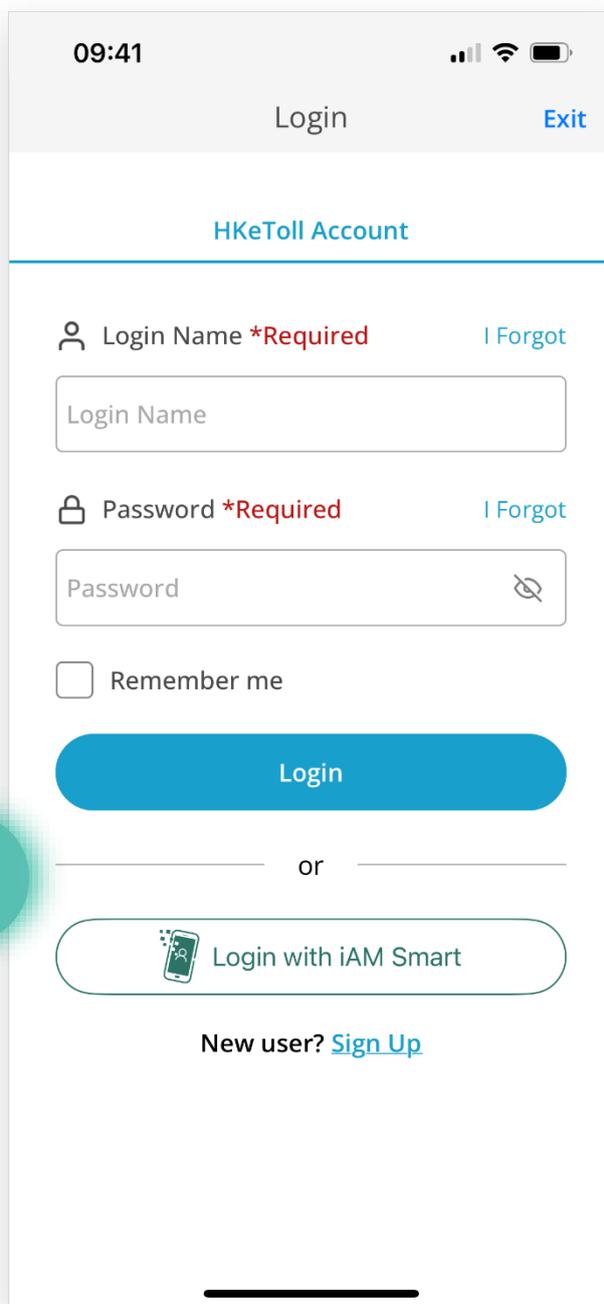


# Tutorial on Replacement of Vehicle Tag

### Step 1 :

- ❑ Log in to your HKeToll account

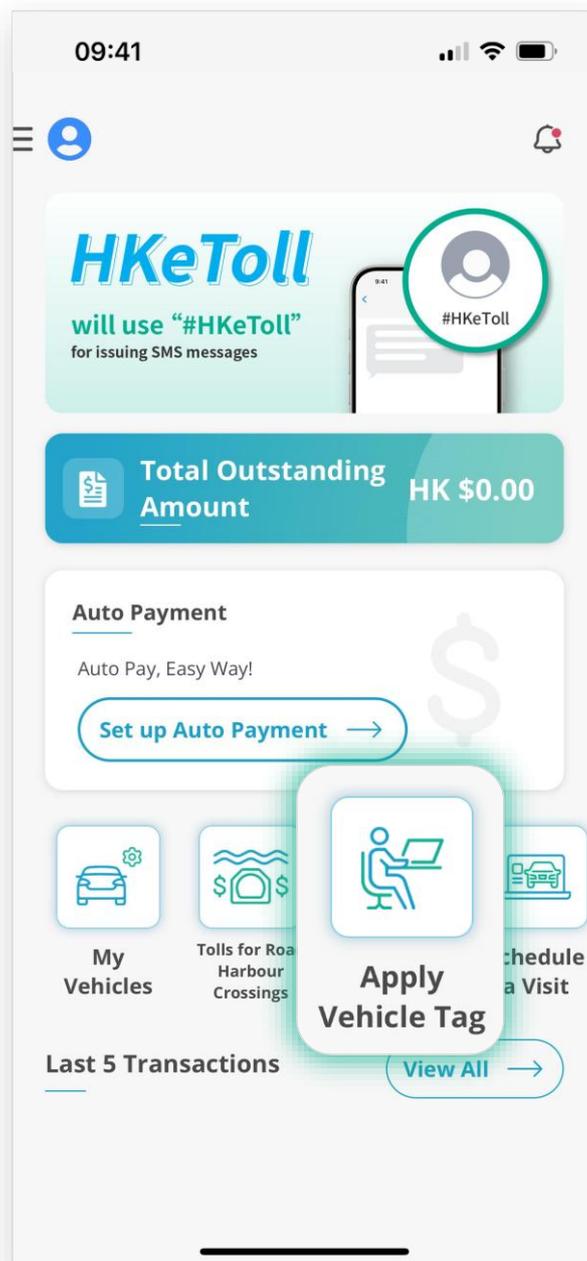


### Note:

- ❑ The application steps for mobile app and website are similar.
- ❑ The prescribed fee for the subsequent issued Vehicle Tag is HK\$51.

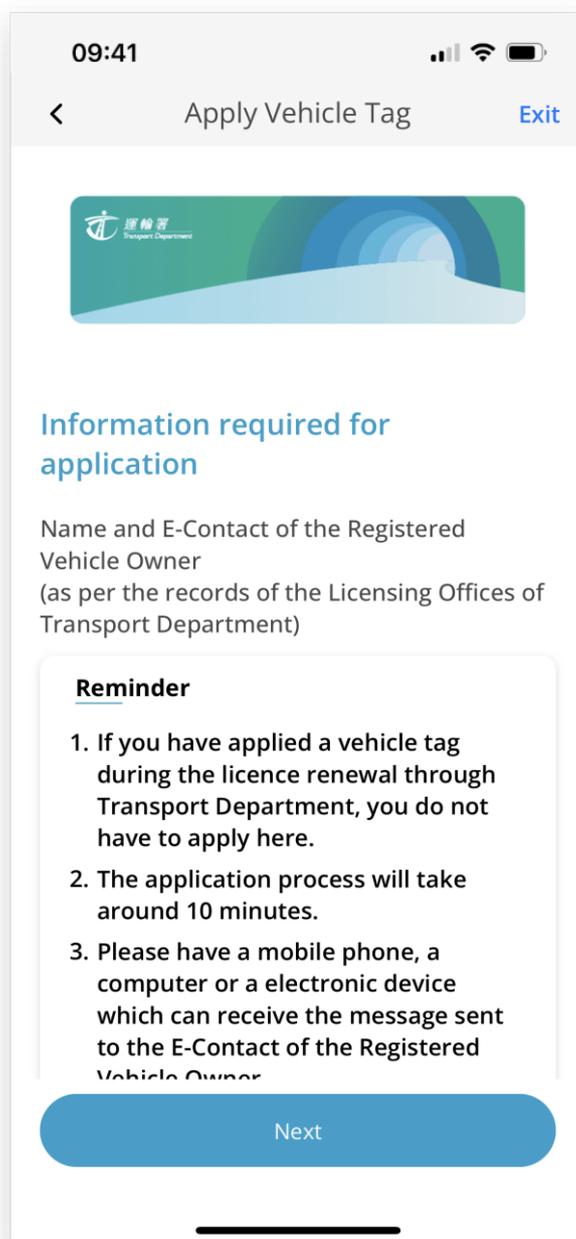
### Step 2 :

- ❑ Click on “[Apply Vehicle Tag](#)” on the account home page



### Step 3 :

- ❑ Prepare the **Information Required** for the application. The application process will take around 10 minutes
- ❑ Then, click on “Next”

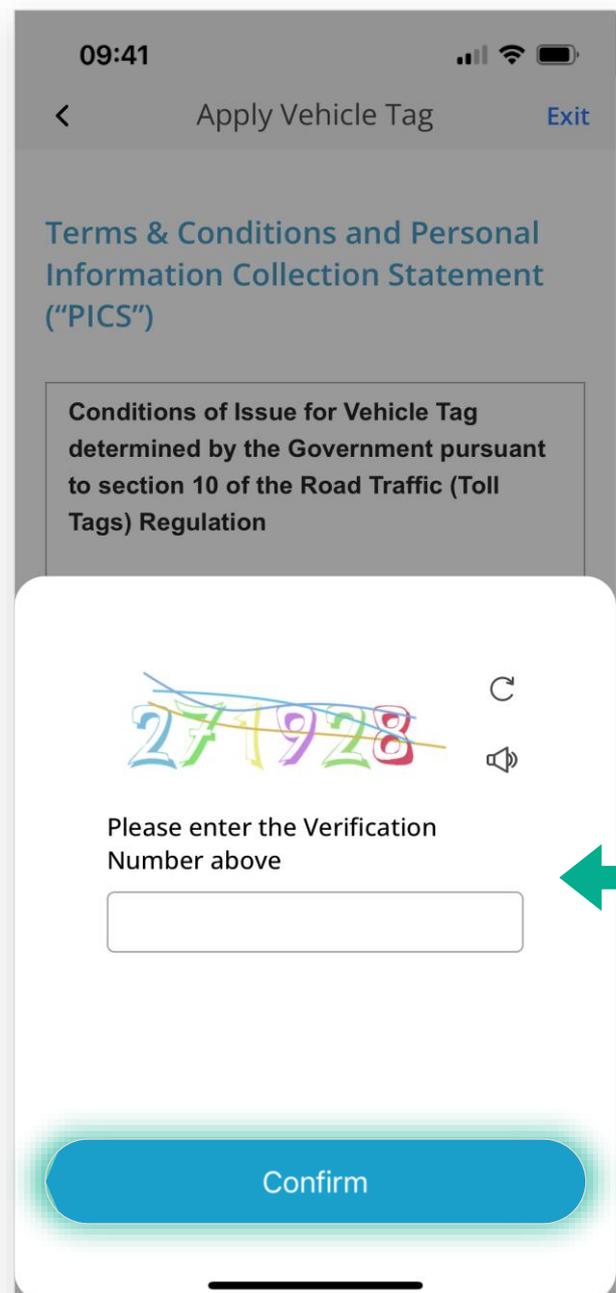
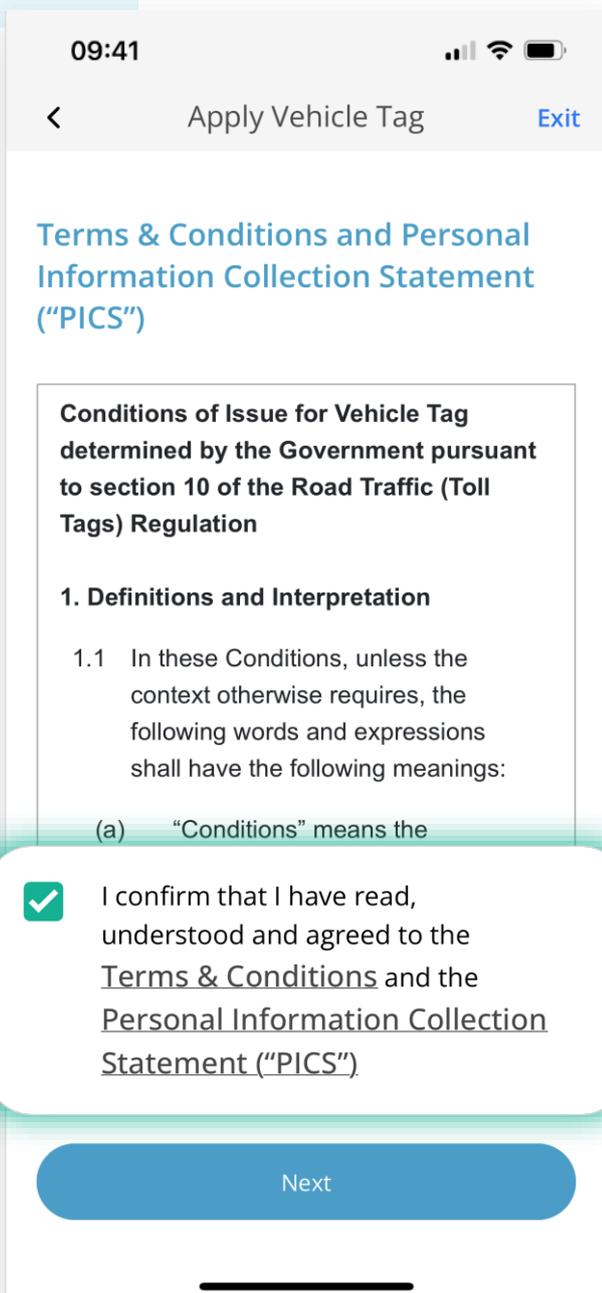


### Required Information:

- ❑ Name and e-Contact of the Registered Vehicle Owner (as registered in the Transport Department)

### Step 4 :

- ❑ Read the Terms and Conditions and the Personal Information Collection Statement. **Confirm that you have read** all the information, and click on “Next”
- ❑ Enter the **Verification Code**, then click on “Confirm”



### Step 5 :

- ❑ Enter the **Vehicle Registration Mark**



09:41

< Apply Vehicle Tag Exit

Step 1 of 3

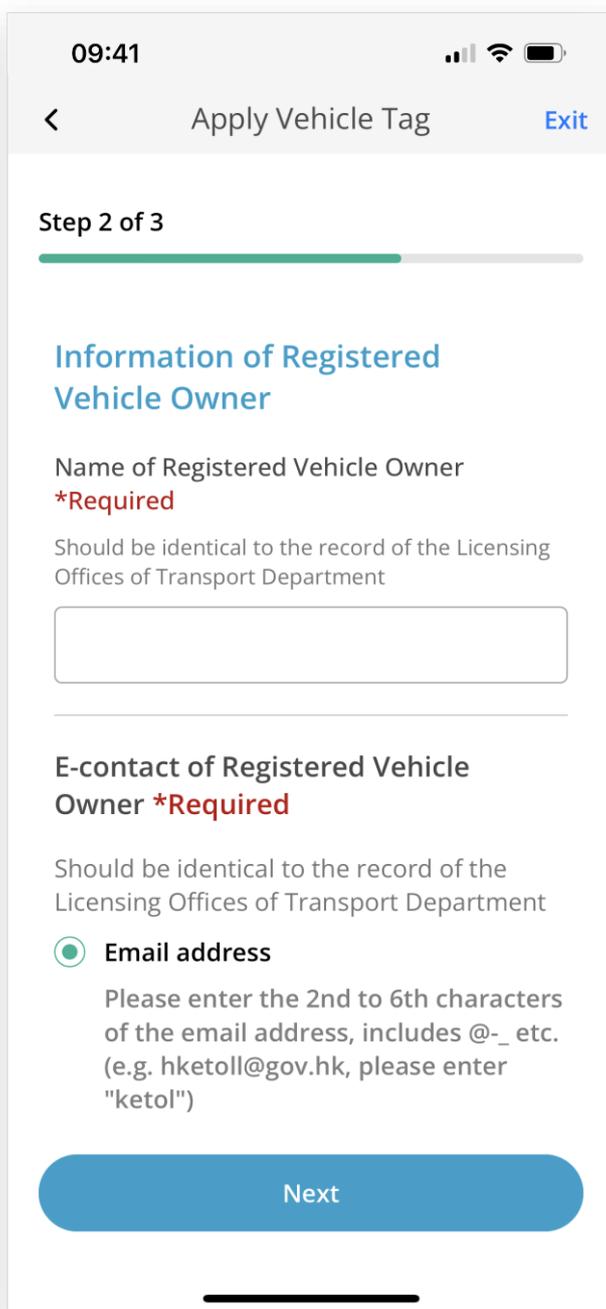
Vehicle Information

Vehicle Registration Mark \*Required

Next

### Step 6.1 :

- ❑ Enter the **Name** of the **Registered Vehicle Owner**



09:41 📶 🔋

< Apply Vehicle Tag Exit

Step 2 of 3

**Information of Registered Vehicle Owner**

Name of Registered Vehicle Owner  
**\*Required**

Should be identical to the record of the Licensing Offices of Transport Department

**E-contact of Registered Vehicle Owner \*Required**

Should be identical to the record of the Licensing Offices of Transport Department

**Email address**

Please enter the 2nd to 6th characters of the email address, includes @-\_ etc. (e.g. hketoll@gov.hk, please enter "ketol")

Next

### Step 6.2 :

- ❑ Enter the e-Contact of the Registered Vehicle Owner (as registered in the Transport Department)
- ❑ Then click on "Next"

09:41

Apply Vehicle Tag Exit

Step 2 of 3

**Information of Registered Vehicle Owner**

Name of Registered Vehicle Owner  
**\*Required**

Should be identical to the record of the Licensing Offices of Transport Department

E-contact of Registered Vehicle Owner **\*Required**

Should be identical to the record of the Licensing Offices of Transport Department

Email address

Please enter the 2nd to 6th characters of the email address, includes @-\_ etc. (e.g. hketoll@gov.hk, please enter "ketol")

Next

- Please enter the 2<sup>nd</sup> to 6<sup>th</sup> characters of the email address (includes @-\_ etc.)
- For example, hketoll@gov.hk. Please enter "ketol"

09:41

Apply Vehicle Tag Exit

Step 2 of 3

Name of Registered Vehicle Owner  
**\*Required**

Should be identical to the record of the Licensing Offices of Transport Department

E-contact of Registered Vehicle Owner **\*Required**

Should be identical to the record of the Licensing Offices of Transport Department

Email address

Hong Kong Mobile Phone Number

Please enter the last 4 digits of the mobile number (e.g. xxxx 1234, please enter 1234)

\*\*\*\*

Next

- Please enter the last 4 digits of the Hong Kong mobile phone number

### Step 7.1 :

- ❑ A **One-time Password** will be sent to the **e-Contact** of the **Registered Vehicle Owner**
- ❑ After receiving the message, enter the **One-time Password**

09:41

< Apply Vehicle Tag Exit

Step 3 of 3

**Verification**

**Please enter One-time Password (OTP)**

A One-time Password (OTP) has been sent to the E-Contact below (valid for 5mins).

Hong Kong Mobile Phone Number:  
+852 \*\*\*\* \*

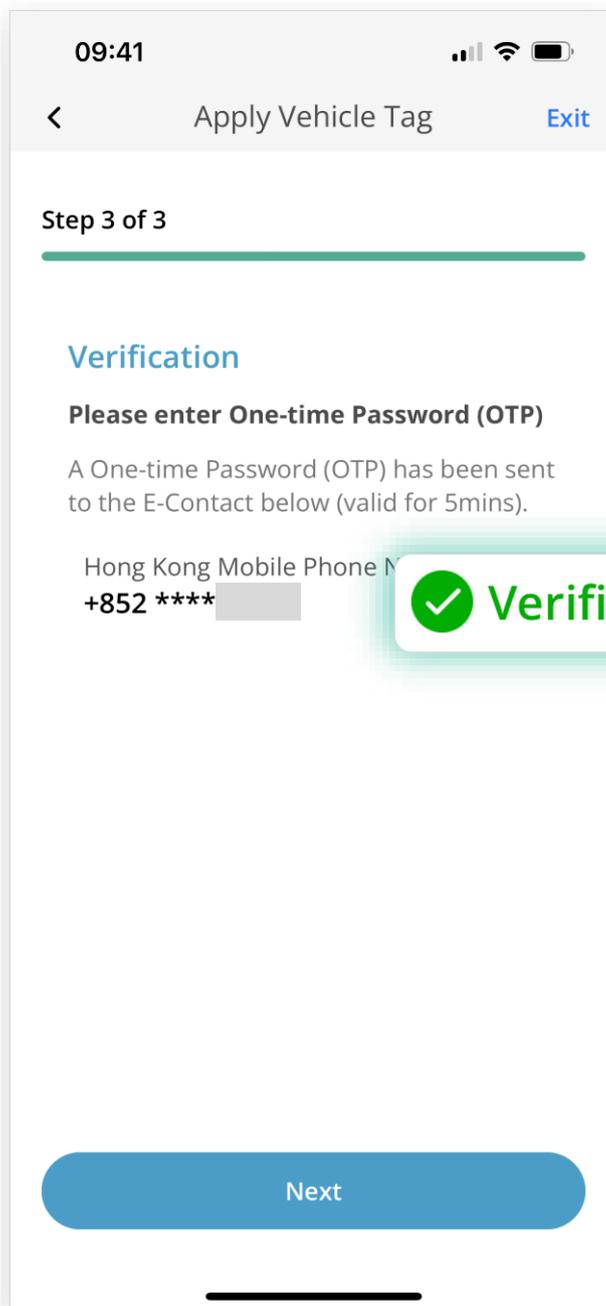
AS -

Did not receive the OTP? [Resend](#)

Next

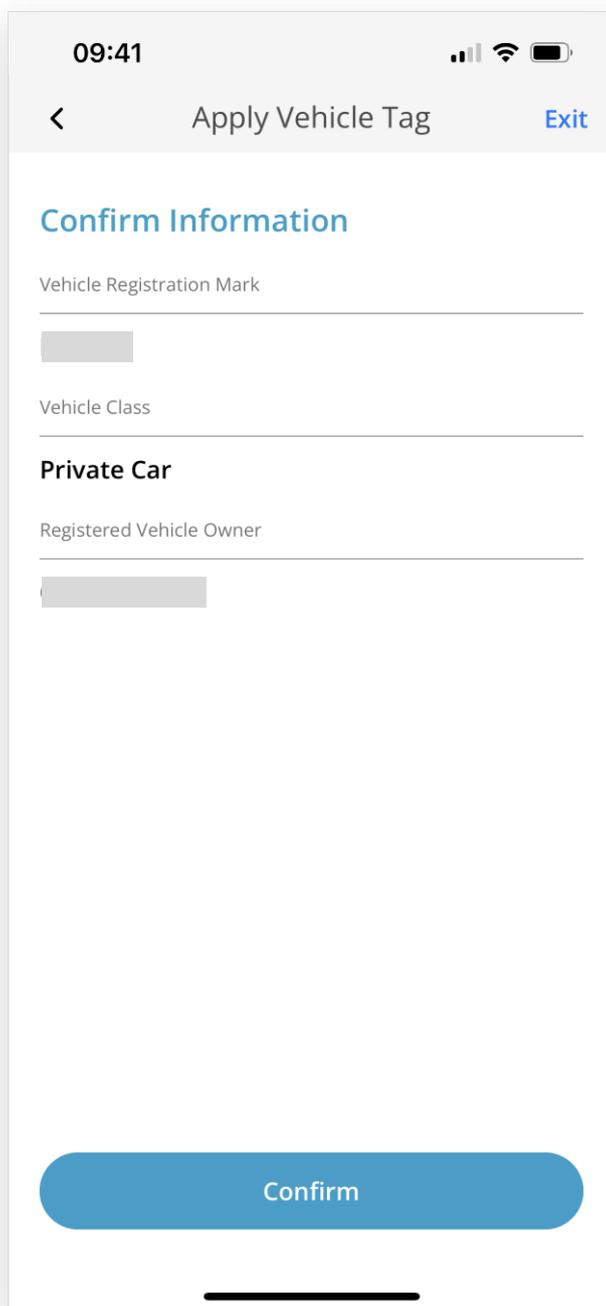
### Step 7.2 :

- ❑ Upon successful verification, “Verified” will be displayed on the screen. Then, click on “Next”



### Step 8 :

- ❑ Click on “Confirm” if the information is checked in order



The screenshot shows a mobile application interface for applying a vehicle tag. At the top, the status bar displays the time 09:41, signal strength, Wi-Fi, and battery icons. The app header includes a back arrow, the title 'Apply Vehicle Tag', and an 'Exit' button. The main content area is titled 'Confirm Information' and contains three fields: 'Vehicle Registration Mark' with a greyed-out input box, 'Vehicle Class' with a dropdown menu set to 'Private Car', and 'Registered Vehicle Owner' with another greyed-out input box. A large blue 'Confirm' button is positioned at the bottom of the screen.

### Step 9 :

- ☐ Then, click on “Continue” after you have read the reminder about the Vehicle Tag Fee

09:41

< Apply Vehicle Tag Exit

**Confirm Information**

Vehicle Registration Mark

Vehicle Class

**Private Car**

Registered Vehicle Owner

**Vehicle Tag Fee**

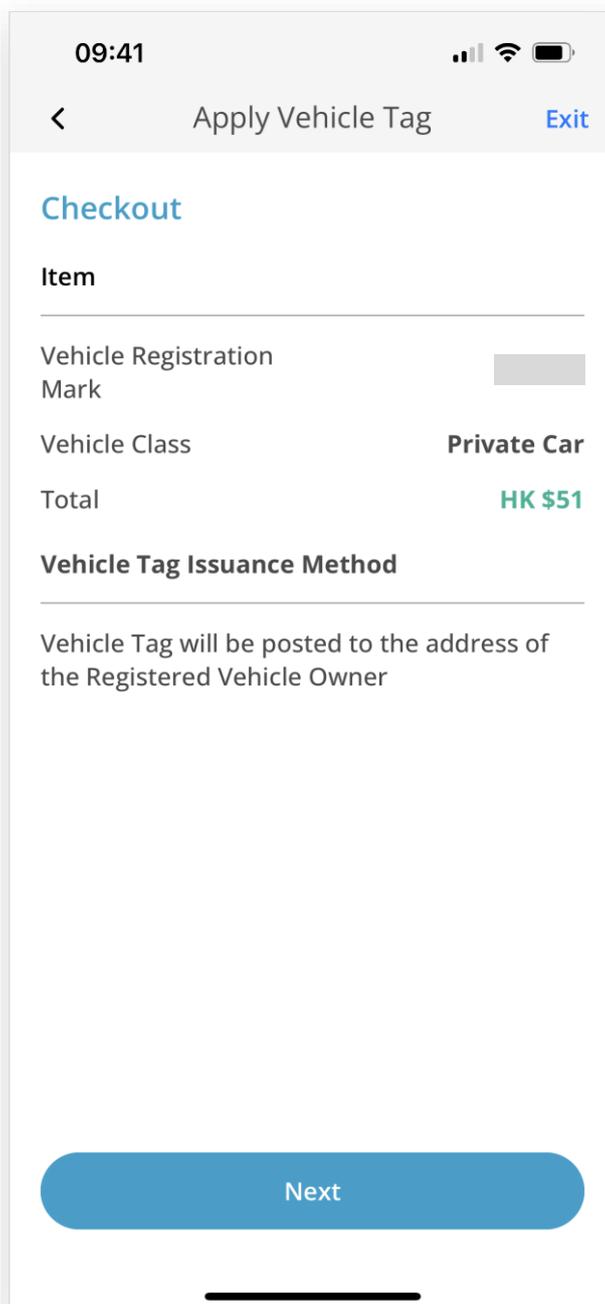
This is not the first vehicle tag application for this vehicle. A fee of \$51 will be charged for the second or any subsequent vehicle tag issued. You will be directed to payment page.

Continue

Exit

### Step 10 :

- ☐ Click on “Next” if the information is checked in order



09:41 📶 🔋

< Apply Vehicle Tag Exit

### Checkout

Item

---

Vehicle Registration Mark	<input type="checkbox"/>
Vehicle Class	<b>Private Car</b>
Total	<b>HK \$51</b>

### Vehicle Tag Issuance Method

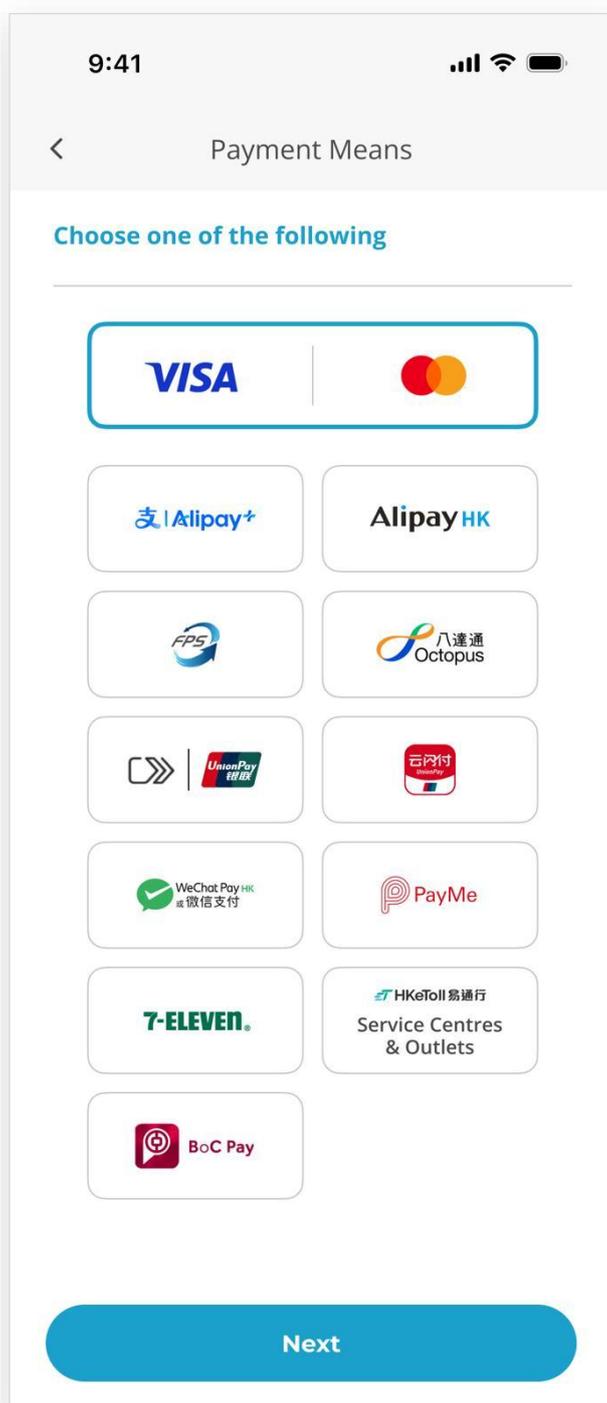
---

Vehicle Tag will be posted to the address of the Registered Vehicle Owner

[Next](#)

### Step 11 :

- ❑ Select a payment means, then click on “Next”
- ❑ You will be directed to the payment platform of that payment means for making the payment



### Step 12 :

- ❑ The receipt will be shown when the payment is completed successfully, then click on “Next”
- ❑ If you would like to have a copy of the receipt, please click on “Download” or enter your email address for the receipt

09:41 📶 🔋

Apply Vehicle Tag Exit

### Receipt

Item	AR <input type="text"/>
Vehicle Tag	HK \$51
Vehicle Registration Mark	<input type="text"/>
Vehicle Class	Private Car
<b>Total</b>	<b>HK \$51</b>

### Delivery

Your Vehicle Tag Application will be processed in 5 working days and mailed to your registered address at Transport Department.  
\*by local mail

[Download](#)

Please enter your email address for a copy of the receipt

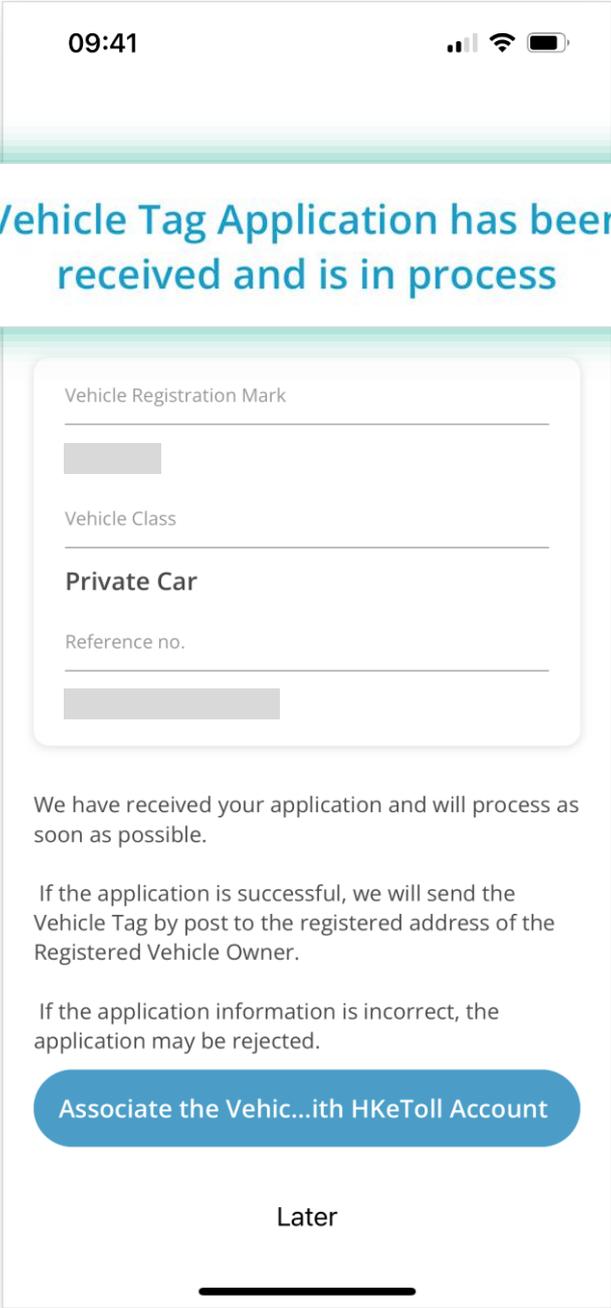
Email address

[Send >](#)

[Next](#)

### Step 13 :

- ❑ When the application is submitted successfully, the “Vehicle Tag Application has been received and is in process” message will be displayed.



The image shows a smartphone screen with a notification banner at the top that reads "Vehicle Tag Application has been received and is in process". Below the banner is a form with the following fields: "Vehicle Registration Mark" (with a greyed-out input), "Vehicle Class" (with "Private Car" selected), and "Reference no." (with a greyed-out input). Below the form, there is a message: "We have received your application and will process as soon as possible. If the application is successful, we will send the Vehicle Tag by post to the registered address of the Registered Vehicle Owner. If the application information is incorrect, the application may be rejected." At the bottom of the screen, there is a blue button labeled "Associate the Vehic...ith HKeToll Account" and a "Later" option.

Vehicle Tag Application has been received and is in process

Vehicle Registration Mark

Vehicle Class

Private Car

Reference no.

We have received your application and will process as soon as possible.

If the application is successful, we will send the Vehicle Tag by post to the registered address of the Registered Vehicle Owner.

If the application information is incorrect, the application may be rejected.

Associate the Vehic...ith HKeToll Account

Later

### Note:

- ❑ Once the application is finalized, the registered vehicle owner will be informed of the result of the application by email or SMS.

### 【Terms and Conditions and Personal Information Collection Statement】

Please refer to the Terms and Conditions and Personal Information Collection Statement of the HKeToll service on the HKeToll website.

HKeToll reserves the right to modify all contents without prior notice. The version on the HKeToll website shall prevail should there be any discrepancies. For the latest version, please refer to the HKeToll website [www.hketoll.gov.hk](http://www.hketoll.gov.hk).

HKeToll Website : [www.hketoll.gov.hk](http://www.hketoll.gov.hk)

HKeToll Customer  
Service Hotline : (852) 3853 7333



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**Google Play**

 EXPLORE IT ON  
**AppGallery**

Please refer to HKeToll website for the locations of the HKeToll customer service centers and the service outlets.