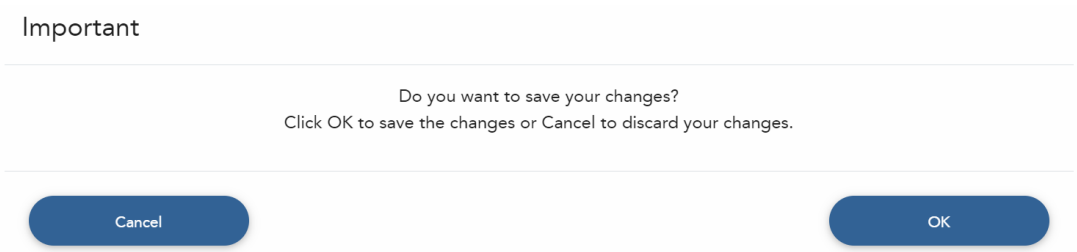
- Enter the mandatory fields
- Click on **[Next]**

To clear the values entered for the fields on current page,

- Click on **[Clear]**
- Fields which have been filled will be cleared

To return to previous page,

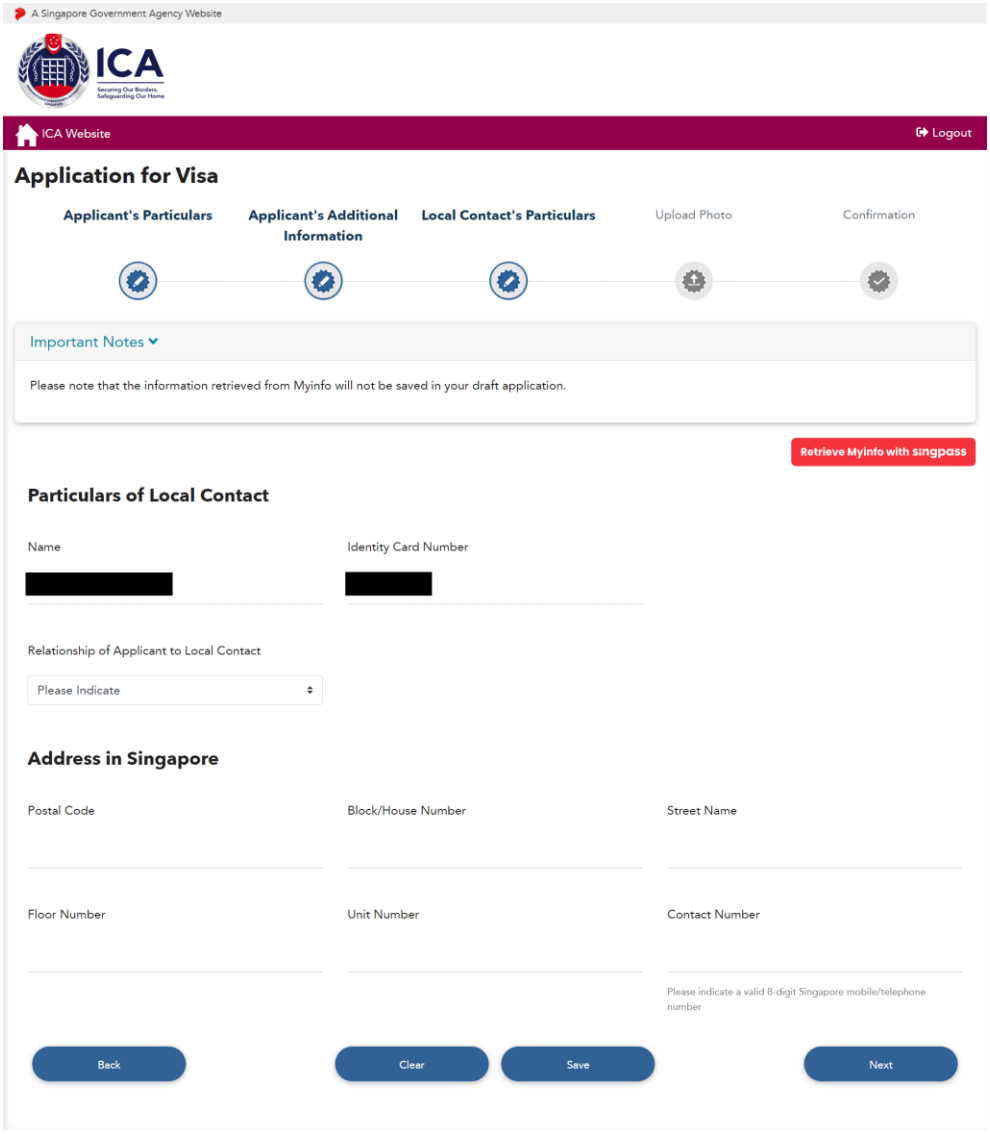
- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page

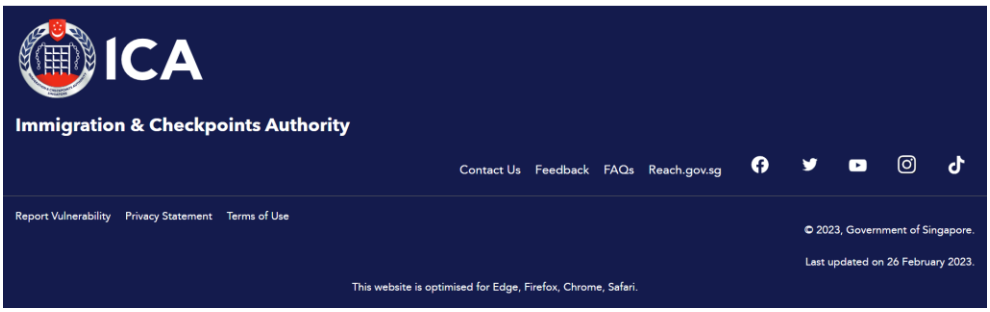


2.1.5. Particulars of Local Contact

Note: Under the following situation, applicant needs to fill in the particulars of Local Contact as shown below:

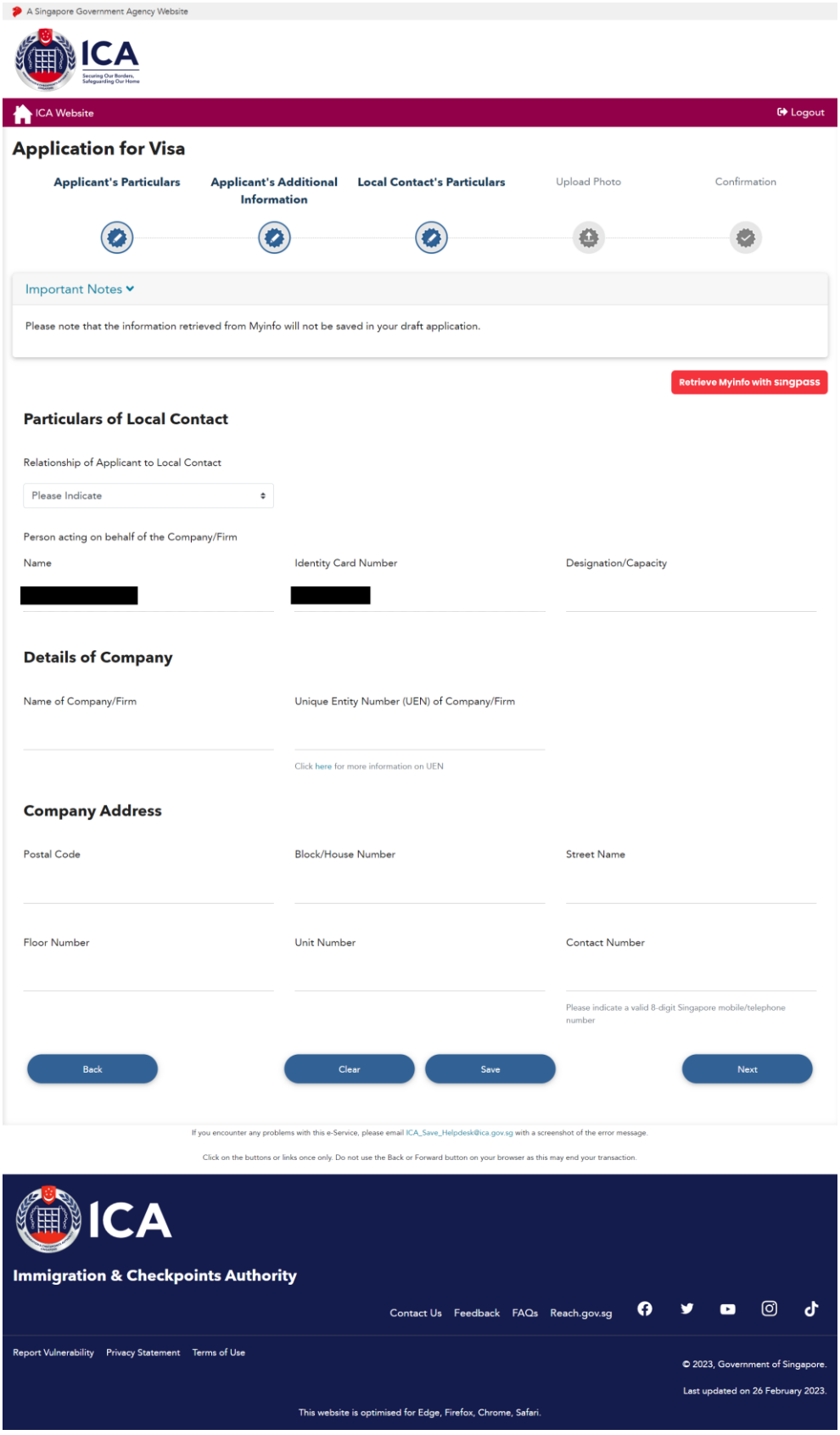
- Applicant's Visa Type Group is "**SOCIAL**"





The following page will be shown when

- Applicant's Visa Type Group is "**BUSINESS**"



If the Local Contact has registered with Myinfo, clicking **[Retrieve Myinfo with Singpass]** retrieves the following information from Myinfo and populates the respective fields:

- Local Contact's address
- Local Contact's contact number

Clicking **[Clear Myinfo]** will clear the fields that is populated.

To save this page of current Visa application,

- Click on **[Save]**
- A confirmation message "The application has been saved" will be displayed

To proceed to next page,

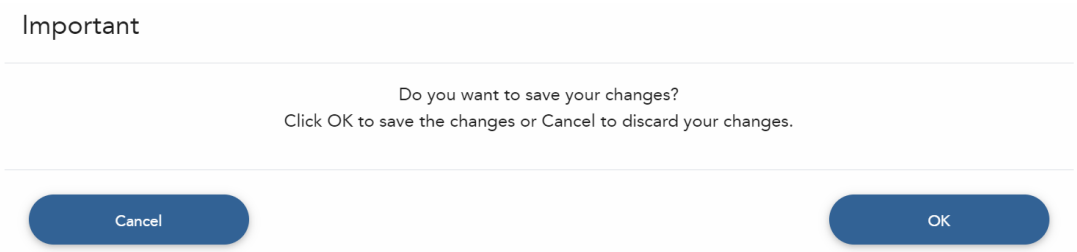
- Enter the mandatory fields
- Click on **[Next]**

To clear the values entered for the current Local Contact details,

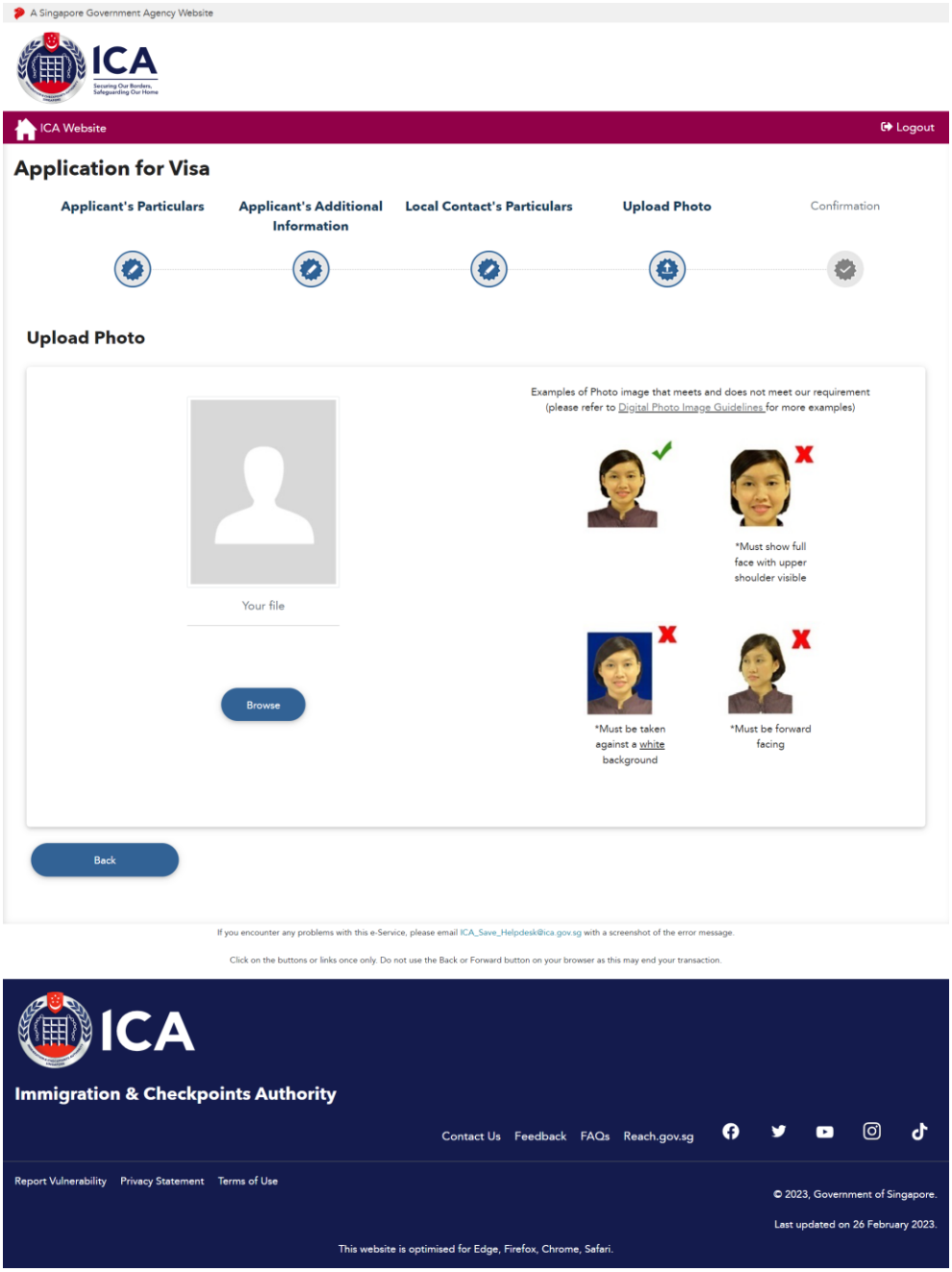
- Click on the **[Clear]**
- Fields which have been filled will be cleared

To return to previous page,

- Click on **[Back]**
- A popup message will be displayed
  - Click **[OK]** to save the changes and redirect back to previous page
  - Click **[Cancel]** to discard the changes and redirect back to previous page



2.1.6. Upload Applicant Photo



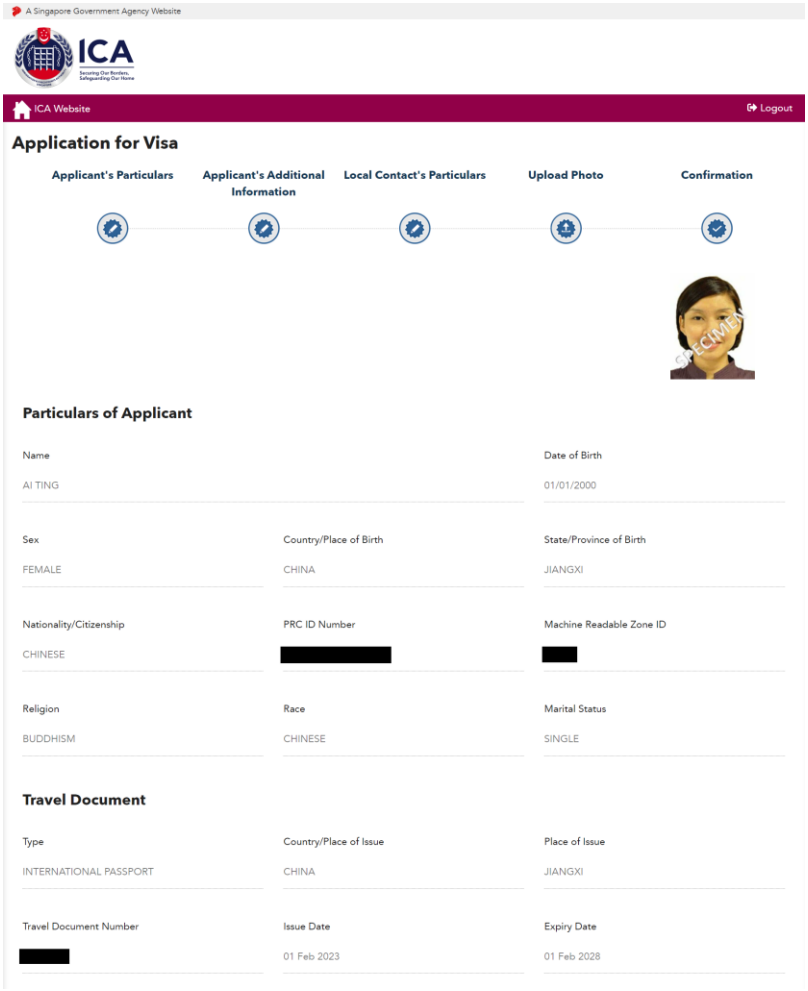
To upload applicant photo,

- Click on **[Browse]**
- Click on **[Next]** once the photo preview is displayed

To return to previous page,

- Click on **[Back]**
- Local Contact's particulars page is displayed

2.1.7. Application Preview



Address in Country/Place of Origin/Residence

Country/Place of Origin/Residence: CHINA

Address: CHINA

Province/State of Origin/Residence: JIANGXI

Additional Information of Applicant

Contact Information

Applicant's Email Address: [redacted]

Applicant's Contact Number: [redacted]

Occupation & Education Information

Occupation	Highest Academic / Professional Qualifications Attained	Annual Income (Singapore Dollars - in numbers only)
BUSINESSMAN	DIPLOMA	1234

Information of Visit

Expected Date of Arrival	Type of Visa	How long does the applicant intend to stay in Singapore?
28 Feb 2023	DOUBLE JOURNEY	LESS THAN 30 DAYS

If the applicant intends to stay in Singapore for more than 30 days, please state the reason for his or her intended length of stay and the duration

NOT APPLICABLE

Purpose of visit	Choose a purpose
BUSINESS	ATTENDING BUSINESS EXHIBITION / CONFERENCE

Local Contact's Email Address	Applicant's Country/Place of embarkation before arriving Singapore
[redacted]	CHINA

Address in Singapore

Where will applicant be staying in Singapore?	Postal Code	Block/House Number
HOTEL		

Street Name	Floor Number	Unit Number

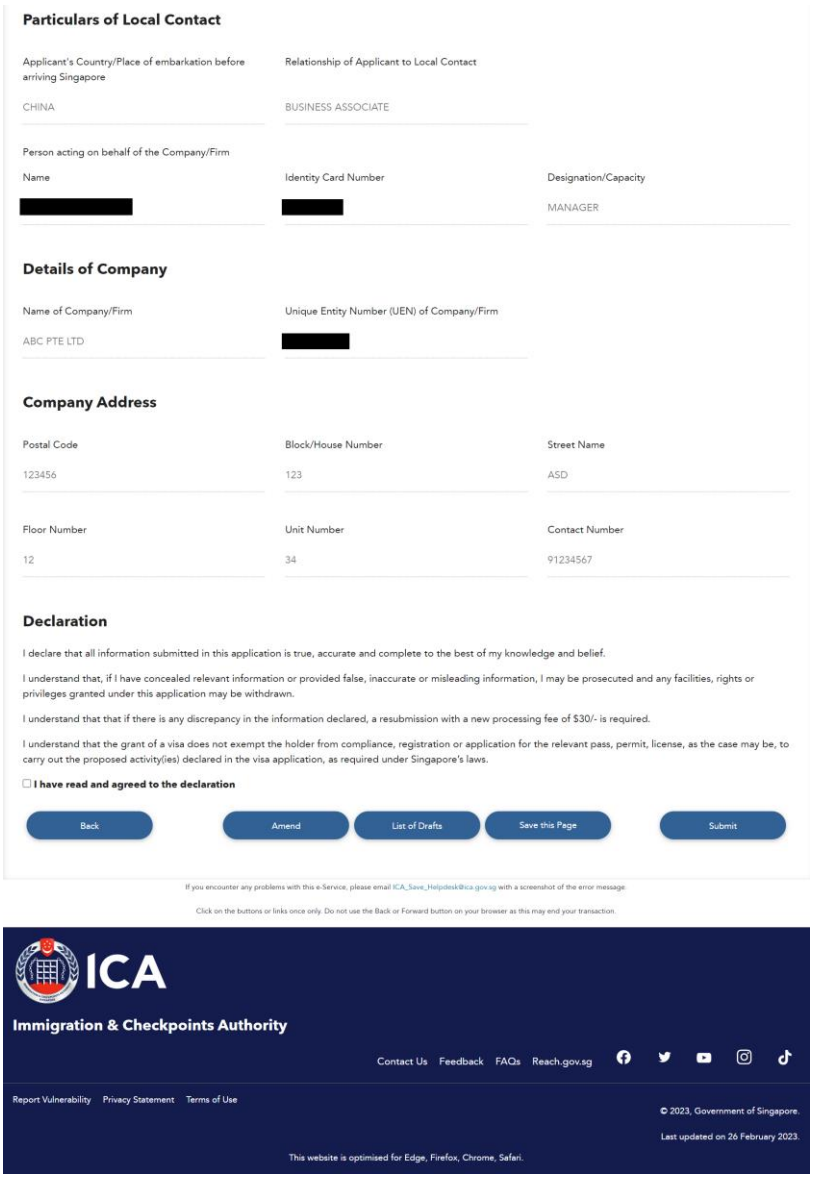
Contact Number:

Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years?

NO

Antecedent of Applicant

Has the applicant ever been refused entry into or deported from any country/place, including Singapore?	NO
Has the applicant ever been convicted in a court of law in any country/place, including Singapore?	NO
Has the applicant ever been prohibited from entering Singapore?	NO
Has the applicant ever entered Singapore using a different passport or name?	NO



To submit the Individual Visa application,

- Select the checkbox to declare that user have read and agreed to the declaration
- Click on **[Submit]** to confirm the application
- Payment selection page will be displayed

To amend the Individual Visa application,

- Click on **[Amend]**
- Form 14A Particulars of Applicant page will be displayed

To return to main page,

- Click on **[List of Drafts]**
- List of Draft page will be displayed

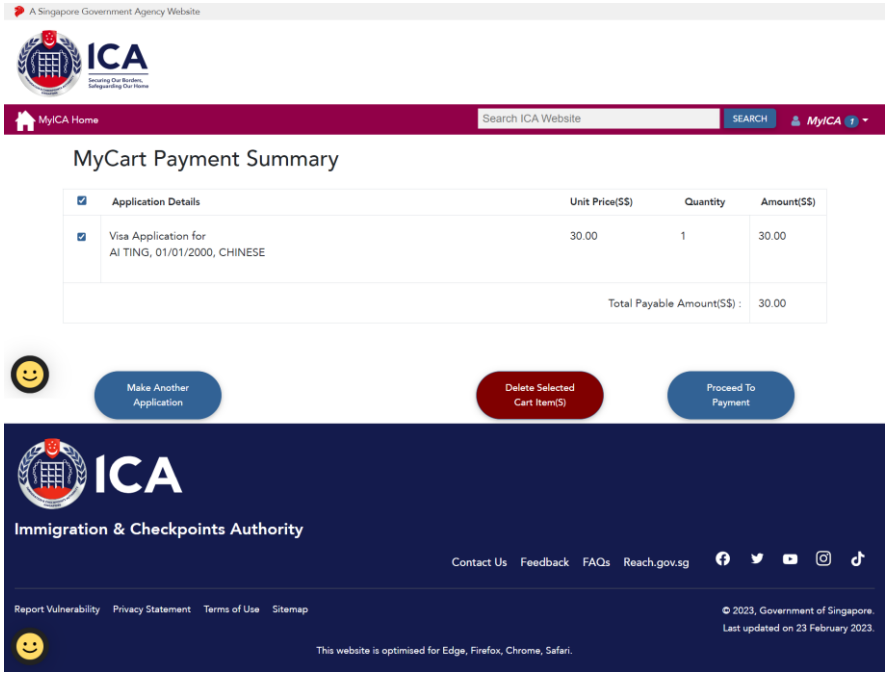
To return to previous page,

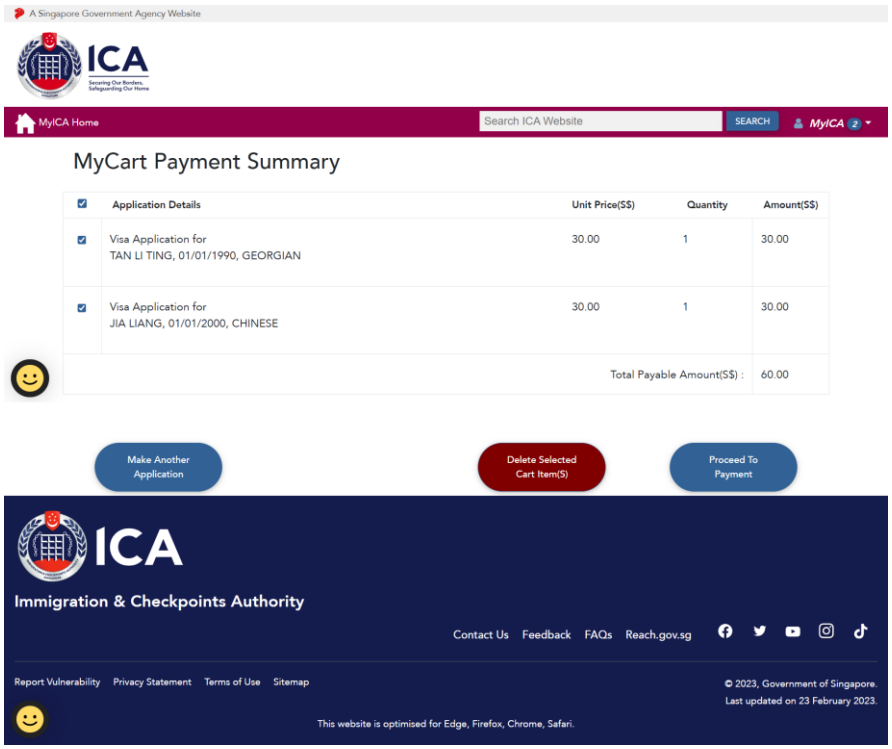
- Click on **[Back]**
- Upload Applicant Photo page will be displayed

To print/download a copy of Form 14A,

- Click on **[Save this Page]**
- Upload Applicant Photo page will be displayed

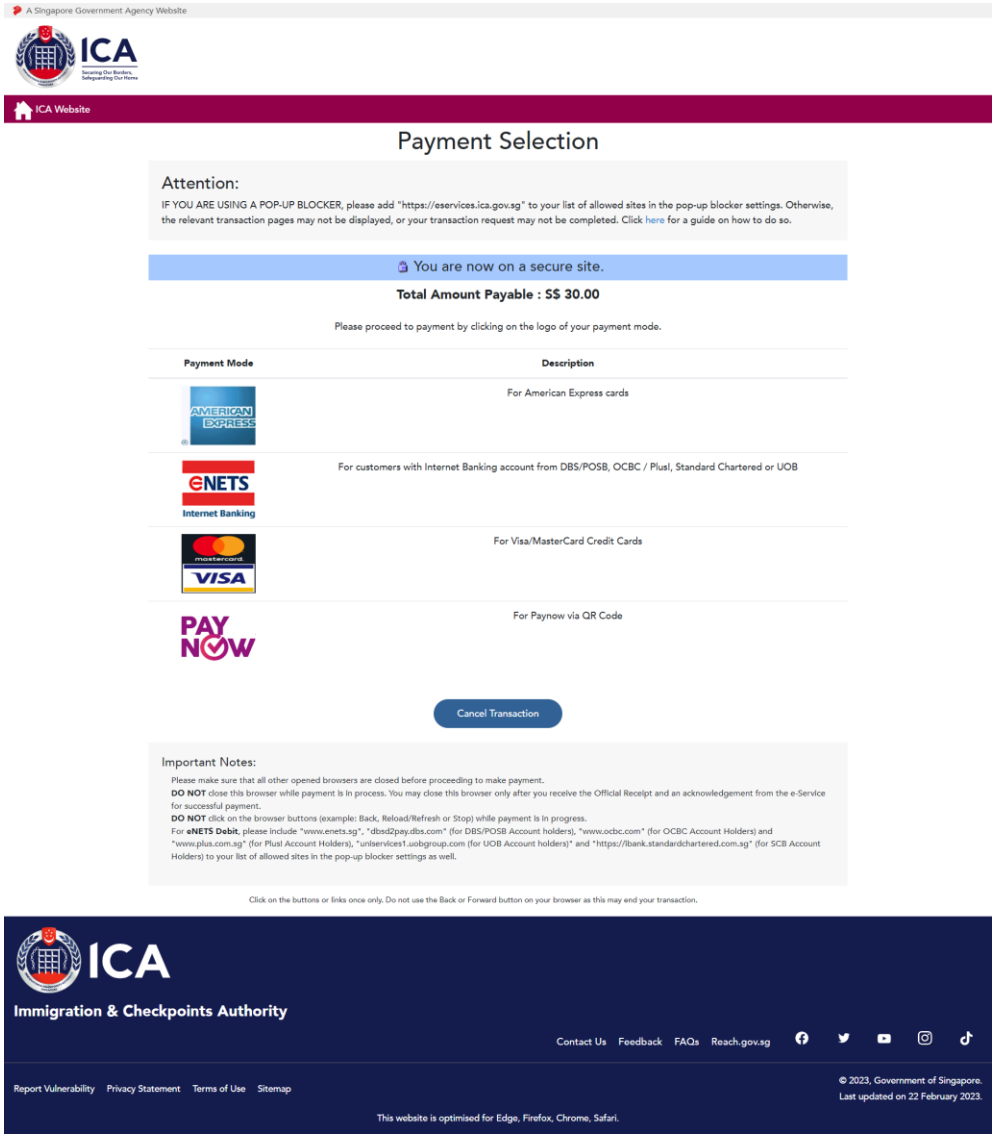
2.1.8. MyCart Payment Summary





- To submit another application, click on **[Make Another Application]**
- To delete item from cart, click on **[Delete Selected Cart Item(s)]**
- To proceed to payment, click on **[Proceed To Payment]**

2.1.9. Payment for Application



- Click on respective payment icon to proceed with payment
- To cancel the transaction, click on **[Cancel Transaction]**

Website : https://www.ica.gov.sg
GST Registration No. : MG-8400000-5

TAX INVOICE / RECEIPT

Receipt No	: ICA-0000000057294	Date/Time	: 24/02/2023 09:41
Agency	: Immigration & Checkpoints Authority		
Paid via	: DEBIT		
EP Ref No	: JNX20230224094110015	Bank Ref No	: 20230224094115419000

Sno	Code/Description	Unit Price(S$)	Qty	Amount(S$)
1.	Visa Application for AI TING, 01/01/2000, CHINESE	30.00	1	30.00
		Total (S$)		30.00

This is a computer-generated receipt. No signature is required.

Please print a copy of the receipt for your reference.

Website : https://www.ica.gov.sg
GST Registration No. : MG-8400000-5

TAX INVOICE / RECEIPT

Receipt No	: ICA-0000000057297	Date/Time	: 24/02/2023 10:00
Agency	: Immigration & Checkpoints Authority		
Paid via	: DEBIT		
EP Ref No	: JNX20230224100009017	Bank Ref No	: 20230224100014583000

Sno	Code/Description	Unit Price(S$)	Qty	Amount(S$)
1.	Visa Application for TAN LI TING, 01/01/1990, GEORGIAN	30.00	1	30.00
2.	Visa Application for JIA LIANG, 01/01/2000, CHINESE	30.00	1	30.00
		Total (S$)		60.00

This is a computer-generated receipt. No signature is required.

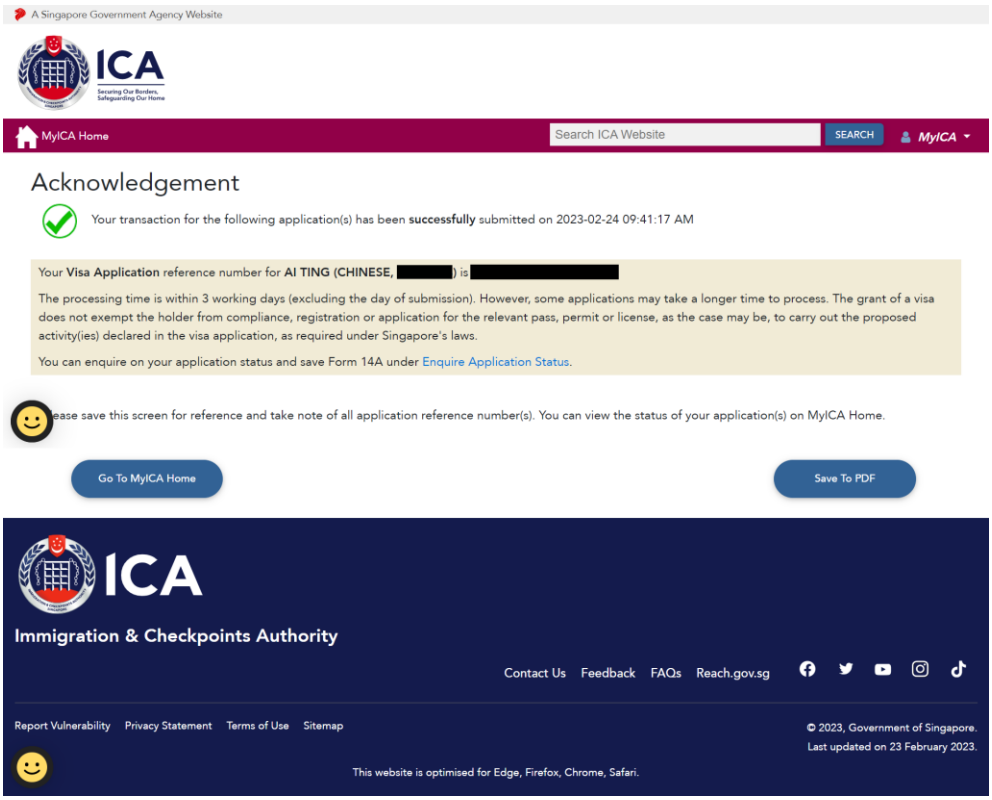
Please print a copy of the receipt for your reference.

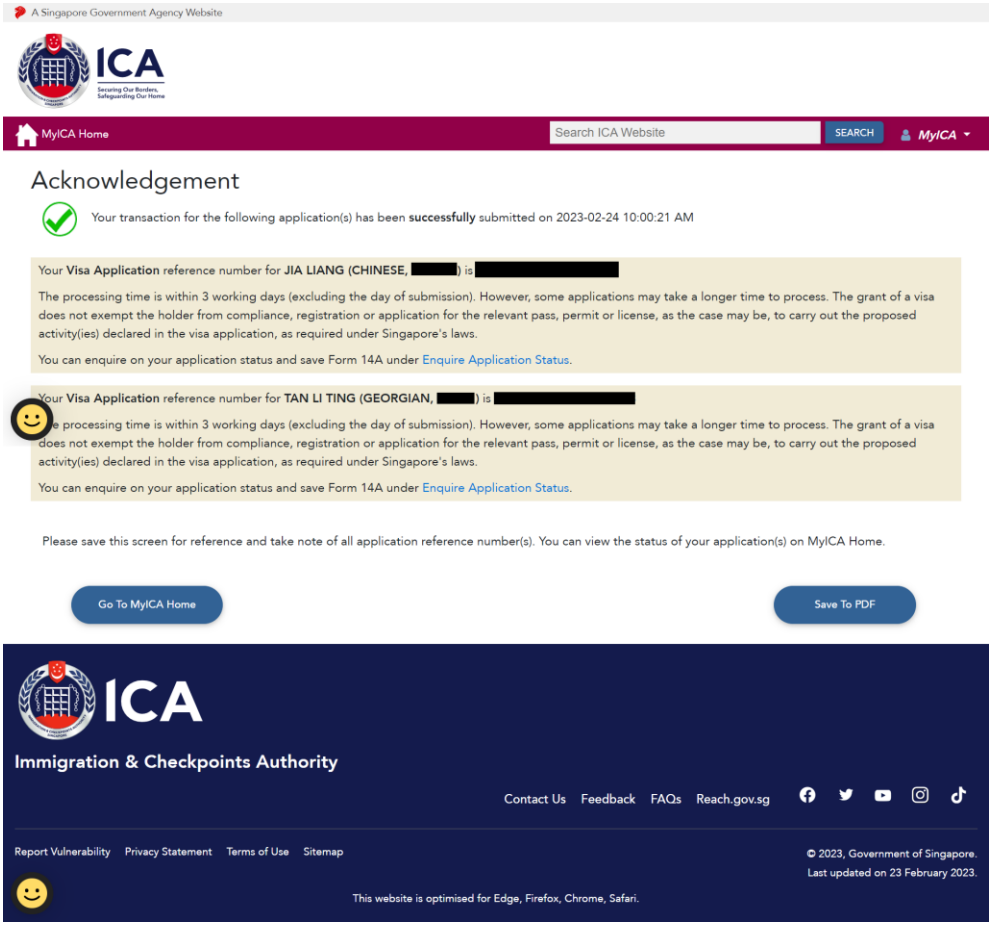
To download/print the Tax Invoice/Receipt,

- Enter CTRL + P or right click "**Print**"
- Click on **[Print]** to download/print a copy of the Tax Invoice/Receipt

2.1.10.Print Acknowledgement for Visa Application

Upon successful application and payment of Individual Visa, the acknowledgement page will be displayed.





- To save the acknowledgement page, click on **[Save To PDF]**. You will need the Visa reference number for future references or for application enquiry
- To return to MyICA home page, click on **[Go To MyICA Home]**
- To enquire the status of the application, click on **[Enquire Application Status]** hyperlink

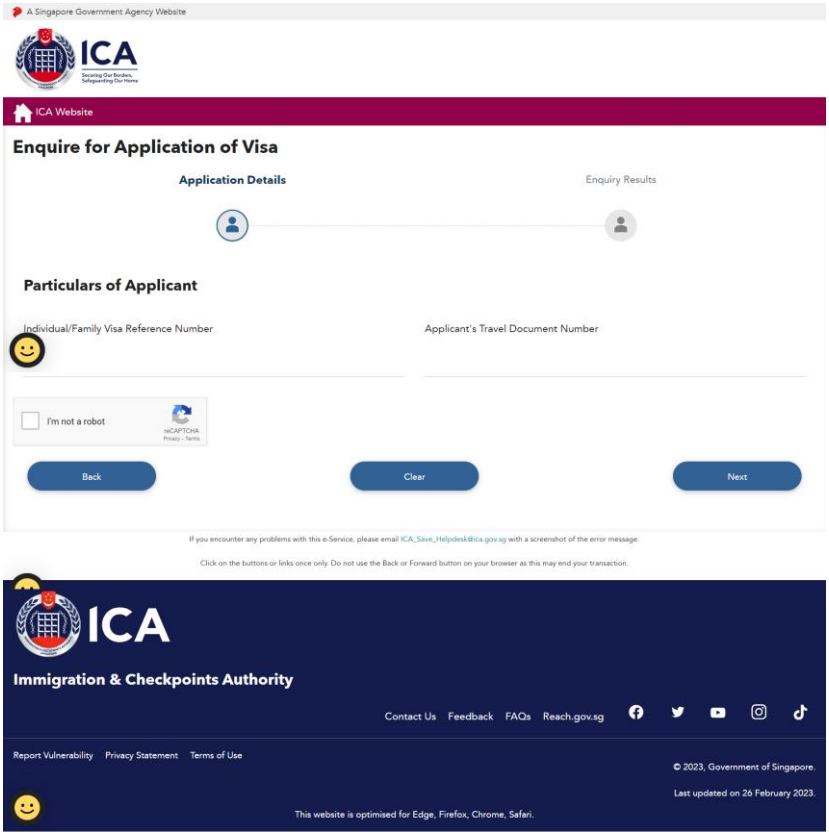
2.2. Public – Individual Visa Application Status Enquiry

This function allows Public users to enquire on the Individual Visa application submitted and print Form 14A using the application reference number and applicant's travel document number.

For Visa application enquiry,

- Go to SAVE website https://eservices.ica.gov.sg/esvclandingpage/save
- Click on **[Enquire Application Status]** to check the status of the Visa application

The Visa application enquiry page will be displayed.



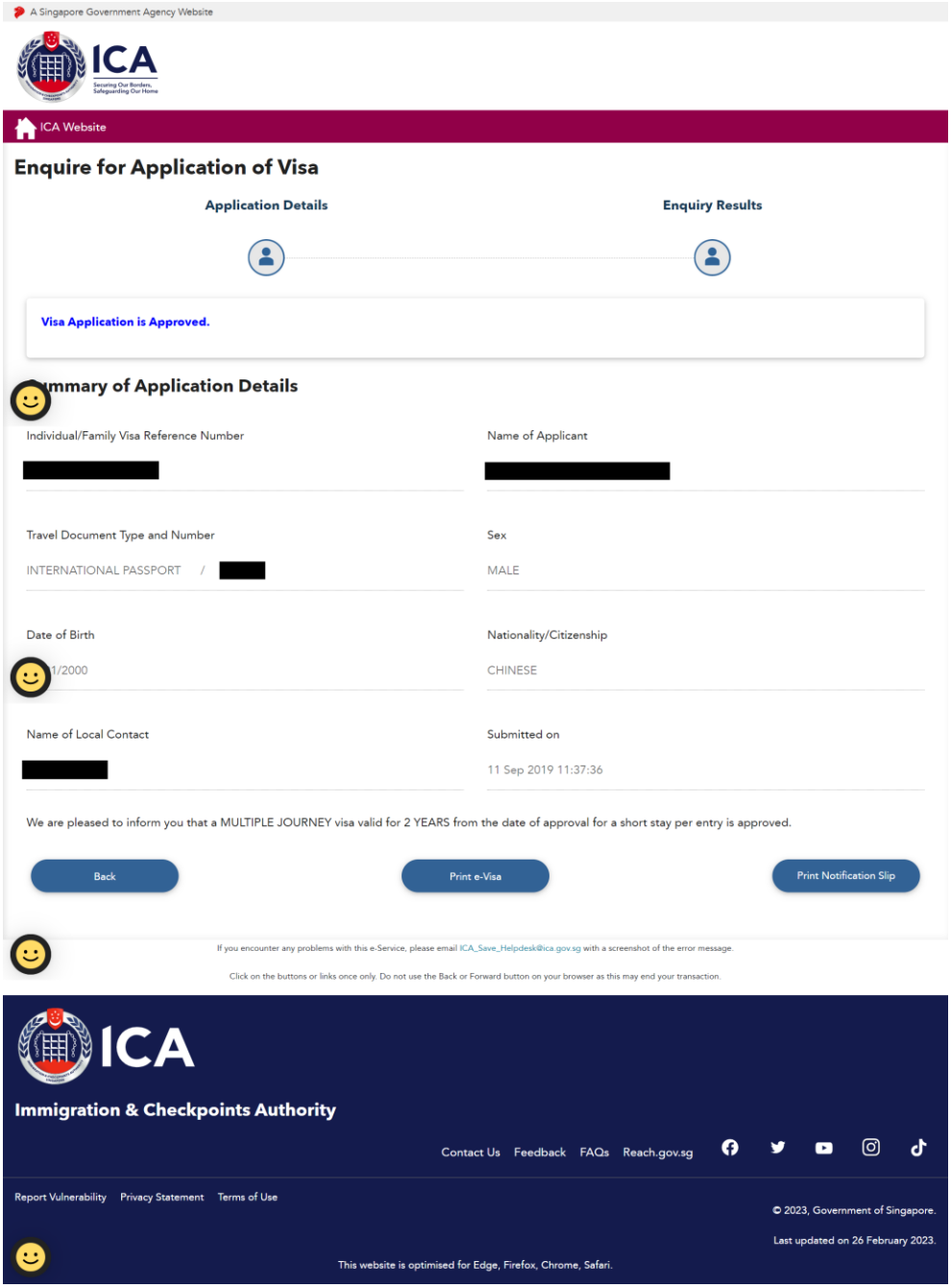
To enquire on **Approved, Pending, Withdrawn, Request for Documents, Documents Submitted or Rejected** Visa application/appeal,

- Enter Visa application reference number
- Enter Visa applicant's travel document number
- Click on **[Next]**
- Upon successful enquiry, the result page will be displayed. Note that the result page will differ, depending on the application/appeal status and enquiry inputs.

To clear the values, click on **[Clear]**
To return to previous page, click on **[Back]**

2.2.1. Status of Visa Application

If the Individual Visa application is **Approved** with e-Visa, the enquiry result page is as follows:



- To go back previous page, click on **[Back]**
- To download/print the e-Visa, click on **[Print e-Visa]**
- To print notification slip, click on **[Print Notification Slip]**

The format of the e-Visa will appear as shown below:

ICA
Securing Our Borders, Safeguarding Our Home

e-Visa for Republic of Singapore

You are required to present this e-Visa to the airline and relevant Authorities at the airport, if requested.

e-Visa Number:	[redacted]
Name:	[redacted]
Date of Birth:	01/01/2000
Sex:	MALE
Nationality/Citizenship:	CHINESE
Travel Document Number:	[redacted]
Visa issue date:	11-SEP-2019
Visa valid till:	10-SEP-2029
Type of Visa:	MULTIPLE JOURNEY
Remarks:	NOT VALID FOR EMPLOYMENT
Visa Issuing Authority:	SGP HON. CONSULATE IN F[illegible]NK[illegible]DE

SPECIMEN

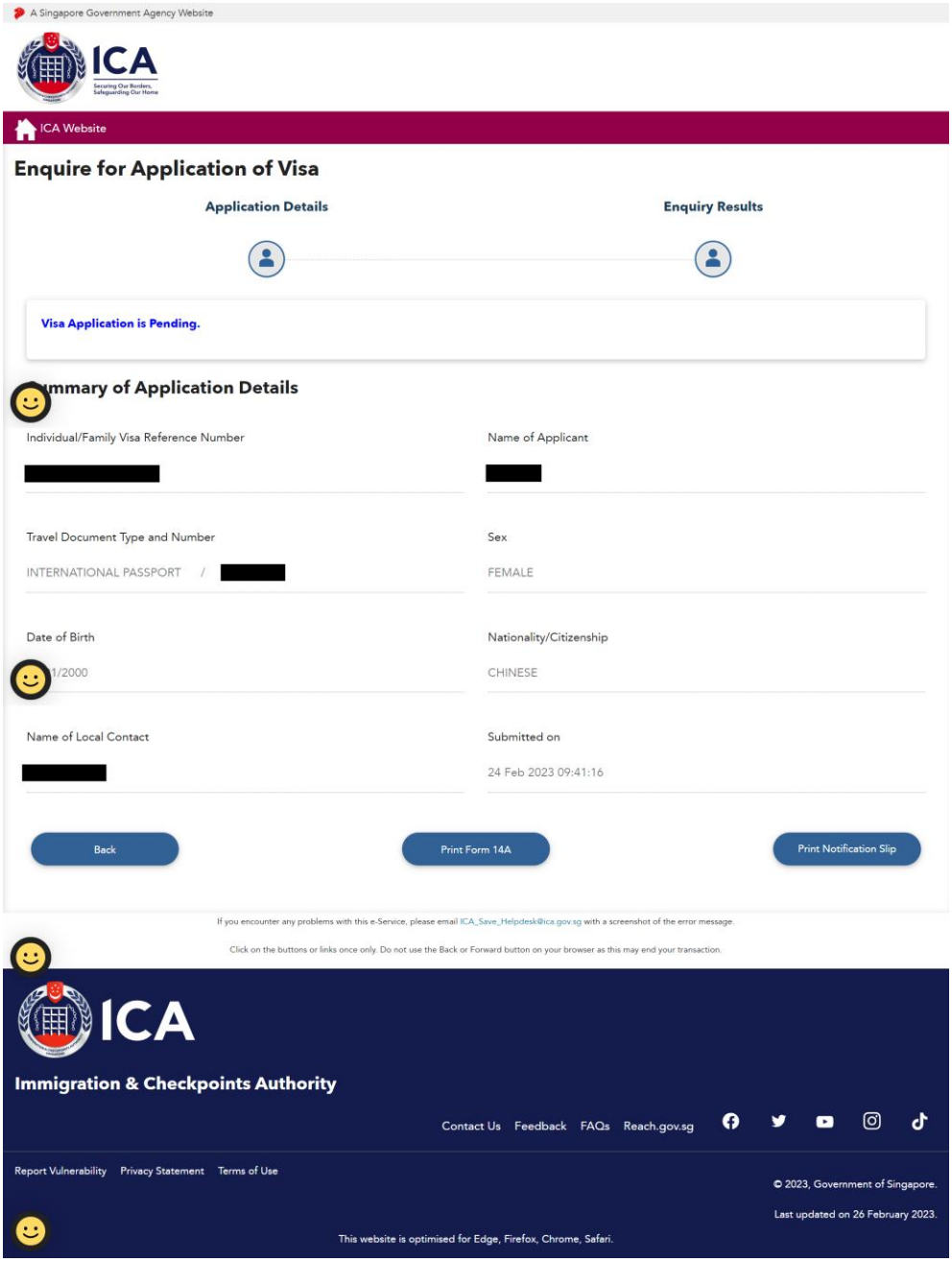
You must obtain a r[illegible] e-[illegible] im[illegible]d to tra[illegible] to Singapore with a different travel document from the on[illegible]tated [illegible]ove. F[illegible]more d[illegible]lease refer to our FAQs at https://eservices.ica.gov.sg .

Please verify the information contained in this e-Visa using the "Status Enquiry" function in SAVE at https://eservices.ica.gov.sg/esvclandingpage/save .

IMPORTANT NOTE

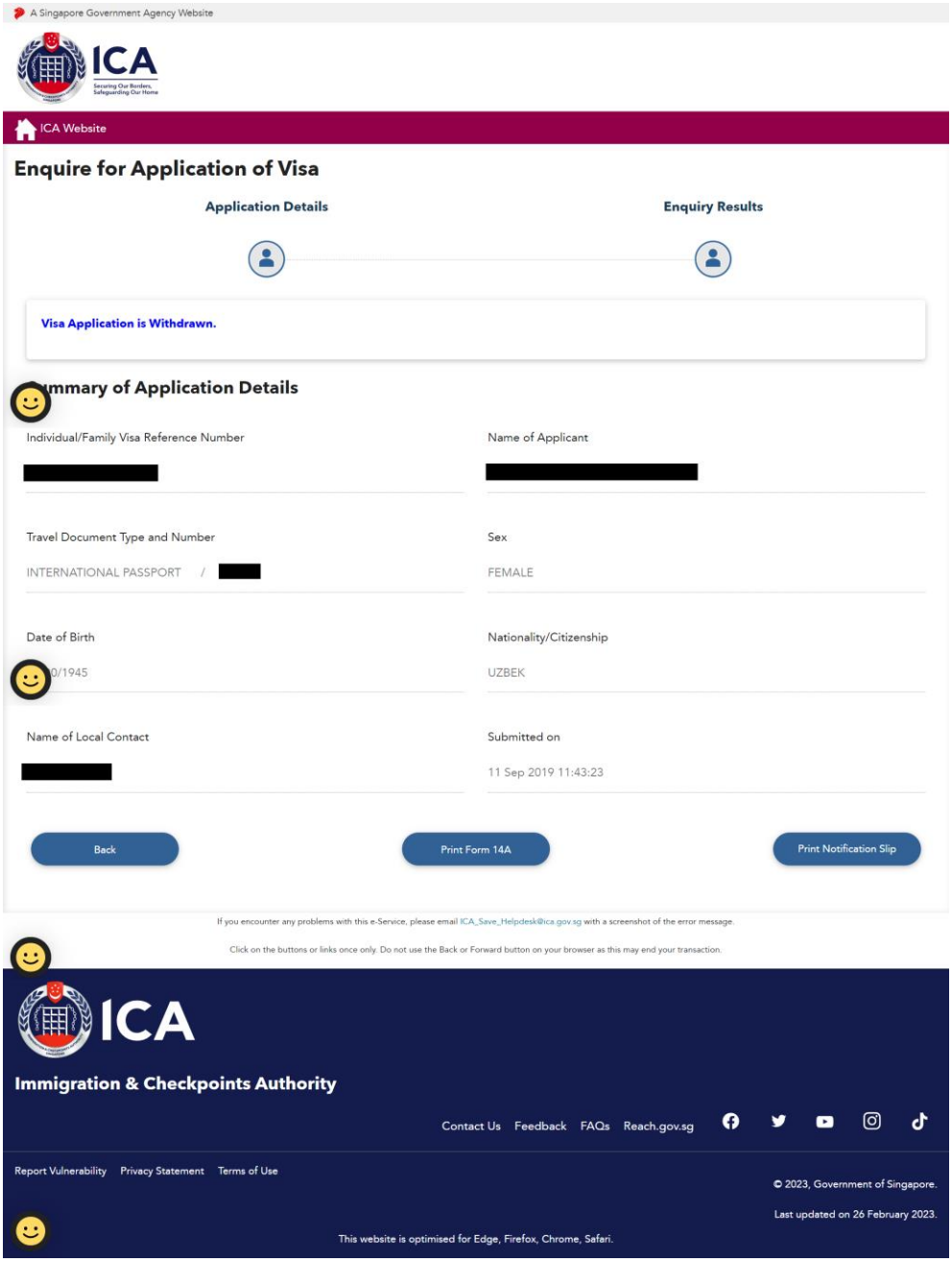
- **This e-Visa is issued to you based on the information provided in the application** [redacted] for which you have truthfully declared to be so or for which you had consented for a proxy to submit on your behalf and are fully aware of the information so provided by your authorised proxy.
- **Possession of a valid visa alone does not guarantee entry into Singapore.** You must also meet the entry requirements as stated at https://www.ica.gov.sg/enteringanddeparting/entry_requirements .
- **The grant of an immigration pass to you will be determined by the Immigration & Checkpoints Authority (ICA) officers at the point of entry.** From 11 March 2022 , all foreign visitors arriving in Singapore will be notified digitally of their Visit Pass (e-Pass) through email. There will not be any endorsement on their passports. The e-Pass notification will indicate the period of stay granted and last day of stay allowed. Please ensure that they provide a valid email address when submitting the SG Arrival Card.
- **Travellers must submit their arrival information, including their health declaration, using the SG Arrival Card e-Service** (https://eservices.ica.gov.sg/sgarrivalcard), up to three (3) days before their entry into Singapore.

If the Individual Visa application is **Pending**, the enquiry result page is as follows:



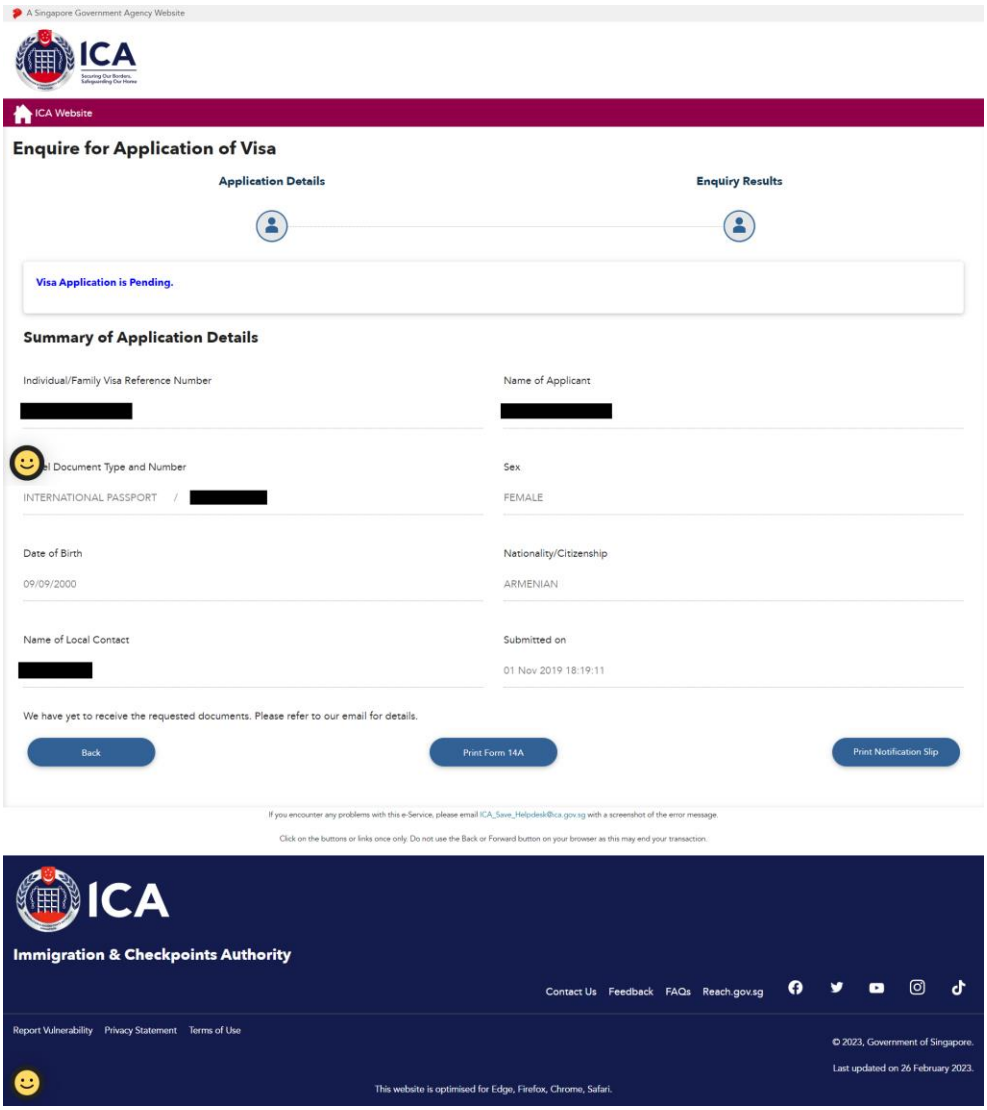
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If the Individual Visa application is **Withdrawn**, the enquiry result page is as follows:



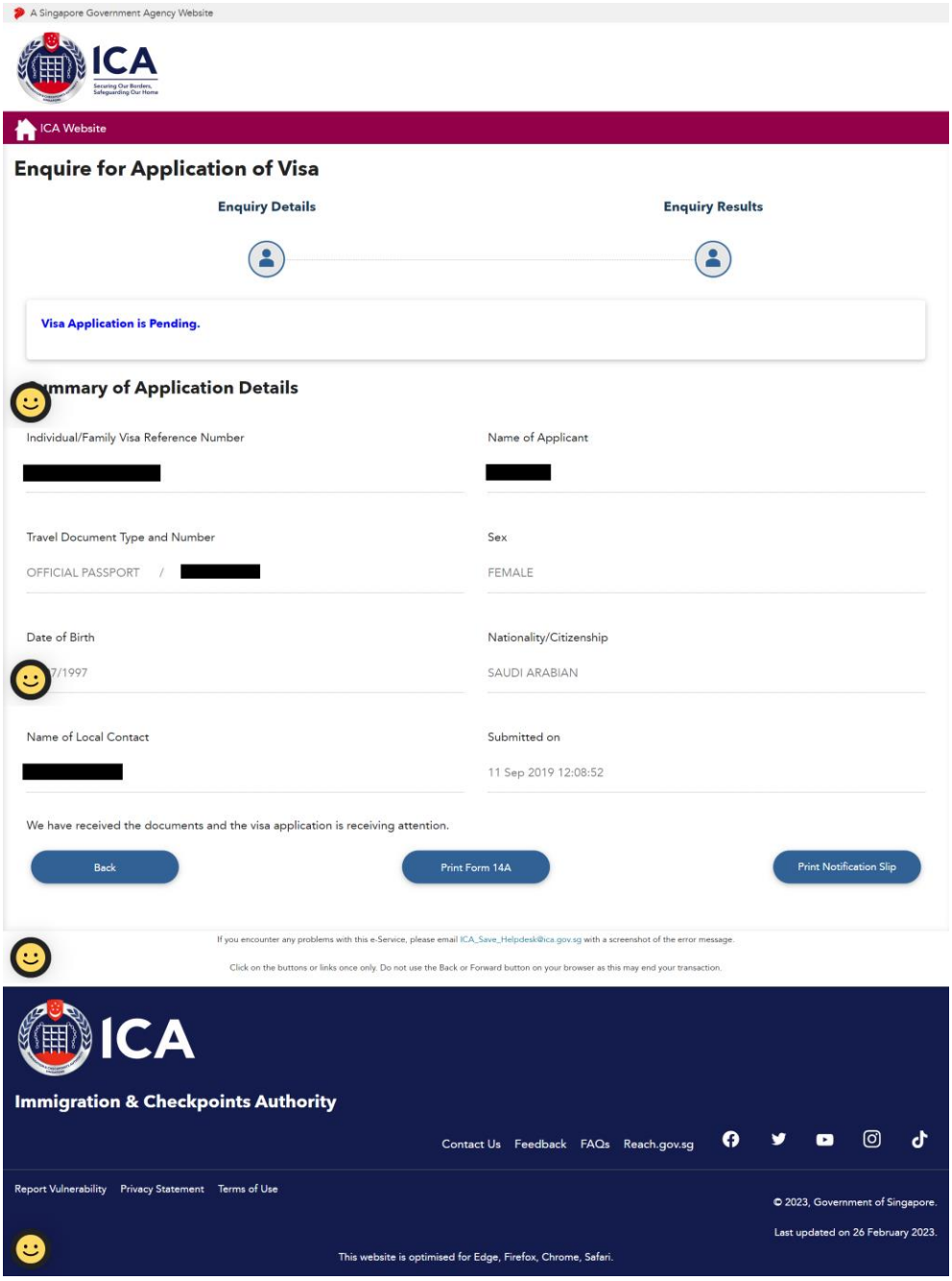
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If ICA **requested for documents** for the Individual Visa application, the enquiry result page is as follows:



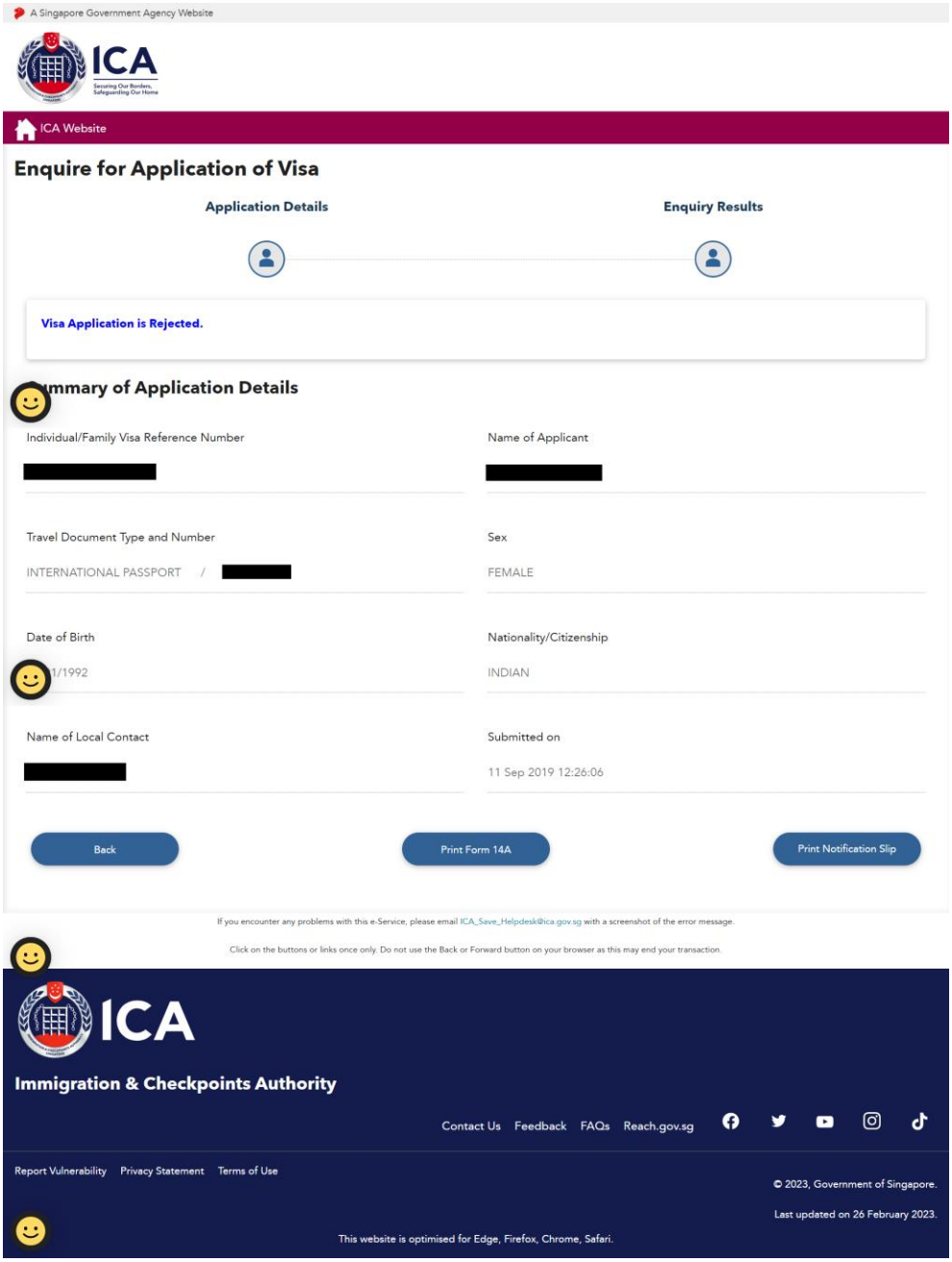
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If ICA has **received the documents requested** for the Individual Visa application, the enquiry result page is as follows:



- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

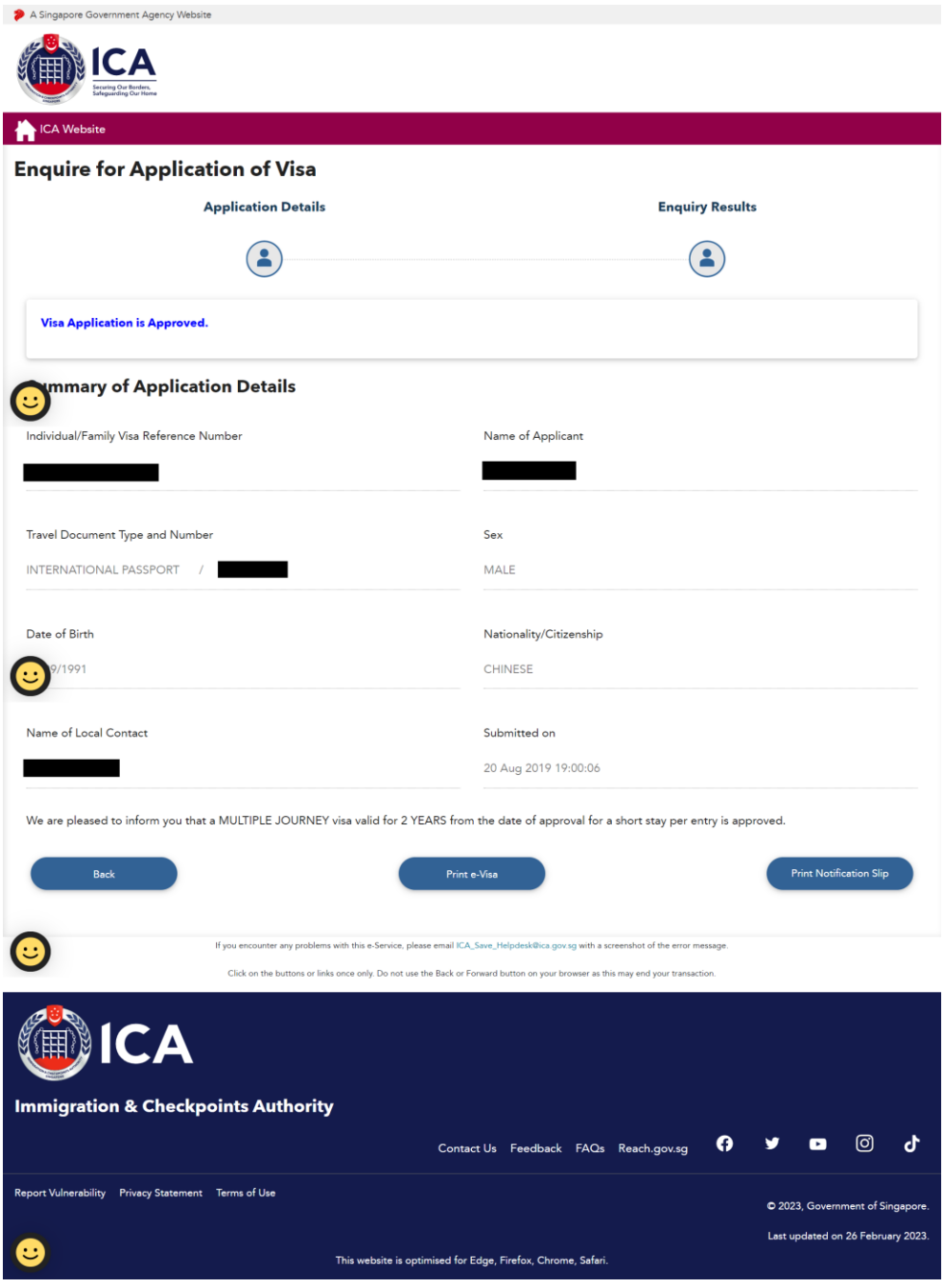
If the Individual Visa application is **Rejected**, the enquiry result page is as follows:



- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

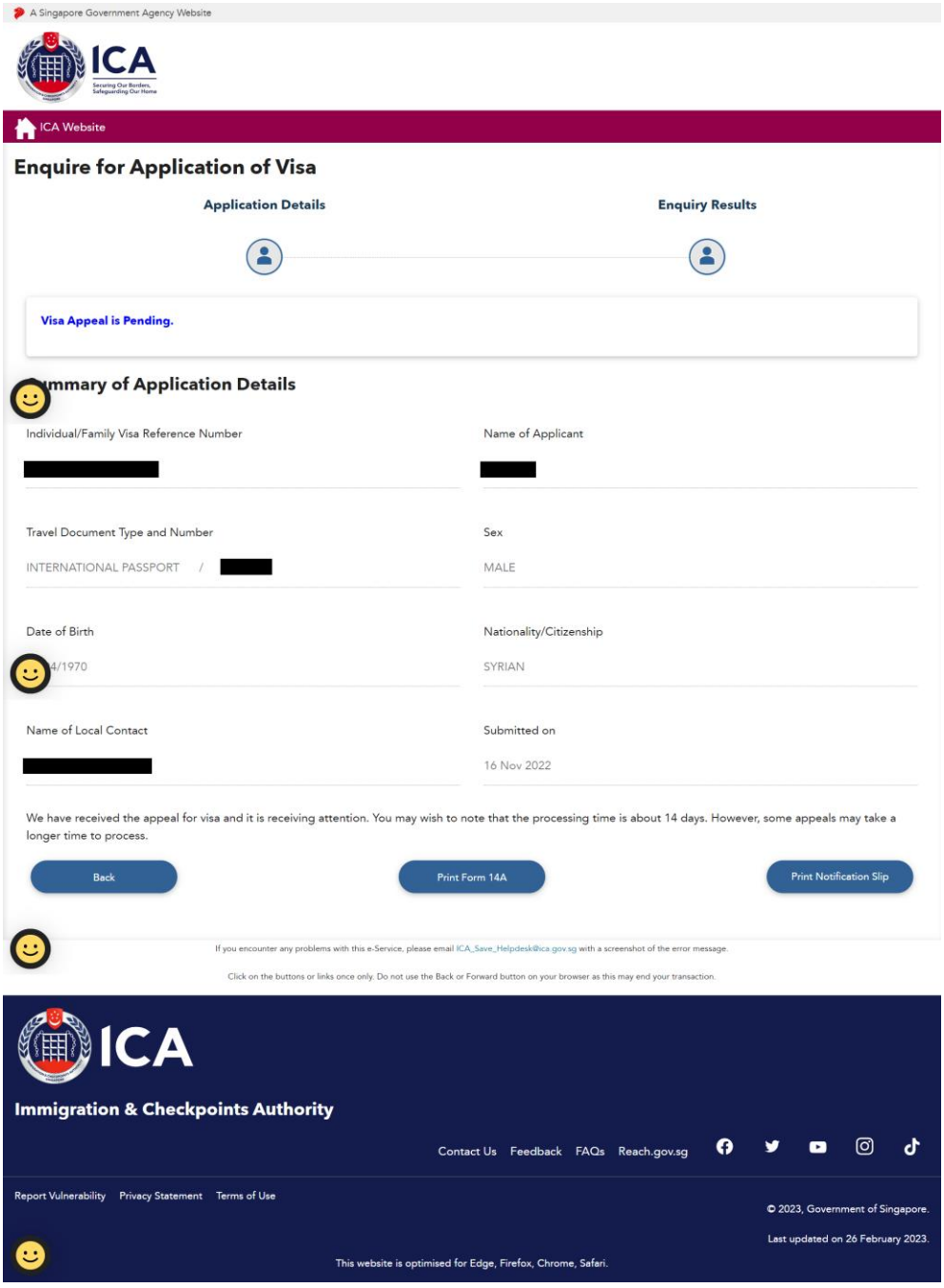
2.2.2. Status of Visa Appeal

If the Individual Visa appeal is **Approved** with e-Visa, the enquiry result page is as follows:



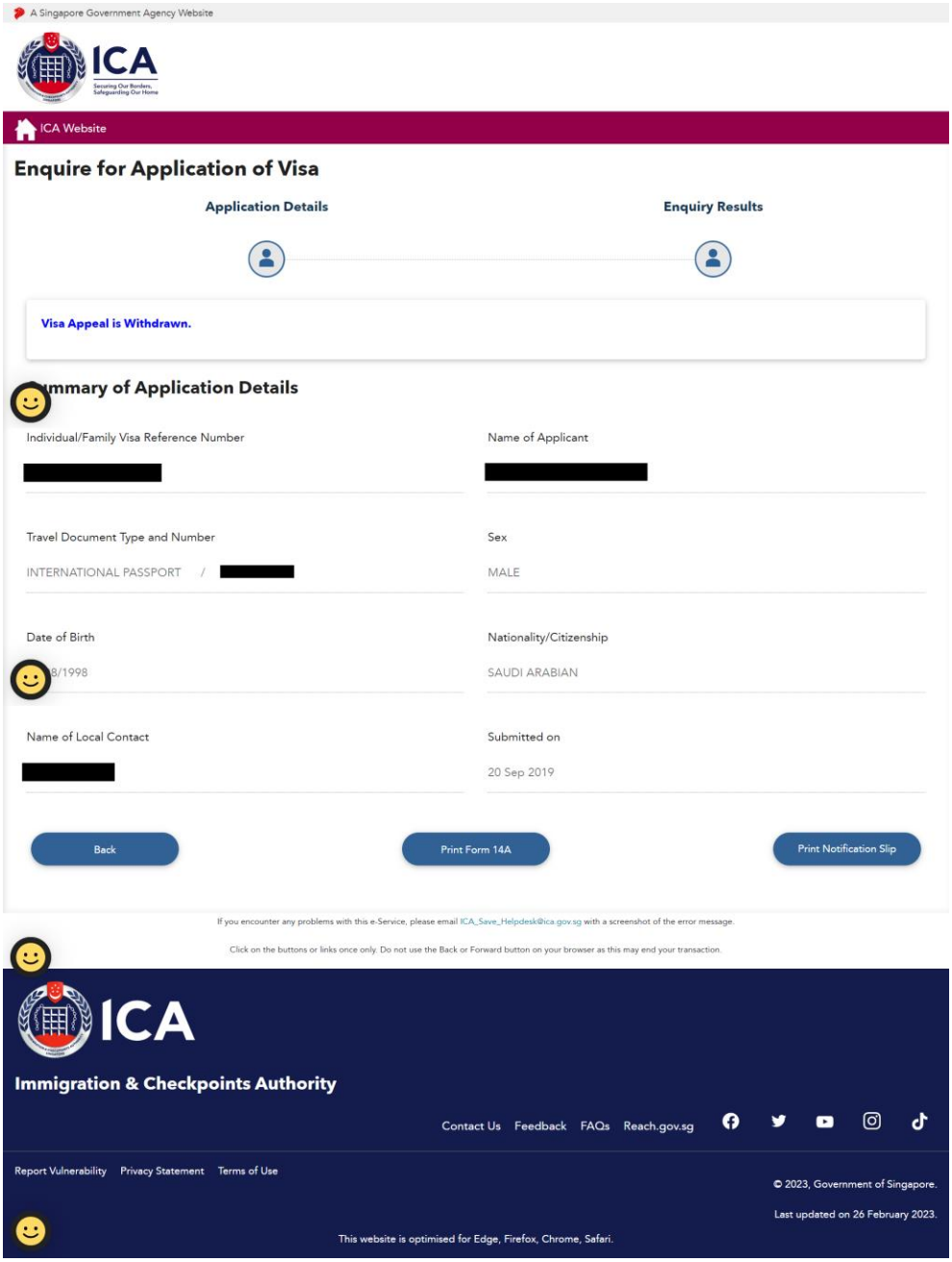
- To go back previous page, click on **[Back]**
- To download/print the e-Visa, click on **[Print e-Visa]**
- To print notification slip, click on **[Print Notification Slip]**

If the Individual Visa appeal is **Pending**, the enquiry result page is as follows:



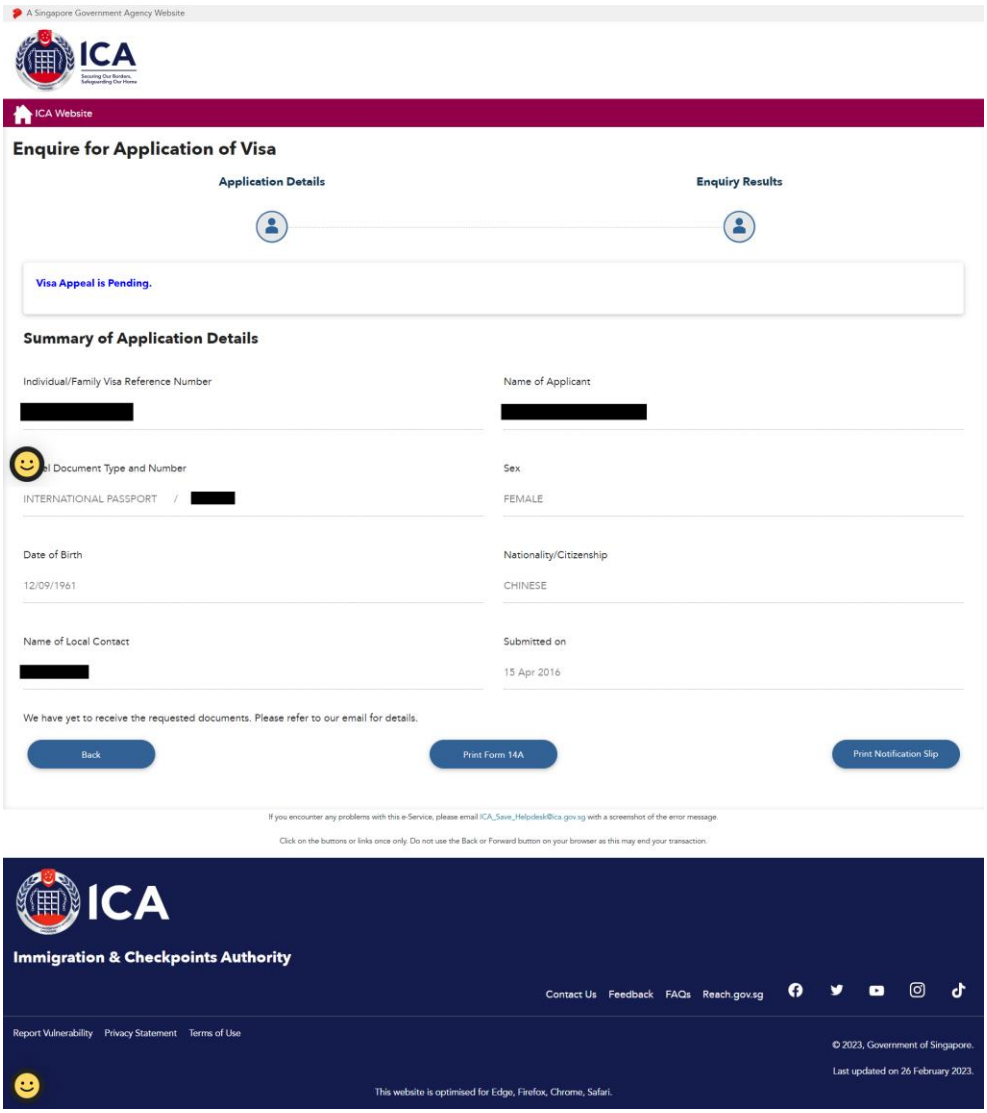
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If the Individual Visa appeal is **Withdrawn**, the enquiry result page is as follows:



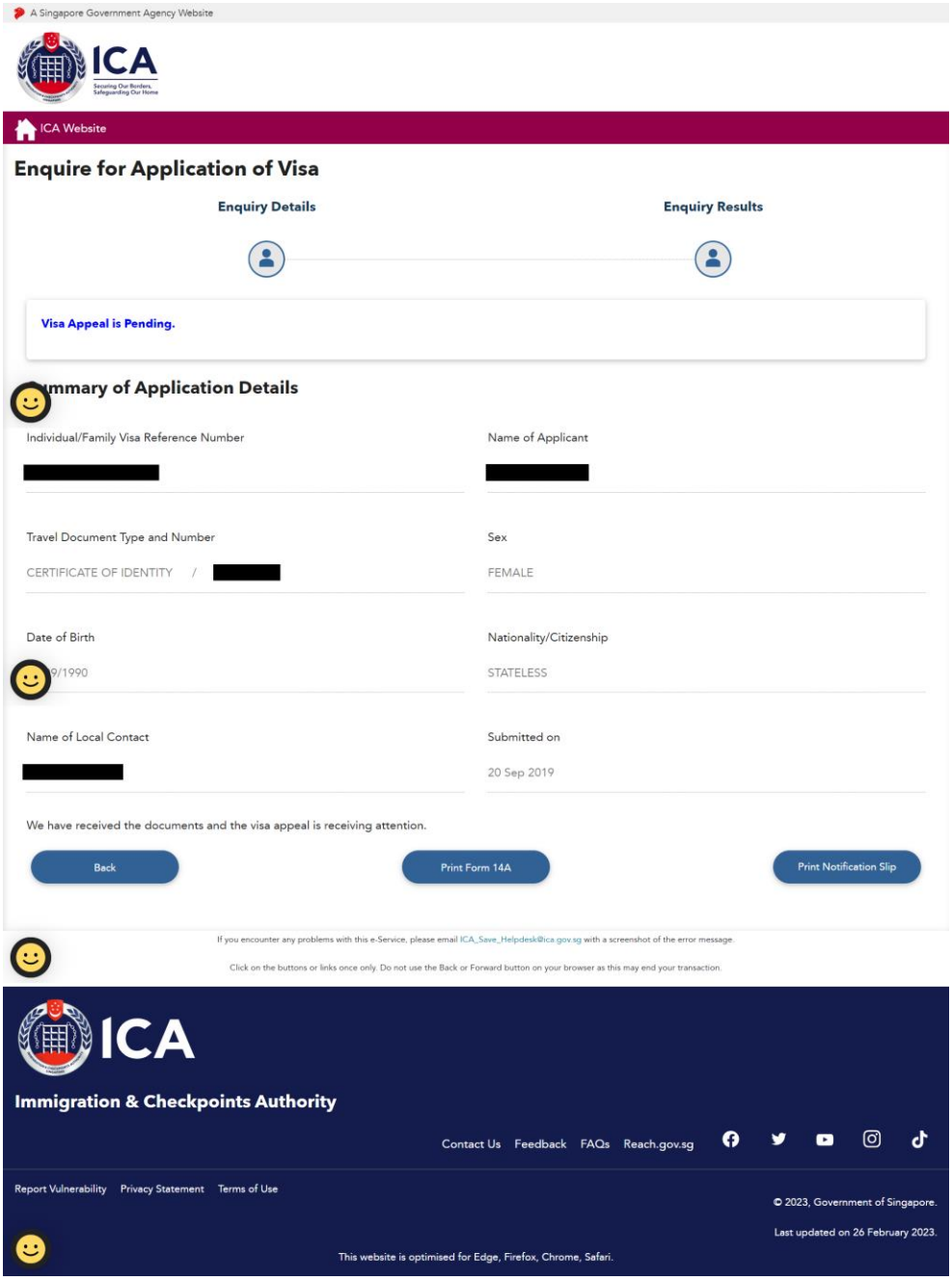
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If ICA **requested for documents** for the Individual Visa appeal, the enquiry result page is as follows:



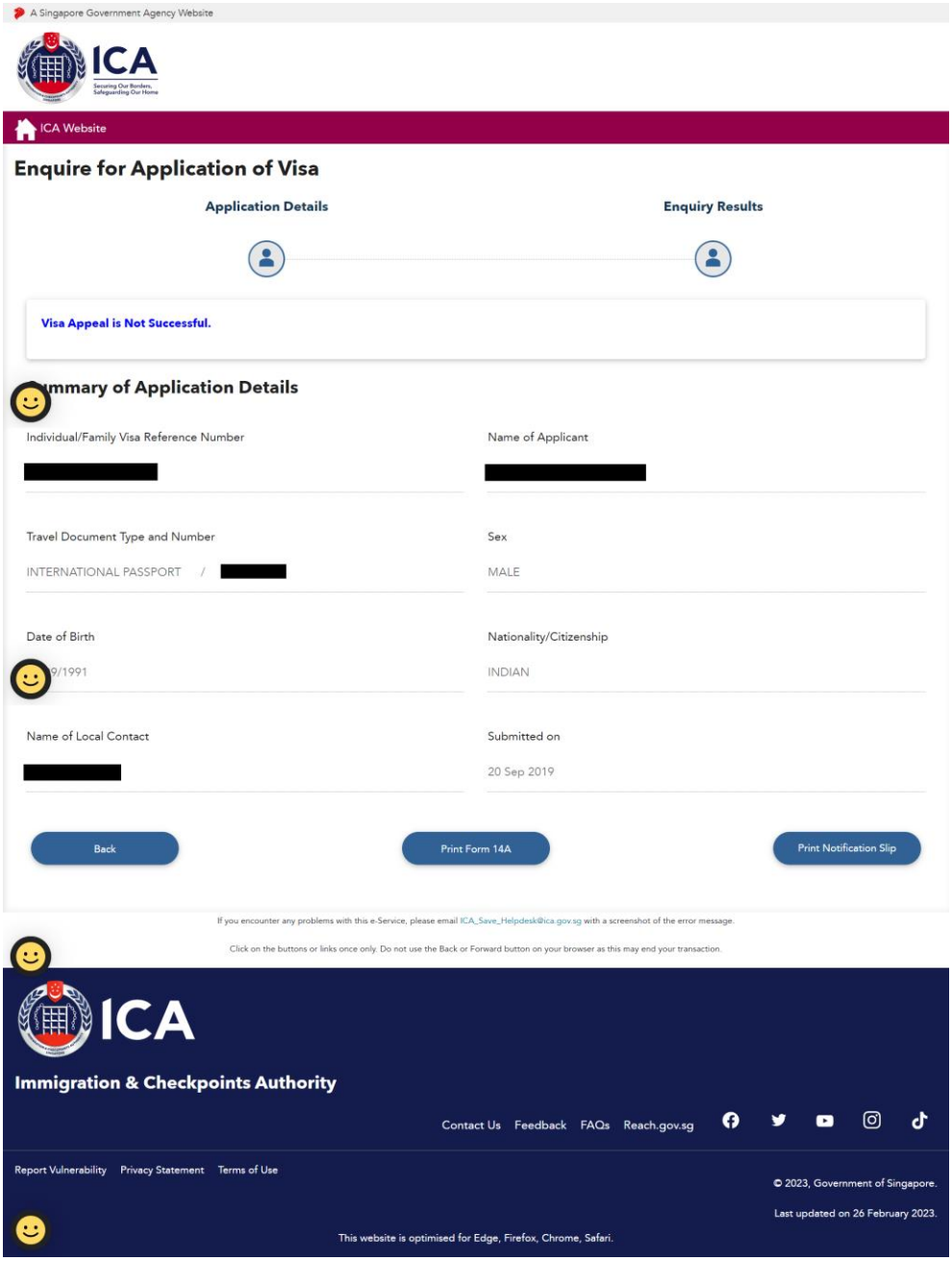
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If ICA has **received the documents requested** for the Individual Visa appeal, the enquiry result page is as follows:



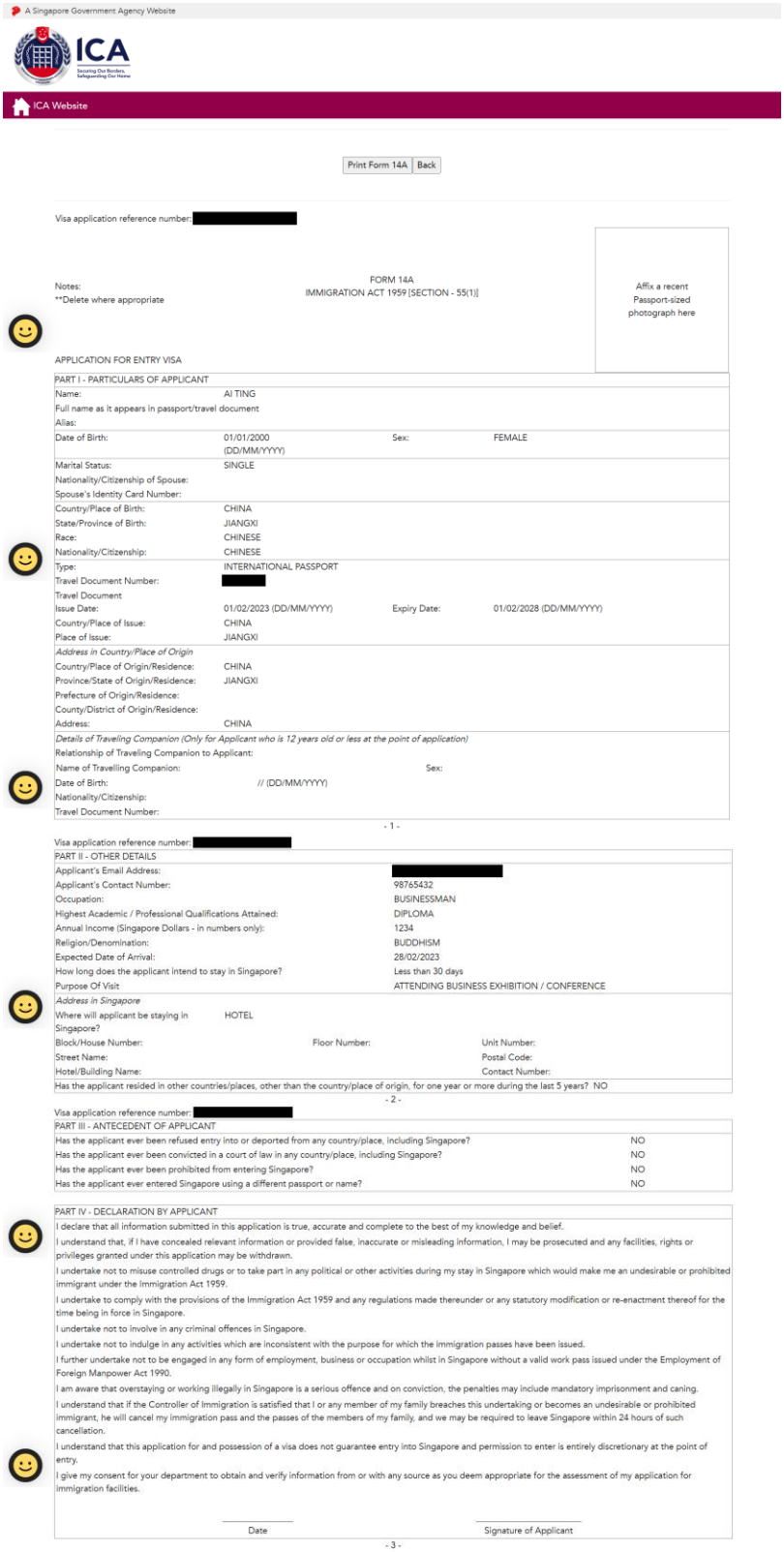
- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

If the Individual Visa appeal is **Rejected**, the enquiry result page is as follows:



- To go back previous page, click on **[Back]**
- To print notification slip, click on **[Print Notification Slip]**
- To print Form 14A, click on **[Print Form 14A]**. Refer to section 2.2.3.

2.2.3. Form 14A Printing



A Singapore Government Agency Website

ICA

ICA Website

Print Form 14A | Back

Visa application reference number: [redacted]

Notes:
**Delete where appropriate

FORM 14A
IMMIGRATION ACT 1959 [SECTION - 55(1)]

Affix a recent Passport-sized photograph here

APPLICATION FOR ENTRY VISA

PART I - PARTICULARS OF APPLICANT

Name:	AI TING		
Full name as it appears in passport/travel document			
Alias:			
Date of Birth:	01/01/2000 (DD/MM/YYYY)	Sex:	FEMALE
Marital Status:	SINGLE		
Nationality/Citizenship of Spouse:			
Spouse's Identity Card Number:			
Country/Place of Birth:	CHINA		
State/Province of Birth:	JIANGXI		
Race:	CHINESE		
Nationality/Citizenship:	CHINESE		
Type:	INTERNATIONAL PASSPORT		
Travel Document Number:	[redacted]		
Travel Document			
Issue Date:	01/02/2023 (DD/MM/YYYY)	Expiry Date:	01/02/2028 (DD/MM/YYYY)
Country/Place of Issue:	CHINA		
Place of Issue:	JIANGXI		
Address in Country/Place of Origin			
Country/Place of Origin/Residence:	CHINA		
Province/State of Origin/Residence:	JIANGXI		
Prefecture of Origin/Residence:			
County/District of Origin/Residence:			
Address:	CHINA		
Details of Traveling Companion (Only for Applicant who is 12 years old or less at the point of application)			
Relationship of Traveling Companion to Applicant:			
Name of Travelling Companion:		Sex:	
Date of Birth:	// (DD/MM/YYYY)		
Nationality/Citizenship:			
Travel Document Number:			

- 1 -

Visa application reference number: [redacted]

PART II - OTHER DETAILS

Applicant's Email Address:	[redacted]		
Applicant's Contact Number:	98765432		
Occupation:	BUSINESSMAN		
Highest Academic / Professional Qualifications Attained:	DIPLOMA		
Annual Income (Singapore Dollars - in numbers only):	1234		
Religion/Denomination:	BUDDHISM		
Expected Date of Arrival:	28/02/2023		
How long does the applicant intend to stay in Singapore?	Less than 30 days		
Purpose Of Visit	ATTENDING BUSINESS EXHIBITION / CONFERENCE		
Address in Singapore			
Where will applicant be staying in Singapore?	HOTEL		
Block/House Number:		Floor Number:	Unit Number:
Street Name:			Postal Code:
Hotel/Building Name:			Contact Number:

Has the applicant resided in other countries/places, other than the country/place of origin, for one year or more during the last 5 years? NO

- 2 -

Visa application reference number: [redacted]

PART III - ANTECEDENT OF APPLICANT

Has the applicant ever been refused entry into or deported from any country/place, including Singapore?	NO
Has the applicant ever been convicted in a court of law in any country/place, including Singapore?	NO
Has the applicant ever been prohibited from entering Singapore?	NO
Has the applicant ever entered Singapore using a different passport or name?	NO

PART IV - DECLARATION BY APPLICANT

I declare that all information submitted in this application is true, accurate and complete to the best of my knowledge and belief.

I understand that, if I have concealed relevant information or provided false, inaccurate or misleading information, I may be prosecuted and any facilities, rights or privileges granted under this application may be withdrawn.

I undertake not to misuse controlled drugs or to take part in any political or other activities during my stay in Singapore which would make me an undesirable or prohibited immigrant under the Immigration Act 1959.

I undertake to comply with the provisions of the Immigration Act 1959 and any regulations made thereunder or any statutory modification or re-enactment thereof for the time being in force in Singapore.

I undertake not to involve in any criminal offences in Singapore.

I undertake not to indulge in any activities which are inconsistent with the purpose for which the immigration passes have been issued.

I further undertake not to be engaged in any form of employment, business or occupation whilst in Singapore without a valid work pass issued under the Employment of Foreign Manpower Act 1990.

I am aware that overstaying or working illegally in Singapore is a serious offence and on conviction, the penalties may include mandatory imprisonment and caning.

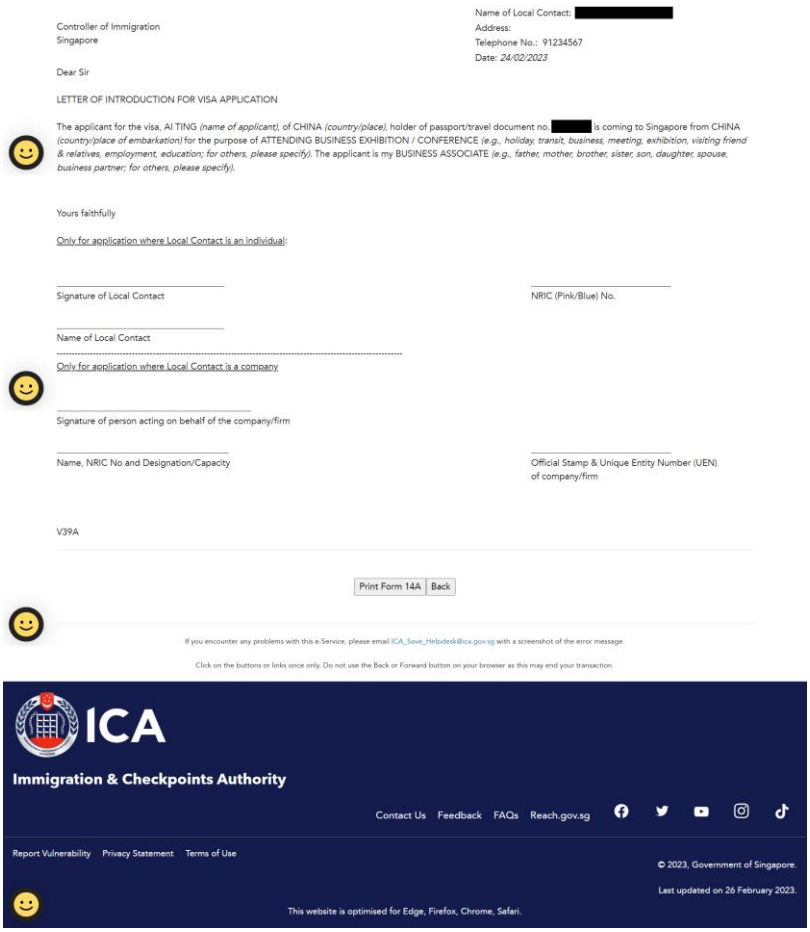
I understand that if the Controller of Immigration is satisfied that I or any member of my family breaches this undertaking or becomes an undesirable or prohibited immigrant, he will cancel my immigration pass and the passes of the members of my family, and we may be required to leave Singapore within 24 hours of such cancellation.

I understand that this application for and possession of a visa does not guarantee entry into Singapore and permission to enter is entirely discretionary at the point of entry.

I give my consent for your department to obtain and verify information from or with any source as you deem appropriate for the assessment of my application for immigration facilities.

Date _____ Signature of Applicant _____

- 3 -



Controller of Immigration
Singapore

Name of Local Contact: [redacted]
Address:
Telephone No.: 91234567
Date: *24/02/2023*

Dear Sir

LETTER OF INTRODUCTION FOR VISA APPLICATION

The applicant for the visa, AI TING *(name of applicant)*, of CHINA *(country/place)*, holder of passport/travel document no. [redacted] is coming to Singapore from CHINA *(country/place of embarkation)* for the purpose of ATTENDING BUSINESS EXHIBITION / CONFERENCE *(e.g., holiday, transit, business, meeting, exhibition, visiting friend & relatives, employment, education; for others, please specify)*. The applicant is my BUSINESS ASSOCIATE *(e.g., father, mother, brother, sister, son, daughter, spouse, business partner; for others, please specify)*.

Yours faithfully

Only for application where Local Contact is an individual:

Signature of Local Contact

NRIC (Pink/Blue) No.

Name of Local Contact

Only for application where Local Contact is a company

Signature of person acting on behalf of the company/firm

Name, NRIC No and Designation/Capacity

Official Stamp & Unique Entity Number (UEN) of company/firm

V39A

Print Form 14A | Back

If you encounter any problems with this e-Service, please email ICA_Save_Helpdesk@ica.gov.sg with a screenshot of the error message.

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.

ICA
Immigration & Checkpoints Authority

Contact Us Feedback FAQs Reach.gov.sg

Report Vulnerability Privacy Statement Terms of Use

© 2023, Government of Singapore.
Last updated on 26 February 2023.

This website is optimised for Edge, Firefox, Chrome, Safari.

- To go back previous page, click on **[Back]**
- To print Form 14A, click on **[Print Form 14A]**

3. Frequently Asked Questions

i. Encountered “Internal Error” when log in to SAVE system.

Application is unable to detect the current session as the session has been lost or expired. Close all browsers, clear cache, and try log in again.

ii. Encountered “403 Forbidden Error” when uploading applicant’s photo in SAVE.

The uploaded photo got blocked due to security. Upload a different photo to proceed with the Visa application.