

## Company or Organisation (Admin) Registration (for Shipper or Agent)

Trade Single Window

Company or Organisation (Admin) Registration (for Shipper or Agent)

Electronic User Manual

1

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

2

Select “Company / Organisation (Administrator)”

3

Click “Next”

4

Read the Terms and Conditions

5

Check the box to agree

6

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

7

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

8

Click “Next”

9

Input company / organisation information

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

For “Hong Kong Business Registration”, ensure Company / Organisation Name and Business Registration No. are entered according to latest Business Registration Certificate

14

“Apply as Agent?” option applies to Phase 3A only

15

Input “Personal Information”

16

Upload supporting documents

17

If needed, click “Download Authorisation Letter Template” to select and download template of pre-filled information

18

If needed, check the box to provide authorisation letter later

19

Please login to the TSW portal after account activation, and click "Upload Authorisation Letter" on the homepage

Click “Next”

21

Review inputted information

22

Input CAPTCHA

23

Click “Submit”

24

Click “OK”

25

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

26

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

27

Open the account activation email

28

Check the Activation Code

29

Input Username, Activation Code and CAPTCHA

30

Click “Submit”


31

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 (! @ # \$ % & ?)

32

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

33

Click “Submit”

34

Click “Next”

35

After activation, verification will be completed within two working days

36

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

37

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

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