

Forget TSW Portal Password

Trade Single Window

Forget TSW Portal Password

Electronic User Manual

1

Go to TSW website and click “Login” to start

2

Click “Forget Password?”

3

For truck driver, select “TSW Portal (For Truck Driver Only)” under “Choose Portal / System” and then input Mobile No., Username and first 4 characters of Identity No.

4

For shipper or agent, select “TSW Portal” under Choose Portal / System and then input Email, Username and first 4 characters of Identity No.

5

Click “Next”

6

Review inputted information

7

Enter CAPTCHA

8

Click “Submit”

9

OTP will be sent via email if the email address is provided in user profile. Otherwise, OTP will be sent via SMS

10

Input OTP received in SMS or email

11

Enter CAPTCHA

12

Click “Verify”


13

Set up new password

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

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

14

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

15

Last 8 password cannot be used as new password

16

Click “Submit”

17

Password is reset successfully

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End of Chapter
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