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To: All Port Users

JP PASS SYSTEM ENHANCEMENT AND REVISED APPLICATION PROCEDURES

We are pleased to share the launch of Release 2 of the JP Pass system. This latest update will feature the integration of MyInfo with Singpass, simplifying the pass application and renewal process for all users.

Effective 1 August 2025, the Pass Office will no longer accept any sponsor letters for pass applications. All applications and renewals must be submitted through the JP Pass web portal <https://jppass.jp.com.sg/> or via the mobile app. Please note that the current JPOnline pass application system will no longer be accessible after 31 July 2025.

If your company is authorised to act as a Sponsor Company, please ensure that your designated Company Representative creates a JP Pass account to carry out endorsement activities. Once the account has been set up, kindly inform us at passoffice@jp.com.sg so that we can grant the necessary access rights.

We will be conducting a one-time virtual training session via Microsoft Teams on Tuesday, 22 July 2025, from 10.00am to 11.30am. As this is the only training session, we strongly encourage all relevant personnel to register by 15 July 2025 via the following link: <https://forms.office.com/r/mTZqrRUAXD?origin=lprLink>.

For those who prefer in-person guidance, our Helpdesk Booth will be available at the Pass Office during the following hours:

Day	Time
Mondays to Fridays (excluding Public Holidays)	9.00am to 12.00 noon 2.00pm to 5.00pm

Should you have any questions or require further assistance, please do not hesitate to contact us at: passoffice@jp.com.sg. Thank you for your cooperation.

Best Regards,

Lee Shi Ming
Head Security
For Jurong Port Pte Ltd

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

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