HKeToll 易通行

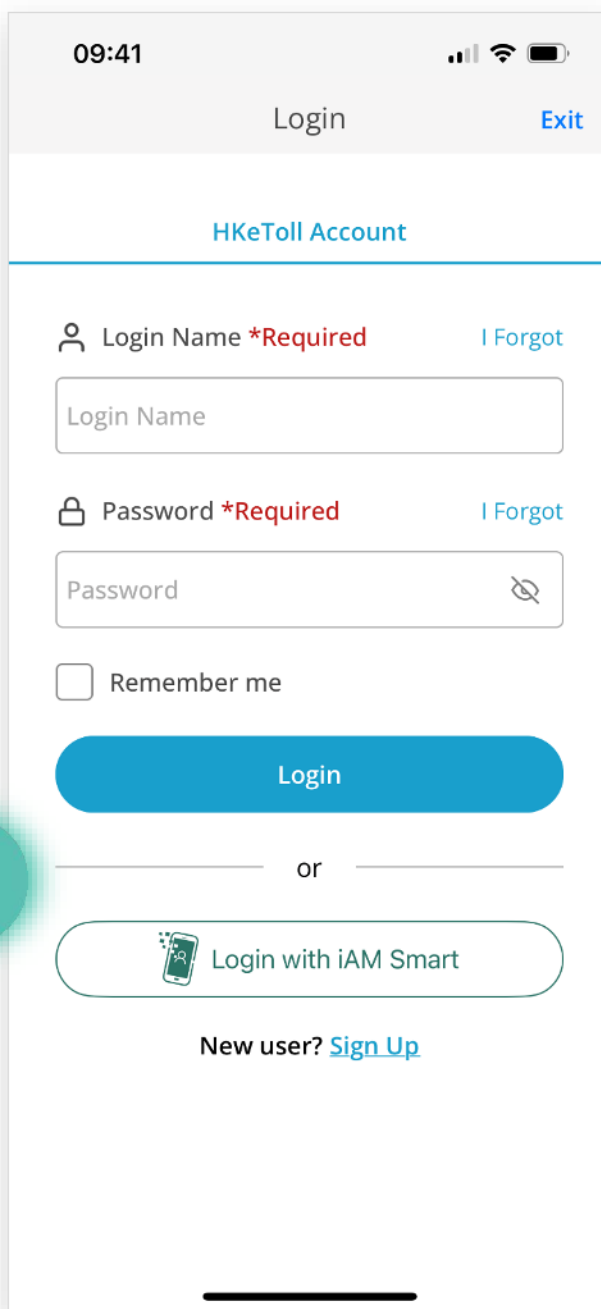# Tutorial on Replacement of Vehicle Tag

Tutorial on Replacement of Vehicle Tag

Step 1 :

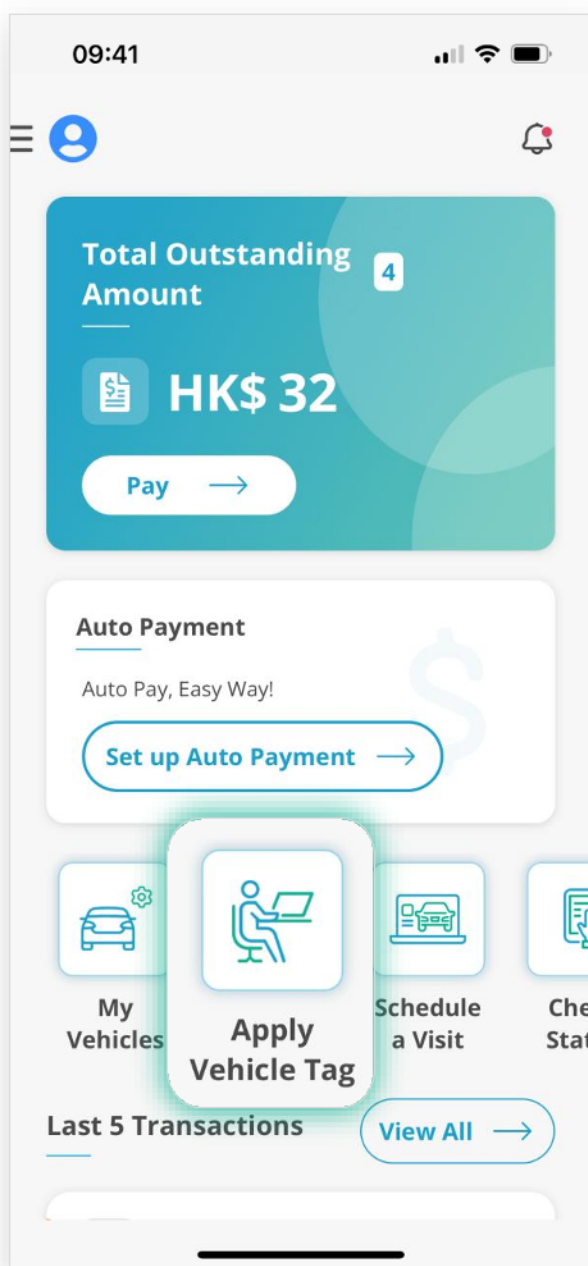❑ Log in to your HKeToll account

Note:

❑ The application steps for mobile app and website are similar.

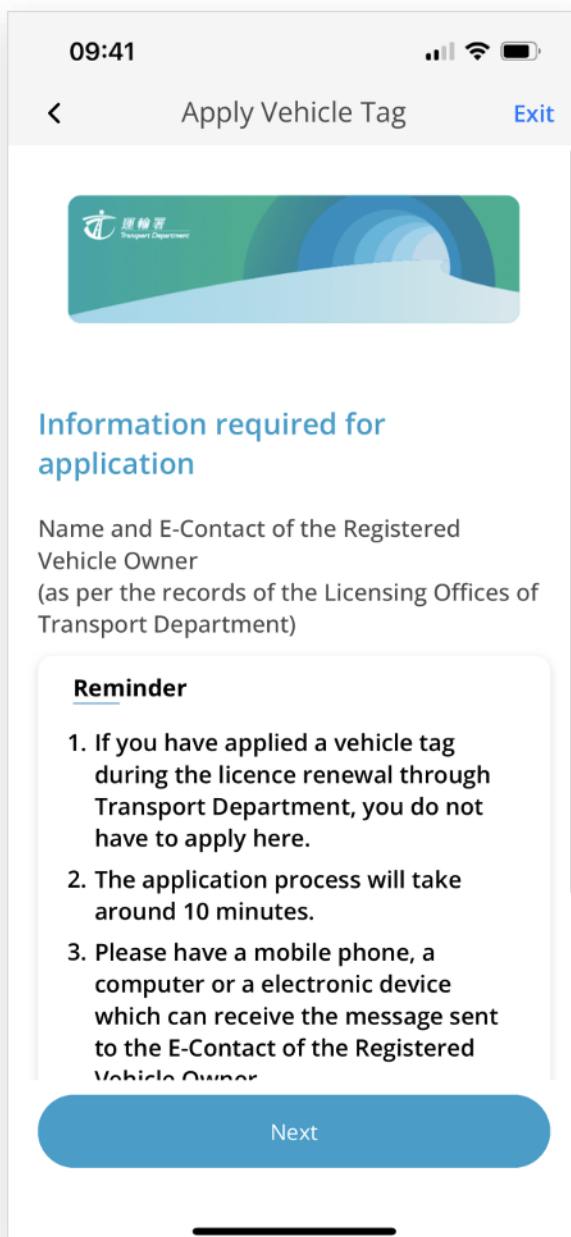❑ The prescribed fee for the subsequent issued Vehicle Tag is HK$51.

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
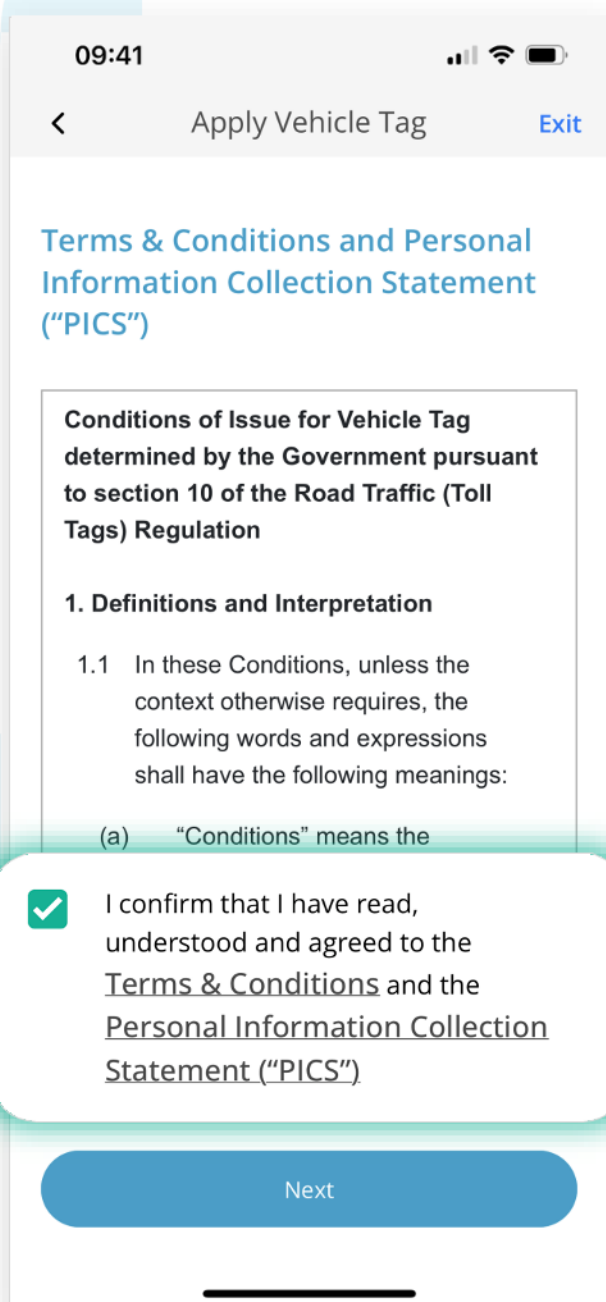
❏ Then, click on "Next"

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"
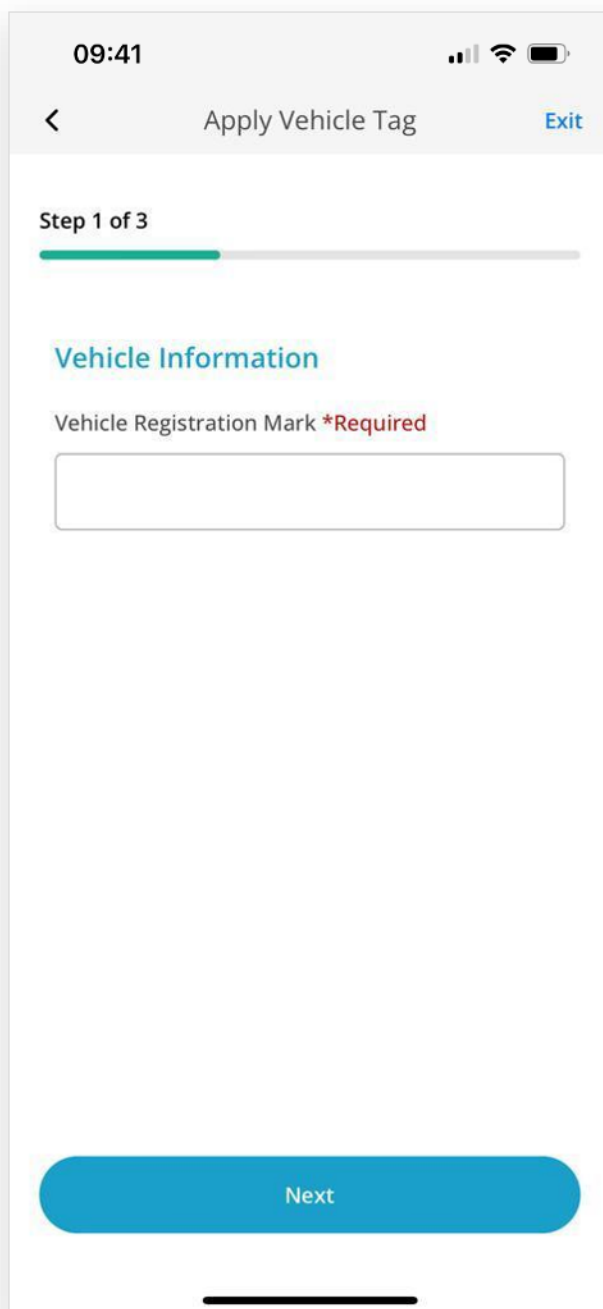
❑ Enter the Verification Code, then click on "Confirm"

Step 5：

❑ Enter the Vehicle Registration Mark

09:41

< Apply Vehicle Tag   Exit

Step 1 of 3

Vehicle Information

Vehicle Registration Mark ***Required**

Next

不停車繳費服務
Free-Flow Tolling Service

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
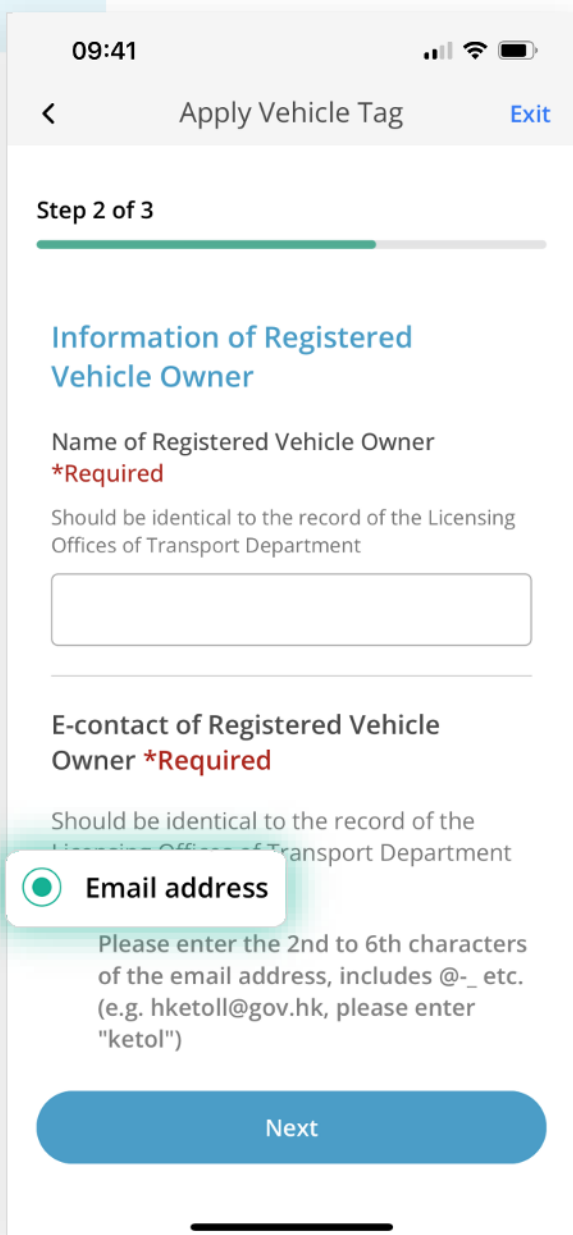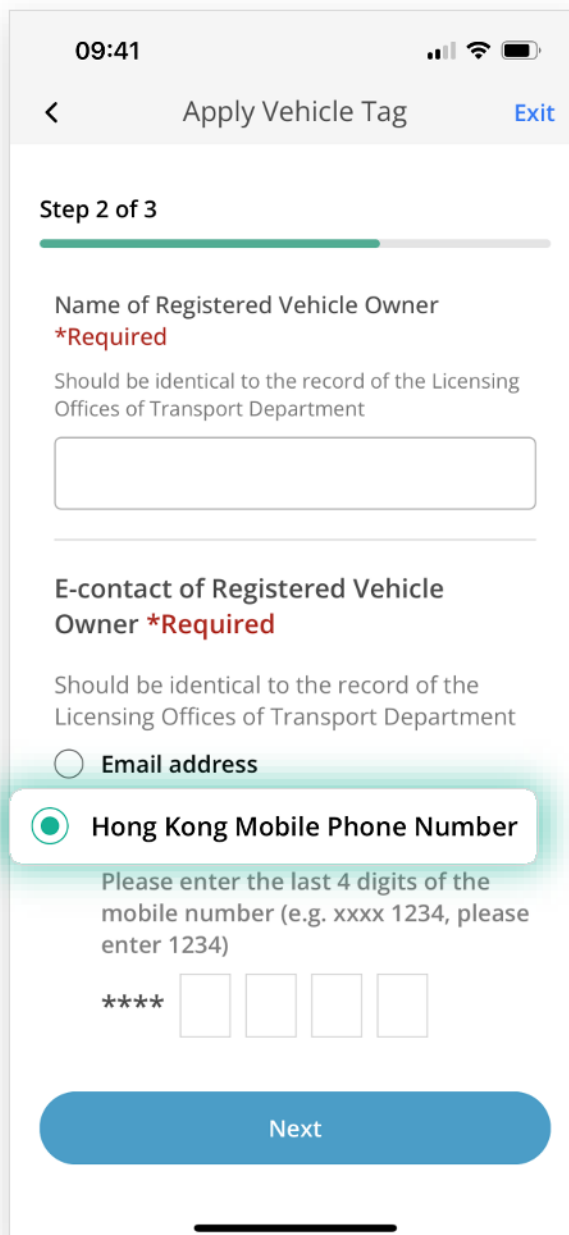
◉ **Email address**

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"

➢ Please enter the 2nd to 6th characters of the email address (includes @-_ etc.)

➢ For example, hketoll@gov.hk. Please enter "ketol"

➢ 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
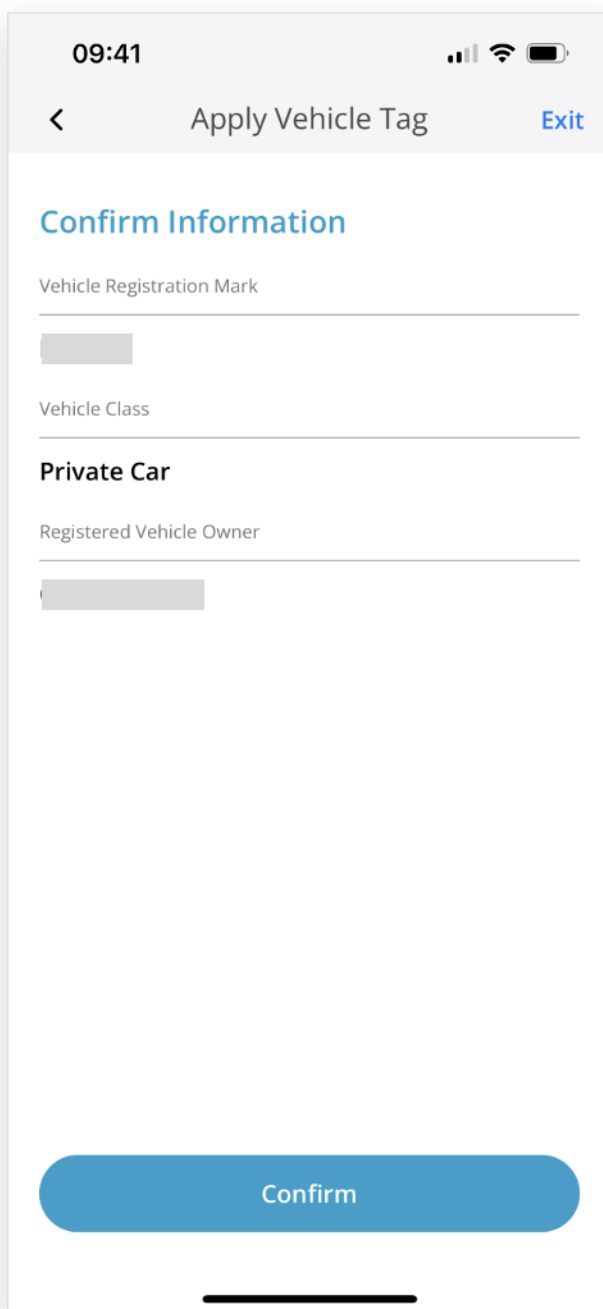
Step 7.2：

❑ Upon successful verification, "Verified" will be displayed on the screen. Then, click on "Next"
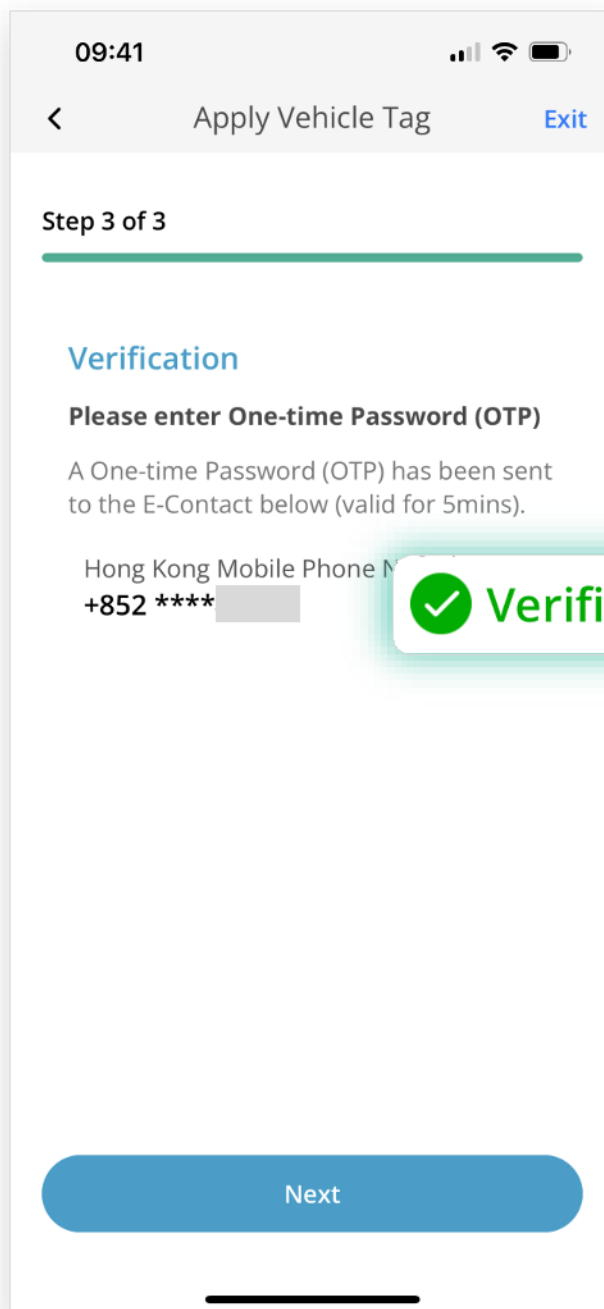
Step 8 :
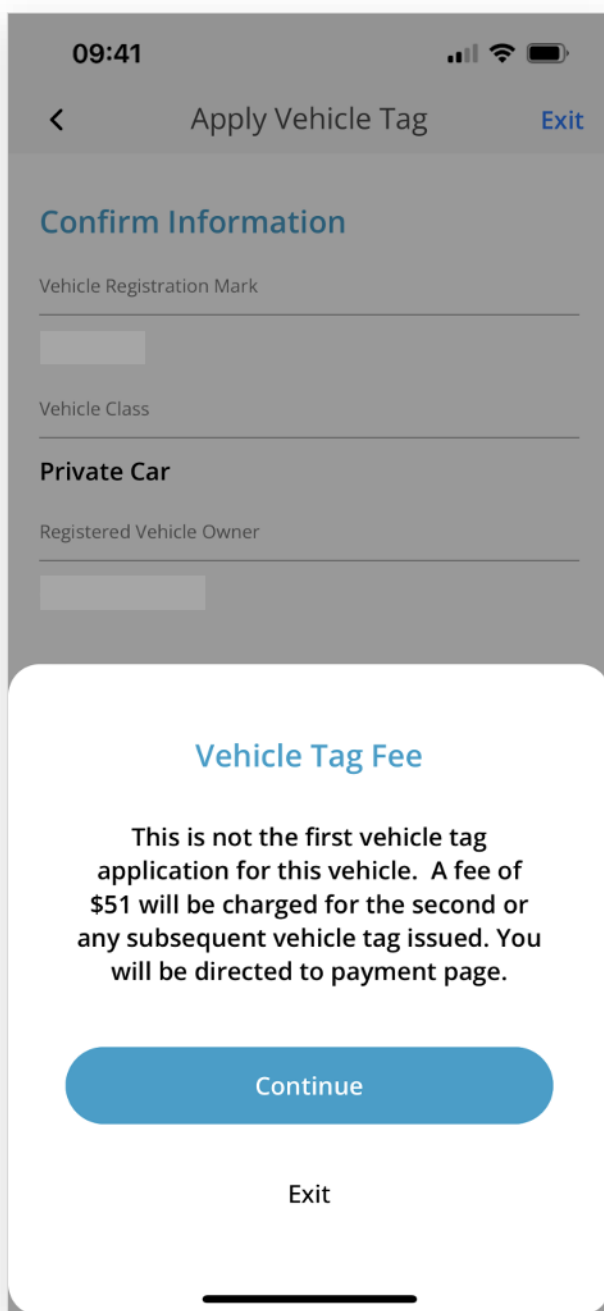
❑ Click on "Confirm" if the information is checked in order

09:41

‹   Apply Vehicle Tag   Exit

Confirm Information

Vehicle Registration Mark

Vehicle Class

Private Car

Registered Vehicle Owner
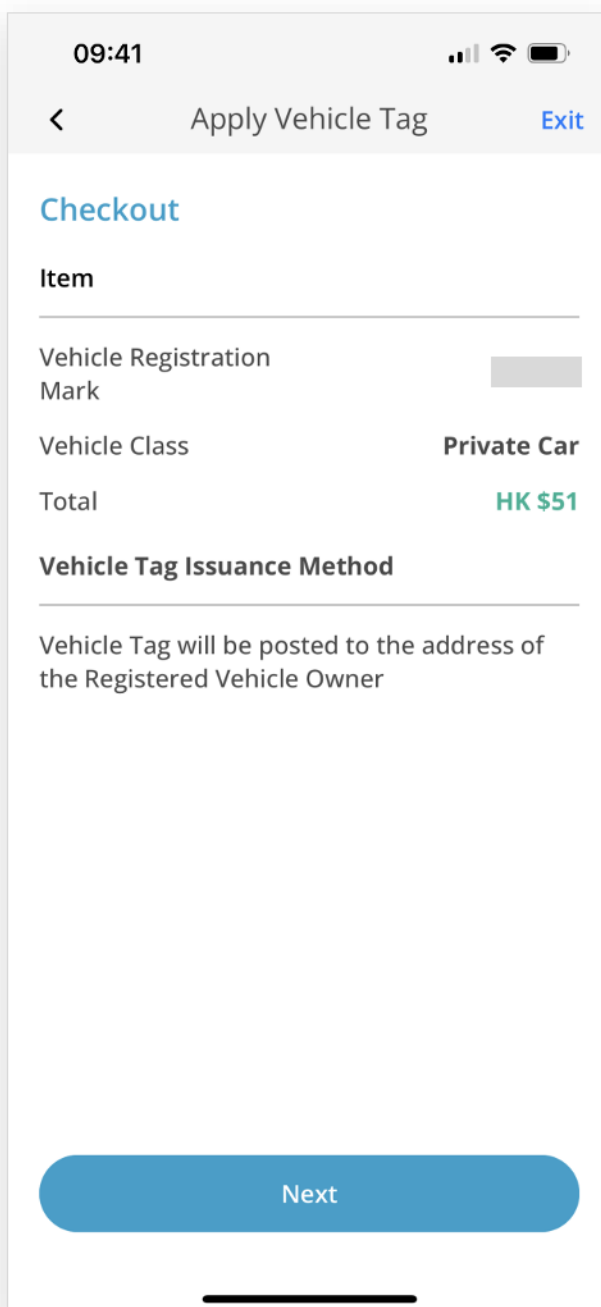
Confirm

Step 9：

❑ Then, click on "Continue" after you have read the reminder about the Vehicle Tag Fee

Step 10：

❑ Click on "Next" if the information is checked in order

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
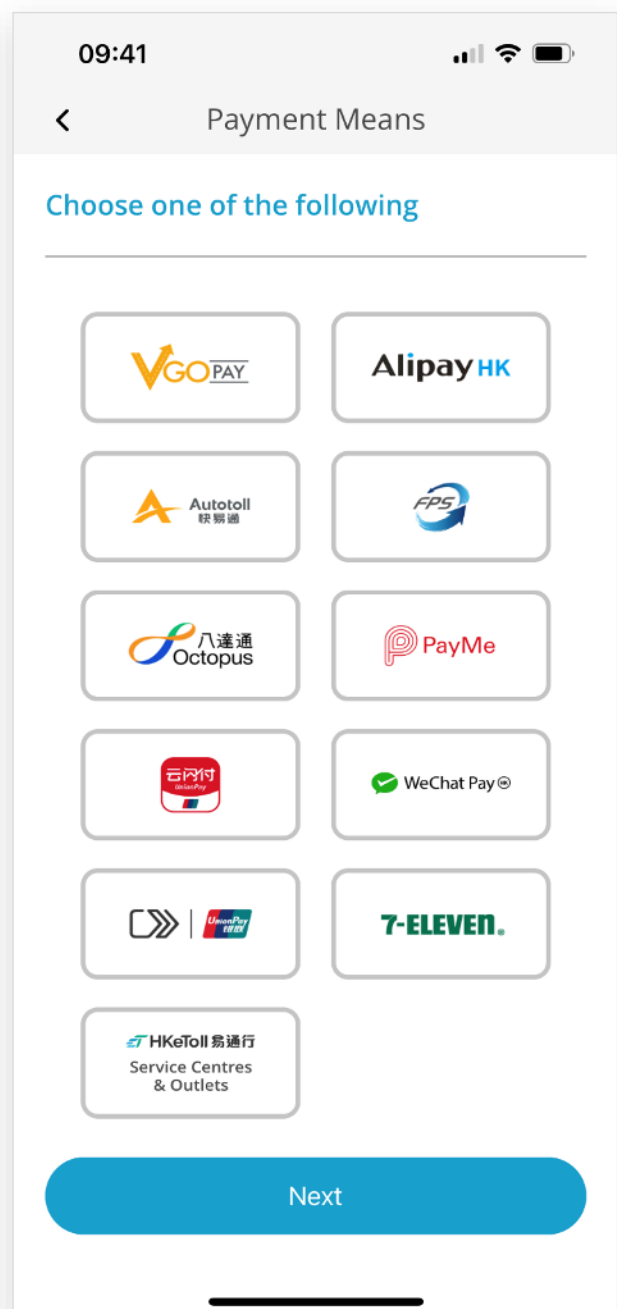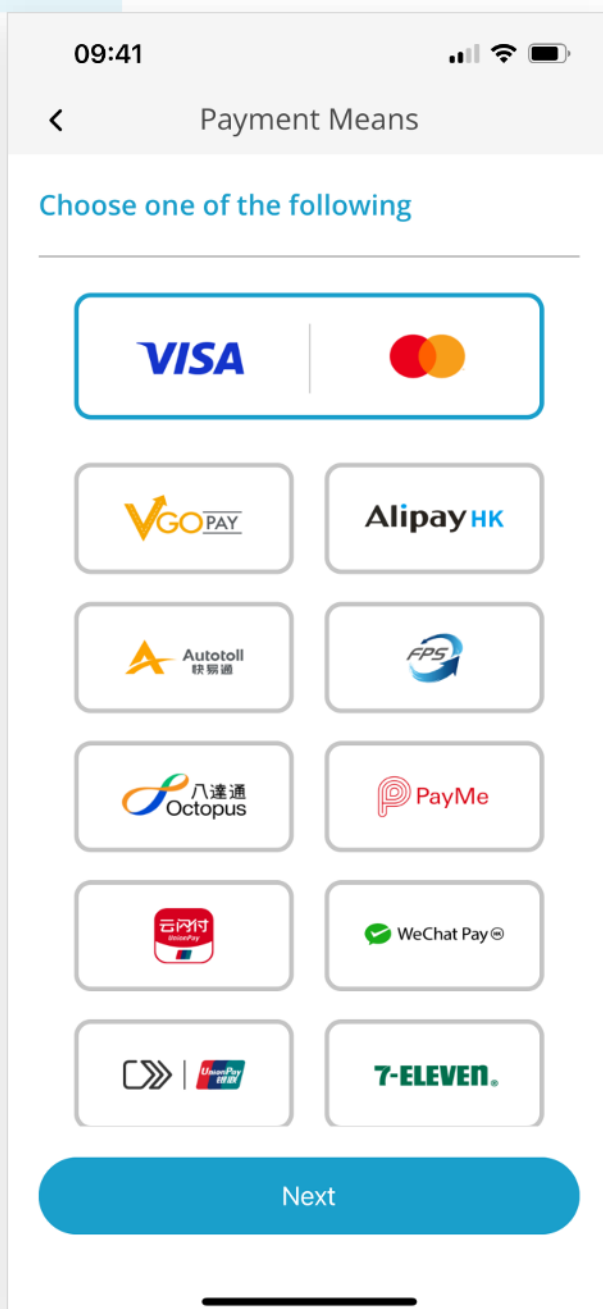
Step 12：

☐ 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

Step 13：

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

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 webstie shall prevail should there be any discrepancies. For the latest version, please refer to the HKeToll website www.hketoll.gov.hk.

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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.