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To: All Port Users

Monthly FAQs Circular – IT, Mobile Apps, Security and Pass Office

At Jurong Port, we are committed to delivering good customer service. We are pleased to introduce our Monthly FAQs Circular, designed to keep you informed of the top three frequently asked questions about Jurong Port's various services.

This first edition focuses on queries related to IT, Mobile Apps, Security and Pass Office.

IT

1. What is the process for JP-Online user application? How do I fill up the forms on JP-Online?
2. I forgot my password, how do I retrieve it?
3. How do I request for additional access?

Mobile Apps

1. What mobile apps are available for JP port users and what are their purposes?
2. Where can I download the mobile apps?
3. What is JP Authenticator?

Security

1. What are the requirements for the entry or exit of crew?
2. What are the requirements for cargo declaration at Gate-in/Gate-Out?
3. Are there any security checks when entering/exiting the port?

Pass Office

1. How can I apply for JP Pass?
2. Who is eligible to apply for the JP Pass?
3. What are the fees for the JP Pass and its replacement?

Please refer to **Annex A** for the answers.

RELY ON US



For any other questions, we invite you to explore our FAQs page at <https://www.jp.com.sg/faqs>. You may find the answers you need on this online resource.

Thank you.

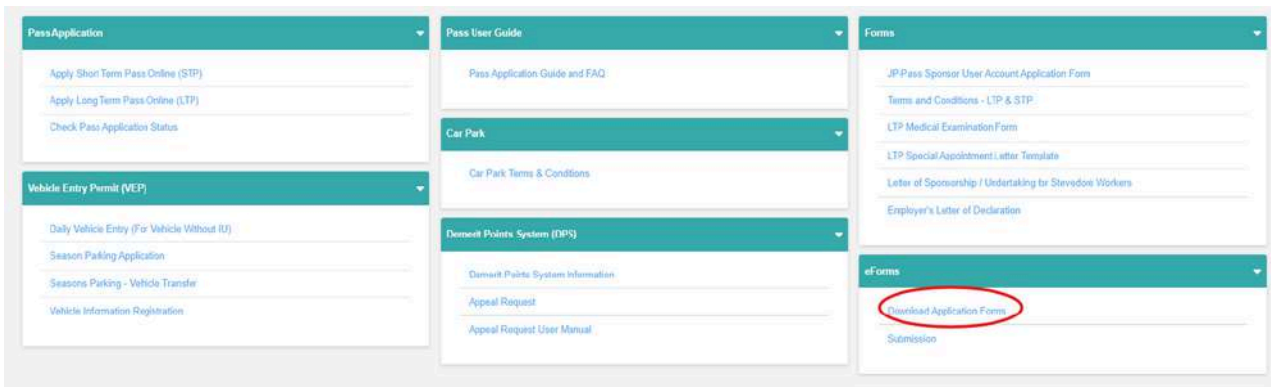
Bernard Koh
Senior Manager, Customer Service
For Jurong Port Pte Ltd

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

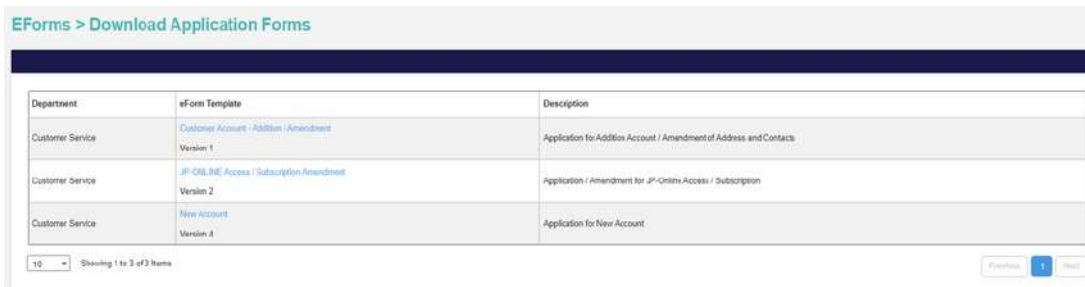
What is the process for JP-Online user application? How do I fill up the forms on JP-Online?



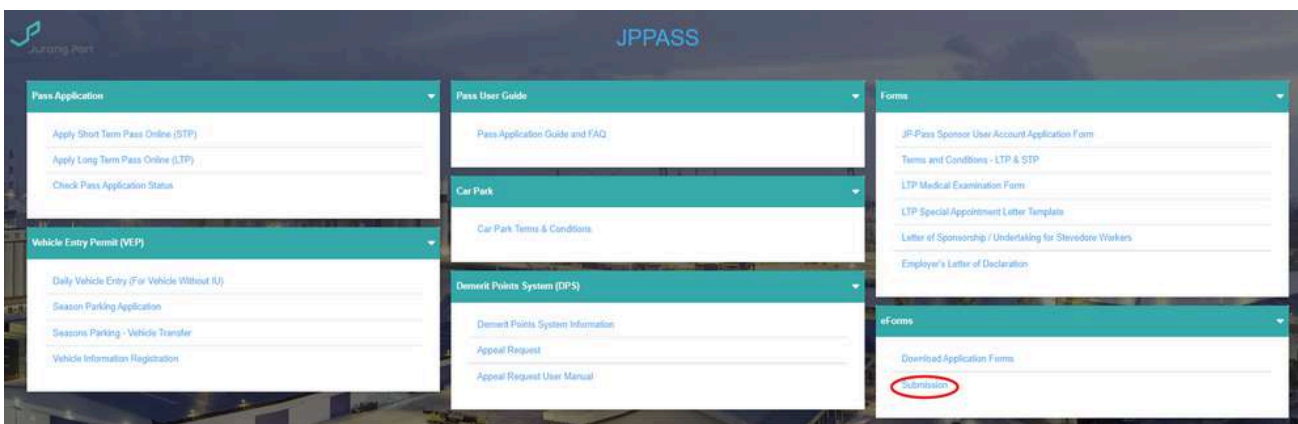
1. Go to <https://www.jurongportonline.com/JPPASS/>
2. Look for eForms
3. Select "JP-Online Access Or Subscription Amendment Form"



4. Select "JP-ONLINE Access / Subscription Amendment" – Save file name as ["Your Company's name".pdf]
5. Complete the form

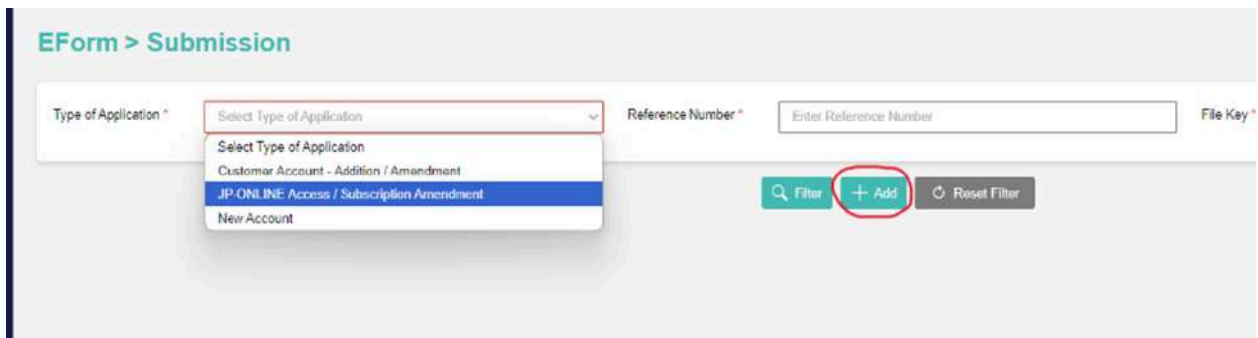


6. Select Submission



7. Under "Type of Application", select "JP-ONLINE Access / Subscription Amendment"

8. Select "Add"



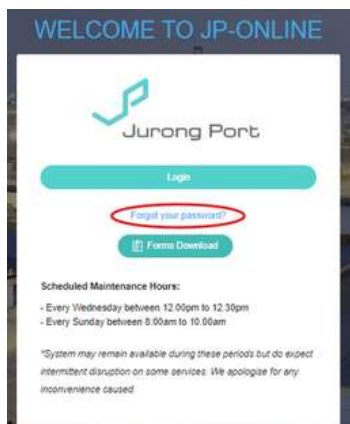
9. Attach completed eForm & click Submit

After the creation of JP-Online Account, an acknowledgement form will be generated by Jurong Port Information Technology Department (JPITD). User ID will be processed for the Data Security Administrator (DSA) of the company. The acknowledgement form is forwarded to the company for endorsement. Upon receiving the endorsed form, JPITD will assign the functions based on the Credit Account.

I forgot my password. How do I retrieve it?



1. At JP-Online login page, click "Forgot your password?"



2. Key in the User ID and either the email or handphone number (User must ensure the email/ handphone must be pre-registered in JP-Online)
3. Indicate the mode of reset and submit
4. A temporary password will be sent via selected mode
5. Log in with your User ID and temporary password

After login, you will be asked to submit a new password.

How do I request for additional access?



For additional access, your Data Security Administrator (DSA) will need to submit a request through our **online form** with the following details:

- Company Name
- UserID
- Access Required
- Purpose of Access

Monthly FAQs Category: Mobile Apps



What mobile apps are available for JP port users and what are their purposes?



The mobile apps are JP Authenticator and JP Homeport. For Lighterage Terminals, it will be LT Connect Mobile.

JP Authenticator:

- Allows users to verify their identity
- Used for logging into JP Homeport

JP Homeport:

- Provides access to various operational modules
- Supports users' operational needs at Jurong Port

LT Connect Mobile:

- Process access to LT operational modules
- Supports users' operational needs at Lighterage Terminals

Where can I download the mobile apps?



The mobile apps are available on Android devices and the download links on the Google Play Store are as follows:

[JP Authenticator](#)

[JP Homeport](#)

[LT Connect](#)

What is JP Authenticator?



The JP Authenticator app serves as a one-stop authentication solution for port users, enabling access to the JP Homeport app and other JP mobile apps.

Steps:

1. Register JP-Online account within the app
2. Choose between PIN code or fingerprint for login
3. JP Authenticator verifies identity for access
4. Grant access to JP Homeport app for operational needs at Jurong Port

What are the requirements for the entry or exit of crew?



The entry and exit of ship crews are managed by the Immigration & Checkpoints Authority (ICA).

The vessel owner's agent must submit the crew list to the ICA through their online platform prior to entry or exit.

All crew must disembark from the vehicle before Jurong Port Main gate with their belongings and proceed to the ICA Crew Office located beside Turnstile-In and follow through all necessary immigration checks and procedures before entering and exiting Singapore.

The Jurong Port ICA Crew Office operates from 1000hrs to 2200hrs daily, and crew movements should be scheduled within this timeframe. For urgent crew clearance during non-operating hours, the shipping agent can contact Jurong Port ICA at 6267-5003 (direct line) or 9727-9750 (duty phone). The clearance will be provided on a case-by-case basis.

What are the requirements for cargo declaration at Gate-in/Gate-Out?



- Trailers with general cargo will need to provide the Authorised Slip Number (ASN) and Vehicle Time Slot Booking (VTSB)
- For vehicles with cargo, documents must be shown to the Gates and Documentation team at the main gate for identification/verification before being allowed entry/exit
- For rejected access, security personnel will intervene to handle the exception

Are there any security checks when entering/ exiting the port?



All personnel and vehicles entering and exiting the port must undergo pass, bag, and vehicle checks. No prohibited or contraband items are allowed. Any person caught in possession of such items will result in a fine, and the case will be escalated to the relevant authorities.

Monthly FAQs Category: Pass Office



How can I apply for JP Pass?



Applications for the JP Pass are now available via the web and mobile applications only. To apply, visit <https://jppass.jp.com.sg> or use the mobile app to create an account.

Over-the-counter applications are permitted for foreigners whose country code is not available in the drop-down menu during registration. They will need to present a valid sponsor letter.

Who is eligible to apply for the JP Pass?



The JP Pass is available to users who are sponsored by a JP credit account holder.

What are the fees for the JP Pass and its replacement?



The fees for the JP Pass are based on the duration of the pass. Please refer to the table below for the specific fee structure.

Duration	Pass Fee
Every 7 days (up to 42 days)	\$3.00
1 year (12 months) or part thereof	\$20.00
2 years (24 months) or part thereof	\$40.00
3 years (36 months) or part thereof	\$60.00
Pass Replacement	\$10.00

Replacement fees apply for lost or damaged passes. Please note that all fees and charges are non-refundable, regardless of the outcome of the application. Additionally, the fees are subject to change, so please check for any updates at the time of application.