

Truck Driver Registration by Manual Data Entry

Trade Single Window

Truck Driver Registration by Manual Data Entry

Electronic User Manual

1

Go to TSW website <https://www.tradesinglewindow.hk> and click “Register Now” to start

2

Choose “Individual”

3

Choose “Yes” to apply for both account registration and bundling subscription

4

Click “Next”

5

Read the Terms and Conditions

6

Check the box to agree

7

Click “Next”

8

Input Truck Driver information

9

Click the smart icon ⓘ for information and field requirements

10

Input information. (Fields with * are mandatory)

11

Punctuation and special characters are not allowed in names (e.g. ! @ # \$ % & * ?)

12

Input “Particulars of Truck Driver”

13

“Mobile No.” is mandatory. SMS related to IVRS and soft token setup will be sent to this “Mobile No.”. Only Hong Kong “Mobile No,” is accepted

14

Input Particulars of All Cross-boundary Vehicle(s) with address of the vehicle owner for application of bundling subscription

15

To add more vehicle, click “+ Add more Item”

16

To remove vehicle, check the box next to vehicle number and then click “Delete Selected Item”. Alternatively, click “Remove” next to the vehicle

17

Use “Expand All” and “Collapse All” to change view for vehicle details

18

Upload “Vehicle Registration Document” for each vehicle

19

Upload “Closed Road Permit” for each vehicle with “Closed Road Permit No.” provided

20

Create your own Username

21

Provide supporting document for identity and upload driver licence

22

Click “Next” to proceed and an OTP verification code will be sent to the “Mobile No.” provided under “Particulars of Truck Driver” as SMS

23

Review inputted information

24

Input OTP Verification Code

25

Input 4-digits CAPTCHA text for verification

26

Click “Submit”

27

Click “OK”

28

After submission, an account activation email will be sent to your email box. If no email is provided, account activation SMS will be sent to your “Mobile No.” entered for “Particulars of Truck Driver”. Please call The Office of Trade Single Window Operation by 2117 3348 if no account activation email / SMS is received

29

Open account activation email / SMS

30

Check for the activation code

31

Click “Activate Account now >>” or click “Activate Account” in TSW Login page

32

Ensure Username is filled in

33

Input the 8 digits activation code

34

Input CAPTCHA

35

Click “Submit”

36

Set password

Note: password must be at least

10 characters with combinations of:

-Upper case letter;

-Lower case letter; and

-number; or

-special character (! @ # \$ % & ?)

37

Password policy is subject to change. Please click ⓘ for the latest requirements

38

Click “Submit”

39

Click “Next” to confirm

40

After activation, verification will be completed within two working days.

If email is provided, the registration result will be sent to your email box. Otherwise, the registration result will be sent you your “Mobile No.” entered under “Particulars of Truck Driver” as SMS. Please call The Office of Trade Single Window Operation by 2117 3348 if no email / SMS is received

41

Upon approval, user will receive a notification of successful registration. If email address was provided in registration form, processing result will be sent to the email address. Otherwise, the processing result will be sent to the “Mobile No.” provided under “Particulars of Truck Driver” in the registration form as SMS

42

Soft token activation details will be sent to your “Mobile No.” provided under “Particulars of Truck Driver” in the bundling subscription as SMS

43

Open the notification of successful registration

44

Open SMS of Soft token activation details

45

User may login TSW Web Site and subscribe to services and/or submit documents for approved service subscription

46

An IVRS account will be created for the truck driver with bundling services subscribed

47

Truck driver will need to activate the IVRS account using 6 digits IVRS Account Number and soft token key in order to perform bundling via IVRS

48

To activate the account later, user can go to the TSW website, click "Log in"

49

Click "Account Activation" in Login page and follow the steps mentioned earlier to proceed

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End of Chapter

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