eCBP Broker Triennial Status Report Submission
Initial Log in
Quick Reference Guide
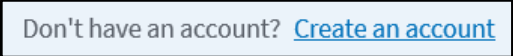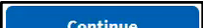The following are common tasks that broker license holders need to perform in eCBP.
Please refer questions regarding this process to the CBP Information Center | https://help.cbp.gov/

Accessing eCBP

- **eCBP home page: https://e.cbp.dhs.gov**

Logging in to eCBP and Creating a New Account

1. On the eCBP home page, select **Brokers**. `Brokers`

2. On the Brokers home page, select **Triennial Status Report**. `Triennial Status Report`

3. In the pop-up window, select **CONSENT & CONTINUE**. `CONSENT & CONTINUE`

4. Returning users enter your email address and password and select **Sign In**, and continue to **Step 17**. `Sign In`

5. For first-time users, select **Create an account** `Don't have an account?  Create an account` on the Login.gov screen.

6. Check your email account and select the **Confirm email address** `Confirm email address` link in the email.

7. On the Create a Strong Password screen, enter a new password in the **Password** field.

8. On the Secure Your Account screen, select the preferred method of authentication, and select **Continue.** `Continue`

9. For text message/SMS authentication, enter your mobile number in the **Phone Number** field
.

10. Enter the code in the one-time security code field and select **Send code**
.

11. On the authentication confirmation page, select **Continue**.

12. On the second authentication set-up page, select your preferred method of authentication and select **Continue.**

13. On the confirmation screen, select **Continue**.

14. For the back-up codes authentication, download the codes to your computer and select **Continue**.

15. On the account creation screen, select **Continue**.

16. On the Login.gov screen, enter your email address and password, select **Sign In**.

17. Enter the code in the one-time security code field, select **Submit**.

18. On the Brokers Home page, select **Triennial Status Report.**

19. Use the relevant Quick Reference Guide to complete the TSR and pay the fees.
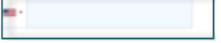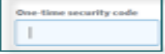
Retrieving a Forgotten Password

1. Follow the steps for logging into eCBP to get to Login.gov.

2. On the Login.gov home page, select **Forgot your password?**

3. On the **Forgot your Password?** screen, enter your email address in the **Email** field.

4. Check your email account and select the **Confirm email address** [Confirm email address] link in the email.

5. On the Change your password screen, enter a new password in the **New password** field and select. [Change password]

6. On the Secure Your Account screen, select the preferred method of authentication and select **Continue**. [Continue]

7. For text message/SMS, enter your mobile number in the **Phone Number** field.

8. Enter the code in the One-time security [One-time security code] code field, select **Submit**. [Submit]

9. Enter your email address and password and select **Sign In**. [Sign In]

Top of Screen Navigation Buttons

1. **Back**: [Back] - Allows user to move backwards one screen
2. **Next**: [Next] - Allows user to advance forward one screen
3. **Save**: [Save] - Allows work to be saved, user can save and exit and retain inputs to date after the work has been saved
4. **Preview**: [Preview] - Follow the on-screen instructions to download and view a PDF copy of the TSR; showing all inputs entered to this point. Upper left-hand corner signifies that the report is in 'DRAFT' status, the report has not been completed.
5. **Exit**: [Exit] - Allows work to be saved and exits the user from the TSR system, returns the user to the eCBP Broker homepage.

Viewing the Help Menu

1. On the eCBP Home page, select **Brokers**. [Brokers]
2. Select **Help** [Help] (upper right-hand corner of the screen).
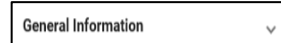3. The **Customs Broker – Help** [Customs Broker - Help] information button is displayed.
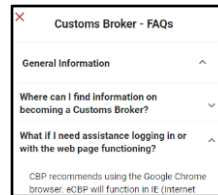
Viewing the FAQs

1. On the eCBP Broker home page, select **FAQs**.

2. On the Customs Broker - FAQs, expand **General Information**.

3. In the General Information section, expand the "**What if I need assistance logging in or with the web page functioning?**" question.

4. From the Customs Broker – FAQs tab, select the **Triennial Status Report** tab Review the various topics and their solutions.