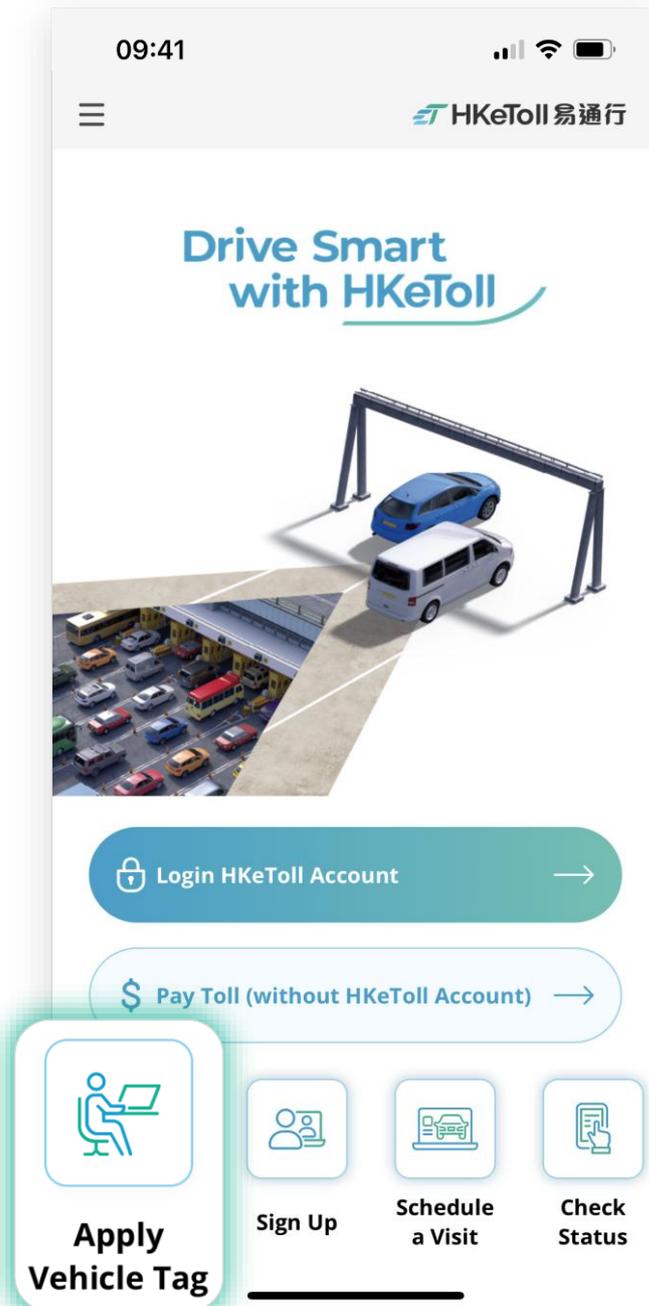


Tutorial for Online Application for a Vehicle Tag

Step 1 :

- ❑ Select “Apply Vehicle Tag” on the home page of “HKeToll” mobile app

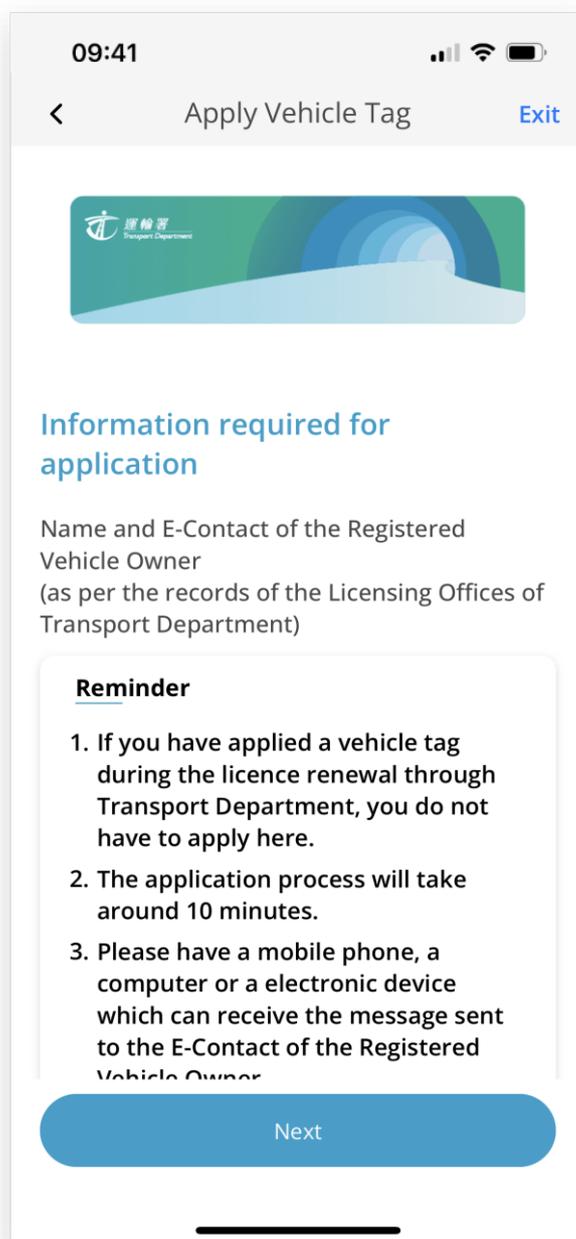


Note:

- ❑ The application steps for mobile app and website are similar.
- ❑ If you have already applied for a Vehicle Tag at the Licensing Office of the Transport Department, please do not apply again.
- ❑ Status of application can be checked on the HKeToll website and mobile app.

Step 2 :

- ❑ Prepare the **required information**. 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 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

< Apply Vehicle Tag Exit

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

Conditions of Issue for Vehicle Tag determined by the Government pursuant to section 10 of the Road Traffic (Toll Tags) Regulation

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) “Conditions” means the

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

Next

09:41

< Apply Vehicle Tag Exit

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

Conditions of Issue for Vehicle Tag determined by the Government pursuant to section 10 of the Road Traffic (Toll Tags) Regulation

271928

Please enter the Verification Number above

Confirm

Step 4 :

- ❑ Enter the **Vehicle Registration Mark**



09:41

< Apply Vehicle Tag Exit

Step 1 of 3

Vehicle Information

Vehicle Registration Mark *Required

Next

Step 5.1 :

- ❑ 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 5.2 :

- ❑ Enter the e-Contact of the Registered Vehicle Owner
- ❑ 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 2nd to 6th 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

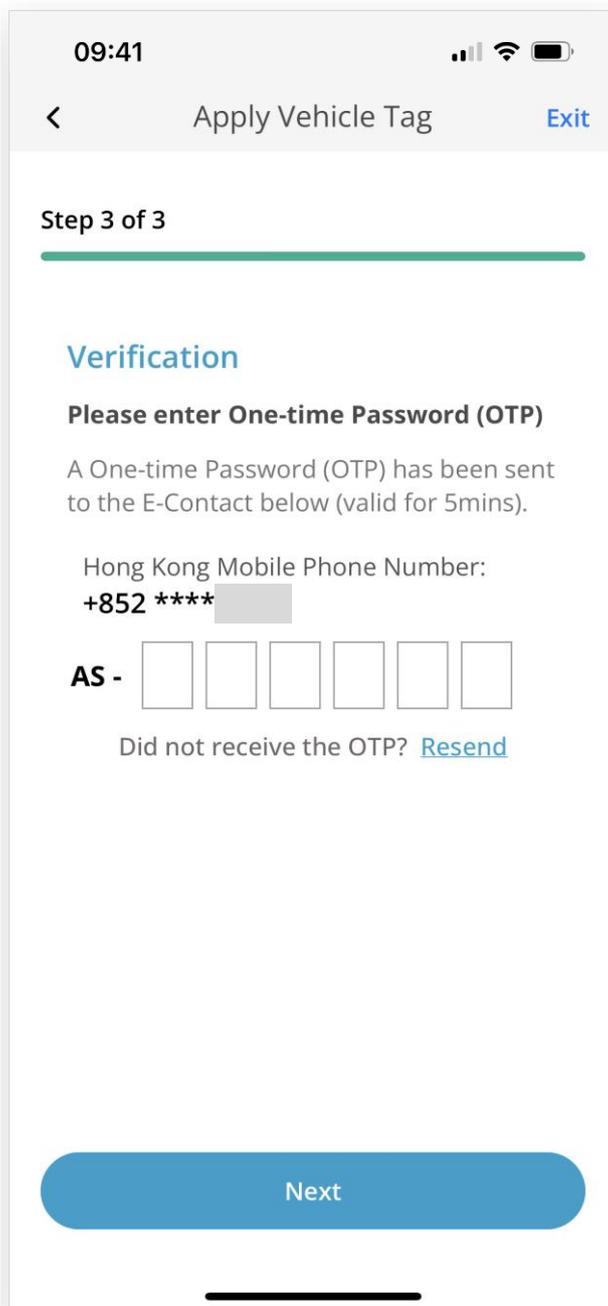
Please enter the last 4 digits of the mobile number (e.g. xxxx 1234, please enter 1234)

Next

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

Step 6.1 :

- ❑ 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 **** *

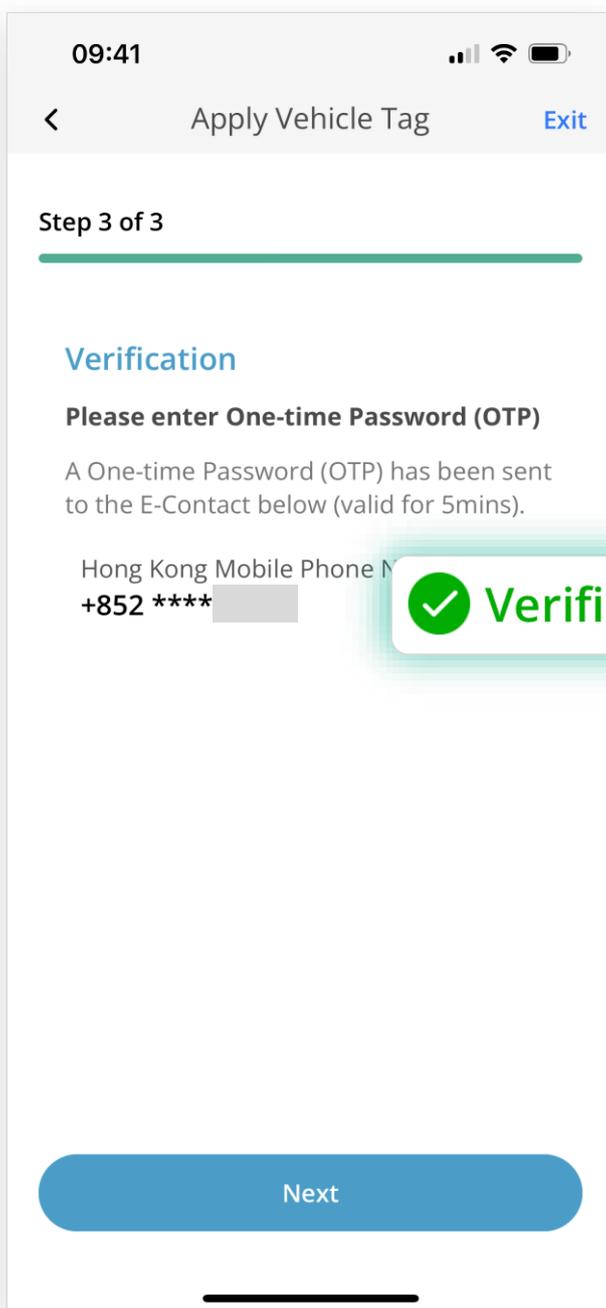
AS -

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

Next

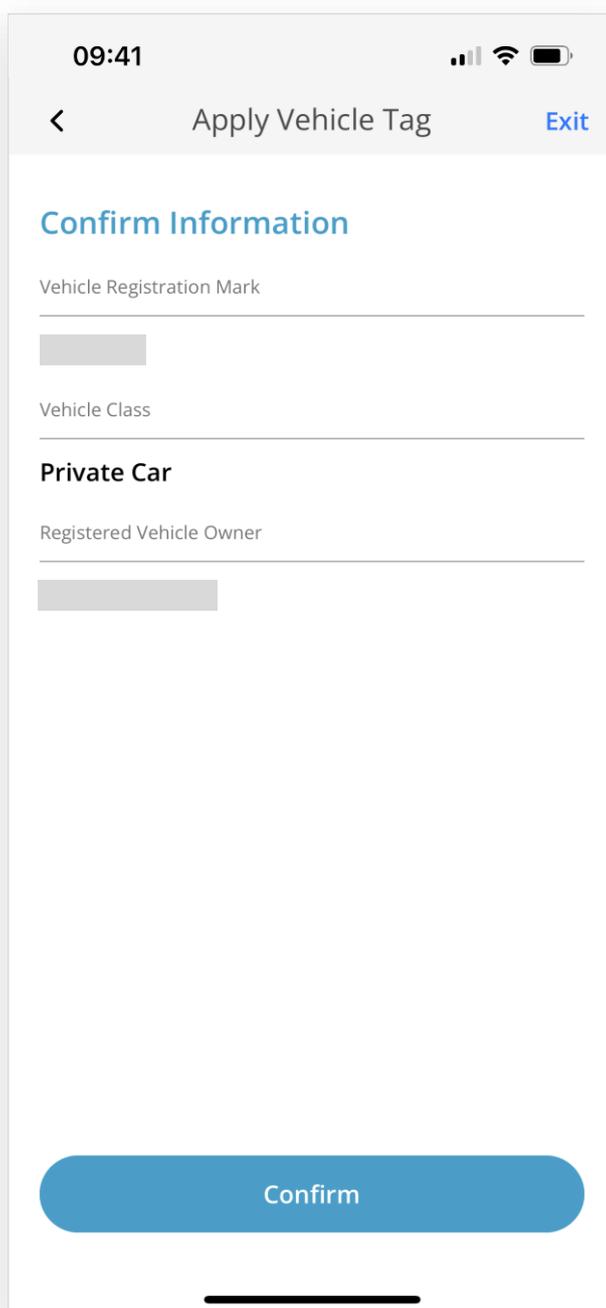
Step 6.2 :

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



Step 7 :

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



The screenshot displays a mobile application interface for applying a vehicle tag. At the top, the time is 09:41, and there are icons for signal strength, Wi-Fi, and battery. The title bar shows a back arrow, the text "Apply Vehicle Tag", and an "Exit" button. The main content area is titled "Confirm Information" and contains three input fields: "Vehicle Registration Mark", "Vehicle Class", and "Registered Vehicle Owner". The "Vehicle Class" field is pre-filled with "Private Car". At the bottom of the screen is a large blue "Confirm" button.

Step 8 :

- ❑ The application has been submitted. The “Vehicle Tag Application has been received and is in process” message is displayed.
- ❑ Once the application is finalized, the registered vehicle owners will be informed of the result of the application by email or SMS.
- ❑ After the submission of the tag application, you may continue to
 - Sign Up a HKeToll Account
 - Associate your newly applied Vehicle Tag to the HKeToll Account
 - Set up Payment Means

09:41

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 Vehicle with HKeToll Account

Later

【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.

HKeToll Website : www.hketoll.gov.hk

HKeToll Customer Service Hotline : (852) 3853 7333



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AppGallery

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