



SPONSOR PORTAL USER GUIDE FOR EXTENSION

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

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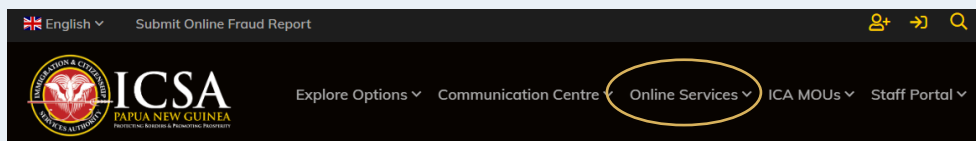
INTRODUCTION

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

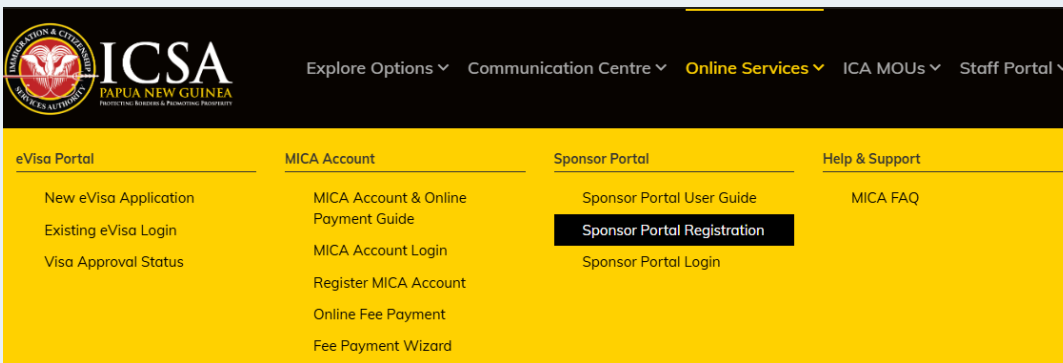
This handbook is ideal for new users and it gives you a step-by-step guide on how to subscribe to the sponsor portal and to use the portal to submit your employment visa application.

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 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

VISA
MasterCard
American Express

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

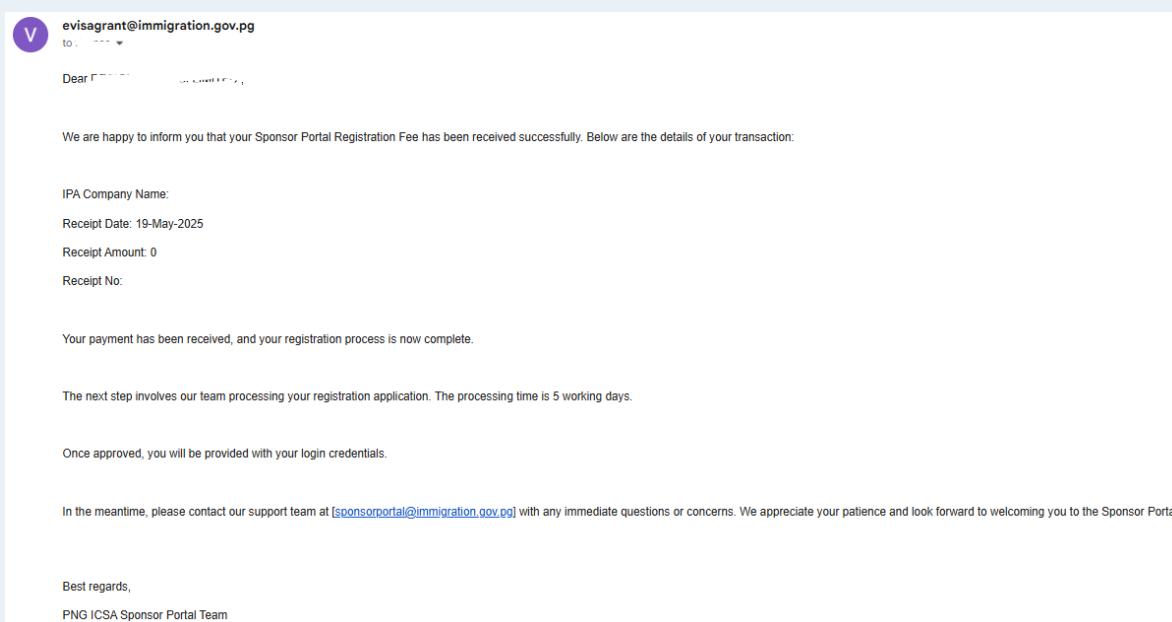
Payment of PGK100.00 has been received. Your receipt number is: 328301110780

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.



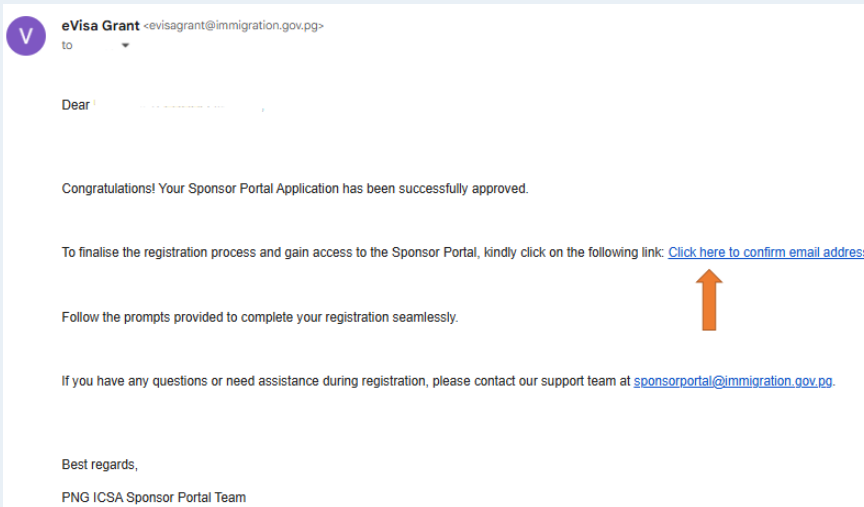
Processing time frame is 3 working days



An approval email will be received which 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

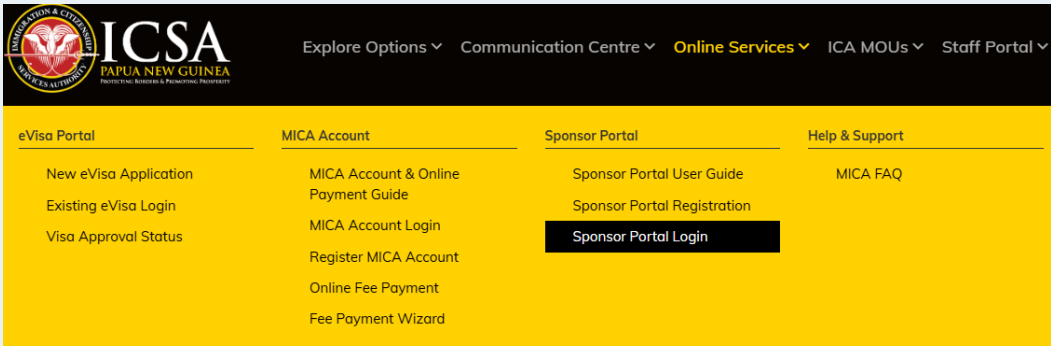


The Sponsor will be required to enter their password and re-enter the password for confirmation. The sponsor will then be required to enter a Security Question and provide an answer. My Mother's Maiden Name; Answer: Citizen. Then select **Submit**. The registration process is **complete**.

A screenshot of the Sponsor Portal registration form. The header shows the ICA logo and the text "Please Complete your Sponsor Portal registration". The form fields include: "Email: adelacruz@merit.com.au", "Password" (input field), "Confirm Password" (input field), "Please select a security question" (dropdown menu), and "Security Answer" (input field). 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.

Sign in to the Sponsor Portal

Email

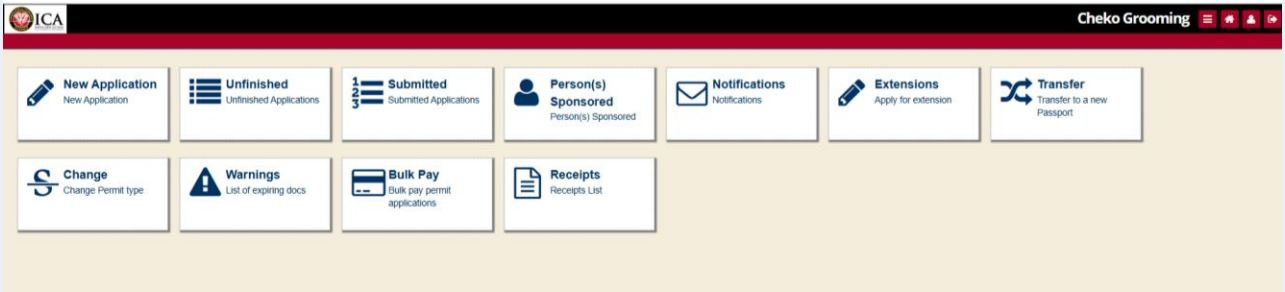
Password

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

Sign in

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

- New Application-Start Lodgment of application;
- 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 **Extension**, enter the Permit and Document Number and click **Proceed**.

The image shows a dialog box titled 'Extend an application' with a close button (X) in the top right corner. The dialog has a white background and a black header. It contains two input fields: 'Permit Number' and 'Document Number'. At the bottom right, there are two buttons: 'Cancel' and 'Proceed'.

The Sponsor Lodgment is a Nine (9) step process:

Step 1. Current Permit

This displays all details of the existing permit and click **Next** to proceed.

✓ eVisa Registration

1 Current Permit 2 Extension Details 3 Applicant 4 Passport 5 Allow 6 History 7 Address 8 Checklist 9 Confirm

Step 1 - Current Permit

Working Resident / Extension- Employment

Permit No.: 99902077406
 Permit Type: Employment
 Permit Class: Working Resident
 Place Issued: PORT MORESBY
 Date Issued: 22/01/2025
 Expiry Date: 22/01/2027

*Reason for Expired Extension:

Contract Renewal late

Previous Next Save

Step 2. Extension Details
 Complete the applicant details and click **Next**.

✓ eVisa Registration

1 Current Permit 2 Extension Details 3 Applicant 4 Passport 5 Allow 6 History 7 Address 8 Checklist 9 Confirm

Step 2 - Extension Details

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

* State the reason for your extension
 The job is not completed as yet

* Date of last entry into PNG
 Day Month Year

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

* Work Type
 New General Work Permit Application - 3 years

Work Permit Number
 11111

Work Permit Expiry Date
 17 Nov 2028

Position No.
 23471

Previous Next Save

Step 3. Applicant
 Complete the details and click **Next**.

Progress bar: 1 Current Permit, 2 Extension Details, 3 Applicant, 4 Passport, 5 Alias, 6 History, 7 Address, 8 Checklist, 9 Confirm

Step 3 - Applicant

* Family Name:

* Given Names:

* Date of Birth: * Gender: * Marital Status:

* Country of Birth: * Nationality:

* Place of Birth:

* Occupation:

* IT Officer:

* Position ID: * Job Title:

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	UPNG	02-Mar-2023	14-Apr-2024	Y	Y	✔ ✘

Employment

Role	Employer	Location	Duration From	Duration To	Action
IT Officer	Obidi	Taboui	14-Feb-2014	17-Oct-2019	✔ ✘

[Previous](#) [Next](#)

Step 4. Passport

Complete the details and click **Next**.

Progress bar: 1 Current Permit, 2 Extension Details, 3 Applicant, 4 Passport, 5 Alias, 6 History, 7 Address, 8 Checklist, 9 Confirm

Step 4 - Passport

* Passport Number: * Re-enter Passport Number:

* Expiry Date: * Issue Date:

* Issuing Place: * Issuing Authority:

* Document Type:

[Previous](#) [Next](#) [Save](#)

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

✓ eVisa Registration

Current Permit Extension Details Applicant Passport Alias History Address Checklist Confirm

Step 5 - Alias

Have you ever been known by another name? Yes No

Do you have another current passport issued by another country? Yes No

Previous Next Save

Step 6. History

Complete the Personal History details and click Next.

✓ eVisa Registration

Current Permit Extension Details Applicant Passport Alias History Address Checklist Confirm

Step 6 - History

If YES to any of the following please give details

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?

Previous Next Save

Step 7. Address in PNG

Complete Address details in PNG then click Next.

✓ eVisa Registration

Current Permit Extension Details Applicant Passport Alias History Address Checklist Confirm

Step 7 - Address in PNG

* Number and Street
Gordon 6

* Town/Village Ncd * Province Ncd

Postal Address
Po

Home Phone 328990 Mobile Phone 22335

Email Address
janet@gmail.com

Previous Next Save

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**.

eVisa Registration

Current Permit Extension Details Applicant Passport Alias History Address **Checklist** Confirm

Step 8 - Checklist of Items Required

You must provide proof of the following

Passport validity >= 6 months

- Biopage.pdf ✖
qqq

Copy of Passport BIO Page

- Biopage.pdf ✖
qqq

Copy of Visa Label

- PNG Based Sponsor.pdf ✖
qqq

Reason for extension letter

- PNG Based Sponsor.pdf ✖
qqq

Copy of Work Permit

- Ticket.pdf ✖
qqq

Maintenance Guarantee Bond

- Capture.JPG ✖
qqq

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**

Previous 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

eVisa Registration

Current Permit Extension Details Applicant Passport Alias History **Address** Checklist Confirm

Step 7 - Address in PNG

* Number and Street

* Town/Village * Province

Postal Address

Home Phone Mobile Phone

Email Address

Previous Next Save

Step 9. Confirm

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

Step 9 - Confirmation

Extension Details

Visa: Working Resident / Extension- Employment
Stay Length: 3 days
Fee Amt: \$1625 Work Permit Fee: 7500.00 PGK
Payable: PGK 14121.84

Stay Fund: Company Sponsor
Last Entered in PNG: 01-Jan-2024
Conversion Rate: 0.2454 as at 11:22 AM 7 May 2025
Receipt No: [None]

Extension Reason:
The job is not completed as yet

Applicant

Passport

Alias

History

Address

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.

[Register Application](#)

[Previous](#) [Save](#)

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.

Make a Payment

Amount Due: 12703.75PGK

Choose Payment Method:

Visa Bank Other

Card Number*

Expires*

Security Code* [\(Where is this?\)](#)

*Required After successful payment, you will receive an email to the supplied email address with confirmation and approval of the application your receipt and full details of request.

[Pay](#)

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

visagrants@immigration.gov.pg

11:35
AM

to jaylo@gmail.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: Rapha,Ofirah

Permit Type / Class: Working Resident /Extension of Employment – 3 years

Status: INPROGRESS

Citizenship: ISR

VARN Ref: 51600246810

Receipt No: 528001248325

Document No: E210993P

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: 21-Aug-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

SAMPLE OF eVisa GRANT LETTER

When the visa extension 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: 7 October 2025

Visa Application Reference Number (VARN): 51600246810

Dear Ms Ofirah RAPHA

Subject: Application for: Working Resident / Extension of Employment visa

This is to inform you that your application for an Extension of 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
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.	E210993P
Passport Expiry Date	21-Sep-2035
Nationality	Israelis
Date of birth	21-Sep-1993
Gender	Female

Visa Summary

Surname	Rapha
Given Name (s)	Ofirah
Visa Type and Class	Working Resident/ Extension of Employment
Work Type	Renewal of General Work Permit Application-3 years
Visa Number	1600207574
Visa Expiry Date	21-Sep-2028
Sponsor	Snail Slow Limited
Place of Work	Port Moresby, NATIONAL CAPITAL DISTRICT
Company Position Code	SS001-Retail Manager
PNG Occupation Code	142111-Retail Manager
Date of Application	21-Aug-2025
Date of grant	10-Oct-2025

Frequently Asked Questioned

◆ General

Q. Who can apply for a visa extension through this portal?

A: Foreign nationals currently residing in the country with a valid visa who wish to extend their stay for legitimate reasons (such as medical treatment, education, tourism, business, etc.) can apply via this portal.

Q. When should I apply for a visa extension?

A: It is recommended to apply at least 30 days before your current visa expires to ensure timely processing.

Q. Can I apply for a visa extension if my visa has already expired?

A: Yes, but you may be subject to penalties or fines. Please contact immigration authorities immediately for guidance.

Q. The status of my application shows “INCOMPLETE.” Does this mean I have not finished the application or missed a document?

A: No. Your application is not pending—it is currently being processed.

Q. I lodged my application 10 days ago, but it has not yet been approved. Why is it taking so long?

A: Processing takes time. The standard timeframe is up to 52 working days.

◆ Application Process

Q. Can I edit my application after submission?

A: No. Once submitted, the application cannot be edited. Please ensure all information is accurate before submitting.

Q. How long does the extension process take?

A: *Typically, the process takes 7-14 business days, depending on the type of visa and completeness of your application. *processing timeframe to be verified**

Q. Is it necessary to type a description for every file uploaded in Stage 9 of the lodgment?

A: Yes. You must provide a description for every file you upload.

◆ Documents & Requirements

Q. What documents are required for a visa extension?

A: Requirements vary by visa type but generally include: (Include work permit requirements as well)

- Passport bio-data page
- Current visa copy
- Proof of accommodation
- Financial proof (bank statement)
- Justification letter for extension
- Passport-sized photo

Q. What is the maximum duration for which a visa can be extended?

A: This depends on the visa category. For example, tourist visas can usually be extended for 30-90 days, while student or work visas may vary. **Redo this part to reflect visa categories going online*

Q. What is a Professional Certificate?

A: It is a membership certificate issued by the relevant government authority that allows a non-citizen employee to work. Please refer to pages 16-17 of the Work Permit Handbook. **verify*

Q. Can the applicant's medical report be completed in Papua New Guinea (PNG)?

A: No. Medical reports must be obtained from the nearest health center in the applicant's home country.

Q. Does the applicant still need to visit the embassy or high commission to have the passport labeled with the visa?

A: No. Visa labeling at missions is no longer required.

Q. What documents must I present at the airport?

A: You must present your passport and a copy of your visa grant letter.

◆ Fees & Payments

Q. What is the fee for visa extension?

A: Fees vary depending on visa type and duration. You will see the applicable fee during the application process.

Q. What payment methods are accepted?

A: The portal accepts credit/debit cards, net banking, and digital wallets.

Q. Is the visa extension fee refundable?

A: No. All processing fees are non-refundable, even if your application is rejected.

Q: Can I add multiple fees to my basket?

A: Absolutely! The ICA Online Payment System supports the payment of multiple fees at once. This feature is particularly useful for agents and corporations who utilize the ICA visa services.

◆ Technical Support

Q. I forgot my login password. What should I do?

A: Click on the “Forgot Password” link on the login page and follow the instructions to reset it.

Q. I’m facing issues uploading documents. What can I do?

A: Ensure the description is entered first before uploading the file and must be within the specified size limit i.e. compress all files to 10GB. Also you can try clearing your browser cache or using a different browser.

Q. How do I check the status of my application?

A: Log in to your account and go to the “My Applications” section to view the real-time status or go to the website >online services >eVisa Portal>Visa approval status> enter the passport number and nationality > status will be provided.

◆ Other Questions

Q. Will a work permit card still be issued under this visa category?

A: No. A work permit card will no longer be issued for this visa category.

Q. How can I open a bank account if a work permit card is no longer issued?

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

Q. Can I travel while my extension is under process?

A: It is recommended not to travel outside the country until a decision is made on your application.*Consider mentioning about purchase of tickets

Q. Who can I contact for further assistance?

A: You can reach our support team via the Help Center on the portal or email us at support@visaextension.gov.

Q. What should I include in the sponsor letter?

A. Clearly state your reasons for the visa extension request

Q. Who should the Sponsor Letter be addressed to?

A. Your Letter should be addressed to the Chief Migration Office, PNG Immigration &Citizenship Services Authority. (ICSA’s address)

Q. What will happen if I lodge an application after the visa expiry date?

A. The application lodged will be placed on hold and you will be advised to pay a late lodgment fee

Q. Is it compulsory that a person must be onshore in order to apply for a visa extension

A. Yes,

Q. What happens when a person travels out of the country whilst their visa extension application is still in process?

A. Discuss Refer to Q&A 24