

# Typical Owner Account

## Account Sign Up and Vehicle Association

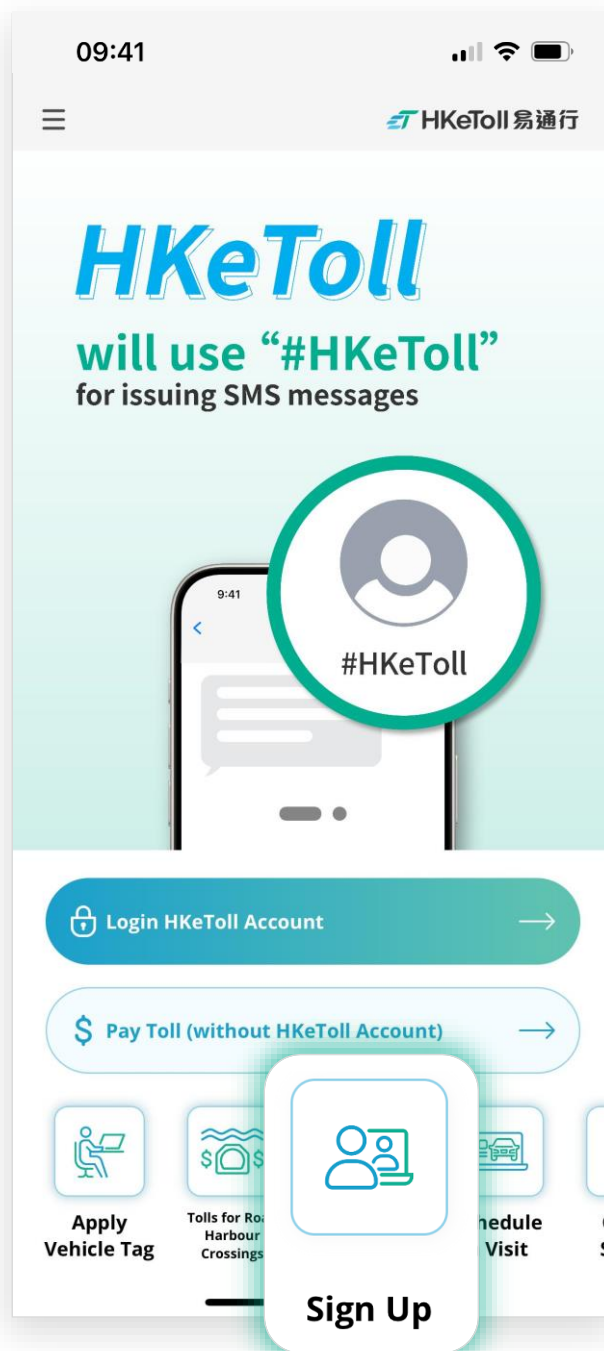
This type of account is for

**Typical Vehicle**

**Commercial Vehicle**  
(Tunnel tolls paid by vehicle owner)

### Step 1 :

- ❑ Select "Sign Up" on the [home page](#) of "HKeToll" mobile app

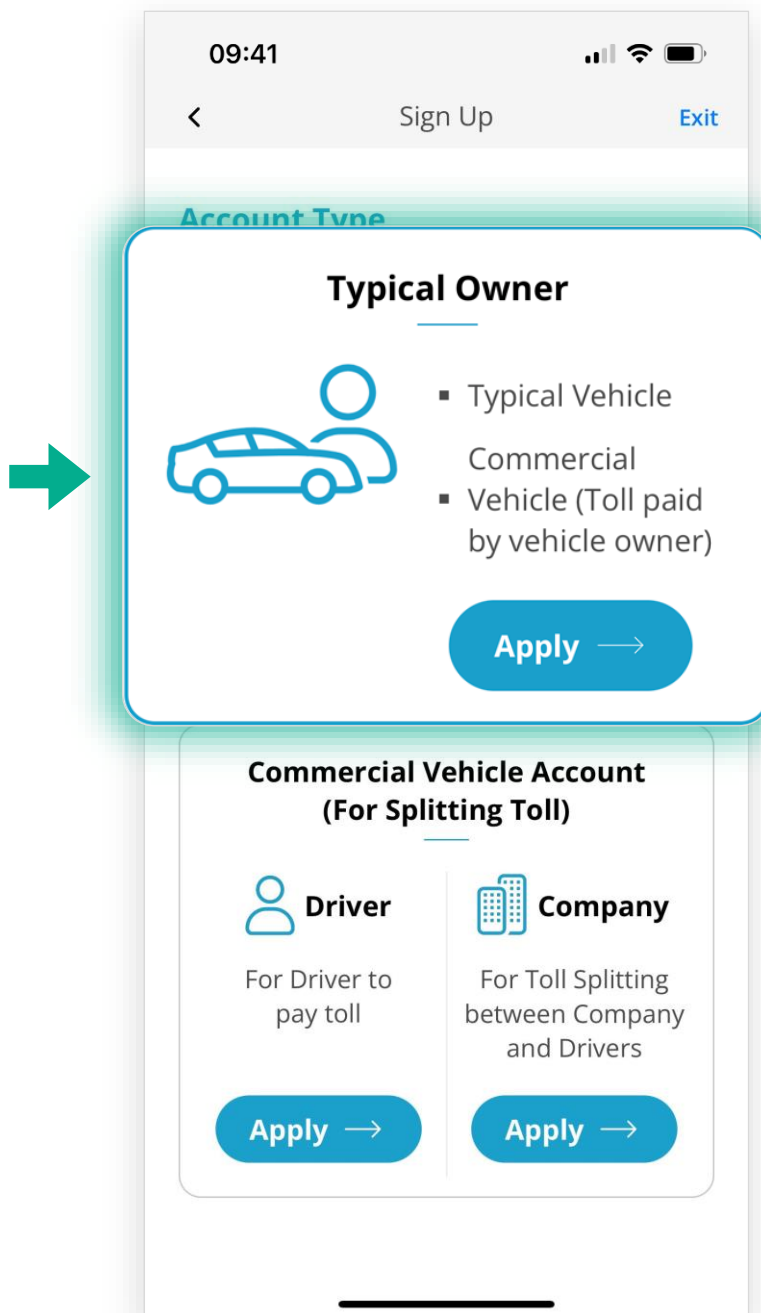


### Note:

- ❑ The registration steps for mobile app and website are similar.

### Step 2 :

- ❑ Select “Typical Owner”



### Note:

- ❑ If tunnel tolls of the **commercial vehicle** (e.g. taxi, minibus, bus, goods vehicle) will be paid **by driver(s)**, please sign up for a “**Commercial Vehicle Company**” account

### Step 3 :

- ❑ 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”

09:41

Sign Up

Exit

Terms & Conditions and Personal Information Collection Statement (“PICS”)

Conditions for Registration and Use of HKeToll Account

1. Definitions and Interpretation

1.1 In these Conditions, unless the context otherwise requires, the following words and expressions shall have the following meanings:

(a) “Application Form” means the document entitled Application Form for the use of HKeToll completed and agreed by you as the applicant for the application of your HKeToll Account;

I confirm that I have read, understood and agreed to the Terms & Conditions and the Personal Information Collection Statement (“PICS”)

Next

09:41

Sign Up

Exit

Terms & Conditions and Personal Information Collection Statement (“PICS”)

Conditions for Registration and Use of HKeToll Account

1. Definitions and Interpretation

1.1 In these Conditions, unless the context otherwise requires, the following words

136877

Please enter the Verification Number above

Confirm

### Step 4 :

- ❑ Enter account information. Then, click on "Next"

09:41

< Sign up Exit

Step 1 of 4

**Account Information**

Login Name **\*Required**  
10 to 30 characters (must include letters [a to z] and numbers [0 to 9])

10 to 30 characters (must include letters and numbers)

Password **\*Required**  
10 to 30 characters (must include upper & lower case letters [A to Z, a to z] and numbers [0 to 9])

10 to 30 characters (must include upper & lower case letters and number)

Re-enter Password **\*Required**

Display name (Optional)

Next

10 to 30 characters  
(must include letters and numbers)

10 to 30 characters  
(must include upper & lower case letters and number)

### Step 5 :

- ❑ Enter one **e-Contact** (an email address or a Hong Kong mobile phone number) for receiving payment notification and other account information

09:41

< Sign up Exit

Step 2 of 4

**E-contact Information**

E-Contact

Please provide a E-Contact

Email address

Hong Kong Mobile Phone Number

Next

### Note:

- ❑ This e-Contact can be different from the e-Contact registered in the Transport Department.

### Step 6 :

- ☐ Check the information. Then, click on “Next”

09:41

< Sign up Exit

Step 3 of 4

**Confirm Information**

**Account Type**

Account Type **Typical Owner Account**

**Account Information**

Login Name [Redacted]

**E-contact Information**

Email Address [Redacted]

Hong Kong Mobile Phone Number [Redacted]

Display name [Redacted]

Next

### Step 7.1:

- ❑ A **One-time Password** will be sent to the **e-Contact** provided in step 5
- ❑ After receiving the message, enter the **One-time Password**

09:41

< Sign up Exit

Step 4 of 4

**Verification**

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

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

Email Address:  
[Redacted]

**AE** -

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

Next

09:41

< Sign up Exit

Step 4 of 4

**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 [Redacted]

**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”

09:41

< Sign up Exit

Step 4 of 4

**Verification**

Please enter One-time Password (OTP)

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

Email Address: [Redacted]

**✓ Verified**

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

Next

09:41

< Sign up Exit

Step 4 of 4

**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 [Redacted]

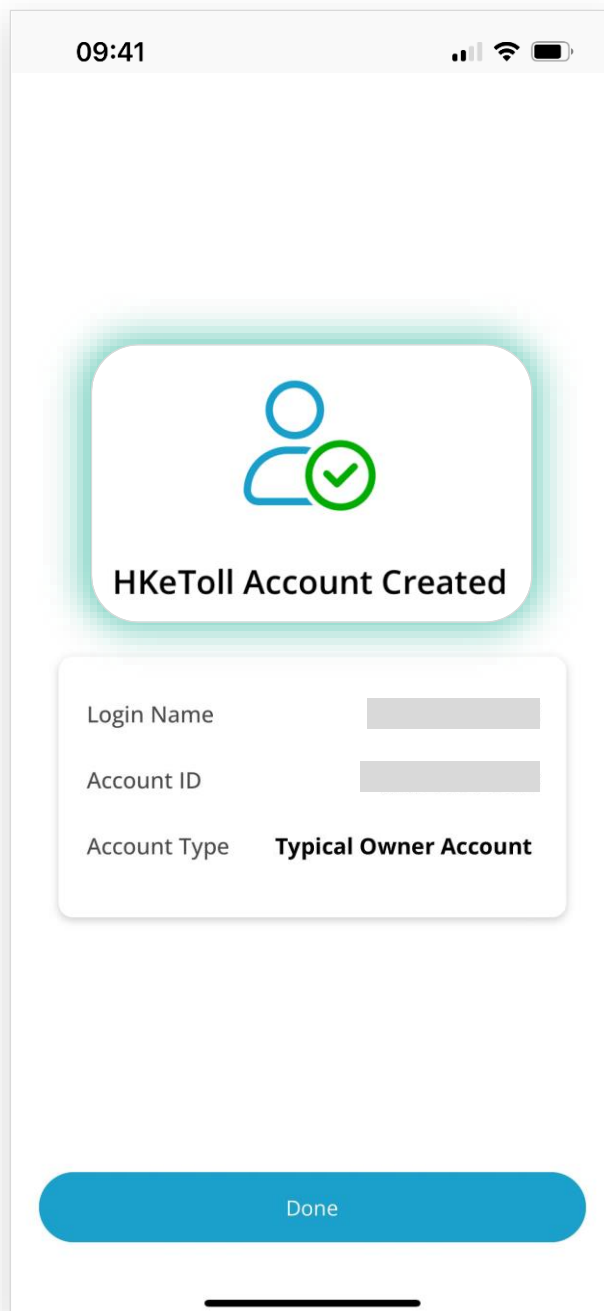
**✓ Verified**

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

Next

### Step 8 :

- ❑ Upon successful completion of the account registration, the “HKEToll Account Created” message will be displayed.



### Note:

- ❑ If no vehicle is added to this account after a given period of time, the account will be cancelled.

# Typical Owner Account Vehicle Association

Add a vehicle which must have been

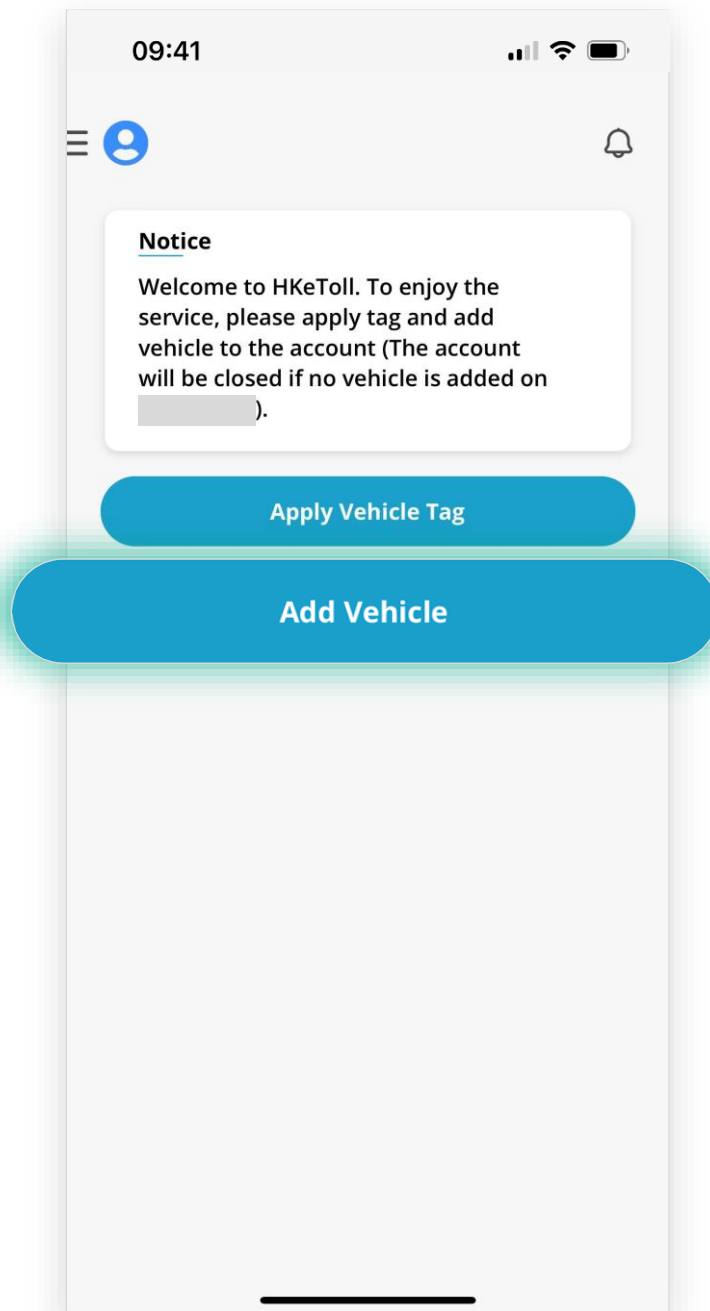
**Associated with a Vehicle Tag**

or

**Applied for a Vehicle Tag**

### Step 1 :

- ❑ Upon successful completion of the account registration, you will be directed to the home page
- ❑ Select “[Add Vehicle](#)” to associate a new vehicle



### Note:

- ❑ The vehicle association steps for mobile app and website are similar

### Step 2 :

- ❑ Enter the **Vehicle Registration Mark** and the **e-Contact** of the **Registered Vehicle Owner** as registered in the Transport Department, and click on “Add”

09:41

**Add Vehicle**

The Vehicle must be issued with a Vehicle Tag or a Vehicle Tag is being applied

Vehicle Registration Mark **\*Required**

Vehicle Registration Mark

**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")  
\*

**Hong Kong Mobile Phone Number**

Add



or

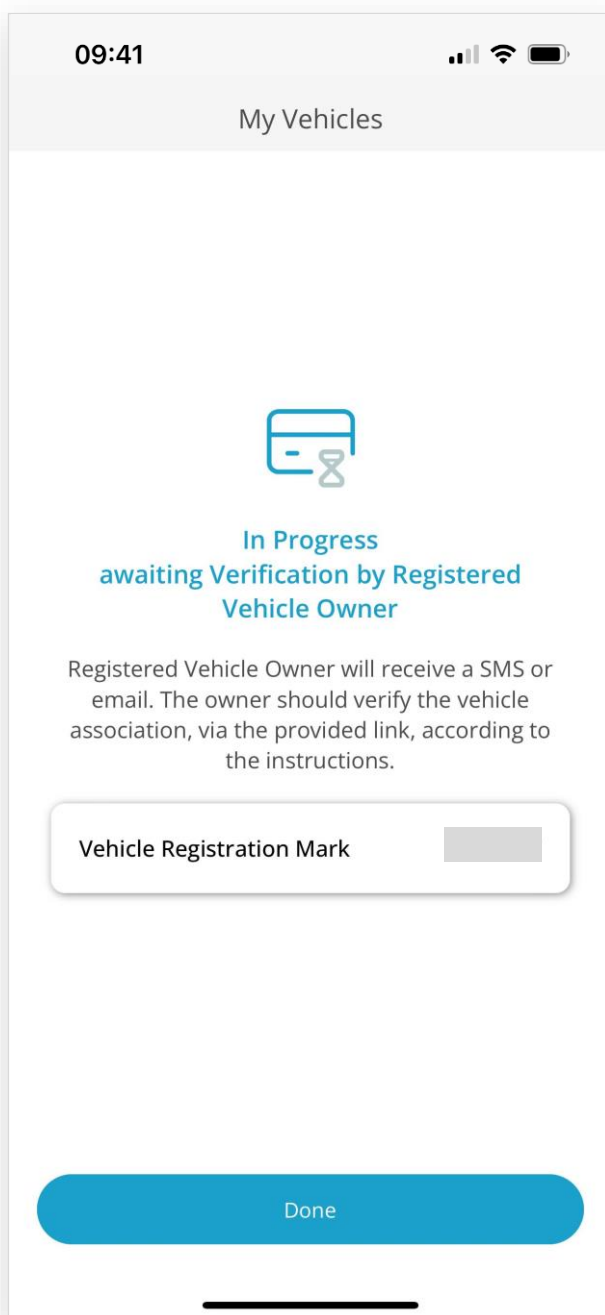


### Note:

- ❑ A vehicle to be added must have been associated with a vehicle tag or applied for a vehicle tag

### Step 3 :

- ❑ A notification of “Confirmation of the Vehicle Association” will be sent to the e-Contact of the Registered Vehicle Owner when this page is shown on screen
- ❑ The status of vehicle association to the HKEToll account will be **in progress**, until the Registered Vehicle Owner accepted the vehicle association



### Step 4.1 :

- ❑ The **Registered Vehicle Owner** will receive a notification of “**Confirmation of the Vehicle Association**” through the **e-Contact** as registered in the Transport Department
- ❑ Please click on the link in the notification. You will be redirected to a web page. Please enter the verification code

#### SMS notification

[HKeToll: linking a vehicle with an account] An HKeToll account holder (Account ID : ██████████) has requested to associate a vehicle (Vehicle Registration Mark: ██████████) with the account. Please visit <https://██████████.a/VAcDxPSUwikWE78> to confirm the request. Otherwise, the request will be automatically cancelled.

OR

#### Email notification

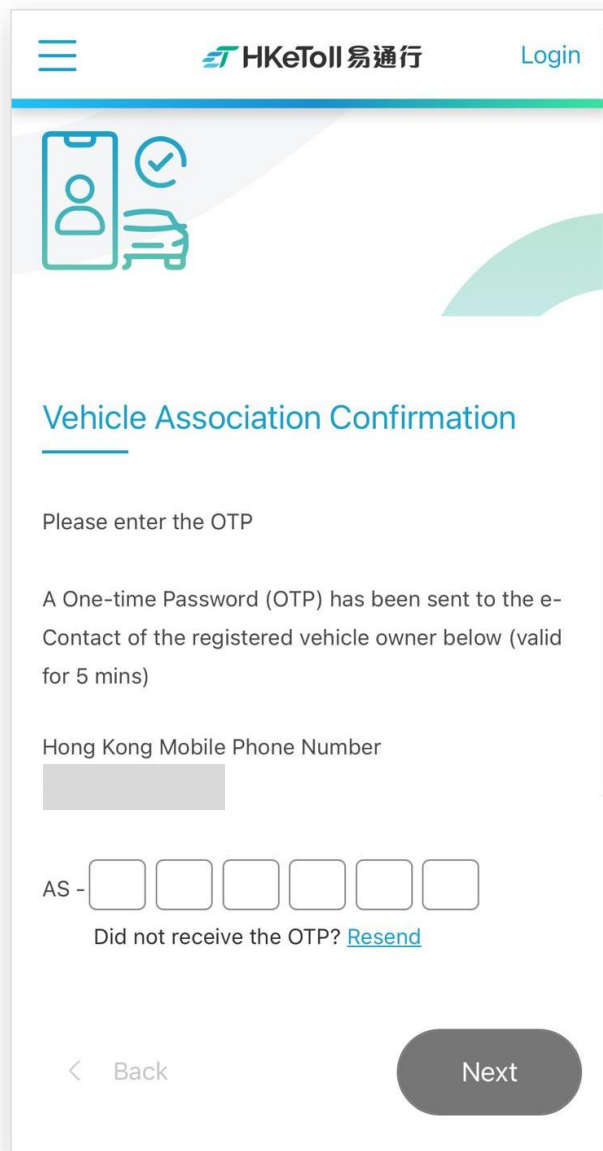
Add Vehicle to your HKeToll account

[HKeToll: linking a vehicle with an account] An HKeToll account holder (Account ID : ██████████) has requested to associate a vehicle (Vehicle Registration Mark: ██████████) with the account. Please visit <https://██████████.a/VAcDHAaJWksc651> to confirm the request. Otherwise, the request will be automatically cancelled.


The screenshot shows the HKeToll mobile application interface. At the top, there is a menu icon, the HKeToll logo, and a 'Login' link. Below the header is a large icon representing a person and a car. The main heading is 'Vehicle Association Confirmation'. A verification code '118037' is displayed in large, colorful, slightly distorted characters. To the right of the code are a refresh icon and a speaker icon. Below the code, the text 'Please enter the numbers above' is followed by a text input field containing the placeholder 'Fill in here'. At the bottom right, there is a blue 'Next' button.

### Step 4.2 :

- ❑ A One-time Password will be sent to the e-Contact of the Registered Vehicle Owner
- ❑ Enter the One-time Password



☰ HKeToll 易通行 Login



### Vehicle Association Confirmation

Please enter the OTP

A One-time Password (OTP) has been sent to the e-Contact of the registered vehicle owner below (valid for 5 mins)

Hong Kong Mobile Phone Number

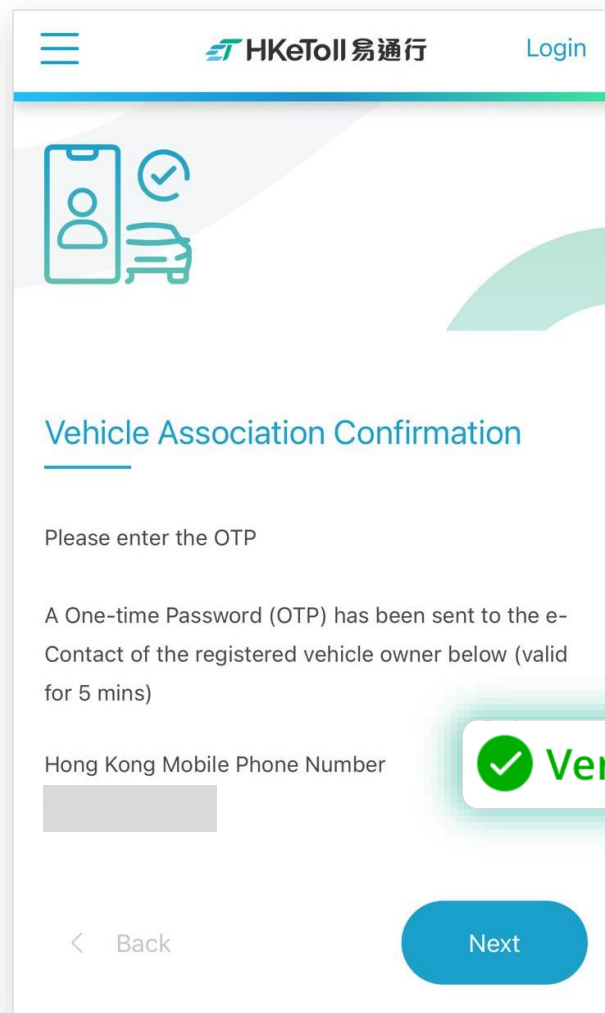
AS-

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

< Back Next

### Step 4.3 :

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



The screenshot shows the HKEToll mobile application interface. At the top, there is a menu icon, the HKEToll logo, and a 'Login' link. Below the header, there is an icon representing a person and a car. The main heading is 'Vehicle Association Confirmation'. The text on the screen reads: 'Please enter the OTP', 'A One-time Password (OTP) has been sent to the e-Contact of the registered vehicle owner below (valid for 5 mins)', and 'Hong Kong Mobile Phone Number' followed by a greyed-out input field. A green checkmark icon and the word 'Verified' are displayed in a white box on the right side of the screen. At the bottom, there is a 'Back' button with a left arrow and a blue 'Next' button.

### Step 4.4 :

- If the information is checked in order, click on “Accept”

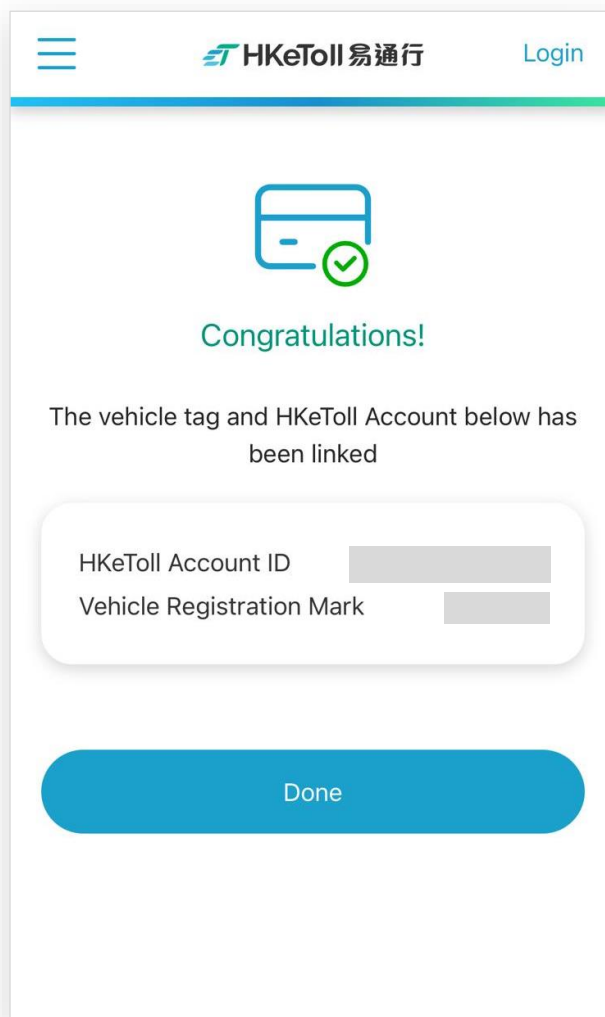
The screenshot shows the HKeToll mobile application interface. At the top, there is a navigation bar with the HKeToll logo and the text 'HKeToll 易通行' and 'Login'. Below the navigation bar, the title 'Vehicle Association Confirmation' is displayed. The main content area contains the text: 'Please confirm the Vehicle and HKeToll Account will be linked:'. There are two sections of information to be confirmed:

- Account Information:** Includes 'HKeToll Account ID' and 'Account Display Name', both with greyed-out input fields.
- Vehicle Information:** Includes 'Vehicle Registration Mark' and 'Vehicle Type', both with greyed-out input fields.

At the bottom of the screen, there are two buttons: a blue button with a white 'X' icon and the text 'Reject', and a larger blue button with a white checkmark icon and the text 'Accept'.

### Step 4.5 :

- ❑ Upon successful completion, the following screen will be displayed
- ❑ After account sign up and vehicle association, you may continue to
  - Associate other vehicles
  - Apply for a Vehicle Tag
  - Set up payment means



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

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

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