

Forget IVRS Username

Trade Single Window
Forget IVRS Username
Electronic User Manual

1

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

2

Click “Forget Username?”

3

Select “IVRS” under “System / Portal Currently Using”

4

Select Identity Type and input Identity No.

5

Click “Next”

6

Review inputted information

7

Input CAPTCHA

8

Click “Submit

9

IVRS Username will be sent via SMS

10

Please call The Office of Trade Single Window Operation by 2117 3348 if no SMS is received after 1 hour

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End of Chapter
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