



SPONSOR PORTAL USER GUIDE FOR EMPLOYMENT

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

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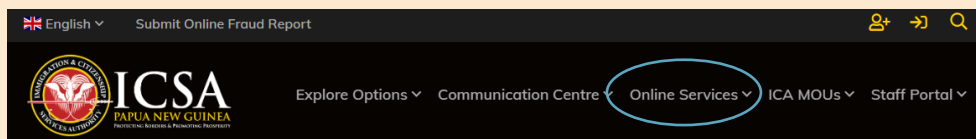
INTRODUCTION

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 ICAs electronic visa (eVisa) portal, however both operate on two different platforms but is accessible on the same website ica.gov.pg

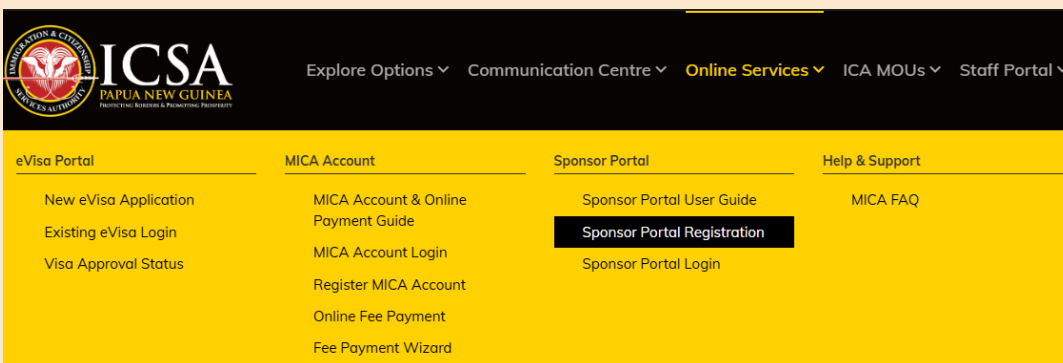
This handbook is ideal for new users and it gives you a step-by-step guide on how to subscribe to the sponsor portal and to use the portal to submit your employment visa application.

GETTING STARTED-APPLY FOR SPONSOR PORTAL 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 TIN 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 (must be PNG based). Then select Next.

! Address and all fields must be completed.

The screenshot shows a web form titled "Sponsor Application" with a progress bar at the top. The progress bar has three steps: 1. Sponsor (active), 2. Primary Contact, and 3. Payment. Below the progress bar, the form is titled "Step 1 - Sponsor Portal Application". It contains several input fields: "IPA Company Name", "Address Line 1" (with a placeholder "Street Address, P.O. Box, company name, etc"), "Address Line 2" (with a placeholder "Apartment, Suite, Unit, Building, floor, etc"), "Address Line 3", "Phone No.", "Fax No.", "Postal Address 1", "Postal Address 2", and "Postal Address 3".

Step 2. Primary Contact

Complete all fields in relation to Email address (must be different), Principle Position, Title, Surname, Given Name and click Upload to upload the following documents;

- IPA Certificate of Incorporation/Registration of Oversease 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 certificates must correspond with application submitted and the email address must Not be the same used for other migration online services such as evisa or MICA account.

The screenshot shows a web form titled "Sponsor Application" with a progress bar at the top. The progress bar has three steps: 1. Sponsor (checked), 2. Primary Contact (active), and 3. Payment. Below the progress bar, the form is titled "Step 2 - Principal Sponsor Details". It contains several input fields: "Email Address", "Principal Position", "Title" (with a dropdown menu showing "Dr"), "Surname", and "Given Name". Below the "Given Name" field, there is a note: "Please provide a name". At the bottom, there is a section for "TIN, Company Extract, IPA Certification" with an "Upload" button. A footer note states: "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

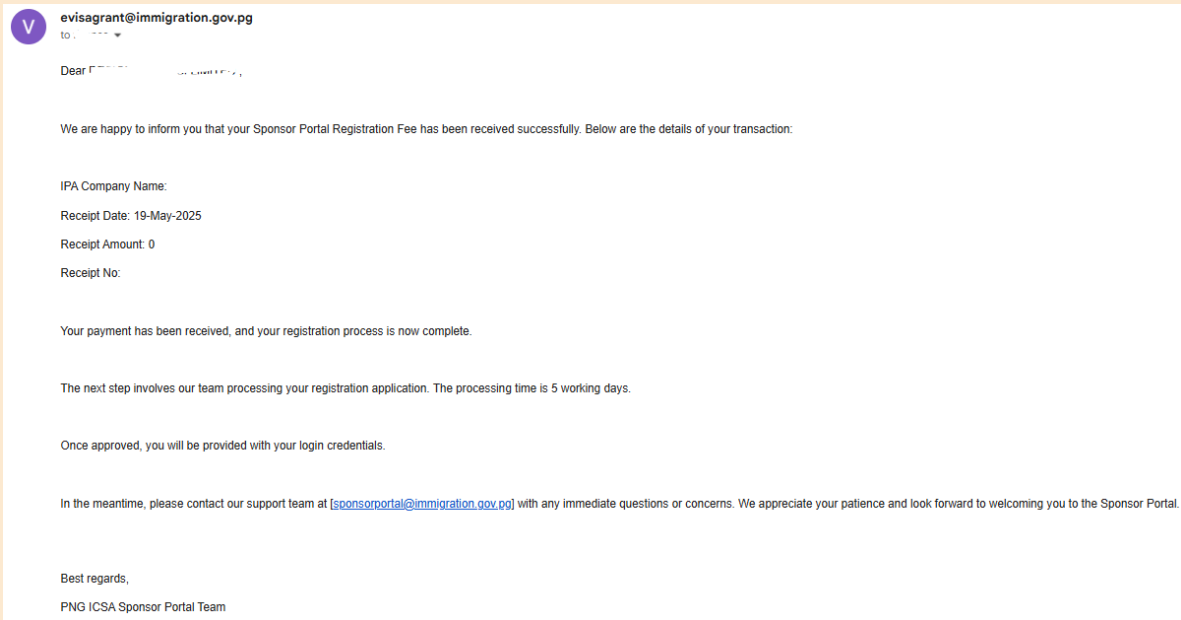
Sponsorship payment for annual access fee.

The payment screen will populate. You can enter your credit card details however there will not be any fee charged until further notice by management.

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

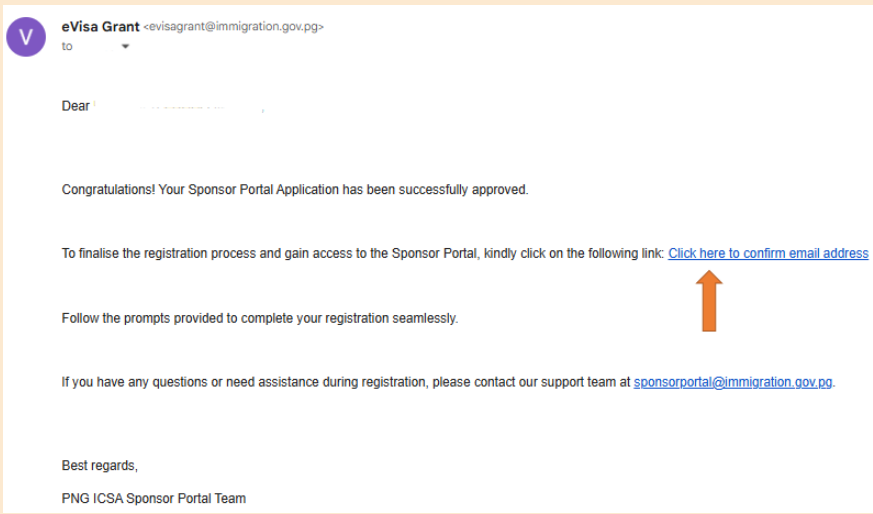
The Work Permit Sponsor portal application is submitted to ICSA pending approval. ICSA will assess the application and notify the client (sponsor) in writing by email once a decision has been made. Select CLOSE.

! Processing time frame is 3 working days.



An approval email will be received which which includes a request for the sponsor to confirm their email-client can click on the link provided to confirm their email address.

! 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**.

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Papua New Guinea

Please Complete your Sponsor Portal registration

Email: adelacruz@merit.com.au

Password

Confirm Password

Please select a security question

Security Answer

Submit

LOGIN-SPONSOR PORTAL ACCOUNT


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

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Explore Options ▾ Communication Centre ▾ **Online Services ▾** ICA MOUs ▾ Staff Portal ▾

eVisa Portal	MICA Account	Sponsor Portal	Help & Support
New eVisa Application	MICA Account & Online Payment Guide	Sponsor Portal User Guide	MICA FAQ
Existing eVisa Login	MICA Account Login	Sponsor Portal Registration	
Visa Approval Status	Register MICA Account	Sponsor Portal Login	
	Online Fee Payment		
	Fee Payment Wizard		

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.



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Sign in to the Sponsor Portal

Email


Password

[Forgot password?](#) [Register Sponsor](#)




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



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ICSA Test   

 New Application New Application	 Unfinished Unfinished Applications	 Submitted Submitted Applications	 Person(s) Sponsored Person(s) Sponsored	 Notifications Notifications	 Extensions Apply for extension	 Transfer Transfer to a new Passport
 Change Change Permit type	 Warnings List of expiring docs	 Receipts Receipts List	 Bulk Pay Bulk pay permit applications	 AGENTS Link/Unlink Agents		

LODGMET-EMPLOYMENT VISA APPLICATION

1. Submitting a new application-Click on **New Application** and Select **Employment** to proceed.

Visa Types

Working Resident

Working Resident Visa Classes

Employment

Employment (Government)

Apply

Find Nearest Office

EMPLOYMENT 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://visa.ica.gov.pg/visa/account/SponsorLogin>, or
- NOT AVAILABLE ON ARRIVAL

How To Apply

1. Complete the Online Application for both Work Permit and Employment Visa through the Sponsor Portal <https://visa.ica.gov.pg/visa/account/SponsorLogin>
2. Pay the Work Permit Application Fee together with the Migration Service Fee (MSF) as set out in the Entry Permit Fee Form at the time of submission. Donot pay on MICA for a separate receipt
3. Provide passport and documentary evidence as follows:

2. Type in the nationality and click Next.

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
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.	Applicants register by providing an email address and confirm it is correct. Applicants then enter all the required application details.	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.	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.

What is your nationality?

-select-

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

- Company IPA Certificate
- Job Description
- Copy of Passport BIO Page
- Maintenance Guarantee Bond
- Employment Contract signed by employer and employee
- Recent coloured Passport sized photo
- Police Clearance Certificate
- New Work Permit Application (Signed) Form 1
- Company Structure
- Updated Curriculum Vitae
- Medical examination report
- PNG Professional Registration
- Certified Evidence of Education Qualifications
- Letter from PNG based Sponsor

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

Step 1. Permit Application

Step 1 - Permit Application

Working Resident / Employment

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

* How will you be funding your stay in PNG?

* Work Type

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 * Re-enter Passport Number

* Expiry Date
Day Month Year * Issue Date
Day Month Year

* Issuing Place * Issuing Authority

* Document Type

Step 4. Travel

Complete the Travel details and click **Next**.

Step 4 - Travel

Arrival in PNG	Departure from PNG
Name of Vessel/Flight No <input type="text"/>	Name of Vessel/Flight No <input type="text"/>
Port <input type="text"/>	Port <input type="text"/>
Date Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>	Date Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>

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
Day Month Year

Gender

Marital Status

Other Passport Details

Passport Number

Country of Issue

Expiry Date
Day Month Year

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"/>
Postcode <input type="text"/>	*Town/Village <input type="text"/>
* Country <input type="text"/>	*Province <input type="text"/>
*Home Phone <input type="text"/>	Postal Address <input type="text"/>
Mobile Phone <input type="text"/>	Home Phone <input type="text"/>
	Mobile Phone <input type="text"/>

Step 8. Emergency Contact

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

Click in the box and type a description then click **Upload** to attach the relevant file , repeat the same for all the checklist, then click **Save** and **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	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Certified Evidence of Education Qualifications	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
PNG Professional Registration	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Medical examination report	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Updated Curriculum Vitae	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Company Structure	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
New Work Permit Application (Signed) Form 1	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Police Clearance Certificate	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Recent coloured Passport sized photo	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Employment Contract signed by employer and employee	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Maintenance Guarantee Bond	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Copy of Passport BIO Page	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Job Description	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>
Company IPA Certificate	<input type="text" value="Type file description here"/>	<input type="button" value="Upload"/>

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

Files must be smaller than: **20MB**

Step 10. Confirmation

Confirm all details are correct then click Register Application.

Step 10 - Confirmation

● Permit

Visa: Working Resident / Employment	Stay Length: 3 days	Stay Fund: Company Sponsor
Fee Amt: \$430	Online Fee: 50.00 USD	Receipt No: [None]
MSP: 380.00 USD	Sponsor Surcharge: 0 USD	Conversion Rate: 0.2900 as at 12:00 PM 30 Aug 2024
Work Permit Fee: 7500.00 PGK	Payable: PGK 8982.76	

○ Applicant

○ Passport

○ Travel

○ Alias

○ History

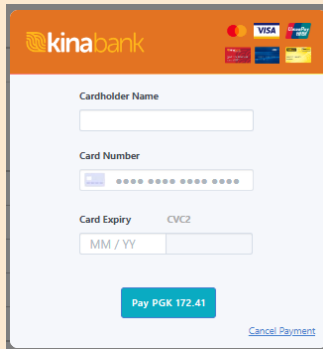
○ Address

○ Emergency

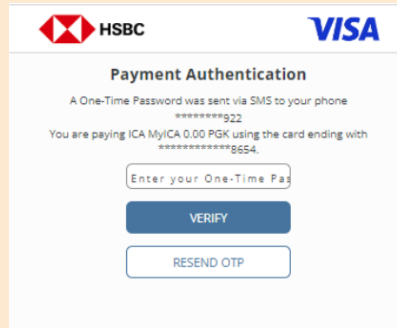
○ Check List

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.

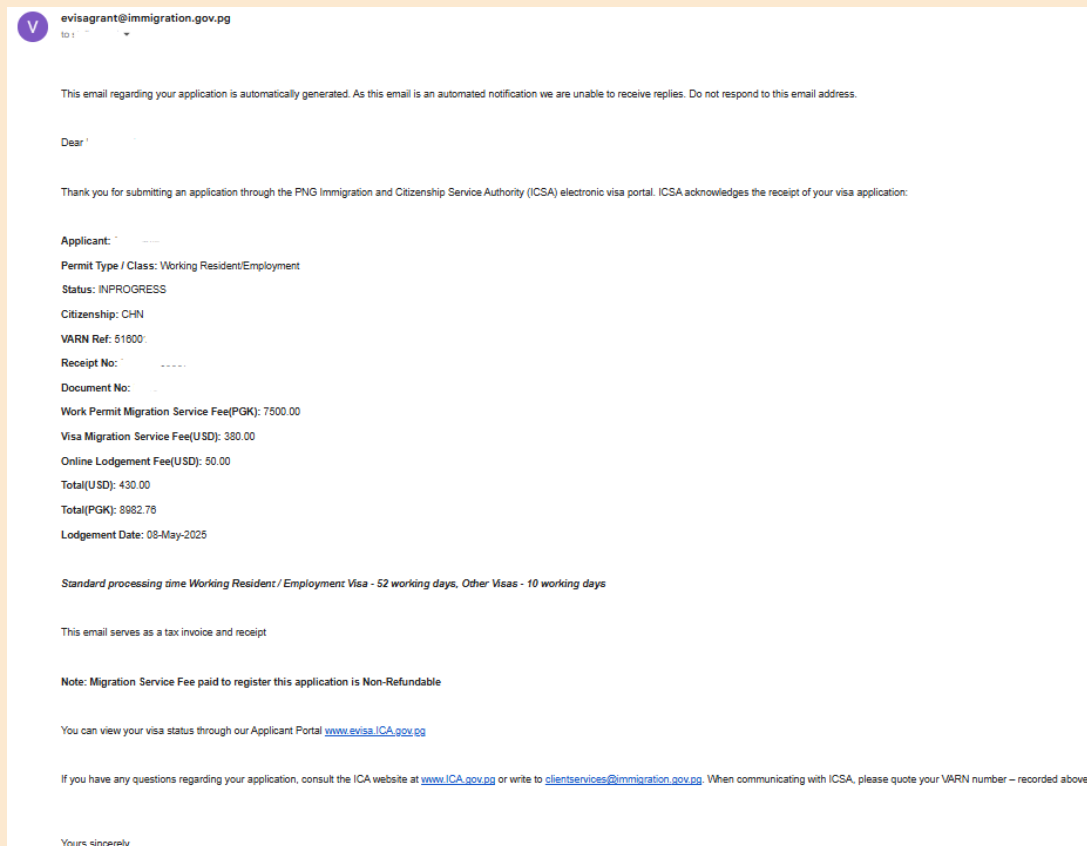


Kina Bank payment form with fields for Cardholder Name, Card Number, Card Expiry, and CVC2. A 'Pay PGK 172.41' button is visible at the bottom.



HSBC Visa Payment Authentication screen. It displays a One-Time Password (OTP) and a card ending with ****g54. Buttons for 'VERIFY' and 'RESEND OTP' are present.

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



TYPE OF PAYMENT	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			
PRIORITY PAYMENT	Application-Data entry	WORK PERMIT	1 DAY (24 HOURS)
	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 processed

SAMPLE OF EVISA GRANT LETTER

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



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PROTECTING BORDERS & PROMOTING PROSPERITY

IMMIGRATION & CITIZENSHIP SERVICE AUTHORITY

Date: 23 May 2025

Visa Application Reference Number (VARN): 516001

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	6 months or more at the time of application
Validity of Passport	Entry must be made within six (6) months from date of issue
Must Enter on or before	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 entries@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