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9 May 2025

To: All Port Users

### **SOFT LAUNCH OF NEW PASS SYSTEM AND HELPDESK SUPPORT**

Thank you for participating in the onboarding and training sessions for Phase 1 of the new JP Pass system.

We are pleased to inform you that the system will soft launch on 5 May 2025. We encourage you and your staff to start using the system for account registration and pass applications.

We have also setup a Helpdesk Booth at the Pass Office to support you with account registration, pass applications, or refresher training. The operating hours are as follows:

Day	Time
Mondays, Wednesday and, Fridays (excluding Public Holidays)	10.30am to 12.00 noon
Tuesdays and Thursdays (excluding Public Holidays)	3.00pm to 5.00pm

Please note that your JPOnline account will be deactivated by 30 June 2025. To avoid disruption, all ongoing or new pass applications must be submitted through the new platform: <https://jppass.jp.com.sg/> before this date.

We appreciate your cooperation and look forward to your continued support as we fully implement the new JP Pass System.

Best Regards,

Lee Shi Ming  
Head Security  
For Jurong Port Pte Ltd

(This is a computer-generated circular and does not require a signature.)

### **RELY ON US**

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