

Forget TSW Portal Username

Trade Single Window

Forget TSW Portal Username

Electronic User Manual

1

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

2

Click “Forget Username?”

3

Select “TSW Portal” under System / Portal Currently Using

4

Select Account Type

5

Input Identity Type and Identity No.

6

If “Company / Organisation” is selected under Account Type, please also input Business Registration No. / Organisation Registration No.

7

Click “Next”

8

Review inputted information

9

Input CAPTCHA

10

Click “Submit”

11

Username will be sent via email / mobile number

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

Trade Single Window
End of Chapter
Electronic User Manual