

Training Manual

General Operations

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HOW TO LOGIN TO FOOD TRADER PORTAL (FTP) IN FTP

[STEP 1] GO TO FOOD TRADER PORTAL (FTP) HOMEPAGE

 Go to the FTP home page (<u>https://www.ftp.cfs.gov.hk</u>) and click Login to Food Trader Portal (FTP) Account.

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	<section-header><section-header><section-header> Trader Registration Importing / Exporting Food e-Health Certificate Enquiry Recording Food Arrival Information Importing / Exporting Information Importing Food Arrival Information</section-header></section-header></section-header>
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[STEP 2] ENTER YOUR LOGIN INFORMATION

2. Input your Trader Registration Number / Exemption Number, password and registered mobile phone number, then press Next.

A one-time password will be sent to your mobile phone via an SMS. You can also click this option to have the one-time password sent to your registered email address as well.

	8			
Login				
If you are an existing account holder, please enter your Trader Registration Number / Exemption Number, Password and Mobile Phone Number.				
We will send you a one-time password for authentication.				
Trader Registration Number / Exemption Number	Trader Registration Number / Exemption Number			
Password	Password	۲		
Mobile Phone Number (for receiving one-time password via SMS)	Mobile Phone Number			
Please send the one-time password via email as well.				
Next Forgot Password?				
Tontinue with iAM Smart				

To login FTP with iAM Smart, you may refer to section HOW TO LOGIN TO FOOD TRADER PORTAL (FTP) WITH iAM SMART for details.



[STEP 3] ENTER ONE-TIME PASSWORD

3. Input the one-time password sent to your mobile phone or email address, and then press Confirm.

8	
Login	
Please enter the one-time password sent to your mobile phone or email.	
C Resend one-time password (47)	

[STEP 4] SUCCESSFUL LOGIN – FTP HOMEPAGE

4. You have logged in to FTP successfully ! You can see your name and Trader Registration Number / Exemption Number at the top left corner.





HOW TO LOGIN TO FOOD TRADER PORTAL (FTP) WITH IAM SMART

[STEP 1] GO TO FOOD TRADER PORTAL (FTP) HOMEPAGE

 Go to the FTP home page (<u>https://www.ftp.cfs.gov.hk</u>) and click Login to Food Trader Portal (FTP) Account.



[STEP 2] CHOOSE TO LOGIN WITH IAM SMART

2. To login FTP with iAM Smart, click Continue with iAM Smart.

Login If you are an existing account holder, please enter your Trader Registration Numbe Exemption Number, Password and Mobile Phone Number. We will send you a one-time password for authentication. Trader Registration Number / Exemption Number Password Password Mobile Phone Number (for receiving one-time password via SMS) Please send the one-time password via email as well.	Login you are an existing account holder, please enter your Trader Registration Num emption Number, Password and Mobile Phone Number. // will send you a one-time password for authentication. ader Registration Number / registration Number / registration Number / Password obile Phone Number receiving one-time password via SMS)		8		
If you are an existing account holder, please enter your Trader Registration Number Exemption Number, Password and Mobile Phone Number. We will send you a one-time password for authentication. Trader Registration Number / Exemption Number / Password Password Mobile Phone Number / (for receiving one-time password via SMS)	you are an existing account holder, please enter your Trader Registration Nurkemption Number, Password and Mobile Phone Number. //e will send you a one-time password for authentication. ader Registration Number / remption Number / assword Password obile Phone Number / receiving one-time password via SMS)		Login		
We will send you a one-time password for authentication. Trader Registration Number / Exemption Number Password Password Mobile Phone Number (for receiving one-time password via SMS) Please send the one-time password via email as well.	le will send you a one-time password for authentication. ader Registration Number / temption Number assword obile Phone Number receiving one-time password via SMS)	If you are an existing account h Exemption Number, Password and I	older, please enter your Trader Registration Nur Mobile Phone Number.		
Trader Registration Number / Exemption Number Trader Registration Number / Exemption Number Password Password Mobile Phone Number (for receiving one-time password via SMS) Mobile Phone Number	ader Registration Number / remption Number assword obile Phone Number r receiving one-time password via SMS)	We will send you a one-time password for authentication.			
Password Password Mobile Phone Number (for receiving one-time password via SMS) Please send the one-time password via email as well.	assword Password obile Phone Number r receiving one-time password via SMS)	Trader Registration Number / Exemption Number	Trader Registration Number / Exemption Number		
Mobile Phone Number (for receiving one-time password via SMS) Please send the one-time password via email as well.	obile Phone Number r receiving one-time password via SMS)	Password	Password		
Please send the one-time password via email as well.		Mobile Phone Number (for receiving one-time password via SMS)	Mobile Phone Number		
	Please send the one-time password via email as well.	Please send the one-time passw	vord via email as well.		
	Next Forgot Password?	Next	Forgot Password?		



[STEP 3] SCAN QR CODE THROUGH THE IAM SMART MOBILE APP

3. A page with iAM Smart QR Code will be displayed. Open the iAM Smart App in your mobile and then tap Scan QR Code button. Next, scan the QR Code on the web browser.

濵 iAM Smart	⊕ English ~
< Back to online service	
Log in with iAM Smart :	III.2007/02/07/00/07
1. Please open iAM Smart App in your mobile	
2. Tap the scan button in iAM Smart App	
Scan QR Code	
3. Scan the QR Code	

[STEP 4] READ AND CONFIRM FIRST-TIME LOGIN WITH IAM SMART MESSAGE

4. This step is only applicable to the first time log in to FTP through iAM Smart. If you have previously logged in with iAM Smart, please proceed to Point 6.

Read the message and click Confirm to continue. Otherwise, click Cancel to return to login page.

8
Login
Welcome to login to FTP through "iAM Smart". This is the first time you log in to FTP through "iAM Smart". FTP will request the following personal information via "iAM Smart", for linking up the existing account:
Hong Kong Identity Card No.
Cancel Confirm >



5. Your FTP account has been linked up with "iAM Smart", click Continue.

8 Login
The account has been linked up with "iAM Smart". You may log in with "iAM Smart" anytime.
Continue

If you do not see the above welcome message and instead are shown with an Unregistered User message, it indicates your Hong Kong Identity Card No. recorded in "iAM Smart" has not yet registered for a FTP account. To open a FTP account, please refer to the relevant training manual on Account Opening and Activation for details.

8
Login
Unregistered User
Back



[STEP 5] SELECT FTP ACCOUNT

 If your Hong Kong Identity Card No. has registered multiple FTP accounts, select the Trader Registration Number / Exemption Number of the account that you wish to login this time. Otherwise, go to Point 7. To return to login page, click CANCEL.

8
Login
If you are an existing account holder, please enter your Trader Registration Number / Exemption Number, Password and Mobile Phone Number.
We will send you a one-
Trader Registration Num Exemption Number Password Mobile Phone Number (for receiving one-time password Please send the one CANCEL
Next Forgot Password? Continue with iAM Smart

[STEP 6] SUCCESSFUL LOGIN – FTP HOMEPAGE

7. You have logged in to FTP successfully ! You can see your name and Trader Registration Number / Exemption Number at the top left corner.

食物環境衛生署 Food and Environmental Hygiene Department	G物安全中心 Centre for Food Safety	● 食物貿易商入門網站 Food Trader Portal				〔〕、 、 图 繁 简
🛞 Chan Tai Man / 陳大3	文 (TR-XX-XXXXXX) 🗸	Expiry Date: 20XX-XX-XX			Text size	E Logout FTP Account
Solution Importing / Exporting Food	■ e-Health Certificate Enquiry	Recording Food Arrival Information	ିଙ୍କ Food Import Related Information	Notification	Trader Registration Maintenance	C ² Quick Links
E	• Import V	بزیر برجر ع	I want to	D t to au	Apply for Expo	rt Certificate
Meat		oultry	Game	Milk and Confect	Frozen Jions	Eggs



FORGOT PASSWORD

[STEP 1] GO TO FOOD TRADER PORTAL (FTP) HOMEPAGE

1. Go to the FTP home page (<u>https://www.ftp.cfs.gov.hk</u>) and click Forgot Password?.



[STEP 2] VERIFICATION

2. Input your Trader Registration Number / Exemption Number, and the registered mobile phone number for verification, then press Next.

A one-time password will be sent to your mobile phone via an SMS. You can also opt to have this one-time password sent to your registered email address as well.

Q Forgot Pa	assword	×		
	Please enter your Trader Registration Number / Exemption Number and Mobile Phone N Trader Registration Number / Exemption Number Mobile Phone Number (for receiving one-time password via SMS)	umber to tr mail as well.		
Next Cancel				



[STEP 3] INPUT ONE-TIME PASSWORD

3. Then input the one-time password sent to your mobile phone or email address and press Confirm.

Q Forgot Password		\times
	Please enter the one-time password sent to your mobile phone or email.	
	Confirm C Resend one-time password (58)	

[STEP 4] SETUP NEW PASSWORD

4. Input your new password twice and press Confirm to complete the password resetting procedures.

Q Forgot Password				\times
New Password		New Password	۲	
Confirm New Pa	ssword	Confirm New Password		
	Please create your X	own password which should contain: t At least 8 characters X At least 1 letter X At least 1 number		
		Confirm		

(Note: You are reminded that the new password has to fulfill the specific password combination requirements.)

[STEP 5] CONFIRMATION

5. You can now use the new password to login at FTP.

CONFIRMATION			
Your password has been reset successfully.			
CLOSE			