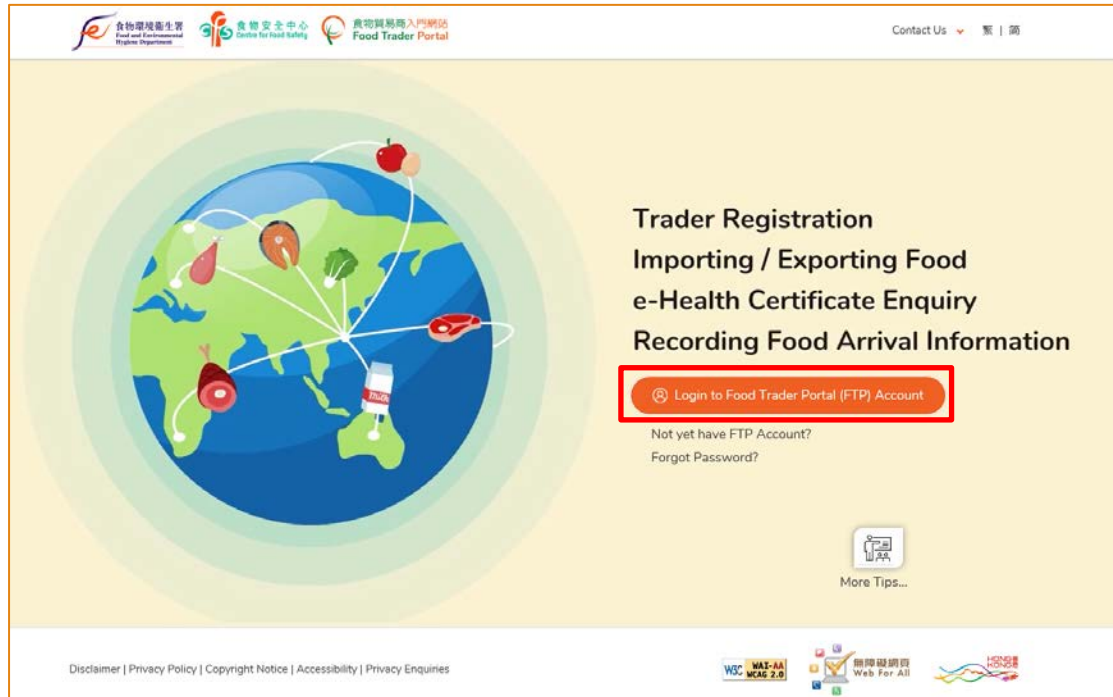


HOW TO LOGIN TO FOOD TRADER PORTAL (FTP)

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

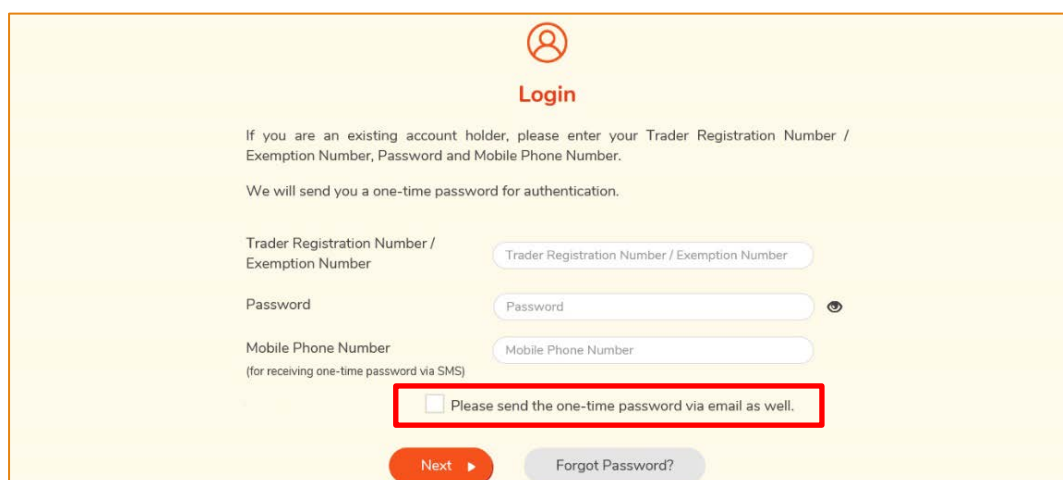
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Login to Food Trader Portal (FTP) Account**.



[STEP 2] ENTER YOUR LOGIN INFORMATION

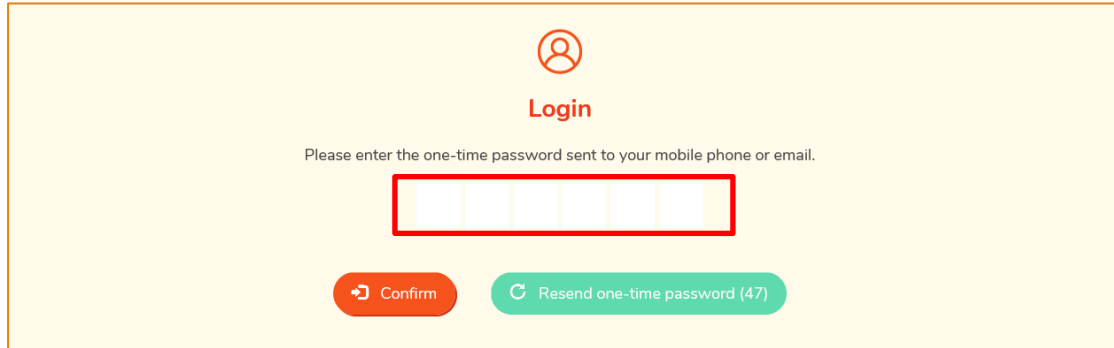
2. Input your Trader Registration Number / Exemption Number, password and registered mobile phone number, then press **Next**.

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

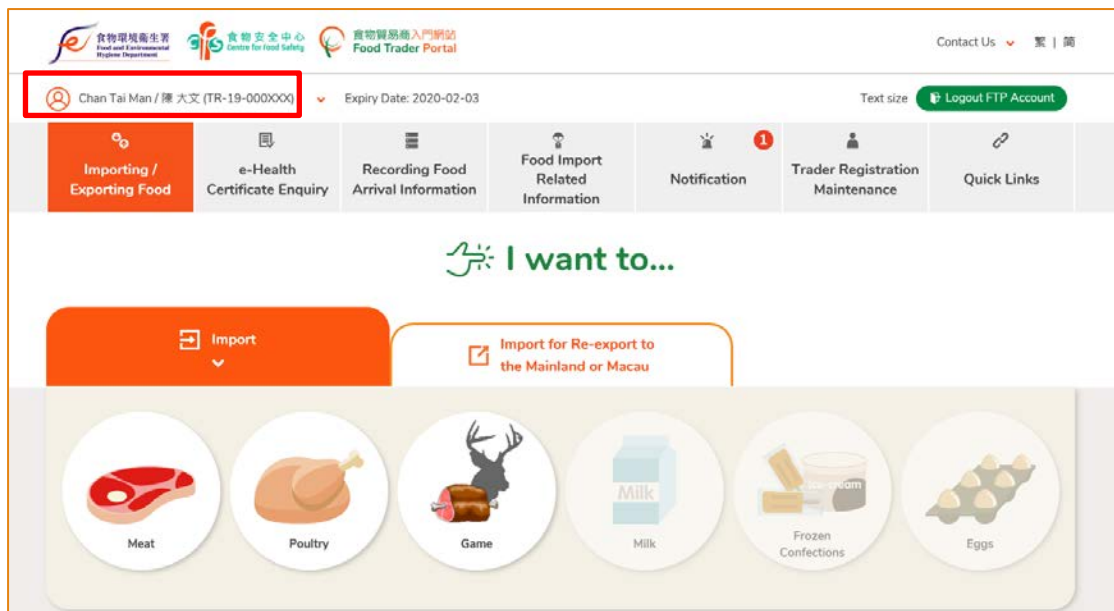
3. Input the one-time password sent to your mobile phone or email address, and then press Confirm.



The screenshot shows a login interface with a user icon at the top. Below it is the word "Login". A message reads: "Please enter the one-time password sent to your mobile phone or email." Below this message is a red-bordered input field containing six empty boxes for digits. At the bottom, there are two buttons: a red "Confirm" button and a green "Resend one-time password (47)" button.

[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.

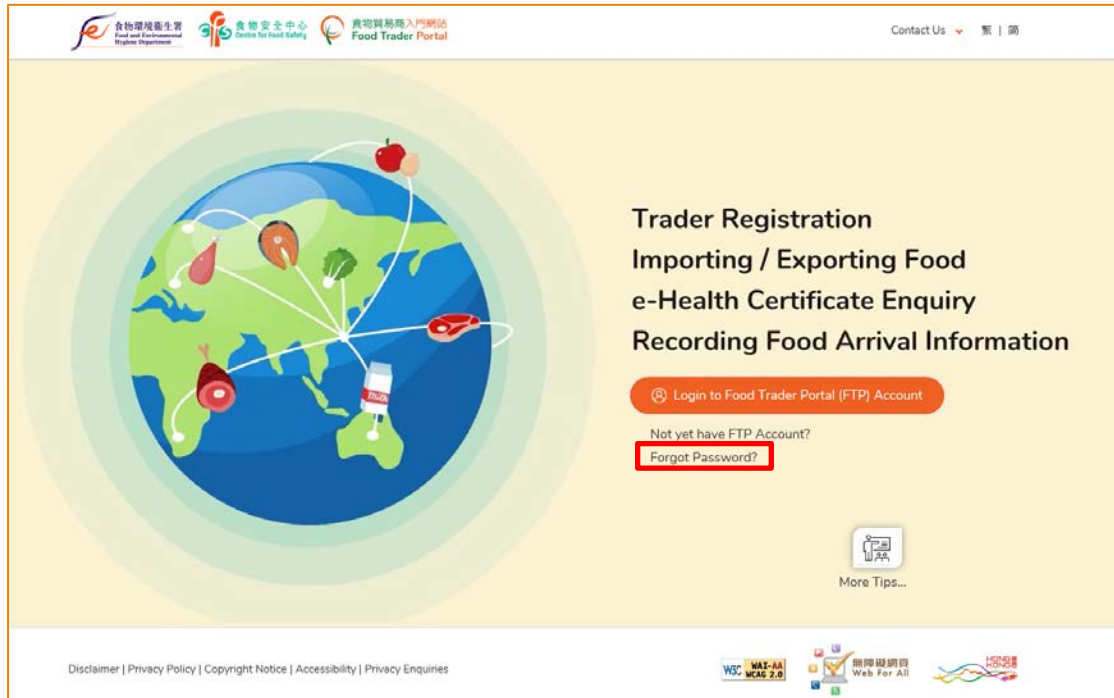


The screenshot shows the FTP homepage. At the top left, the user's name "Chan Tai Man / 陳大文" and Trader Registration Number "TR-19-000X00" are displayed in a red-bordered box. To the right, the "Expiry Date: 2020-02-03" is shown. A "Logout FTP Account" button is visible. Below the user information is a navigation menu with icons for "Importing / Exporting Food", "e-Health Certificate Enquiry", "Recording Food Arrival Information", "Food Import Related Information", "Notification", "Trader Registration Maintenance", and "Quick Links". A section titled "I want to..." features a large orange "Import" button and a smaller button for "Import for Re-export to the Mainland or Macau". Below these are six circular icons representing different food categories: Meat, Poultry, Game, Milk, Frozen Confections, and Eggs.

FORGOT PASSWORD

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

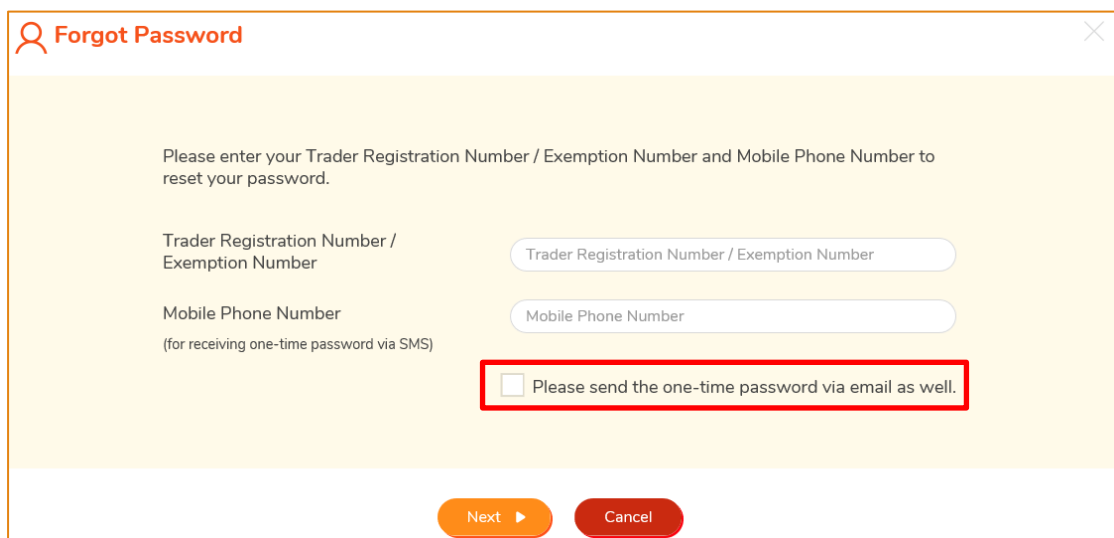
1. Go to the FTP home page (<https://www.ftp.cfs.gov.hk>) and click **Forgot Password?**.



[STEP 2] VERIFICATION

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

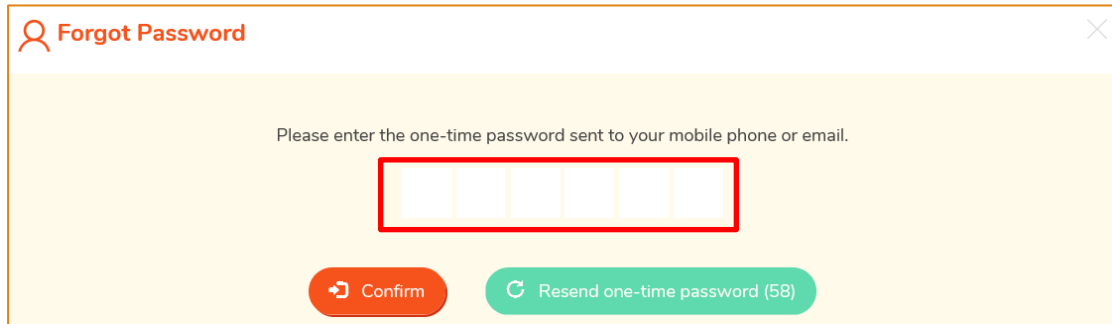
A one-time password will be sent to your mobile phone via an SMS. You can also opt to have this one-time password sent to your registered email address as well.



The screenshot shows the 'Forgot Password' verification form. The form has a title 'Forgot Password' and a close button. 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'.

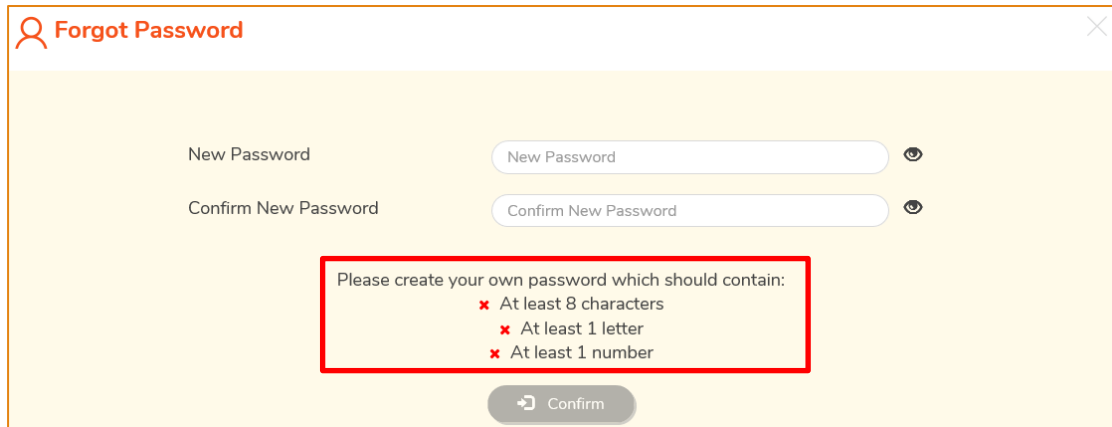
[STEP 3] INPUT ONE TIME PASSWORD

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.

