



MARITIME AND PORT AUTHORITY OF SINGAPORE

PORT MARINE NOTICE
NO. 91 OF 2025

07 Jul 2025

Shipping Community
Harbour Craft Community
Pleasure Craft Community

MANAGEMENT OF CREW USERS' ACCOUNTS FOR SHIPPING AGENTS

- 1 The Immigration and Checkpoints Authority (ICA) would like to inform that with effect from **26 Jul 2025**, all CREW user accounts that remain 'inactive' for consecutive 90 days or more (i.e. with no submission of crew related applications) will be automatically deactivated.
- 2 ICA's circular on the CREW account management requirement is attached as **Annex A**.
- 3 For any clarification needed CREW accounts related matters, please reach out to ICA by scanning the QR code given in the attached reminder.



CAPT CHONG JIA CHYUAN
PORT MASTER
MARITIME AND PORT AUTHORITY OF SINGAPORE



03 Jul 2025

Dear Shipping Community,

MANAGEMENT OF CREW USERS' ACCOUNTS FOR SHIPPING AGENTS

Today, shipping agents use the CREW accounts issued by ICA to submit crew/vessel related applications via the MPA's digitalPORT@SG™ system. Please be informed that all CREW accounts that are 'inactive' (i.e. with no submission of crew related applications) for 90 consecutive days or more will be automatically deactivated on **26 Jul 2025**. This would be an on-going process.

- 2 Once the account is deactivated, the shipping agent will not be able to submit any crew/vessel related application (eg. Arrival/departure application, sign-on/sign-off application) to ICA.
- 3 Shipping agents are strongly encouraged to login to digitalPORT@SG™ on **27 Jul 2025** to check whether their CREW accounts are still valid. If they are unable to access to the "ICA crew services module" in digitalPORT@SG™, it would mean that their CREW accounts have been deactivated. To re-activate their CREW account, they could submit a "new account request" via digitalPORT@SG™ which is the current process.
- 4 For any assistance, the agent could submit the enquiry the enquiry via the link (<https://go.gov.sg/vesselandcrewmatters>) or the QR code below.
- 5 Thank You.



AC LEE TECK SENG
DEPUTY COMMANDER (OPERATIONS)
INTEGRATED CHECKPOINTS COMMAND (SEA)
IMMIGRATION & CHECKPOINTS AUTHORITY