

Training Manual

General Operations

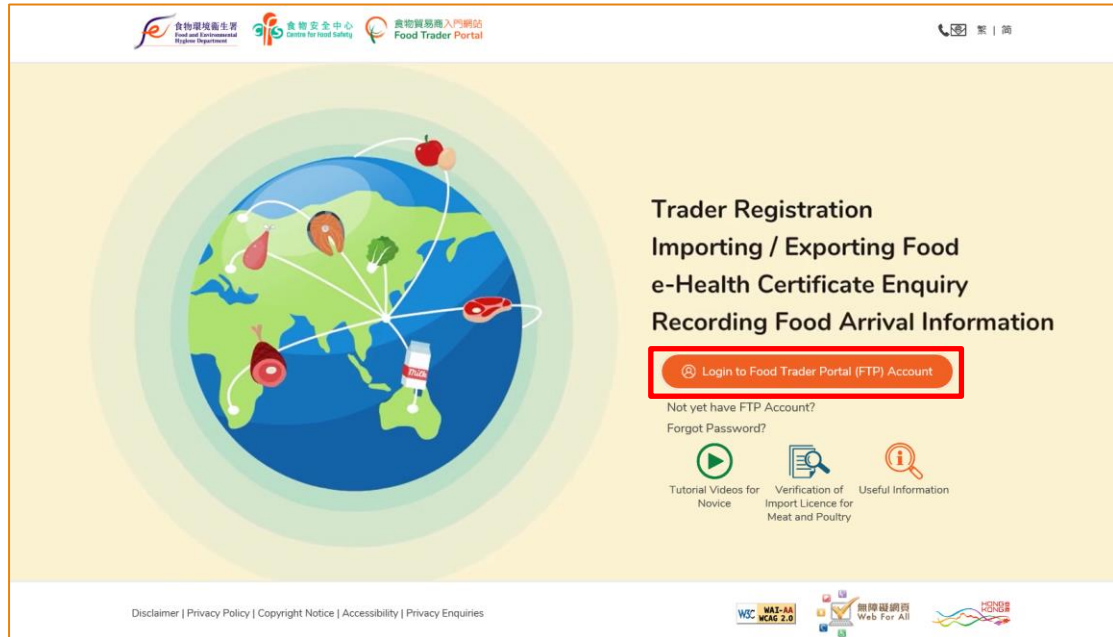
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HOW TO LOGIN TO FOOD TRADER PORTAL (FTP)

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

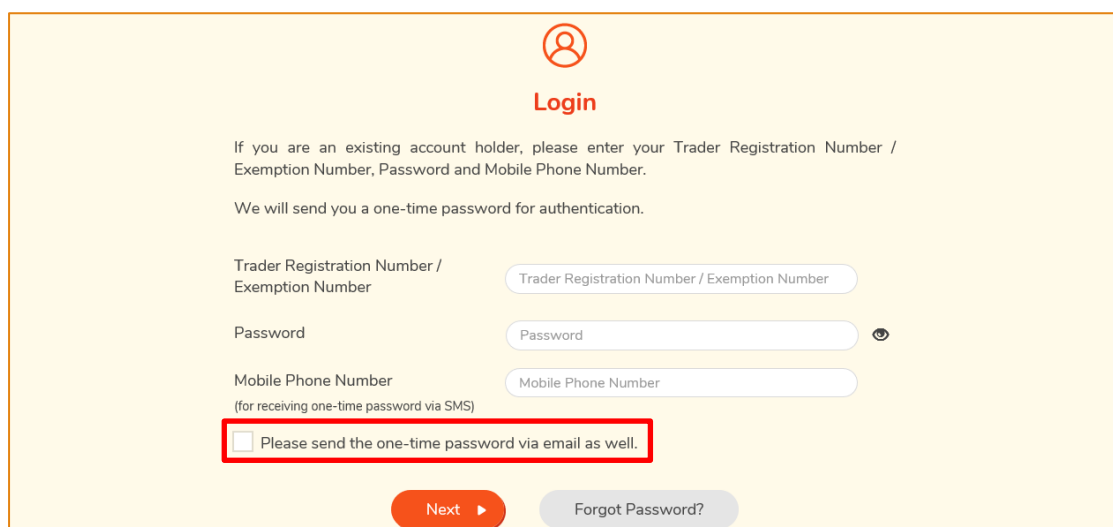
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Login to Food Trader Portal (FTP) Account**.



[STEP 2] ENTER YOUR LOGIN INFORMATION

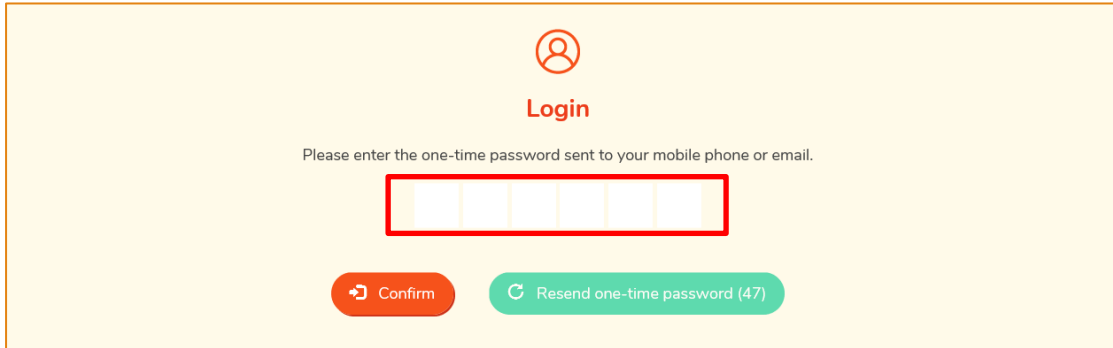
2. Input your Trader Registration Number / Exemption Number, password and registered mobile phone number, then press **Next**.

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.



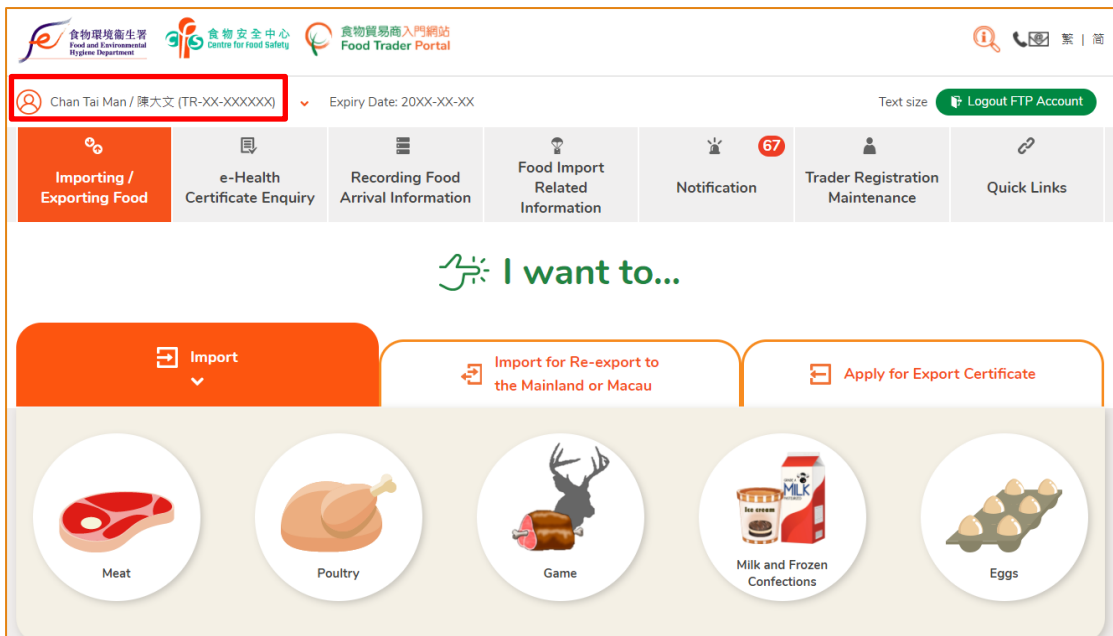
[STEP 3] ENTER ONE-TIME PASSWORD

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

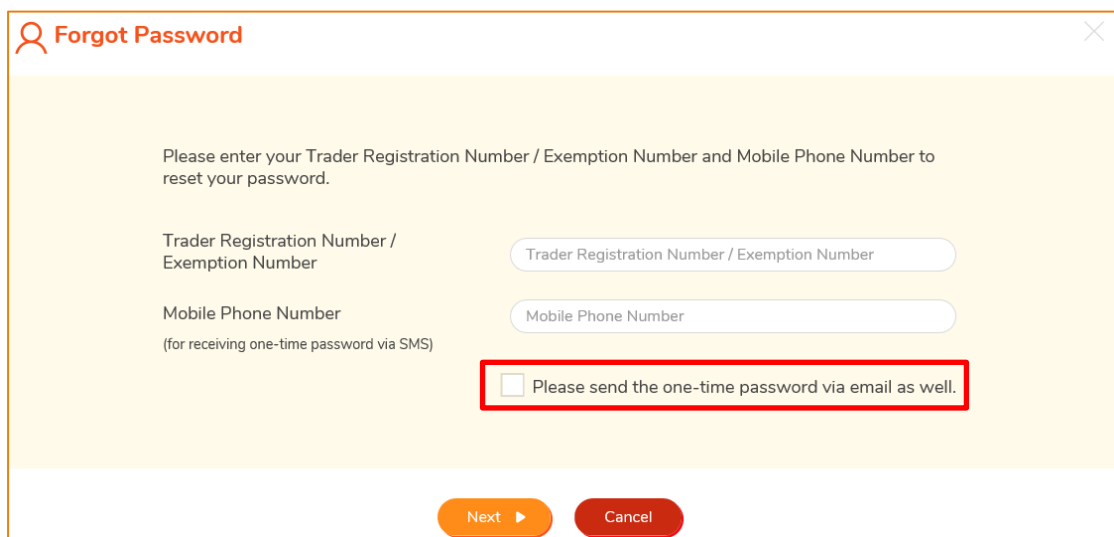
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Forgot Password?**.



[STEP 2] VERIFICATION

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

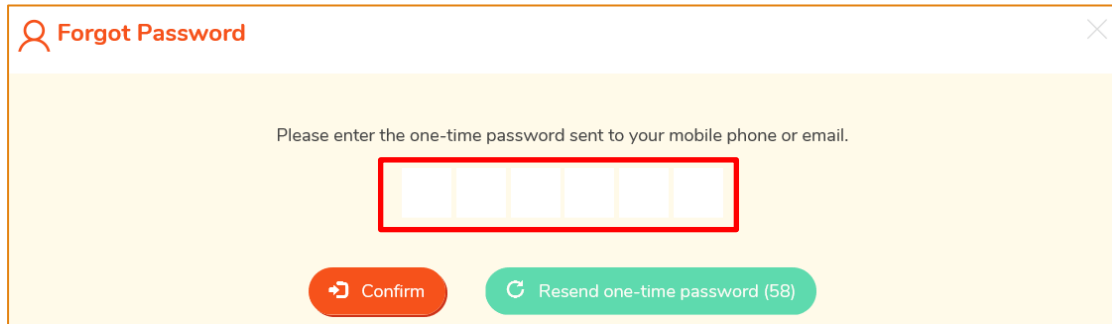
A one-time password will be sent to your mobile phone via an SMS. You can also opt to have this one-time password sent to your registered email address as well.



The screenshot shows the 'Forgot Password' form. At the top, there is a title 'Forgot Password' and a close button. Below the title, there is a message: 'Please enter your Trader Registration Number / Exemption Number and Mobile Phone Number to reset your password.' The form has two input fields: 'Trader Registration Number / Exemption Number' and 'Mobile Phone Number'. Below these fields, there is a checkbox labeled 'Please send the one-time password via email as well.' which is highlighted with a red box. At the bottom of the form, there are two buttons: 'Next' and 'Cancel'.

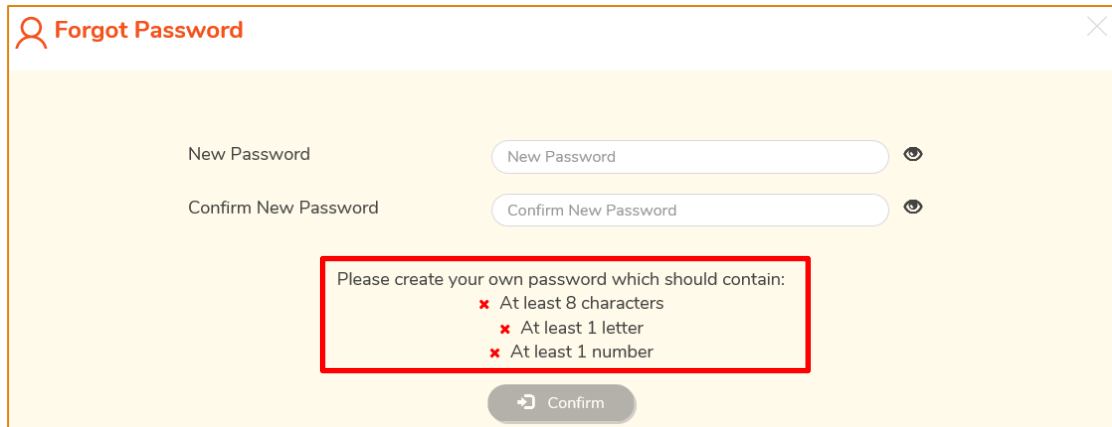
[STEP 3] INPUT ONE-TIME PASSWORD

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.

