

Training Manual

General Operations

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HOW TO LOGIN TO FOOD TRADER PORTAL (FTP)

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

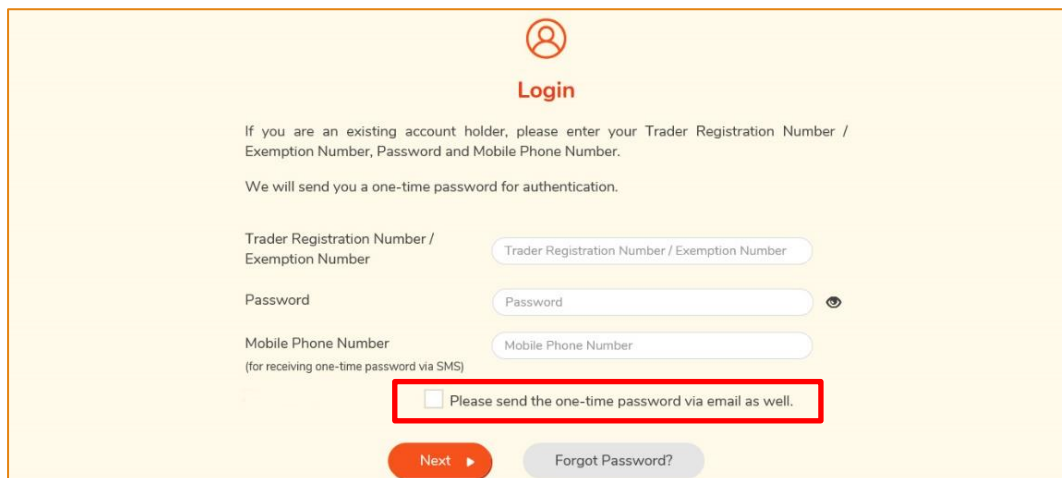
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Login to Food Trader Portal (FTP) Account**.



[STEP 2] ENTER YOUR LOGIN INFORMATION

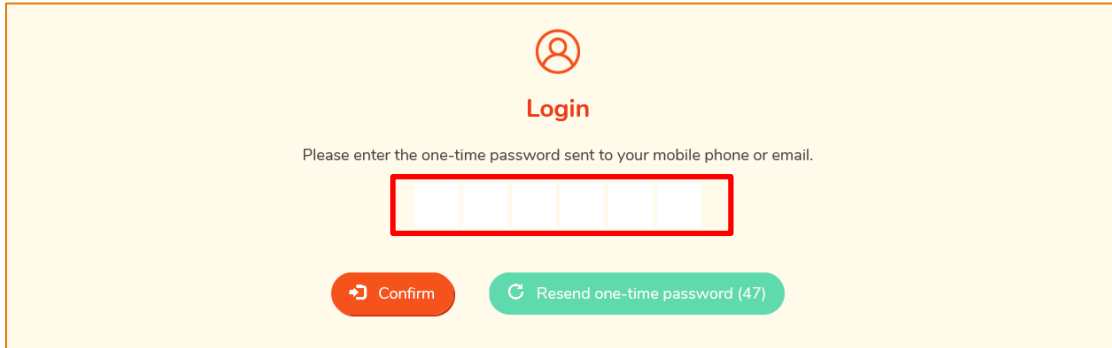
2. Input your Trader Registration Number / Exemption Number, password and registered mobile phone number, then press **Next**.

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.



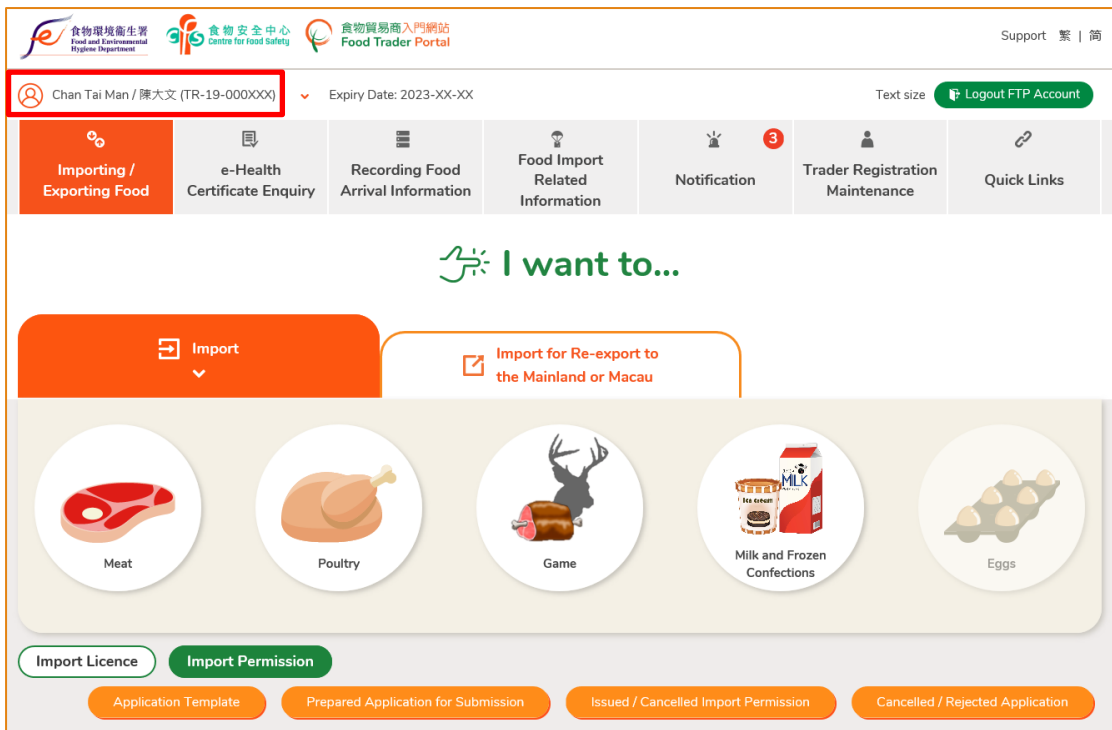
[STEP 3] ENTER ONE-TIME PASSWORD

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



[STEP 4] SUCCESSFUL LOGIN – FTP HOMEPAGE

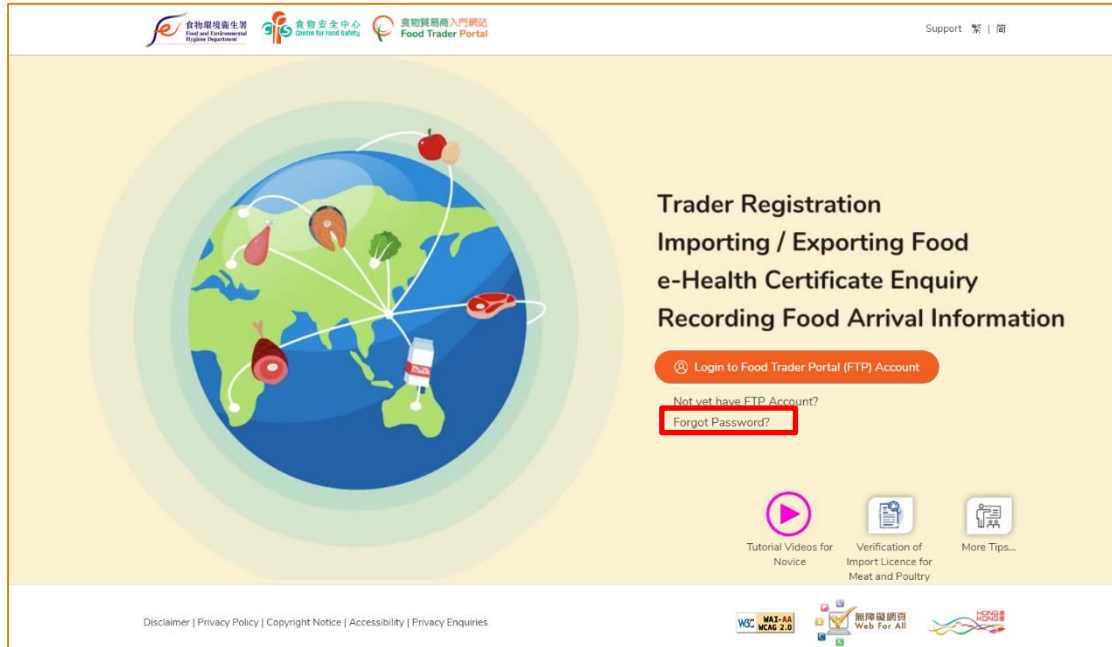
4. You have logged in to FTP successfully ! You can see your name and Trader Registration Number / Exemption Number at the top left corner.



FORGOT PASSWORD

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

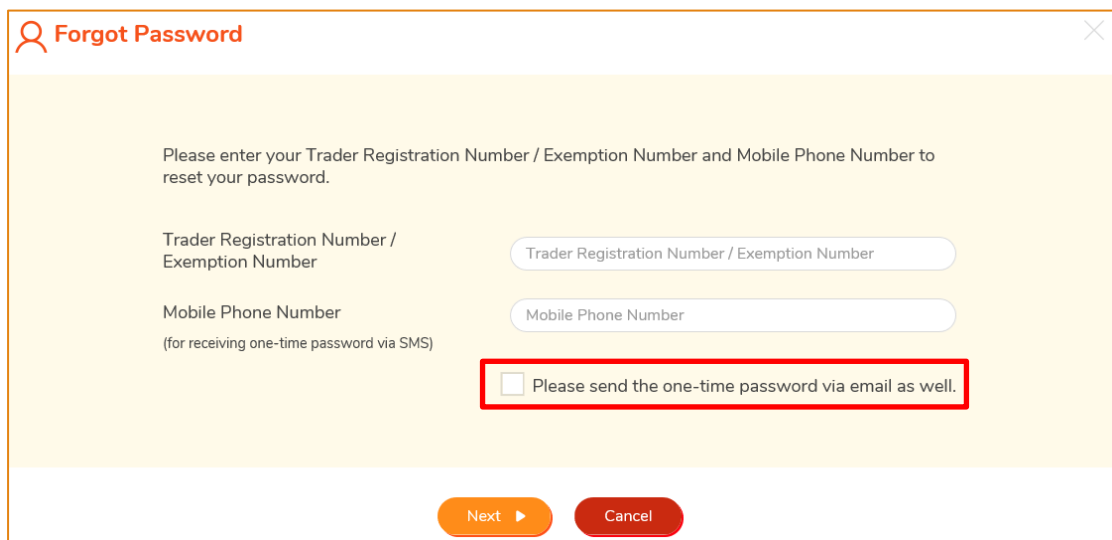
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Forgot Password?**.



[STEP 2] VERIFICATION

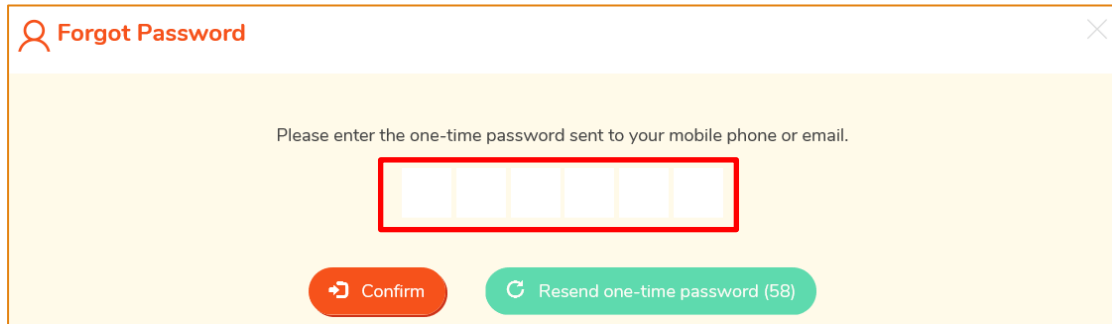
2. Input your Trader Registration Number / Exemption Number, and the registered mobile phone number for verification, then press **Next**.

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.



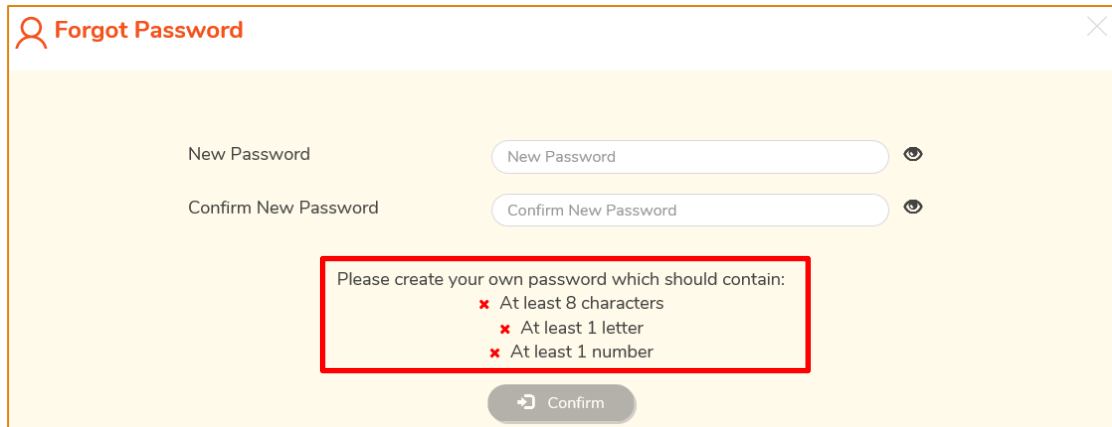
[STEP 3] INPUT ONE TIME PASSWORD

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.

