



SPONSOR PORTAL USER GUIDE FOR EMPLOYMENT (GOVERNMENT)

A step-by-step process on how to register your account and lodge your employment visa applications

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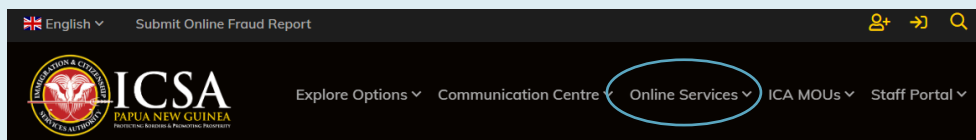
INTRODUCTION

The Sponsor Portal allows businesses (sponsors) to submit their foreign employees working resident visa applications online. The portal offers several features such as an online payment access and a communication platform. The sponsor portal is similar to the ICSAs electronic visa (eVisa) portal, however both operate on two different platforms but is accessible on the same website ica.gov.pg

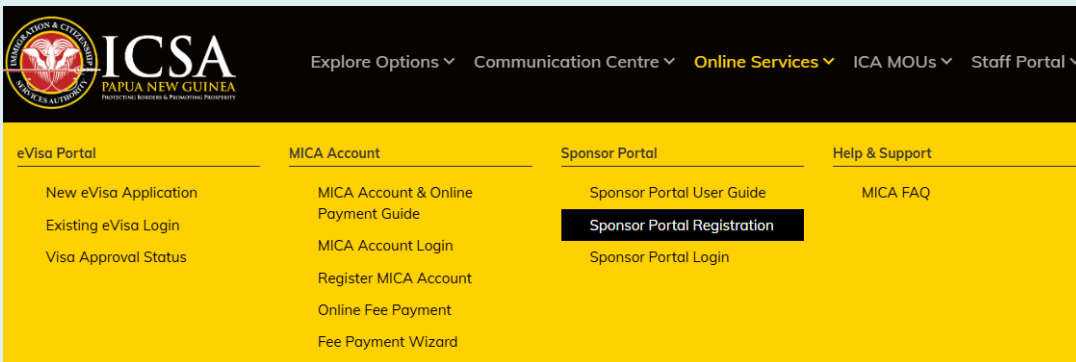
This handbook is ideal for new users and it gives you a step-by-step guide on how to subscribe to the sponsor portal and to use the portal to submit your employment visa application.

GETTING STARTED-APPLY FOR ACCOUNT

1. Open website www.ica.gov.pg
2. Select **Online services** from the menu bar.



3. Select **SPONSOR PORTAL REGISTRATION** from the drop down menu



For New Sponsors: Select Sponsor Registration. Once sponsors are registered they can log in with their Email and Password.

Sponsor Registration is a three (3) STEP Process:

1. Attach IPA and IRC certificates;
2. Provide a primary email address and
3. Pay the registration fee.

Step 1. Sponsor

Complete all fields in relation to: a) Business Name; b) Business Address; c) Business Phone number; d) Fax Number; e) Postal Address. Then select Next.



Ensure all fields with asterisk sign () must be completed and the postal address must be PNG based*

Sponsor Application

1 Sponsor 2 Primary Contact 3 Payment

Step 1 - Sponsor Portal Application

* IPA Company Name

* Address Line 1
Street Address, P.O. Box, company name, c/o

* Address Line 2
Apartment, Suite, Unit, Building, floor, etc

Address Line 3

* Phone No. Fax No.

Postal Address 1

Postal Address 2

Postal Address 3

Step 2. Primary Contact

Complete all fields in relation to Email address, Principle Position, Title, Surname and Given Name.

- IPA Certificate of Incorporation/Registration of Overseas Company (Updated versions 2023-2025)
- IPA Certificate of Good Standing-Long form (Updated versions 2023-2025)
- IRC TIN Certificate



Ensure the name sequence on the certificate must correspond with the application and the email address must NOT be the same used for other migration online services such as eVisa or MICA account

Step 2 - Principal Sponsor Details

* Email Address

* Principal Position

* Title
Dr

* Surname

* Given Name

Please provide a name

* TIN, Company Extract, IPA Certification

Upload

To provide the required documentation, please click the upload button for each document. You need to provide at least three documents to proceed to the next step

Step 3. Payment

Sponsorship payment for annual access fee.

Step 3 - Payment

IPA Company Name: ipa ltd
 Address Line 1: p.o.box 111
 Address Line 2: p.o.box 110
 Phone Number : 71111111
 Email Address: zhang@gmail.com
 Principal Position : accountant
 Name : Dr ZHANG ZHANG

Please click submit to register this application. No registration fee is required.

The payment screen will populate. You can enter your credit card details.

Cardholder Name

Card Number

Card Expiry CVC2
MM / YY

Pay PGK 172.41

[Cancel Payment](#)

Once the payment transaction has been processed a receipt number will be generated.

Payment Success

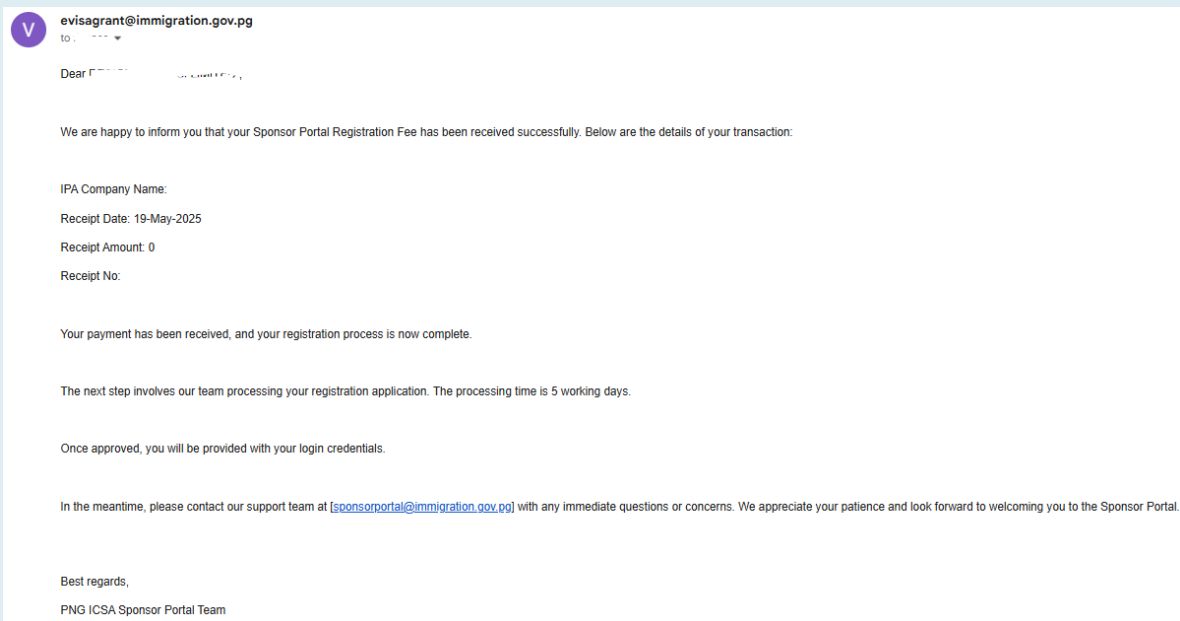
Payment of PGK100.00 has been received. Your receipt number is: 328301110780

Your Sponsor Portal Application is now being processed. Once a decision on your application has been made you will be informed via email.

The Work Permit Sponsor portal application is submitted . ICSA will assess the application and notify the client (sponsor) in writing by email once a decision has been made. Select CLOSE.



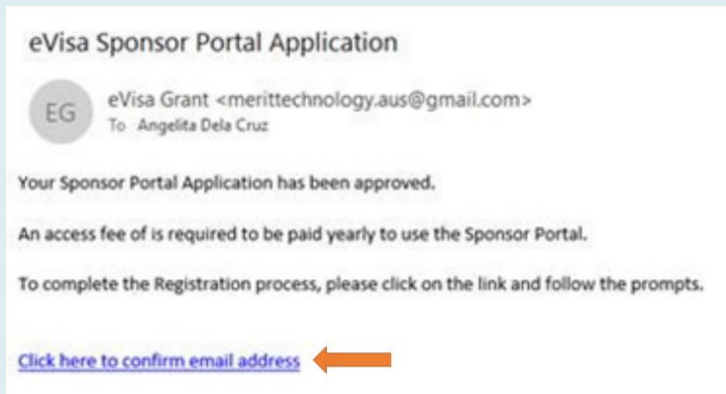
Processing time frame is 3 working days



Successful applicants will receive an email with a link “[Click here to confirm email address](#)”. Click the link to set up the credentials.



Ensure to click on the link to complete the process

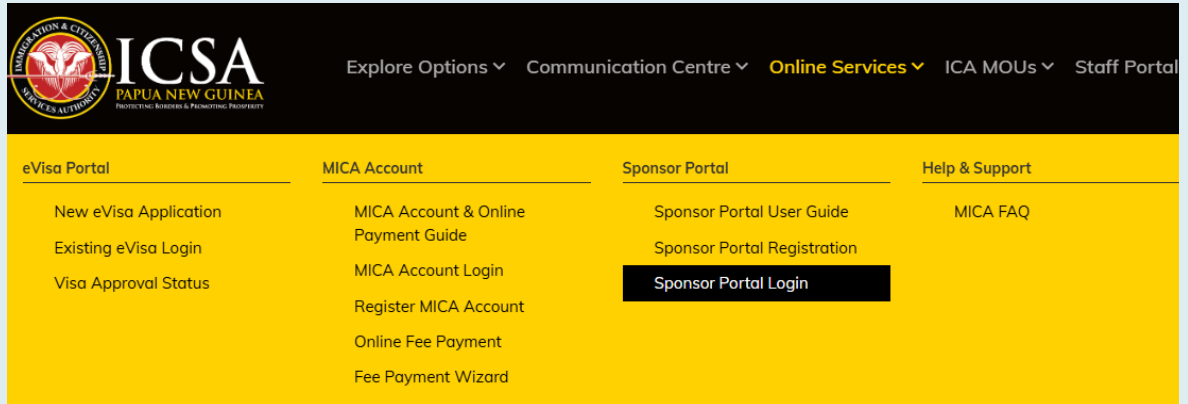


The Sponsor will be required to enter their password and re-enter the password for confirmation. The sponsor will then be required to enter a Security Question and provide an answer. My Mother's Maiden Name; Answer: Citizen. Then select **Submit**. The registration process is **complete**.

The image shows a registration form for the ICA Sponsor Portal. At the top left is the ICA logo with the text "ICA" and "Institutional Care Australia". Below the logo is a black header with the text "Please Complete your Sponsor Portal registration". The form fields are: "Email: adelacruz@merit.com.au", "Password" (text input), "Confirm Password" (text input), "Please select a security question" (dropdown menu), and "Security Answer" (text input). At the bottom of the form is a red "Submit" button.

LOG INTO ACCOUNT

- Access the Sponsor Portal from www.ica.gov.pg->[Click](#) on Online Services menu-> Sponsor Portal Login



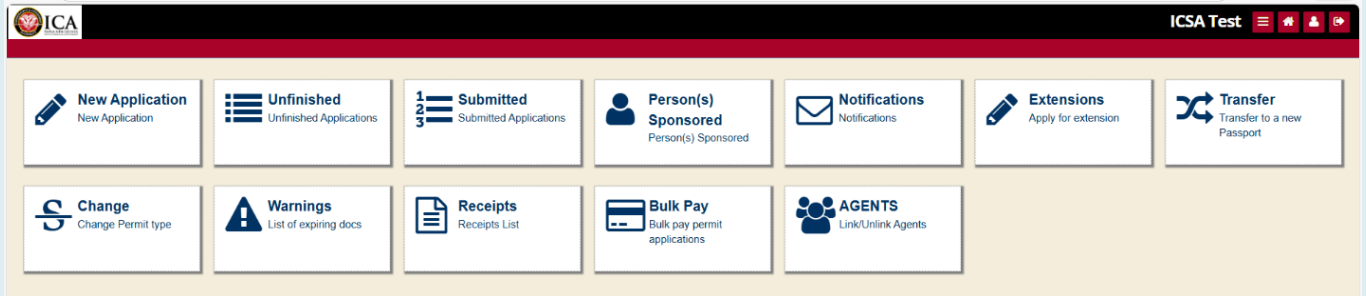
- To log into the Work Permit Sponsor portal, the sponsor will be required to enter the **EMAIL ADDRESS** and **PASSWORD**. Select the **Sign In** Tab.

The screenshot shows the 'Sign in to the Sponsor Portal' form. It features a white background with a black header bar containing the ICSA logo and the text 'Sign in to the Sponsor Portal'. Below the header, there are two input fields: 'Email' and 'Password'. A blue link labeled 'Forgot password?' is located below the password field, and a blue link labeled 'Register Sponsor' is located to the right of the password field. At the bottom of the form, there is a red button labeled 'Sign in'.

A **TOOL BAR** will populate and provide the following tiles:

- New Application-Start Lodgment of application;
- Extension-Start Lodgment for Extension;
- Change- Start Lodgment for Change of Status for Employment visa;
- Transfer-Start Lodgment for Transfer of Visa from old to New passport;
- Unfinished-Record of incomplete applications;
- Submitted-Record of Applications that have been lodged;
- Person(s) Sponsored-List of all sponsors;
- Notifications-email communication between sponsor and processing teams;
- Warning-Alert message advising of upcoming visa expiry of passport/Visa;

- Bulk Payment -Bulk payment for multiple lodgments under same visa class;
- Receipts-Record of transactions;
- Agents- List of all registered agents;



LODGMET OF APPLICATION

1. Submitting a new application-Click on **New Application**, select **Employment (Government)** and click **Apply**.

Working Resident Visa Classes

EMPLOYMENT (Government) VISA

Persons wishing to work in PNG for 6 months (short term employment) to 3 years(or 5 years GCC) for long term employment. A valid work permit is required.

Validity

Working Resident classes of Entry Permits are valid for periods of up to 3 years (5 years GCC) and are issued for multiple entry in accordance with expiry dates issued by Work Permit Branch of ICSA.

Where To Apply

Applications can be lodged:

- Online through the Sponsor Portal <https://evisa.ica.gov.pg/evisa/account/SponsorLogin>, or
- Through the e-lodgement
- NOT AVAILABLE ON ARRIVAL

How To Apply

1. Complete the Online Application for Employment Visa through the Sponsor Portal <https://evisa.ica.gov.pg/evisa/account/SponsorLogin>
2. Pay the Migration Service Fee (MSF) as set out in the Entry Permit Fee Form. For the Online Sponsor Portal lodgement, fees will be paid before the application submission. Donot pay on MICA for a separate receipt.
3. Provide passport and documentary evidence as follows:

Government

- Letter of offer from employer and/or employment contract from DPM;

Extension Of Stay

Extension may be granted if the employee is required to continue in the same position under the same employer or promoted to a new position in the same employment. Request for extension of employment visa must be made well in advance (minimum 3 months) of the expiry date of the existing Work Visa.

2. For Example, select **Employment (Government)** and click **Proceed**.

Requirements to lodge application ✕

1
2
3
4

Search for type of visa required and confirm visa requirements	Register to allow notification and enter application	Submit Application	Issue confirmation
<p>Applicants search for the type of visa needed for their trip. Applicants are informed if they can apply online and what documents will be required.</p>	<p>Applicants register by providing an email address and confirm it is correct. Applicants then enter all the required application details.</p>	<p>After completing the details and uploading the required documents, the application is ready to be submitted. The visa fee must then be paid before the application is automatically submitted.</p>	<p>Once the visa fee is paid a receipt email is sent. If the application is automatically granted, an email will be sent containing an authority to travel document. If the application requires further consideration, an email will be sent with the final decision.</p>

What is your nationality?

-select-

The following documents need to be provided before the application can be lodged:

- Copy of Passport BIO Page
- Employment Contract
- Letter from PNG based Sponsor

Cancel
Proceed

The Sponsor Lodgment is a Ten (10) step process:

Step 1. Permit

Select the permit class, indicate the sponsor, duration details, and click Next.

eVisa Registration

1 Permit
2 Applicant
3 Passport
4 Travel
5 Alias
6 History
7 Address
8 EmergencyContact
9 Checklist
10 Confirm

Step 1 - Permit Application

Working Resident / Employment (Government)

* How long do you wish to stay in PNG? Days Months Years

* How will you be funding your stay in PNG?

Step 2. Applicant

Complete the applicant details and click Next.

Step 2 - Applicant

* Family Name

* Given Names

* Date of Birth
Day Month Year

* Gender Marital Status

* Country of Birth

* Nationality

* Place of Birth

* Occupation

Step 3. Passport

Complete the Passport details and click Next.

Step 3 - Passport

* Passport Number

* Expiry Date
Day Month Year

* Issuing Place

* Document Type

* Re-enter Passport Number

* Issue Date
Day Month Year

* Issuing Authority

Step 4. Travel

Complete the Travel details and click Next.

Step 4 - Travel

Arrival in PNG

Name of Vessel/Flight No

Port

Date
Day Month Year

Departure from PNG

Name of Vessel/Flight No

Port

Date
Day Month Year

Step 5. Alias

Complete any Alias details and if not applicable, click Next.



This section accommodate applicants who are dual citizens and hold two different passports.

Step 5 - Alias

Have you ever been known by another name?
If yes, please provide details below.
If no, please hit the "Next" button.

Family Name

Given Names

Date of Birth

Gender

Marital Status

Other Passport Details

Passport Number

Country of Issue

Expiry Date

Step 6. History

Complete the Personal History details and click Next.

Step 6 - History

If YES to any of the following please give details

- | | | |
|---------------------------|-------------------------------------|--|
| <input type="radio"/> Yes | <input checked="" type="radio"/> No | Have you visited PNG before? |
| <input type="radio"/> Yes | <input checked="" type="radio"/> No | Have you ever been charged with or convicted of a criminal offence? |
| <input type="radio"/> Yes | <input checked="" type="radio"/> No | Have you ever been deported from or refused entry to PNG or any other country? |
| <input type="radio"/> Yes | <input checked="" type="radio"/> No | Do you suffer from a disease which would constitute a health risk to Papua New Guinea? Please provide details. |

Step 7. Address

Complete Address details for home address overseas and in PNG then click Next.

Step 7 - Address

*Residential: Number and Street <input type="text"/>		*PNG: Number and Street <input type="text"/>	
* Suburb/Town <input type="text"/>	* State/Province <input type="text"/>	*Town/Village <input type="text"/>	*Province <input type="text"/>
Postcode <input type="text"/>	* Country <input type="text"/>	Postal Address <input type="text"/>	
*Home Phone <input type="text"/>	Mobile Phone <input type="text"/>	Home Phone <input type="text"/>	Mobile Phone <input type="text"/>

Step 8. Emergency

Complete the Emergency Contact details and click Next.

Step 8 - Emergency Contact

Family Name <input type="text"/>	Given Names <input type="text"/>
Relationship to Applicant <input type="text"/>	
Contact Address Number and Street <input type="text"/>	
Suburb/Town <input type="text"/>	State/Province <input type="text"/>
Postcode <input type="text"/>	Country <input type="text"/>
Home Phone <input type="text"/>	Mobile Phone <input type="text"/>

Step 9. Checklist

Upload all relevant attachments and click Next.



Description must be less than 20 characters and only a single file can be uploaded. Multiple files must be merged/compressed into a single file

Step 9 - Checklist of Items Required

You must provide proof of the following

- Letter from PNG based Sponsor
- Employment Contract
- Copy of Passport BIO Page

The following types of files can be added as an attachment: .png, .gif, .jpeg, .doc, .docx, .xlsx, .pptx, .txt, .xml, .pdf

Files must be smaller than: 10MB

Step 10. Confirm

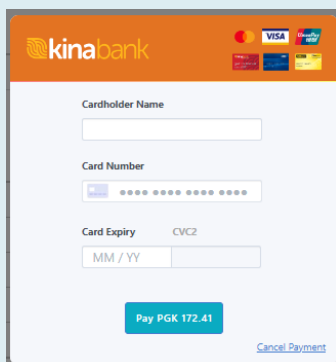
Confirm all details are correct then click **Register Application**.

Step 10 - Confirmation

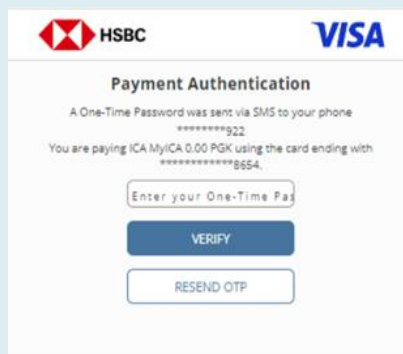
<input type="radio"/> Permit	Via: Working Resident / Employment (Government) Stay Length: 3 days Fee Amt: \$50 (Online Fee: 50.00 USD, MSF: 0 USD) Payable: PGK 172.41	Stay Fund: Company Sponsor Receipt No: [None] Conversion Rate: 0.2900 as at 12:00 PM 30 Aug 2024
<input type="radio"/> Applicant		
<input type="radio"/> Passport		
<input type="radio"/> Travel		
<input type="radio"/> Alias		
<input type="radio"/> History		
<input type="radio"/> Address		
<input type="radio"/> Emergency		
<input type="radio"/> Check List		

By selecting this box, you confirm that you have thoroughly reviewed all the information provided in your application. Providing false information will result in the rejection of your application. Additionally, please be aware that the charged amount is non-refundable.

You will be prompted to complete the Payment details and verify with an **On-time-password (OTP) code** that will be sent to your registered email or number.

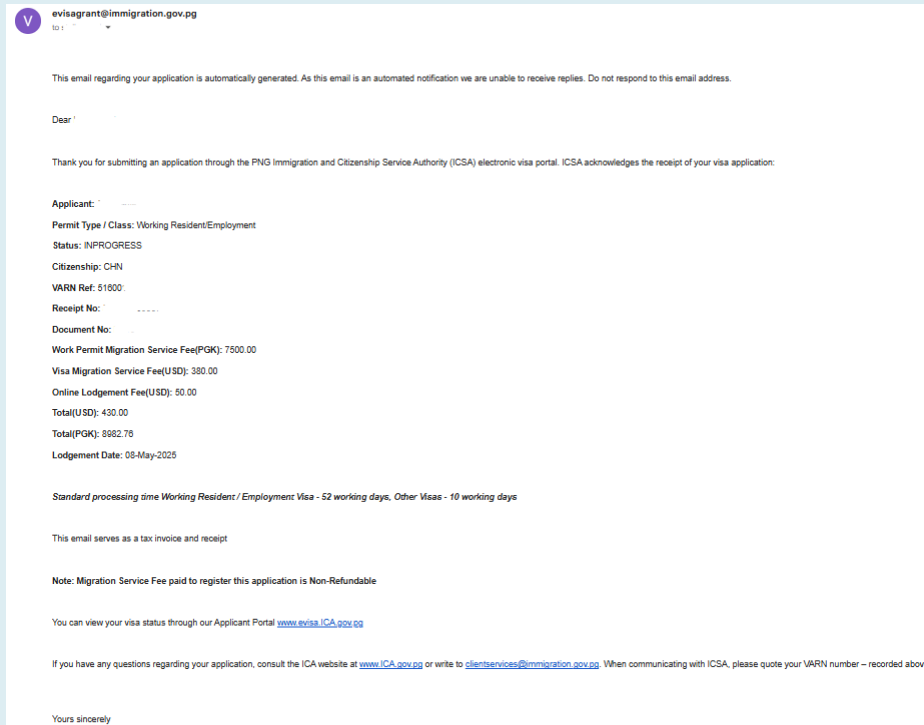


Kina Bank payment screen showing fields for Cardholder Name, Card Number, and Card Expiry. A "Pay PGK 172.41" button is visible, along with a "Cancel Payment" link.



HSBC VISA Payment Authentication screen. It displays a message: "A One-Time Password was sent via SMS to your phone *****922. You are paying ICA MyICA 0.00 PGK using the card ending with *****8654." Below the message are input fields for "Enter your One-Time Pas", a "VERIFY" button, and a "RESEND OTP" button.

Once the visa application fee is paid, the visa application reference number (VARN) will be displayed on the screen and also email to your registered email address.



	TASK	PROCESSING TEAM	TIME FRAME
STANDARD PAYMENT	Application-Data entry	WORK PERMIT	52 WORKING DAYS
	Sponsor-Data entry		
	Check Requirement		
	Recommendation		
	Authorized	VISA ENTRY	
	Check Requirement		
	Recommendation		
	Decision to be finalized		
Authorized	WORK PERMIT		
Application-Data entry			
Sponsor-Data entry			
Check Requirement			
Recommendation			
Authorized		VISA ENTRY	
Check Requirement			
Recommendation			
Decision to be finalized			
Authorized			


STATUS DESCRIPTION:

COMPLETE-Application has been processed

INCOMPLETE-Still in process

SAMPLE OF EVISA GRANT LETTER

When the visa is approved the visa grant letter will be emailed to your registered address in this template.

 ICSA PAPUA NEW GUINEA PROTECTING BORDERS & PROMOTING PROSPERITY	
IMMIGRATION & CITIZENSHIP SERVICE AUTHORITY	
Date: 23 May 2025	
Visa Application Reference Number (VARN): 51600i	
Dear Mr	
Subject: Application for: Working Resident / Employment visa	
This is to inform you that your application for an Employment Visa has been GRANTED .	
Visa Condition	
Validity of Passport	6 months or more at the time of application
Must Enter on or before	Entry must be made within six (6) months from date of issue 20-May-2025
Condition (Training)	Company/Non-Citizen Employee to provide training and skill development for all Citizen employees for the duration of this employment visa.
Number of Entries	multiple entries
Length of Stay	3 Years - Unlimited entries
Travel Documents	
Passport No.	
Passport Expiry Date	
Nationality	
Date of birth	05-Oct-1994
Gender	Male
Visa Summary	
Surname	
Given Name (s)	
Visa Type and Class	Working Resident / Employment
Work Type	New General Work Permit Application – 3 years
Visa Number	
Visa Expiry Date	25-Mar-2028
Sponsor	
Place of Work	
Company Position Code	Operations Manager
PNG Occupation Code	Operations Manager
Date of Application	08-May-2025

Frequently Asked Questioned

Q: The status of my application is showing INCOMPLETE, does that mean I have not completed the application or provided a particular document?

A: No, application is not pending, it is currently in process

Q: I lodged my application 10 days ago and it has not been approved, why taking is it not approved?

A: It will take time to be processed because of the 52 working days time frame

Q: What is Professional Certificate?

A: A membership certificate issued by the relevant government agencies that to allow a non-citizen employee to work. Refer to pages 16-17 of the Work permit handbook.

Q: Can Medical report for the applicant be done here in PNG?

A: No, medical report for applicants must be obtained from the nearest health center in their own country.

Q: Should applicant still go to the embassy or high commission to have their passports labeled with the visa?

A: No, applicant does not have to go to any mission for visa labelling

Q: Will there still be a work permit card issued?

A: No, A work permit card under this visa category will not be issued anymore

Q: What documents will I present at the airport?

A: Your passport and copy of the visa grant letter

Q: How can client open a bank account if there is no more issuance of a work permit card?

A: Send an email to entrie@immigration.gov.pg and request for a letter to the bank.

Q: Is it necessary to type the description for every file uploaded in stage 9 of the lodgment?

A: Yes, always type a description for every file being uploaded