



HM GOVERNMENT OF GIBRALTAR  
MINISTRY OF FINANCE  
**HM CUSTOMS**  
CUSTOM HOUSE  
WATERPORT  
GIBRALTAR



### Changing the password at first login

Go the HM Customs Gibraltar Portal: <http://www.hmcustoms.gov.gi/index.jsf>

Click in the ASYCUDA World ICIS Environment icon

Ministry of Finance  
HM Customs  
Gibraltar

HM Customs Gibraltar

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**Information for Travellers**  
HM Customs Gibraltar provides the travellers with online information about the applicable Customs regulations.

**Latest News**

**ASYCUDAWORLD PORTAL**

Welcome to the ASYCUDAWorld Portal of H.M. Customs Department Gibraltar!

It provides the business community and the general public with useful information and e-services. If the information provided in these pages by H.M. Customs Department is not sufficient for you, please do not hesitate to contact us for additional information or to send us your comments. We try to permanently improve the services provided through this portal and therefore we will appreciate any constructive suggestion and/or comment regarding the e-services available and their possible improvement.

**Electronic Pre-Declarations**

- Vessel Pre-arrival Notifications
- Log In (for Vessel Pre-arrival Notification)

**ASYCUDA World**

**ICIS Environment**

**Testing & Training Environment**

**Online Services**

- Log In (for Vessel Pre-arrival Notification)
- Registration (new ICIS users)
- Electronic Pre-Declarations (EPDs)
- Documents Tracking

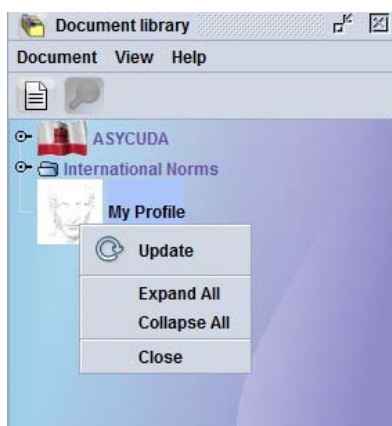
## Login to Asycuda World

Log in using your credentials that have been created in the registration process

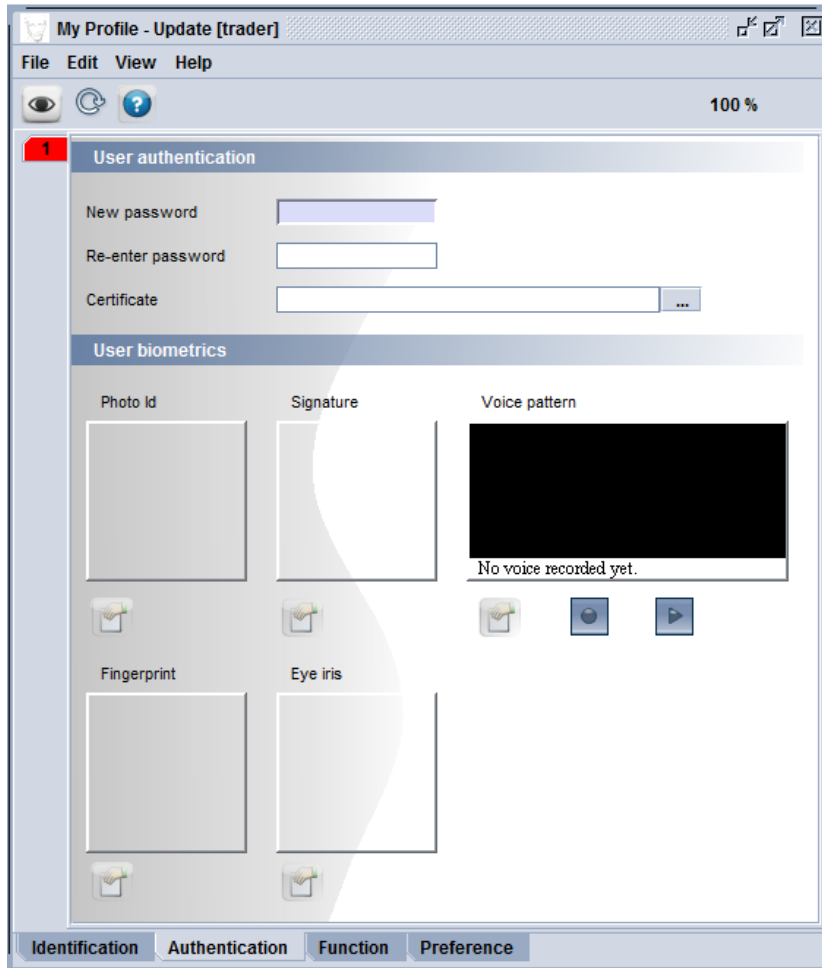


## Changing the password

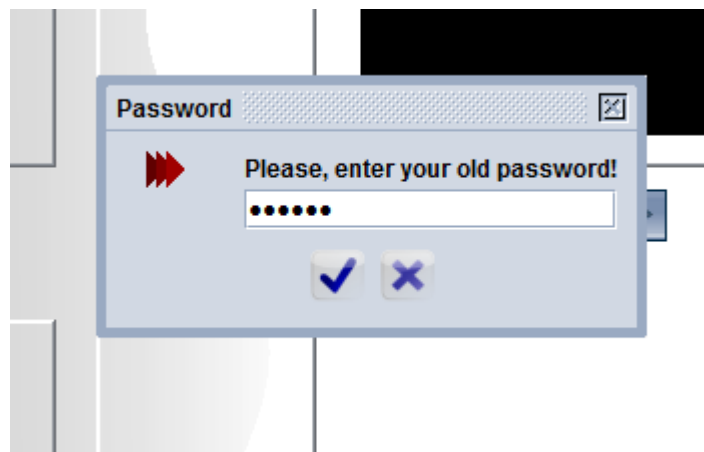
In the Documents Library right click on the **My Profile** option and click on Update



Click on the Authentication tab



Once you have entered the new password and confirmed it you will be asked to re-enter the old password.



The password is changed.

The password can be changed as many times as necessary using this procedure.

## **Troubleshooting & Support**

Please make sure your internet connection is up and running.

If you encounter any difficulty in accessing the system (stage 1 or 2) please make sure that

- i. The cable is connected between your PC and your router and (telephone line)
- ii. Your username and password have been entered correctly
- iii. Restart your PC/router

If you have any difficulties of the login process then contact [ecps.support@hmcustoms.gov.gi](mailto:ecps.support@hmcustoms.gov.gi)  
or tel: 20078879 (only for **Functional support for eCPS Declaration System**)

*Please note that Hardware/Internet connection support is currently not available.*