



SPONSOR PORTAL USER GUIDE FOR CHANGE OF STATUS

A step-by-step process on how to register your account and lodge your Change of Status visa applications

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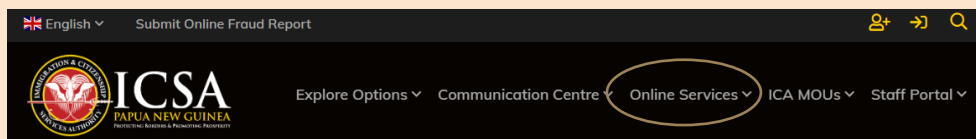
INTRODUCTION

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 www.ica.gov.pg

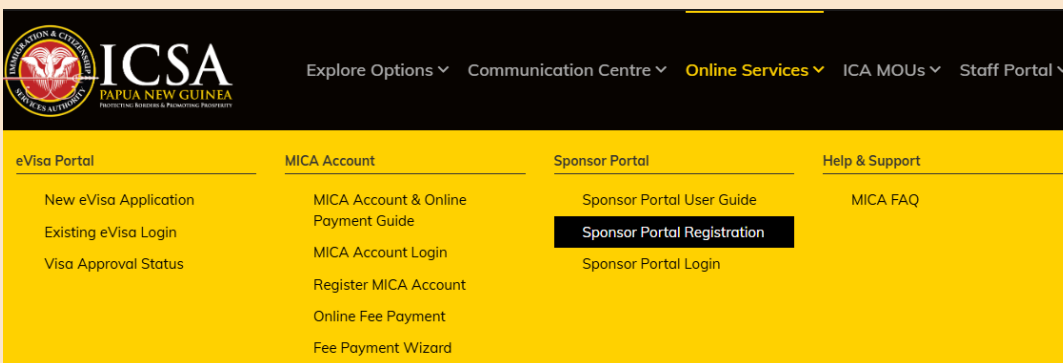
This handbook is ideal for new users and it gives you a step-by-step guide on how to subscribe to the sponsor portal and to use the portal to submit your employment visa application.

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 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.



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

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 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 119
 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 however there will not be any fee charged until further notice by management.

kina bank

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

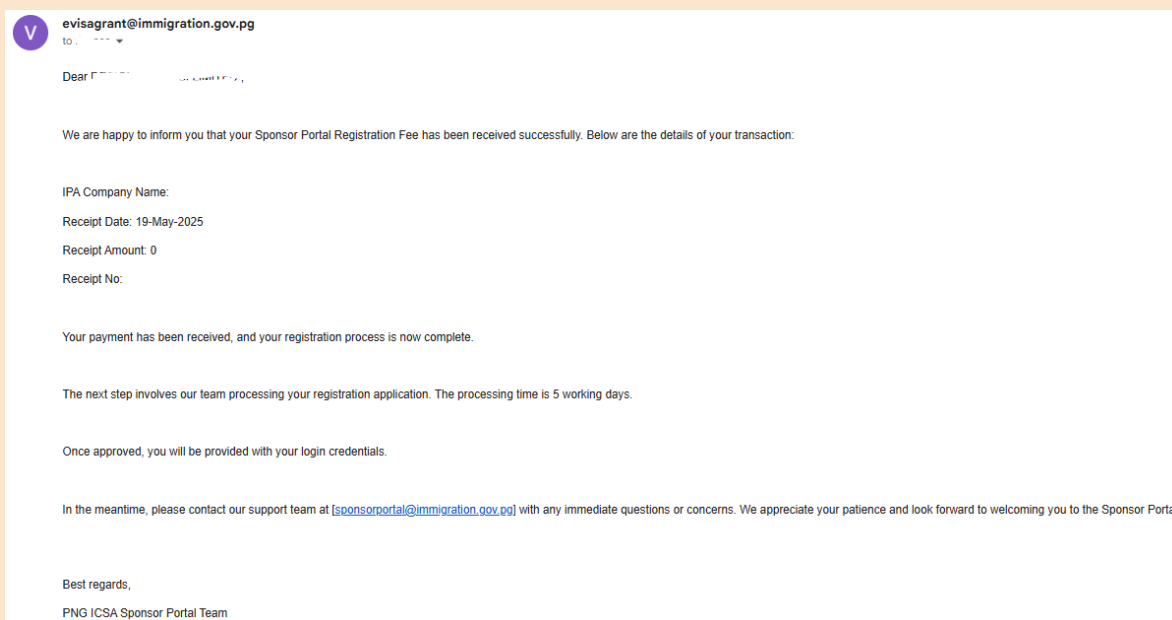
Payment of PGK100.00 has been received. Your receipt number is: 328301110780

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 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.



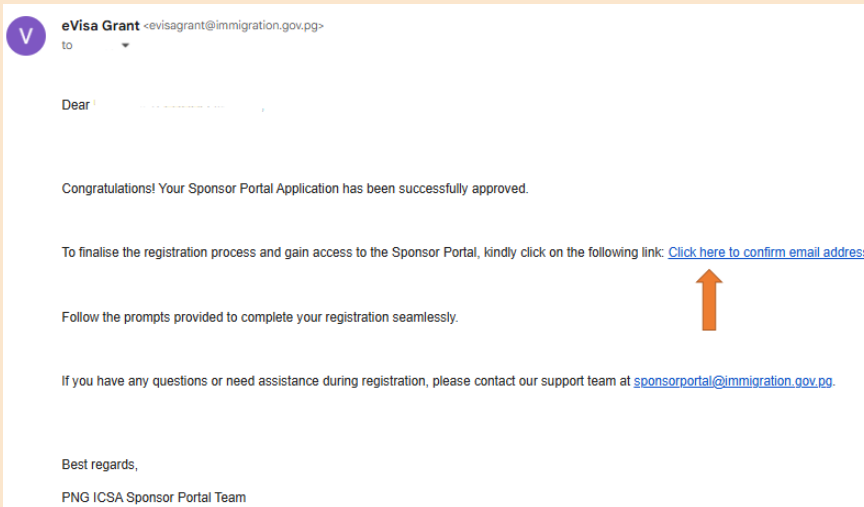
Processing time frame is 3 working days



An approval email will be received which 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

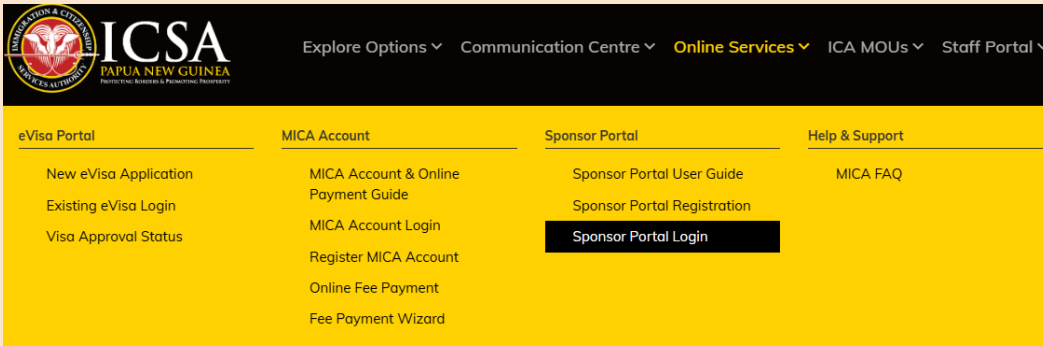


The Sponsor will be required to enter their password and re-enter the password for confirmation. The sponsor will then be required to enter a Security Question and provide an answer. My Mother's Maiden Name; Answer: Citizen. Then select **Submit**. The registration process is **complete**.

The ICA logo is at the top left. Below it 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). A red "Submit" button is at the bottom.

LOG INTO ACCOUNT

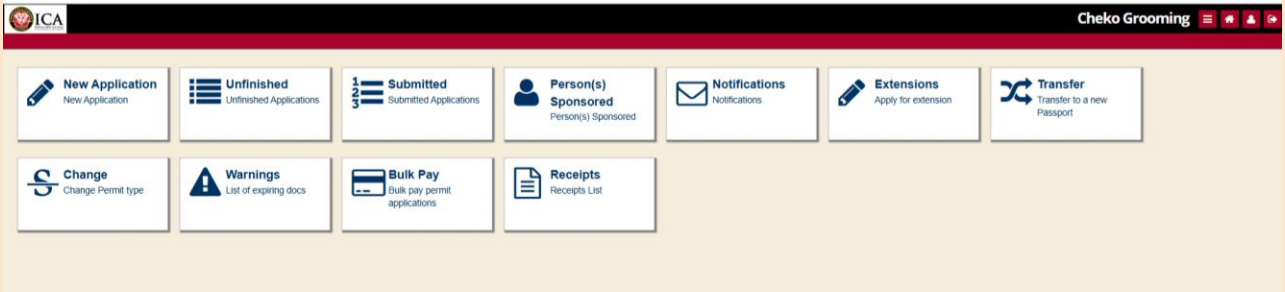
1. Access the Sponsor Portal from www.ica.gov.pg->Click on Online Services menu-> Sponsor Portal Login



2. 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.

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

- New Application-Start Lodgment of application;
- 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



LODGMET OF APPLICATION

1. Submitting a new application-Click on **Change**, enter the details, select the permit class & Type and click **Proceed**.

The image shows a "Change an application" dialog box. The title bar says "Sponsor" and "Change an application" with a close button. The form contains the following fields: "Permit Number of permit you want to change" (text input), "Document number associated with permit" (text input), "Permit Class & Type:" section with "New Visa Type" (dropdown menu) and "New Visa Class" (text input). At the bottom right are "Cancel" and "Proceed" buttons.

The Change of Status Lodgment is a Nine (9) step process:

Step 1. Permit Application

Complete the details and click **Next** to proceed.

ICA Cheko Grooming

eVisa Registration

1 Permit 2 Applicant 3 Passport 4 Alias 5 History 6 Address 7 Emergency Contact 8 Checklist 9 Confirm

Step 1 - Permit Application

Working Resident / Employment

*Reason for Change Change:

Change of employer

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

*How will you be funding your stay in PNG?
Company Sponsor

*Work Type
New General Work Permit Application - 3 years

Next Save

Step 2. Applicant

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



Some of the fields are already occupied with the applicants existing details.

ICA

eVisa Registration

Progress: 1. Permit (Completed), 2. Applicant (Current), 3. Passport, 4. Alias, 5. History

Step 2 - Applicant

* Family Name: Jane

* Given Names: Yosha

* Date of Birth: 28 Feb 2010

* Gender: Female

Marital Status: Single, Never Married

* Country of Birth: Australia

* Nationality: Australia

* Place of Birth: Port Moresby

* Occupation: It Officer

* Position ID: [Empty]

* Job Title: [Empty]

Employment History and Qualifications

Mandatory: Please provide details for at least one instance of employment and one qualification by pressing the buttons below.

[Add Employment](#) [Add Qualification](#)

Qualifications

Qualification	Institution	Duration From	Duration To	Verified	Document	Action
Bachelor in IT	UPWG	14-Mar-2020	15-May-2022	Y	Y	✓ ✗

Employment

Date	Company	Location	Duration From	Duration To

Step 3. Passport

Complete the details and click **Next**.

ICA

eVisa Registration

Progress: 1. Permit (Completed), 2. Applicant (Completed), 3. Passport (Current), 4. Alias, 5. History

Step 3 - Passport

* Passport Number: PO214

* Re-enter Passport Number: PO214

* Expiry Date: 16 Feb 2027

* Issue Date: 16 Mar 2023

* Issuing Place: Port Moresby

* Issuing Authority: ICSA

* Document Type: Passport

[Previous](#)

Step 4. Alias

Complete the details and click **Next**.



This section accommodates applicants who are dual citizens.

Also, If the applicant selects Yes, the closed question will expand and it will request for additional information.

The screenshot shows the 'eVisa Registration' form at Step 4 - Alias. The progress bar at the top indicates that 'Permit', 'Applicant', and 'Passport' steps are completed (green checkmarks), while 'Alias' is the current step (blue circle with '4'). The questions are:

- Have you ever been known by another name? Yes No
- Do you have another current passport issued by another country? Yes No

A 'Previous' button is located at the bottom left.

Step 5. History

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

The screenshot shows the 'eVisa Registration' form at Step 5 - History. The progress bar indicates that 'Permit', 'Applicant', 'Passport', and 'Alias' steps are completed (green checkmarks), and 'History' is the current step (blue circle with '5'). The questions are:

- If YES to any of the following please give details:
 - Yes No Have you visited PNG before?
 - Yes No Have you ever been charged with or convicted of a criminal offence?
 - Yes No Have you ever been deported from or refused entry to PNG or any other country?
 - Yes No Do you suffer from a disease which would constitute a health risk to PNG? Please provide details.

A 'Previous' button is located at the bottom left.

Step 6. Address in PNG

Complete the Personal History details and click Next.

Step 6 - Address

*Residential: Number and Street
23

*Suburb/Town
Gerehu

Postcode
121

*Home Phone
3276109

*State/Province
Ncd

*Country
Albania

*Mobile Phone

*PNG: Number and Street
Gordon 5

*Town/Village
Ncd

*Province
Ncd

Postal Address
Po

Home Phone
320990

Mobile Phone
22335

Step 7. Emergency Contact
Complete Address details in PNG then click **Next**.

Step 7 - Emergency Contact

Family Name
Hatsw

Given Names
Www

Relationship to Applicant
Mmm

Contact Address Number and Street
Qq

Suburb/Town
Qq

State/Province
Qq

Postcode
qq

Country
Algeria

Home Phone
qq

Mobile Phone
qq

Previous

Step 8. 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**.

Step 8 - Checklist of Items Required

You must provide proof of the following

Letter from PNG based Sponsor

Type file description here **Upload**

Maintenance Guarantee Bond

Type file description here **Upload**

Copy of Passport BIO Page

Type file description here **Upload**

DLR Work Permit Approval

Type file description here **Upload**

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

Files must be smaller than 10MB

Previous Next Save



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. Confirm

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

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.

ICA Cheko Grooming

eVisa Summary

Visa: Working Resident Employment	Status: Undecided
Applicant: Yosha Jane - 28-Feb-2010	Varn Ref: 69990026543
Document No: PO214 - Australia	
Receipt: yE0c1n - 50.00	

Payment received and application is being processed (VARN:69990026543). When processed an email will be sent.

- Permit

Visa: Working Resident Employment	Receipt No: yE0c1n
Stay Length: 2 YEARS	Fee Amt: 50.00 PGK
Stay Fund: Company Sponsor	
- Applicant
- Passport
- Alias
- History
- Address
- Emergency
- Check List

Application Process Summary

VARN Ref: 69990026543 Working Resident/Employment
 Applicant: Ms Yosha Jane 28-Feb-2010
 Document No: PO214 Australia
 Registered: 14-Oct-2025 Online at PORT MORESBY
 Status: Undecided

Status	Task
INCOMPLETE	Application - all data not entered
COMPLETE	Sponsor - Cheko Grooming
INCOMPLETE	Check Requirements

Enquiry
Close

ent Open Undecided No Change

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.

SAMPLE OF AN EMAIL FROM eVisa

eVisa Visa Application

avisagrant@immigration.gov.pg

11:35
AM

to jaylewa.mail.com

This email regarding your application is automatically generated. As this email is an automated notification we are unable to receive replies. Do not respond to this email address.

Dear John Lopez

Thank you for submitting an application through the PNG Immigration and Citizenship Service Authority (ICSA) electronic visa portal. ICSA acknowledges the receipt of your visa application:

Applicant: Yosha, Jane 28-Feb-2010

Permit Type / Class: Working Resident /Change of Status – 2 years

Status: INPROGRESS

Citizenship: AUS

VARN Ref: 69990026543

Receipt No: 528001448314

Document No: P0214

Work Permit Migration Service Fee(PGK): 9500.00

Visa Migration Service Fee(USD): 700.00

Online Lodgement Fee(USD): 50.00

Total(USD): 750.00

Total(PGK): 12,556.24

Lodgment Date: 14-Oct-2025

Standard processing time Working Resident / Employment Visa - 52 working days, Other Visas - 10 working days

This email serves as a tax invoice and receipt

Note: Migration Service Fee paid to register this application is Non-Refundable

You can view your visa status through our Applicant Portal www.evisa.ICA.gov.pg

If you have any questions regarding your application, consult the ICA website at www.ICA.gov.pg or write to clientservice@immigration.gov.pg. When communicating with ICESA, please quote your VARN number – recorded above.

Yours sincerely

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 process