

User Manual

General Operation

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Conduct User Registration

1. An registration email should be sent to your registered email and click “Registration Link” to go to the registration page.

Subject

Invitation to register in Food Import Protocol Management System to establish/manage the food import protocols for exporting Game, Meat, Poultry and Eggs from Afghanistan into the Hong Kong Special Administrative Region

(This is a system generated email. Please do not reply to this message.)

Dear Sir/Madam,

Food Import Protocol Management System (FIPMS) is a one-stop online platform for establishing/managing import protocols for exporting Game, Meat, Poultry and Eggs (GMPE) into the Hong Kong Special Administrative Region (HKSAR). I am pleased to invite you to complete registration in the FIPMS by following the steps below:

1. Click the Registration Link below or copy the link to your web browser to open;

[\[Registration Link\]](#) 

2. Complete the registration by filling in the required information;
3. After completing the registration, you can login into FIPMS by your registered email address and password. A one-time password (OTP) will be sent to your registered email address for user authentication. If you are unable to receive the OTP or complete the login within 5 minutes, you can click “Resend” to obtain a new OTP.

You may refer to the [guideline](#) / [tutorial videos](#) for details of user registration and system login.

If you have any enquiries about FIPMS, please contact the Import Protocol Unit at (852) 2867 5990 or (852) 2867 5561 on Monday to Friday, except on Hong Kong Public Holidays during Hong Kong Time (HKT) from 9:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 6:00 p.m. or email to cfstipms@fehd.gov.hk.

Import Protocol Unit
Centre for Food Safety
Food and Environmental Hygiene Department
Hong Kong Special Administrative Region

(Disclaimers)

- (i) *This email message (together with any attachments) is for the designated recipient only. It may contain information that is privileged for the designated recipient. If you are not the intended recipient, you are hereby notified that any use, retention, disclosure, copying, printing, forwarding or dissemination of the message is strictly prohibited. If you have received the message in error, please erase all copies of the message (including attachments) from your system and notify us by cfstipms@fehd.gov.hk immediately.*
- (ii) *If you need any further information on the privacy policy for the captioned matter, you can click [here](#) to see the privacy policy statement.*

Registration

To register the user account for handling the food import protocol with the Hong Kong Special Administrative Region (HKSAR).

Email: cg@email.com

Title*

Please select your title.

Contact Name*

Contact Name

Contact Phone Number (Please also provide country/area code. e.g.(852) 2867 5990)

Contact Phone Number

Organisation Name*

Organisation Name

Post Title

Post Title

I have read and agree to the [Privacy Policy](#), [Disclaimer](#) and [Copyright Notice](#). *

Next

2. On the registration page, please enter the following information:

- “Title”; *(Required)*
- “Contact Name”; *(Required)*
- “Contact Phone Number”;
- “Organisation Name”; *(Required)*
- “Post Title”;

Registration

To register the user account for handling the food import protocol with the Hong Kong Special Administrative Region (HKSAR).

Email: cg@email.com

Title* Contact Name*

Contact Phone Number (Please also provide country/area code. e.g.(852) 2867 5990)

Organisation Name*

Post Title

I have read and agree to the [Privacy Policy](#), [Disclaimer](#) and [Copyright Notice](#). *



3. Please check to confirm, if you have read and agree to the privacy policy, disclaimer and copyright notice;
4. Click “Next” button to go to “Set Password” page;

Set Password

Please enter your password and confirm password to complete the process of registration

Password*

Confirm Password*

Please use a password of at least moderate strength: 8-20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces.

Register

- On the “Set Password” page, please enter “Password” and “Confirm Password”; *(Please use a password of at least moderate strength 8 to 20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces)*

Password*

Password*

- If you want to make the password visible, please click the icon , otherwise, click  to hide the password;

Set Password

Please enter your password and confirm password to complete the process of registration

Password:*

Confirm Password*

Please use a password of at least moderate strength: 8-20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces.

Register



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7. Click “Register” button to complete your user registration process.

Authentication by Registered User

Welcome!

Login to Food Import Protocol Management System for handling the food import protocol with the Hong Kong Special Administrative Region (HKSAR).

Registered Email Address*

Password*

Please use a password of at least moderate strength: 8-20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces.

[Forgot Password?](#)

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1. Visit the login page at <https://www.fipms.cfs.gov.hk> and enter your “Registered Email Address” and “Password”;

Welcome!

Login to Food Import Protocol Management System for handling the food import protocol with the Hong Kong Special Administrative Region (HKSAR).

Registered Email Address*

your_registered_email@email.com

Password*

.....

Please use a password of at least moderate strength: 8-20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces.

[Forgot Password?](#)

Next



- Click “Next” button to send an one-time password (OTP) to your registered email address, and go to the OTP verification page;

One-time Password (OTP) Verification

An OTP has been sent to the email "your_registered_email@email.com". Please enter the OTP below to verify your email address. If you cannot see the email in your inbox, make sure to check your SPAM folder.

Enter OTP

0348 -



The OTP will expire in 4m 0s

Login

- On the OTP verification page, enter the 6-digit One-time Password (OTP) that you received;

One-time Password (OTP) Verification

An OTP has been sent to the email "your_registered_email@email.com". Please enter the OTP below to verify your email address. If you cannot see the email in your inbox, make sure to check your SPAM folder.

Enter OTP

The OTP has expired. [Resend](#) OTP to your email address.



- The OTP will expire in five (5) minutes. Once the OTP was expired, you require to get a new one by clicking “Resend”;

One-time Password (OTP) Verification

An OTP has been sent to the email "your_registered_email@email.com". Please enter the OTP below to verify your email address. If you cannot see the email in your inbox, make sure to check your SPAM folder.

Enter OTP

0342 -

The OTP will expire in 3m 32s

Login



- Click “Login” button to sign on to the system;

Forgot Password

Welcome!

Login to Food Import Protocol Management System for handling the food import protocol with the Hong Kong Special Administrative Region (HKSAR).

Registered Email Address*

Password*

Please use a password of at least moderate strength: 8-20 characters long, containing mixed-case letters, numbers and special characters, and must not contain spaces.

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1. Click “Forgot Password” from the login page;

Forgot Password?

Please enter your registered email address for conveying the reset password procedures to you.

Registered Email Address*

Submit



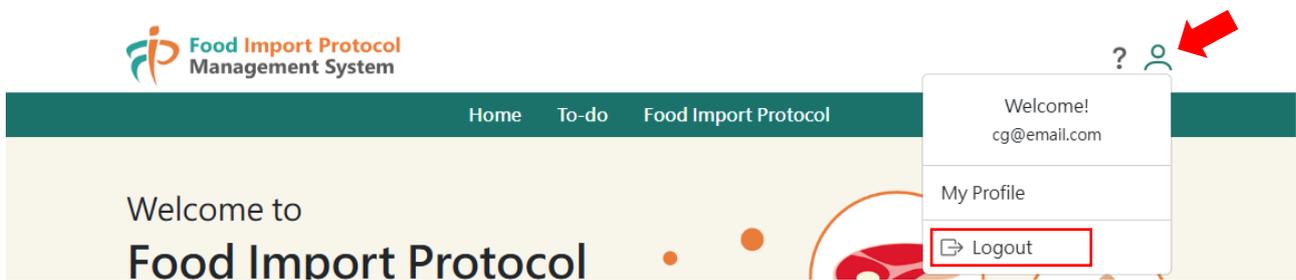
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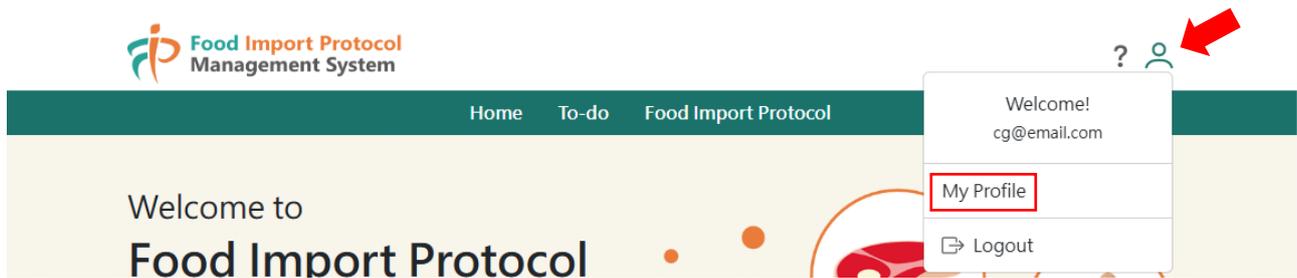
2. On the “Forgot Password” page, enter your “Registered Email Address”;
3. Click “Submit” button to send the procedure of resetting your password to your registered email address; Then, please follow the steps to reset your password;

Logout



1. In the top navigation bar, click the icon  “Profile”;
2. Then, click “Logout” to sign out to the system;

Update My Profile Information



1. On the top navigation bar, click the icon  “Profile”;
2. Then, click “My Profile”;



Information
Reset Password

Email Address: cg@email.com Last Login Time: 2025-03-25 07:55 (GMT+0)

Contact Name*

Title*

Organisation Name*

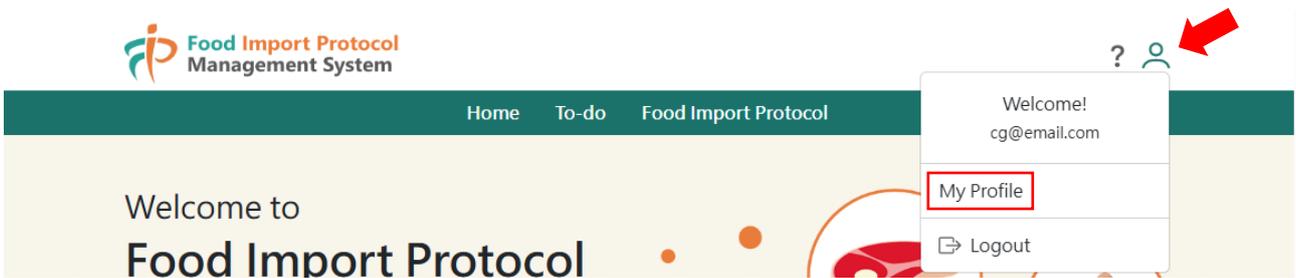
Post Title

Contact Number

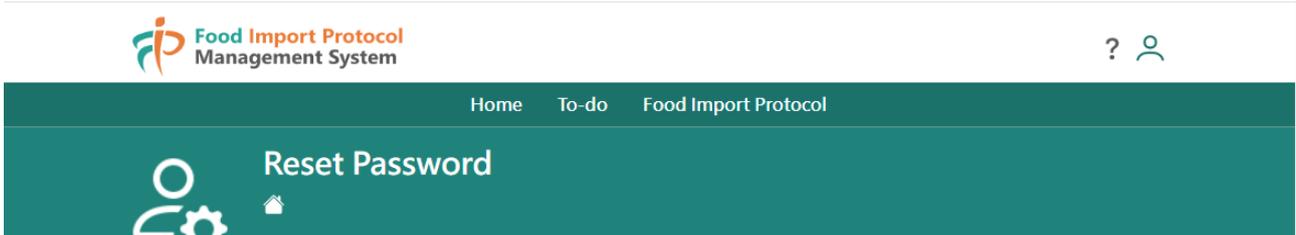
Reset Password

3. On the “Information” page, you may update the following information:
 - “Contact Name”; *(Required)*
 - “Title”; *(Required)*
 - “Organisation Name”; *(Required)*
 - “Post Title”; and
 - “Contact Number”.
4. Click “Submit” button to proceed with the updates;

Reset Password



1. On the top navigation bar, click the icon  “Profile”;
2. Then, click “My Profile”;



3. Select “Reset Password”, then enter the new “Password” and “Confirm Password”;
4. Click “Submit” button to proceed with resetting your password.