

Company User Registration

Trade Single Window
Company User Registration
Electronic User Manual

1

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

2

Enter Username and Password of Company Administrator

3

Click “Login”

4

Click “Cargo Information / Account Maintenance”

5

Click the profile icon at the top right corner> “Other Accounts”


6

Click “New Employee”

7

Select “Company / Organisation (User)”

8

Click the smart icon “” for information and field requirements

9

Enter personal information for the company user (Fields with * are mandatory)

10

Click “Next”

11

Review inputted information

12

Click “Submit”

13

Click “OK”

14

After submission, an account activation email will be sent to the company user. Please call The Office of Trade Single Window Operation by 2117 3348 if no email is received after 1 hour

15

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

16

Click “Activate Account”

17

Input Username of company user, Activation Code and CAPTCHA

18

Click “Submit”

19

Read the Terms and Conditions

20

Check the box to agree

21

For registration by digital certificate, please refer to similar steps in 2

1 Truck Driver Registration by digital certificate

22

For registration by iAM Smart, please refer to similar steps in 2

1 Truck Driver Registration (by iAM Smart)

23

Click “Next”

24

Enter personal information

25

Upload supporting document

26

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

27

If needed, check the box to provide authorisation letter later

28

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


29

Set password

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

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

30

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

31

Click “Submit”

32

Click “Next”

33

After activation, verification will be completed within two working days

34

The registration result will be sent to company user's email. Please call The Office of Trade Single Window Operation by 2117 3348 if no email is received

35

If the registration is unsuccessful, please follow the procedures in the email to resubmit

36

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

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