

# 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

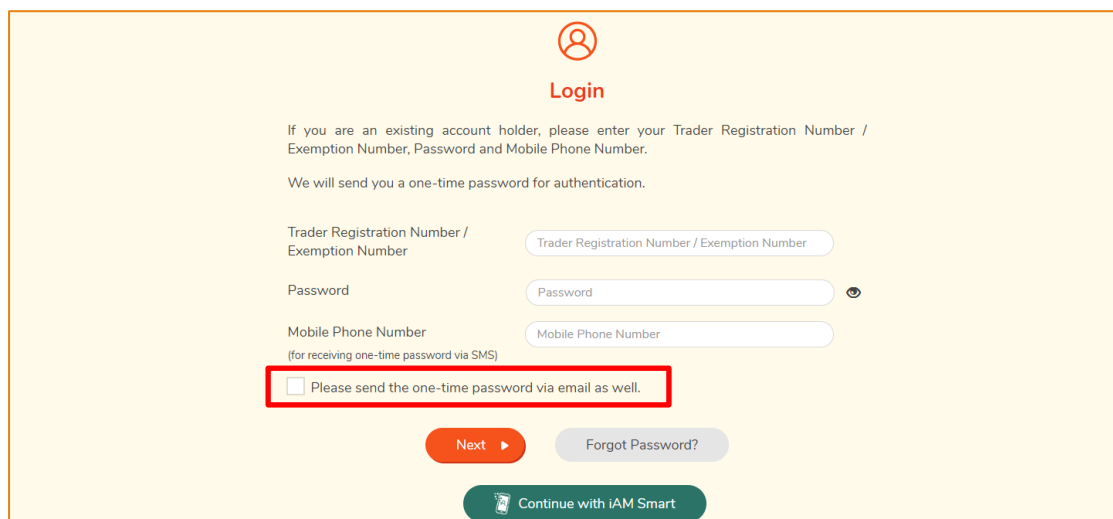
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Login to Food Trader Portal (FTP) Account**.



### [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.



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.

**[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

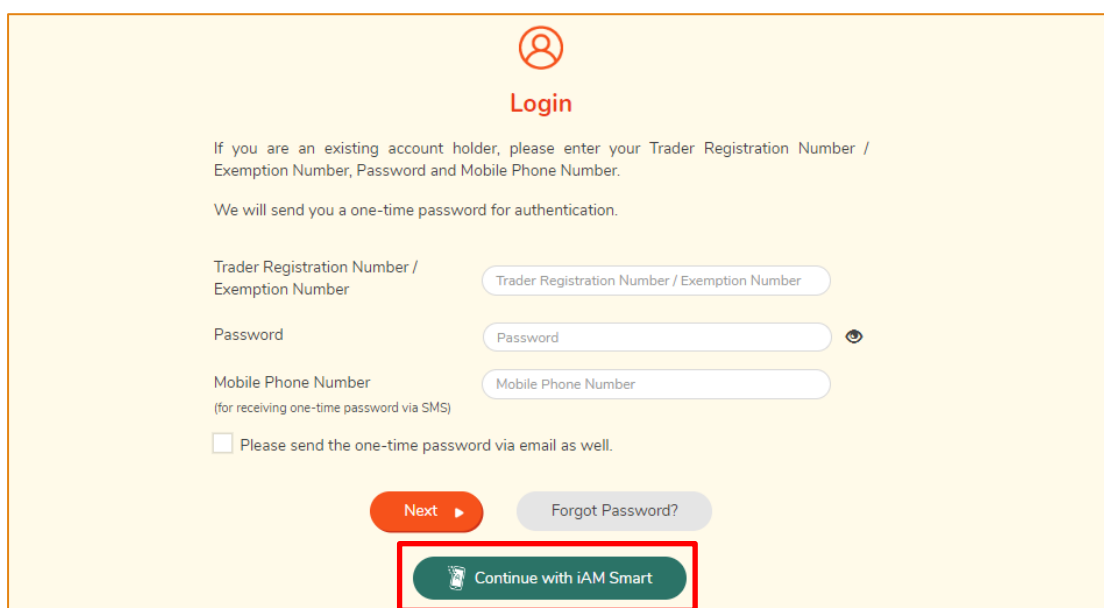
[STEP 1] GO TO FOOD TRADER PORTAL (FTP) HOMEPAGE

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



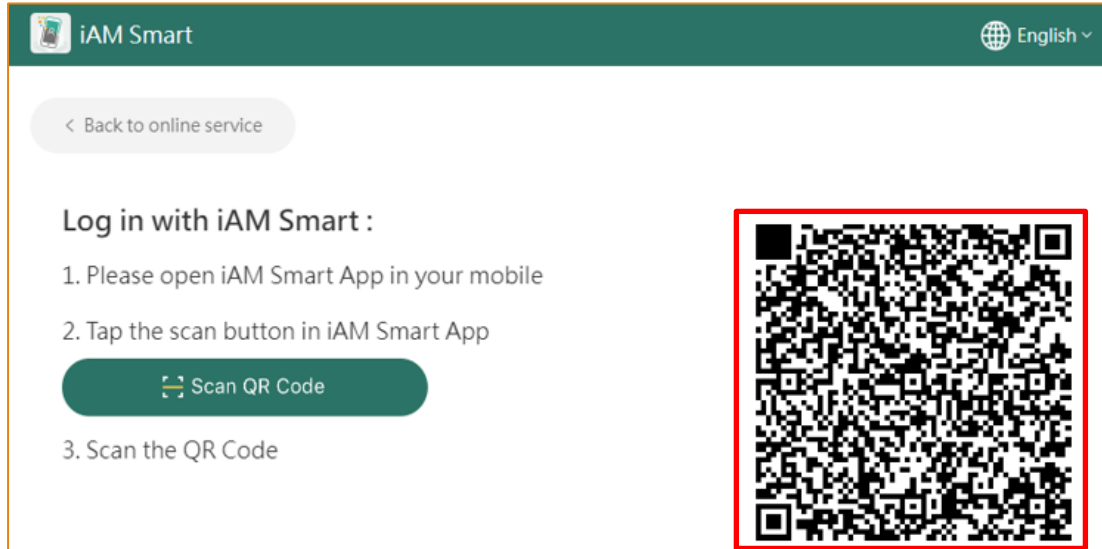
[STEP 2] CHOOSE TO LOGIN WITH iAM SMART

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



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

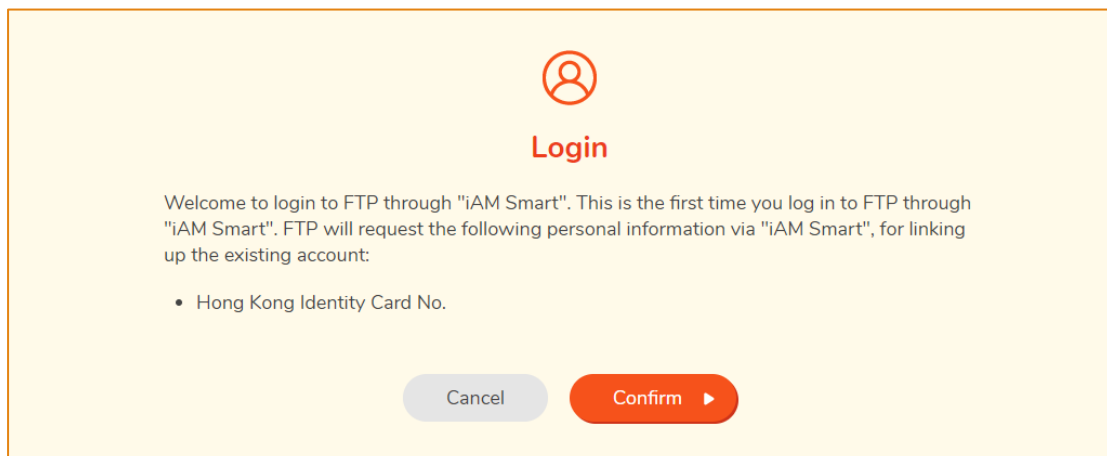
3. A page with iAM Smart QR Code will be displayed. Open the iAM Smart App in your mobile and then tap **Scan QR Code** button. Next, scan the QR Code on the web browser.



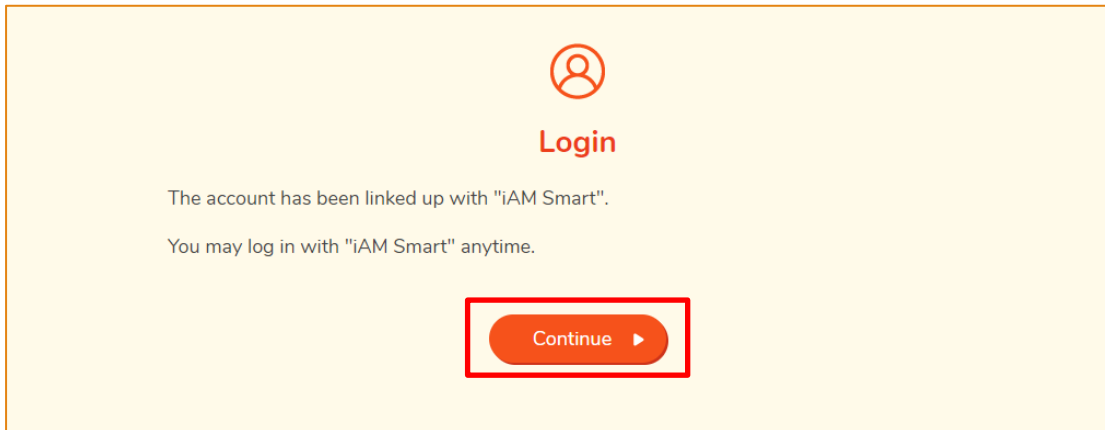
**[STEP 4] READ AND CONFIRM FIRST-TIME LOGIN WITH iAM SMART MESSAGE**

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.***

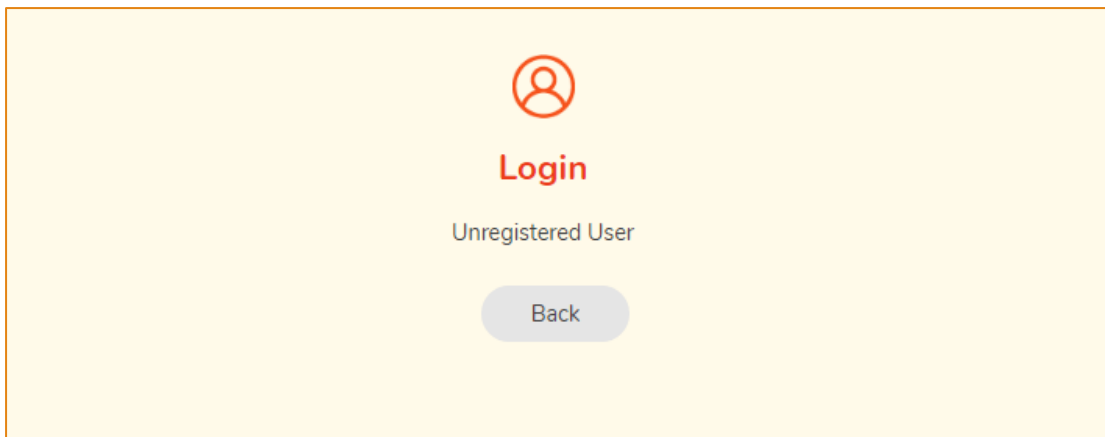
Read the message and click **Confirm** to continue. Otherwise, click **Cancel** to return to login page.



5. Your FTP account has been linked up with “iAM Smart”, click **Continue**.

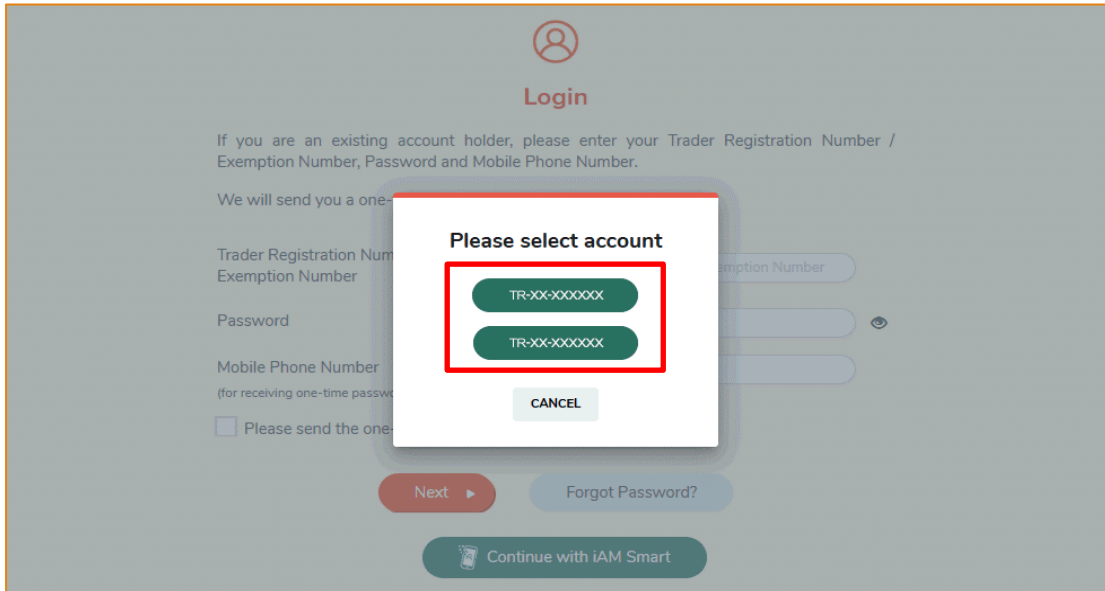


If you do not see the above welcome message and instead are shown with an Unregistered User message, it indicates your Hong Kong Identity Card No. recorded in “iAM Smart” has not yet registered for a FTP account. To open a FTP account, please refer to the relevant training manual on [Account Opening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



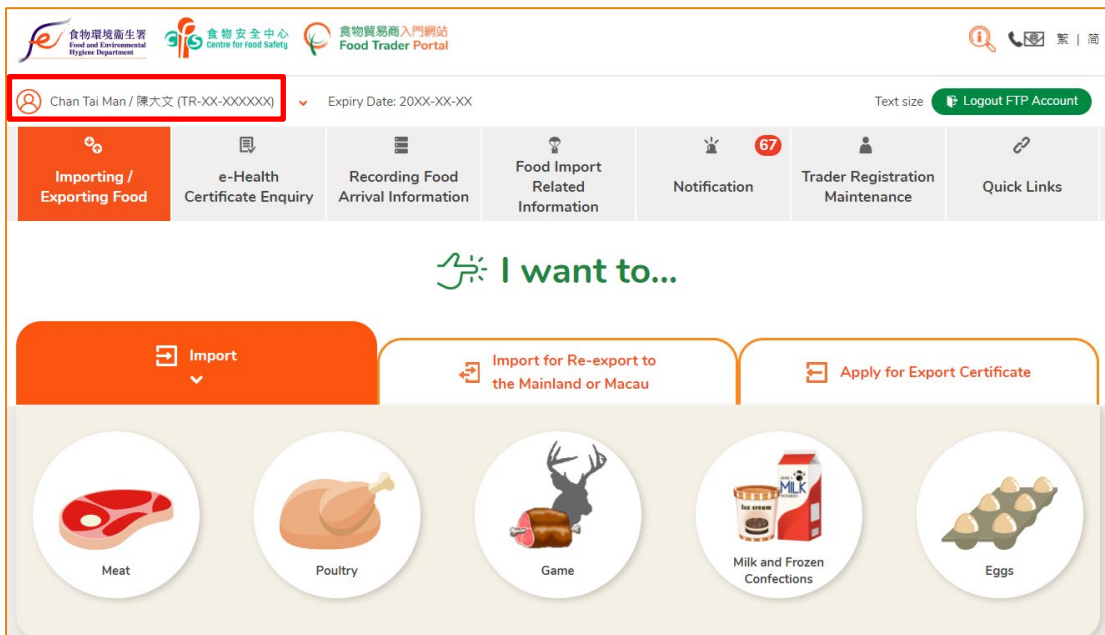
**[STEP 5] SELECT FTP ACCOUNT**

- 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**.



**[STEP 6] SUCCESSFUL LOGIN – FTP HOMEPAGE**

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



**FORGOT PASSWORD**

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

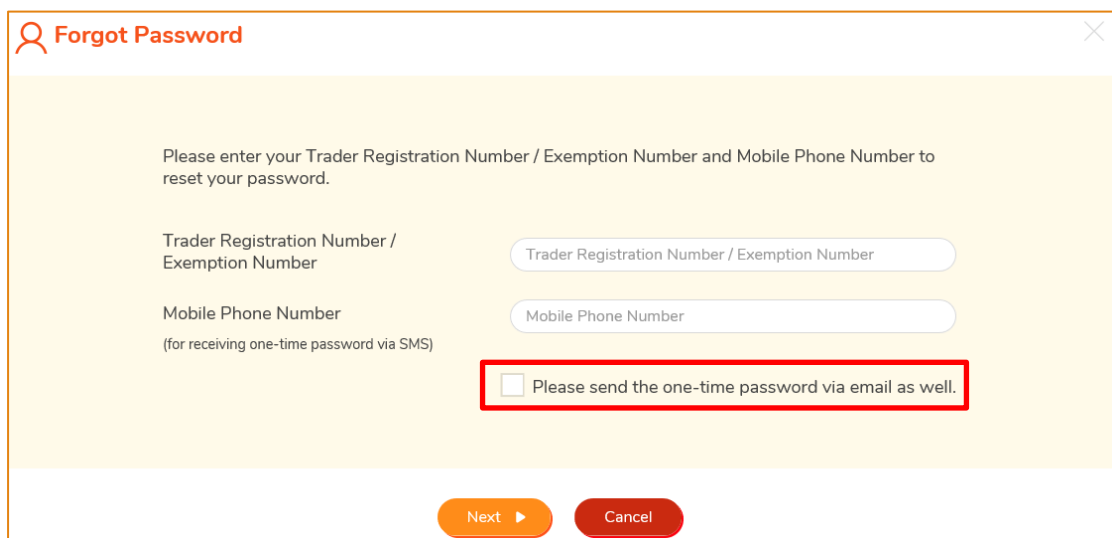
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Forgot Password?**.



**[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.

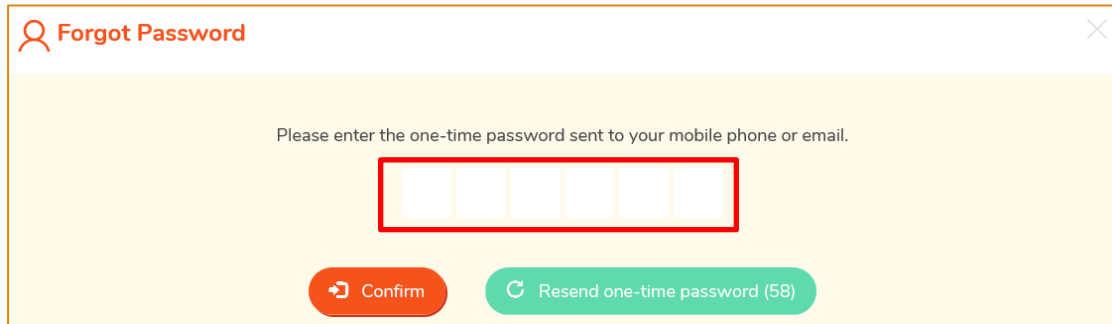


The screenshot shows the 'Forgot Password' verification form. The title is 'Forgot Password'. The instructions state: 'Please enter your Trader Registration Number / Exemption Number and Mobile Phone Number to reset your password.' There are two input fields: 'Trader Registration Number / Exemption Number' and 'Mobile Phone Number (for receiving one-time password via SMS)'. Below these fields is a checkbox labeled 'Please send the one-time password via email as well.', which is highlighted with a red box. At the bottom, there are two buttons: 'Next' and 'Cancel'.



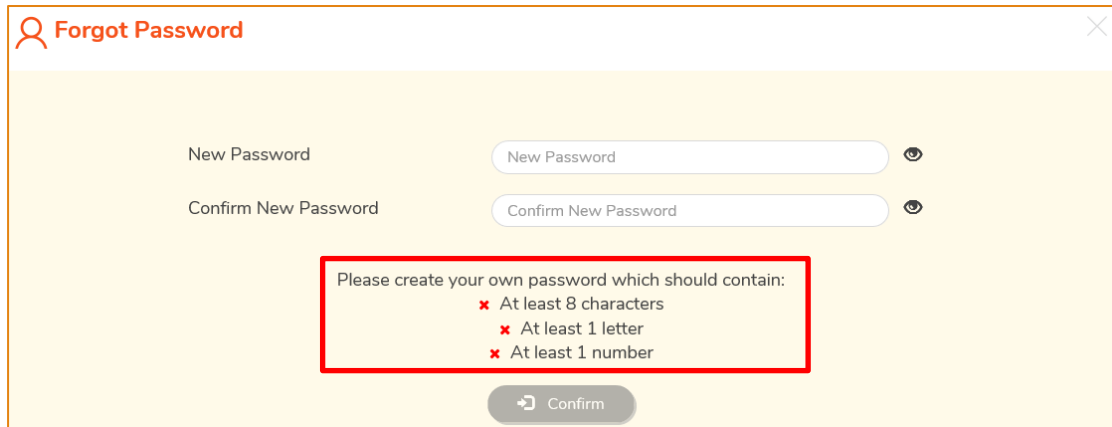
### [STEP 3] INPUT ONE-TIME PASSWORD

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



### [STEP 4] SETUP NEW PASSWORD

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



(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.

