

HM Customs Gibraltar

How to change your password using the ASYCUDA platform



ASYCUDA Section
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Changing the Password at First Login

Navigate to the HM Customs Gibraltar [website](#) and click on the ASYCUDA World ICIS Environment. A file will be saved to your computer. After the download is complete, simply double-click the file to launch ASYCUDA. Please ensure that you have Java installed on your local computer for the program to function correctly. You can find additional instructions on our website on how to install and configure Java on a Windows machine.

The screenshot displays the HM Customs Gibraltar website. At the top left is the HM Customs Gibraltar logo. The main header features a navigation menu with options: Home, Single Window, Integrated Tariff, Info Travellers, eLearning, Contact us, About us, and Navigate. Below the navigation menu is a large banner image showing a customs officer's uniform and a customs checkpoint. The banner text reads: "Interface for Traders (Single Electronic Access Point). The Integrated Customs Information System (ICIS) of HM Customs Gibraltar, based on the ASYCUDA system developed by UNCTAD, allows the traders to lodge electronically all their declarations to Customs via one single interface. Data are automatically made available to any customs office and/or control agency, as required." Below the banner is a "Latest News" section with two items: "PROJECT SERVATOR" and "ASYCUDAWORLD PORTAL". On the right side of the page, there are several sections: "Electronic Pre-Declarations" with a ship icon and links for "Vessel Pre-arrival Notifications", "Log In (for Vessel Pre-arrival Notification)", and "Log in to Payment Gateway"; "ASYCUDA World" with a red-bordered box around the "ASYCUDA WORLD ICIS Environment" logo; "ASYCUDA WORLD TESTING & TRAINING Testing & Training Environment" with a computer icon; and "Online Tariff" with a search box for the current Harmonized Tariff.

Login to ASYCUDA

1. Start by logging into the ASYCUDA platform using your current username and password which has been created in the registration process.

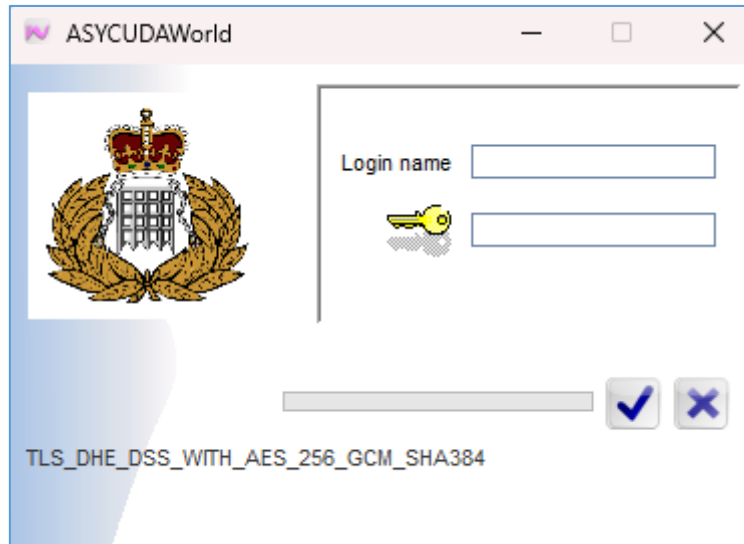


Figure 1 - Login popup

2. Once you are logged in, look for an option or menu item that allows you to access your account settings or profile. This is labelled as "My Profile,". Right click on My Profile and click on Update.

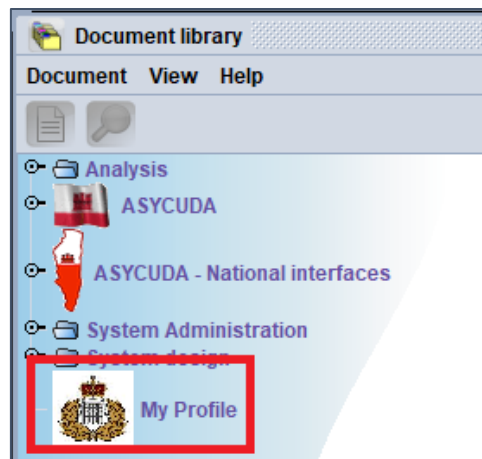


Figure 2 - My Profile

3. A new window will pop up. Click on the Authentication tab which is located at the bottom of the window.



Figure 3 - Authentication tab

3. Once you have entered the new password and confirmed it you will be asked to re-enter the old password. Follow the platform's password requirements, which often include a combination of uppercase and lowercase letters, numbers, and special characters. Make sure your new password is strong and unique.

Note: Keep your password safe and do not share with any other user.



Figure 4 - Password prompt

4. Once you've created and confirmed your new password, save the changes by clicking on the tick. Your password is now updated.
5. Log Out and Log Back In: It's a good practice to log out of your account and then log back in using your new password to ensure that it works.

Keep in mind that the specific steps and the location of password change options may vary on the ASYCUDA platform, depending on the version and customization used by your customs authority. If you're unsure about the process, we recommend reaching out to your organization's IT support or the ASYCUDA platform administrator (asycuda@gibraltar.gov.gi) for guidance on changing your password. Additionally, be sure to follow any password policies or security guidelines provided by your organization to ensure the security of your account.