

Individual (Non-Truck Driver) Registration

Trade Single Window

Individual (Non-Truck Driver) Registration

Electronic User Manual

1

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

2

Select “Individual”

3

Select “No”

4

Click “Next”

5

Read the Terms and Conditions

6

Check the box to agree

7

For registration by digital certificate, please refer to similar steps in 2.1 Truck Driver Registration by digital certificate

8

For registration by iAM Smart, please refer to similar steps in 2.1 Truck Driver Registration (by iAM Smart)

9

Click “Next”

10

Click the smart icon “” for information and field requirements

11

Input information (Fields with * are mandatory)

12

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

13

Upload supporting documents

14

Click “Next”

15

Review inputted information

16

Enter CAPTCHA

17

Click “Submit”

18

Click “OK”

19

After submission, an account activation email will be sent to your email box

20

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

21

Open the account activation email

22

Check the Activation Code

23

Input Username, Activation Code and CAPTCHA

24

Click “Submit”


25

Set up password

Note: password must be at least 10 characters with combinations of:

- Upper case letter;
- Lower case letter; and
- number; or
- special character (! @ # \$ % & ?)

26

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

27

Click “Submit”

28

Click “Next”

29

After activation, verification will be completed within two working days

30

The registration result will be sent to your email upon completed approval. Please call The Office of Trade Single Window Operation by 2117 3348 if no email is received

31

You may login to TSW website and subscribe to services and/or submit documents

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