

# Typical Owner Account

## Account Sign Up and Vehicle Association

This type of account is for

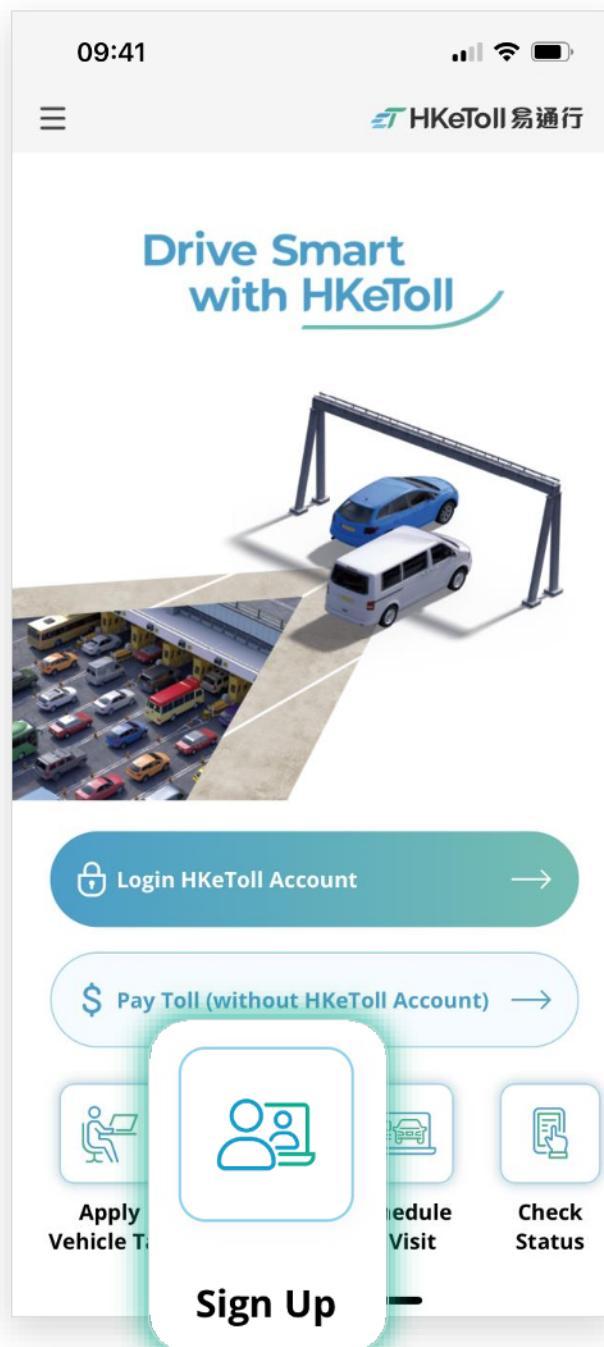
**Typical Vehicle**

**Commercial Vehicle**

(Tunnel tolls paid by vehicle owner)

### Step 1 :

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

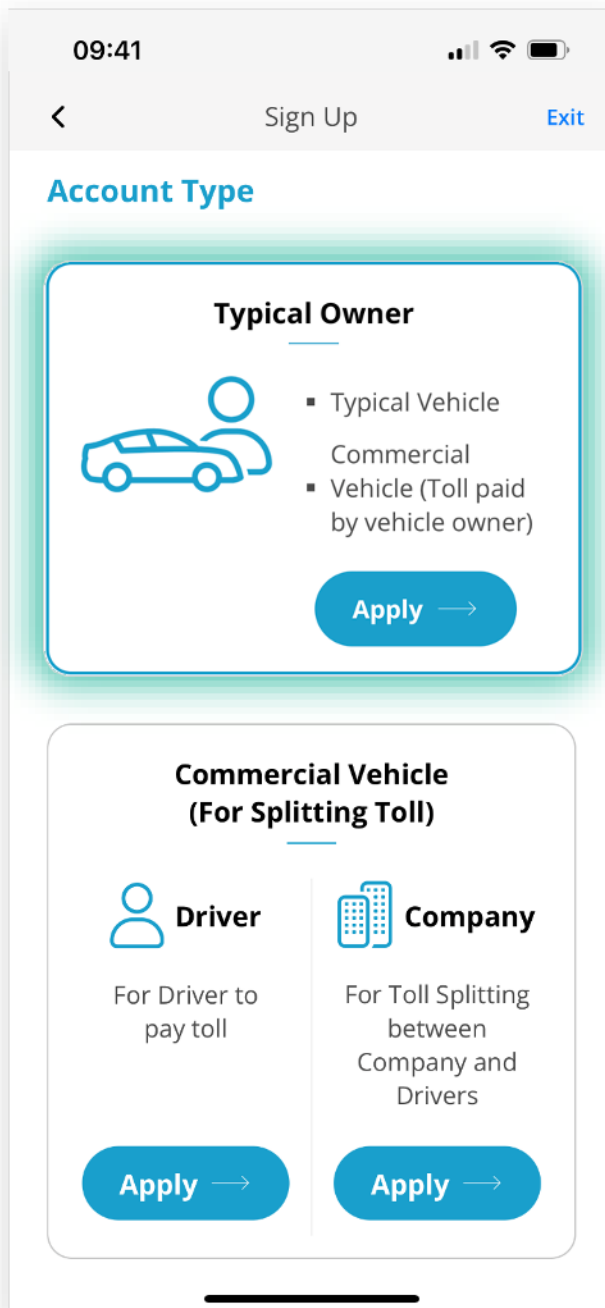


### Note:

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

### Step 2 :

- ☐ Select “Typical Owner”




09:41 Signal, Wi-Fi, and Battery icons

< Sign Up Exit

### Account Type


#### Typical Owner



- Typical Vehicle
- Commercial Vehicle (Toll paid by vehicle owner)

**Apply** →


#### Commercial Vehicle (For Splitting Toll)



##### Driver

For Driver to pay toll

**Apply** →



##### Company

For Toll Splitting between Company and Drivers




**Apply** →

### 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

☒ 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**

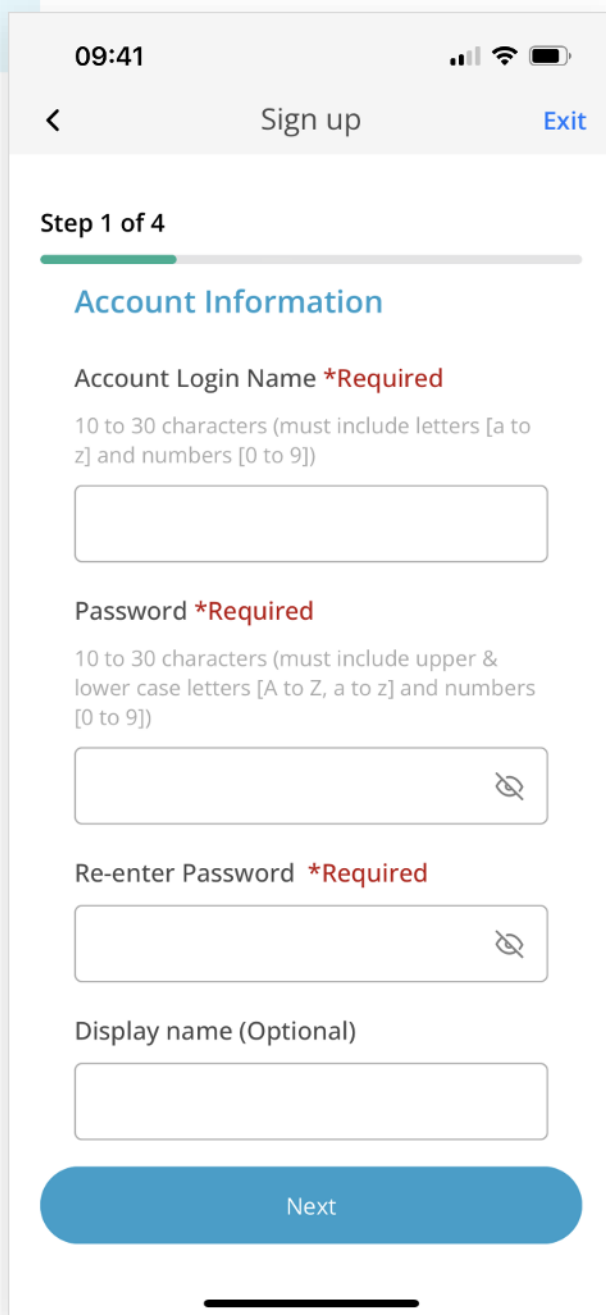
  

Please enter the Verification Number above

Confirm

### Step 4 :

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



09:41

< Sign up Exit

Step 1 of 4

**Account Information**

Account 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)

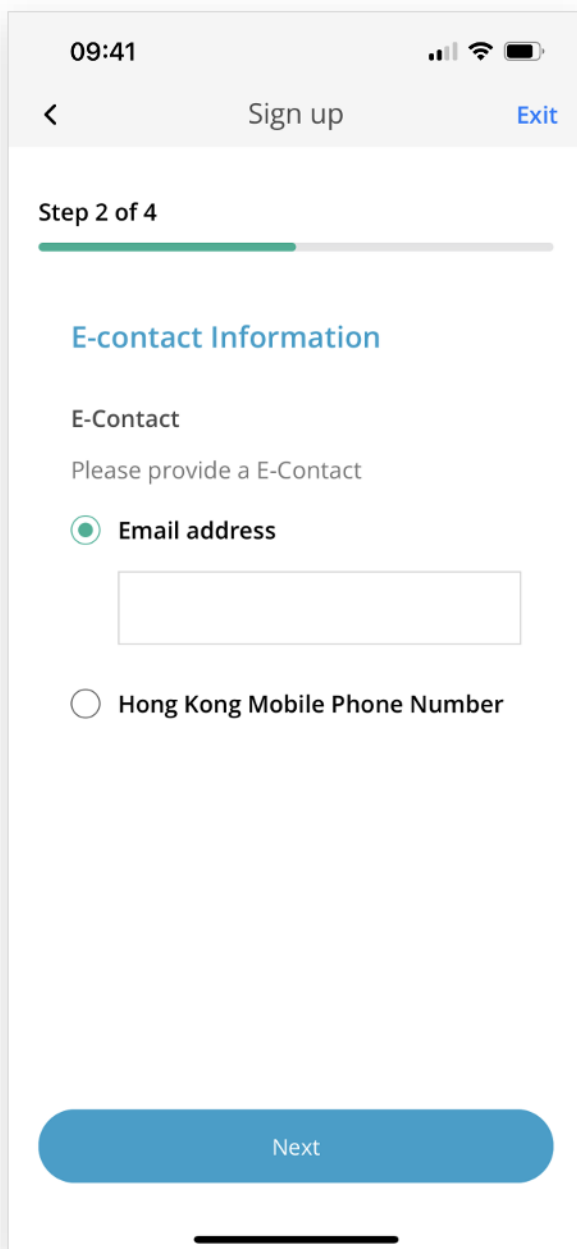
Re-enter Password **\*Required**

Display name (Optional)

Next

### Step 5 :

- ☐ Enter at least 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

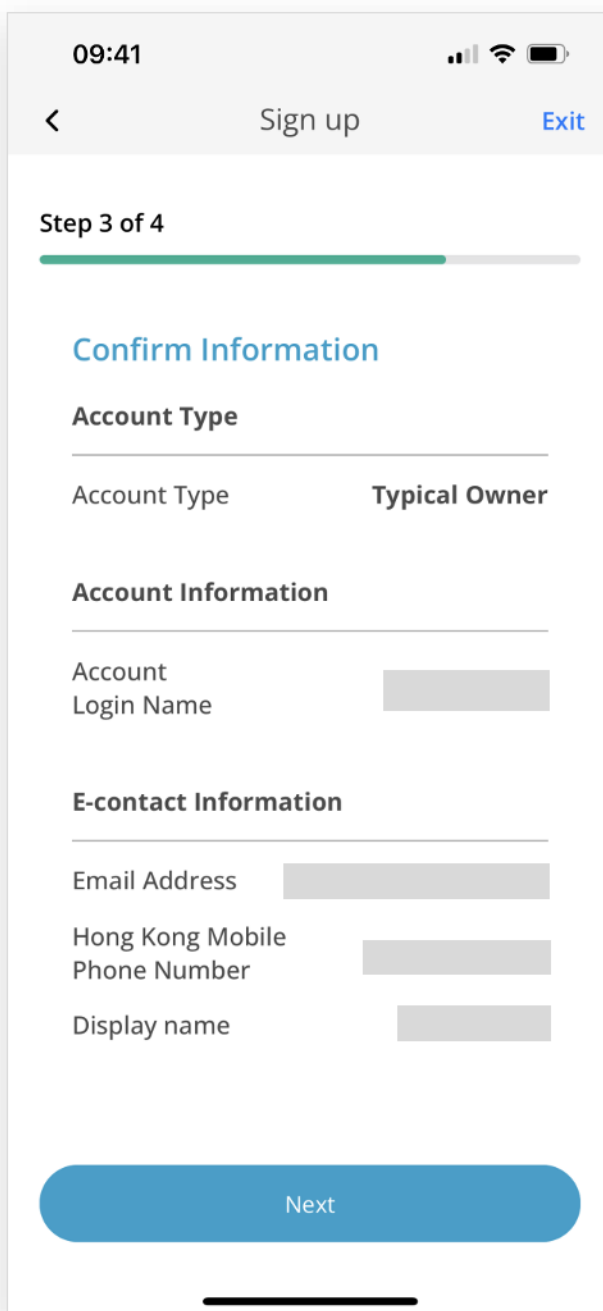
Next

### 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 Signal, Wi-Fi, and Battery icons

[<](#) Sign up [Exit](#)

Step 3 of 4

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**Confirm Information**

**Account Type**

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Account Type	Typical Owner
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**Account Information**

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Account Login Name	<input type="text"/>
--------------------	----------------------

**E-contact Information**


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Email Address	<input type="text"/>
Hong Kong Mobile Phone Number	<input type="text"/>
Display name	<input type="text"/>

[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 the One Time Password (OTP)




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

Email Address:

AE -

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

[Next](#)

09:41   

< Sign up [Exit](#)

Step 4 of 4

**Verification**

Please enter the One Time Password (OTP)

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

Hong Kong Mobile Phone Number:  
+852

AS -

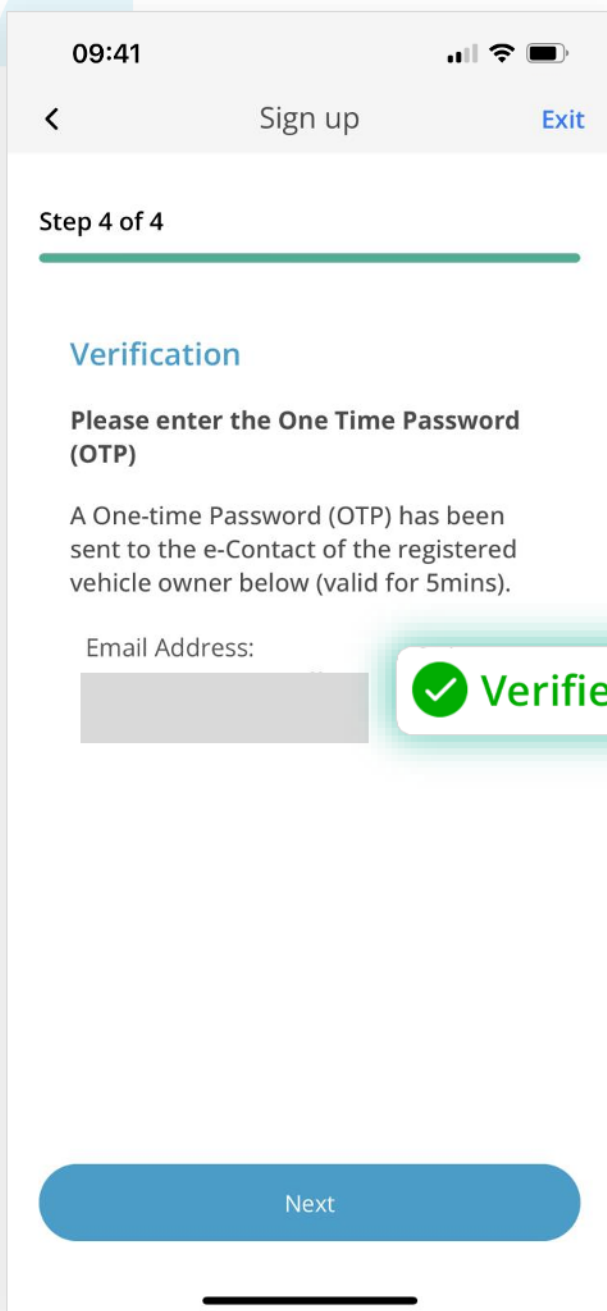
Did not receive the OTP? [Resend](#)

[Next](#)



### Step 7.2 :

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



09:41

< Sign up Exit


Step 4 of 4


**Verification**

**Please enter the One Time Password (OTP)**

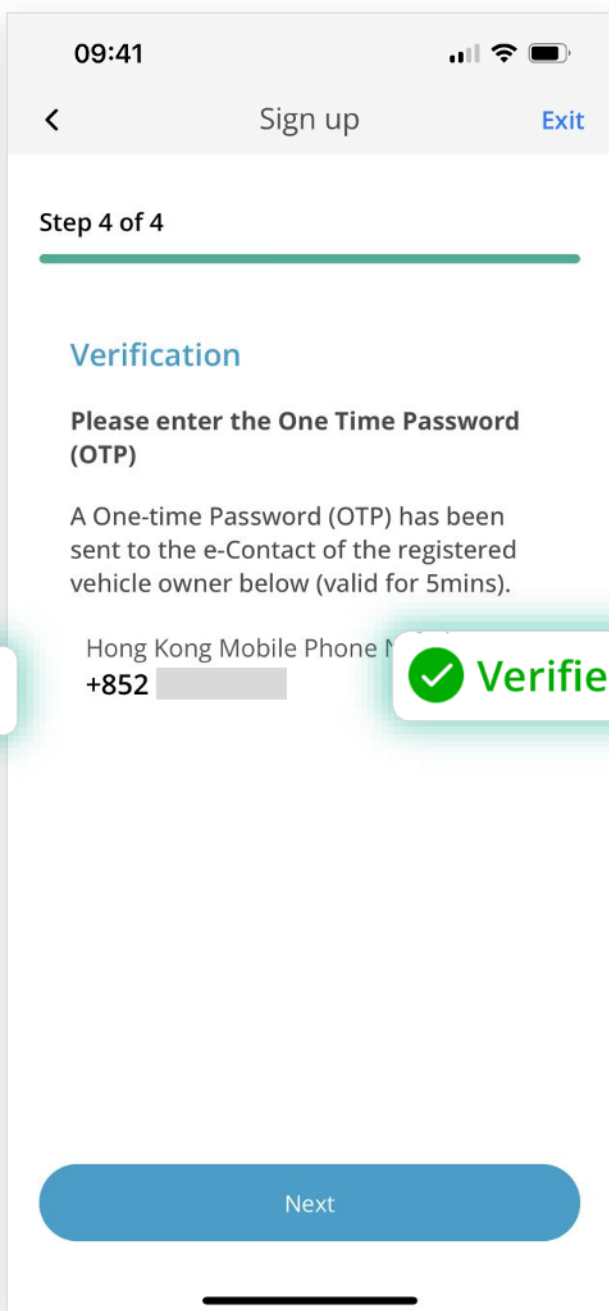
A One-time Password (OTP) has been sent to the e-Contact of the registered vehicle owner below (valid for 5mins).

Email Address:



 **Verified**

Next



09:41

< Sign up Exit


Step 4 of 4


**Verification**

**Please enter the One Time Password (OTP)**

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

Hong Kong Mobile Phone N

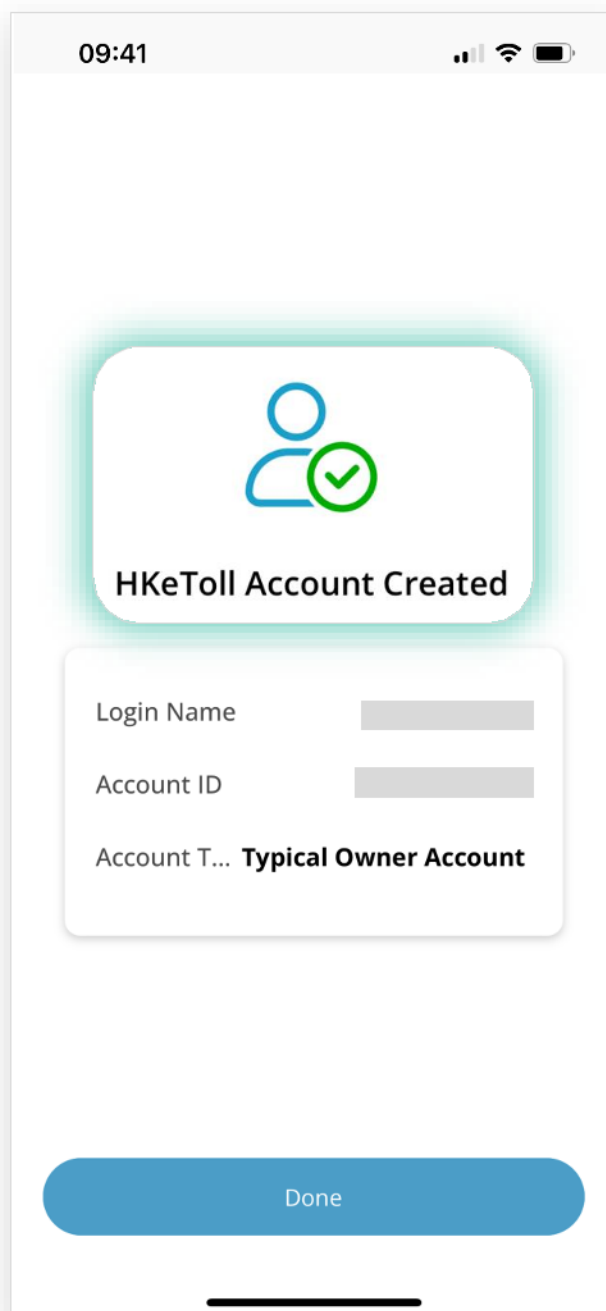
+852 

 **Verified**

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

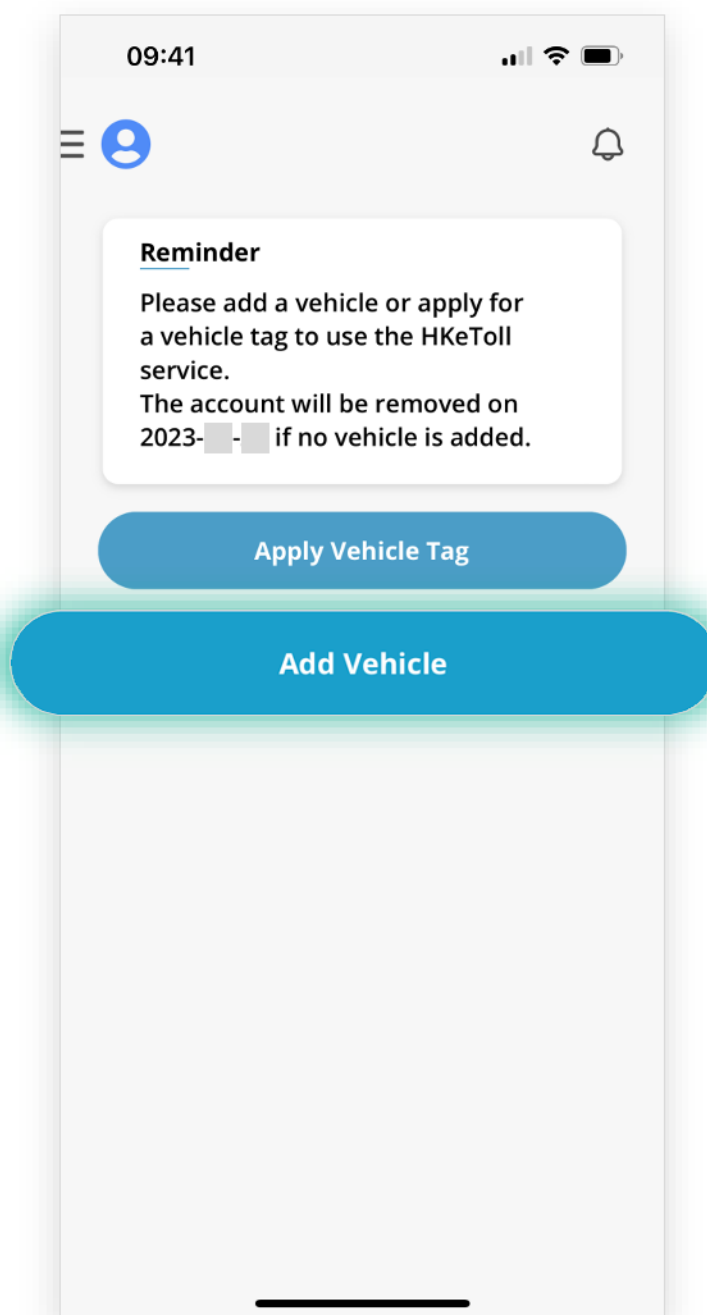
**Associated with a Vehicle Tag**

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

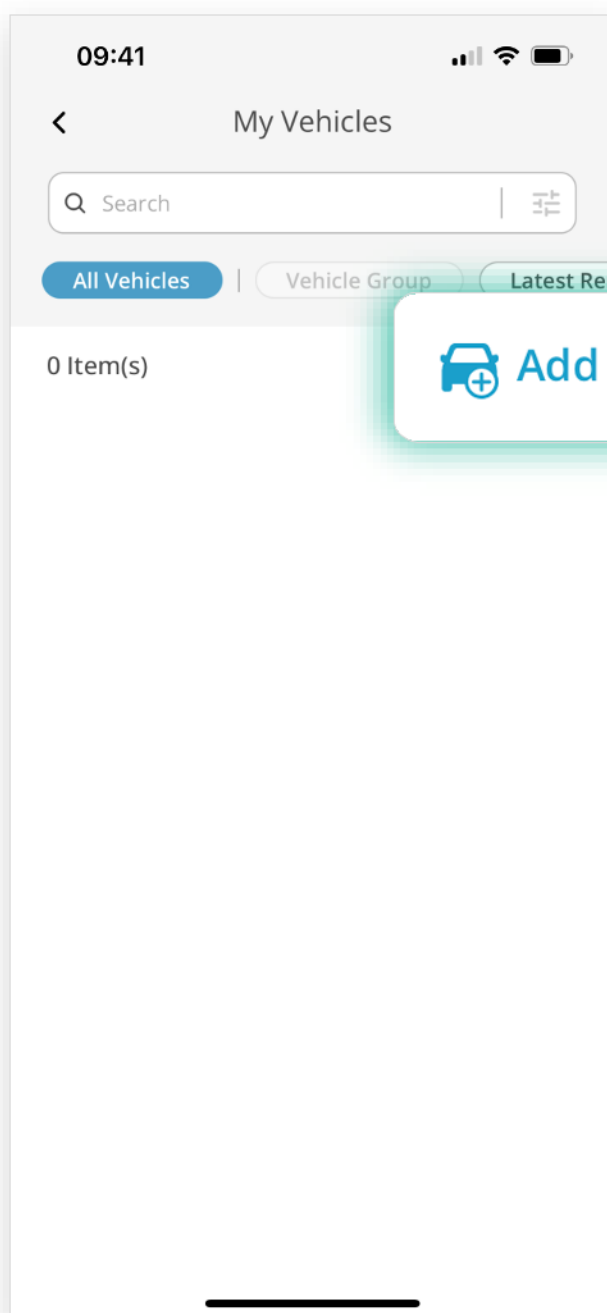


### Note:

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

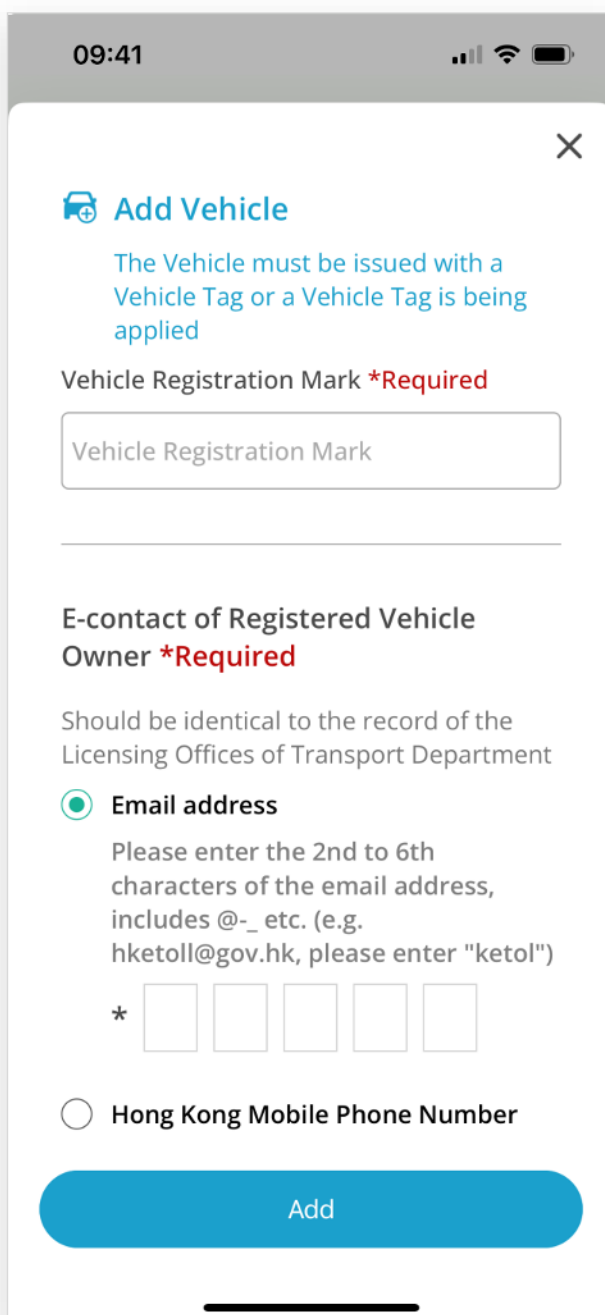
### Step 2 :

- ❑ On “My Vehicles” page, click on “Add Vehicle” to associate a new vehicle




**Step 3 :**

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

**or**

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**

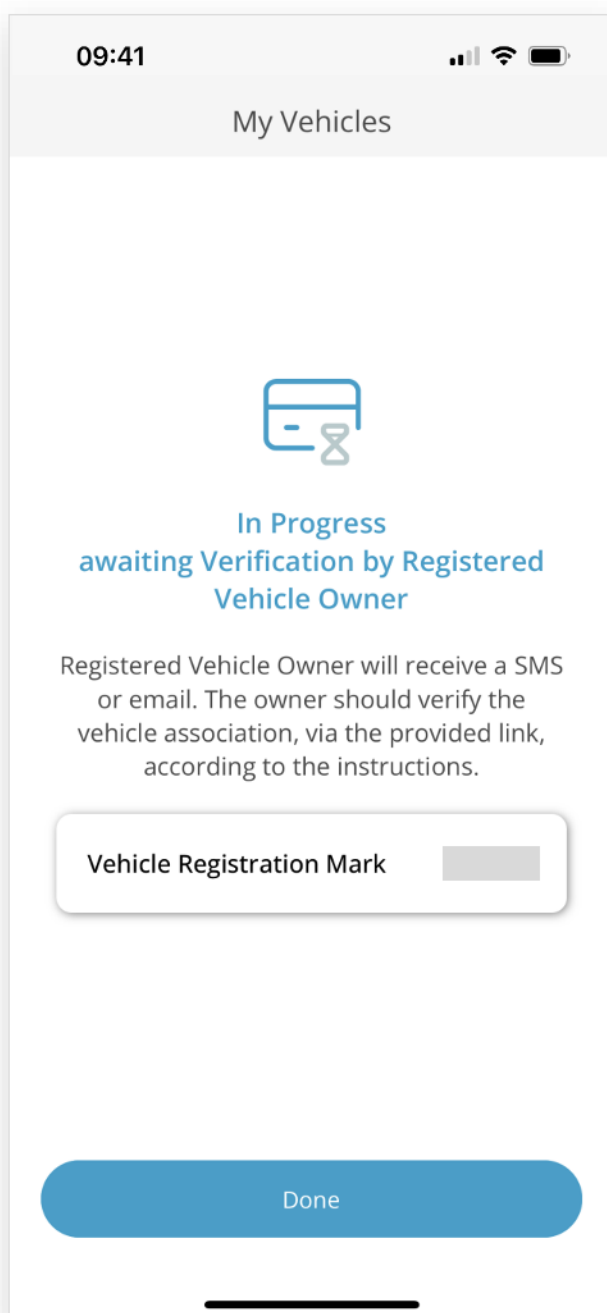
**Add**

**Note:**

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

### Step 4 :

- ❑ 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 5.1 :

- ❑ 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 : XXXXXXXXXX) has requested to associate a vehicle (Vehicle Registration Mark: XXXXXX) with the account. Please visit [XXXXXXXXXX/a/VAYyoYWhfpRe838">https://XXXXXXXXXX/a/VAYyoYWhfpRe838](https://<span style=) to confirm the request. Otherwise, the request will be automatically cancelled.

OR

#### Email notification

**Add Vehicle to your HKeToll account**





**do-not-reply@hketoll.gov.hk** 18:03

To: Me


[Details](#)

[HKeToll: linking a vehicle with an account] An HKeToll account holder (Account ID : XXXXXXXXXX) has requested to associate a vehicle (Vehicle Registration Mark: XXXXXX) with the account. Please visit [XXXXXXXXXX/a/VAYyfZbW9gbuA52">https://XXXXXXXXXX/a/VAYyfZbW9gbuA52](https://<span style=) to confirm the request. Otherwise, the request will be automatically cancelled.

 Login



### Vehicle Association Confirmation



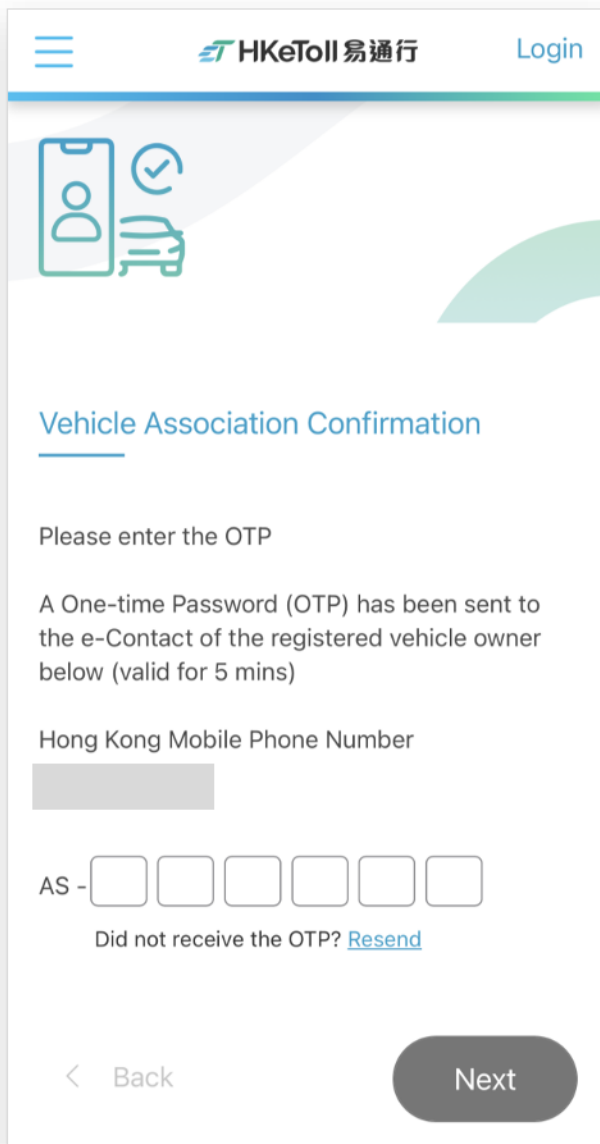

Please enter the numbers above

Next



### Step 5.2 :

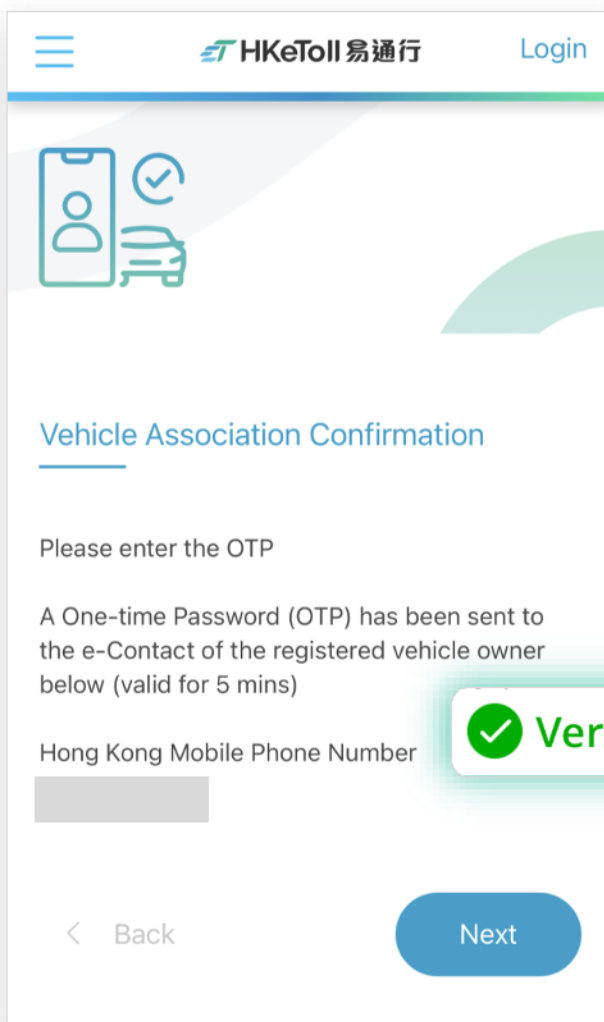
- ☐ A **One-time Password** will be sent to the **e-Contact** of the **Registered Vehicle Owner**
- ☐ Enter the **One-time Password**



The screenshot shows the HKeToll mobile app interface. At the top, there is a header with the HKeToll logo and the text 'HKeToll 易通行', and a 'Login' link. Below the header is a large icon representing a person and a car. The main title is 'Vehicle Association Confirmation'. The text 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'. There is a grey rectangular box for the phone number. Below this is a row of six input boxes, with the first one labeled 'AS -'. Below the input boxes is a link that says 'Did not receive the OTP? [Resend](#)'. At the bottom, there is a '< Back' button and a 'Next' button.

### Step 5.3 :

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



The screenshot shows the HKeToll mobile app interface. At the top, there is a navigation bar with a menu icon, the HKeToll logo, and a 'Login' link. Below the navigation bar, there is a header section with an icon representing a person and a car, and the title 'Vehicle Association Confirmation'. The main content area contains the following text:

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)

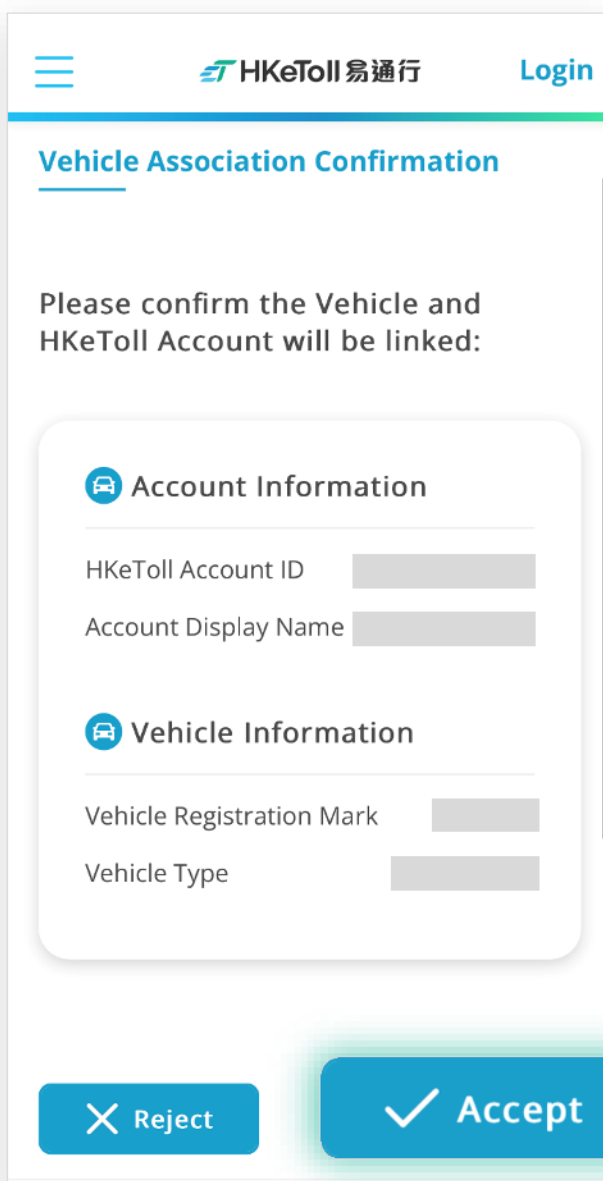
Hong Kong Mobile Phone Number

[Redacted mobile phone number]

At the bottom, there are two buttons: 'Back' and 'Next'. A green checkmark and the word 'Verified' are displayed in a green box on the right side of the screen, indicating successful verification.

## Step 5.4 :

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



The screenshot shows the 'Vehicle Association Confirmation' page of the HKeToll mobile application. At the top, there is a navigation bar with a menu icon, the HKeToll logo, and a 'Login' link. The main heading is 'Vehicle Association Confirmation'. Below this, a message states: 'Please confirm the Vehicle and HKeToll Account will be linked:'. The form is divided into two sections: 'Account Information' and 'Vehicle Information'. The 'Account Information' section contains two input fields: 'HKeToll Account ID' and 'Account Display Name'. The 'Vehicle Information' section contains two input fields: 'Vehicle Registration Mark' and 'Vehicle Type'. At the bottom of the form, there are two buttons: 'Reject' (with a red 'X' icon) and 'Accept' (with a green checkmark icon). The 'Accept' button is highlighted with a green glow.

Vehicle Association Confirmation

Please confirm the Vehicle and HKeToll Account will be linked:

**Account Information**

HKeToll Account ID

Account Display Name

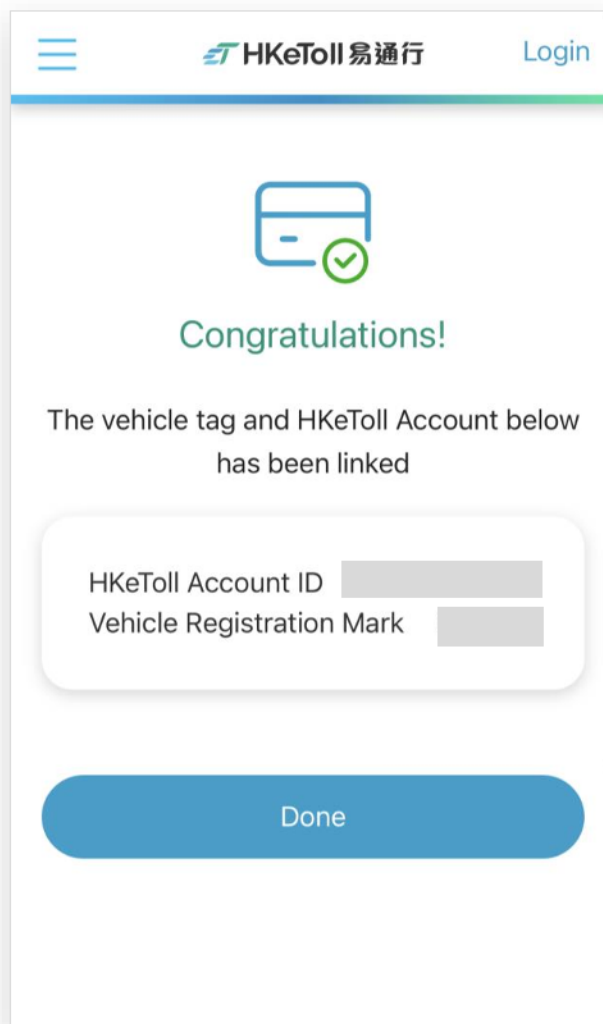
**Vehicle Information**

Vehicle Registration Mark

Vehicle Type

### Step 5.5 :

- ☐ 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.