eCBP Broker License Exam Registration: Quick Reference Guide

The following are common tasks that Broker applicants need to perform in eCBP.
Please refer questions regarding this process to the Rev Mod Service Desk (revmodservicedesk@cbp.dhs.gov or 1-800-366-8732 Ext. 4670)

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 **Login** [Login] .

3. In the pop-up window for **Security & Privacy Act information**, acknowledge both the security notification and the privacy act statement.

   ☐ I have read and acknowledge the security statement.

   ☐ I have read and acknowledge the privacy statement.

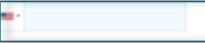4. In the pop-up window, select **CONSENT & CONTINUE** [CONSENT & CONTINUE] .

5. Returning users, enter your email address and password and select **Sign In** [Sign In] .

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

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

8. On the create a strong password screen, enter a new password in the **Password** field.

9. On the **Secure your account** screen, select the preferred method of authentication, and select **Continue** [Continue] .

10. For text message/SMS authentication, enter your mobile number in the **phone number field** [   ] .

11. Enter the code in the **One-time security code** field [   ] and select **Send code** [Send code] .
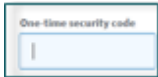
12. On the authentication confirmation page, select **Continue** .
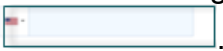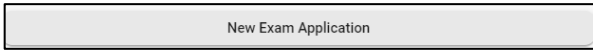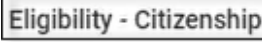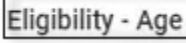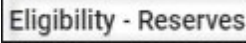
13. On the second authentication set-up page, select your preferred method of authentication and select **Continue** [Continue].

14. On the confirmation screen, select **Continue** [Continue].

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

16. On the account creation screen, select **Continue** [Continue].

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

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

19. On the **Brokers home page**, select **License Exam** [License Exam].

Retrieving a Forgotten Password

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

2. On the **Login.gov home page**, select **Forgot your password?** [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** code field [One-time security code], select **Submit** [Submit].

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

Completing a Broker License Exam Application

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

2. On the **Brokers home page**, select **Login** Login .

3. In the pop-up window for **Security & Privacy Act information**, acknowledge both the security notification and the privacy act statement

   ☐ I have read and acknowledge the security statement.

   ☐ I have read and acknowledge the privacy statement.

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

5. On the **Login.gov** screen, enter email, password, and select **Sign In** Sign In .

6. On the Brokers Home page, select **License Exam** License Exam .

7. Select **New Exam Application** New Exam Application .

8. On the **Eligibility** screen of the Broker License Exam Application, make selection for the following questions:

   a. **Eligibility - Citizenship** Eligibility - Citizenship question.

   b. **Eligibility - Age** Eligibility - Age question.

   c. the **Eligibility - Reserves** Eligibility - Reserves question.

9. On the **SSN and Date of Birth** screen, in the **Application Information** section, enter information in the **Social Security Number** Social Security Number * field and **Date of Birth** Date of Birth (MM/DD/YYYY)* field. **Note:** The social security number will be masked as you type in the characters, if you want to see the characters as you type, use the curser to press the masking symbol next to the SSN field. 🚫

10. To proceed to the **Applicant Details** screen, select the **Next** Next from the action header bar or **Exit** Exit to leave the application.

11. On the **Applicant Details** screen, in the **Applicant Information** section, enter information:

    a. **First Name** First Name * field.

b. **Middle Name** Middle Name field (optional).

c. **Last Name** Last Name * field.

12. On the **Applicant Details** screen, in the **Birthplace** section, enter information

   a. **Country** Country * field.

   b. **State/Province** State/Province * drop-down.

   c. **City** City * field.

13. On the **Applicant Details** screen, in the **Residence Address (Physical Address)** section, enter information:

   a. **Street Number, Street Name, City, State** fields.

   b. **Zip Code** ZIP Code * field.

14. On the **Applicant Details** screen, in the **Mailing Address** section, check the **Same as Above** Same as above checkbox or enter information in the Mailing Address fields.

15. On the **Applicant Details** screen, in the **Contact Information** section, enter information:

   a. Primary **Email*** Email - Primary method of contact * field.

   b. **Confirm Email*** Confirm email * field.

   c. **Primary Phone Number** +1 Primary Phone Number * field.

   d. **Business Phone Number** +1 Business Phone Number field (optional).

16. On the **Applicant Details** screen, select **Next** Next from the action header bar.

17. On the **Accessibility** screen, make selection for the **Accessibility** No ◯ Yes question and select **Next** Next from the action header bar. **Note**: If **Yes**, a detailed request following the Reasonable Modifications Based on Disability Needs guidelines on the CBP.gov broker page and/or Reasonable Modification FAQ must be entered in the information box provided.

Do you seek modifications under the American Disabilities Act?

◯ No ◉ Yes If 'Yes', provide the required information relating to your reasonable modification request below (refer to the FAQ's for information required to be provided).
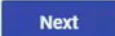
Enter reasonable modification request details *

ADA Requests Details is **required**

18. On the **Exam Details** screen, make selection from the **Port of Affiliation**

    [Port* ▼] drop-down and select **Next** [Next] from the action header bar.

19. If the **Remote Proctored Exam** screen is available, there will be a drop-down screen with the available options. If the drop down does not appear remote proctoring is not available, select [Next] and **proceed to step 20**:

    a. Remote proctor **available** – Select 'Yes' if remote proctor is desired

    > Remote proctored exam availability is based upon paid exam applications
    > **I request the remote proctored exam option***
    > ⦿ Yes ◯ No

    Applicant must now certify that they have read the requirements and have successfully performed the system checks. (hotlink to requirements/system check page supplied)

    > "By selecting 'Yes', I am affirming I have read the requirements at Remote Proctored Exam and have successfully performed the system checks."
    > ⦿ Yes ◯ No Remote proctored exam request will be confirmed after payment completion

    b. Remote proctor **waitlist available** – If a remote proctor seat is not available, a select few waitlist requests will be recorded. Select 'Yes' if you would like to be waitlisted and you will be contacted if a remote proctor seat becomes available. Select 'No' if the waitlist is not desired and skip to Step 20.

    > Remote proctored exam capacity is full
    > **I request to be added to the waitlist for the remote proctored exam***
   > ⦿ Yes ◯ No

    Applicant must now certify that they have read the requirements and have successfully performed the system checks. (hotlink to requirements/system check page supplied)

    > "By selecting 'Yes', I am affirming I have read the requirements at Remote Proctored Exam and have successfully performed the system checks."
    > ⦿ Yes ◯ No Remote proctored exam waitlist request is confirmed upon payment completion
    > If capacity does not become available for the remote proctored exam, you will remain registered for the in-person exam and will recieve an email to select exam site location.
    > If remote proctored exam capacity does become available, you will receive an email from the Broker Management Branch.

    c. It the applicant **does not affirm that the remote proctor requirements and system check have been completed**, the system will remove the applicant's remote proctor entry.
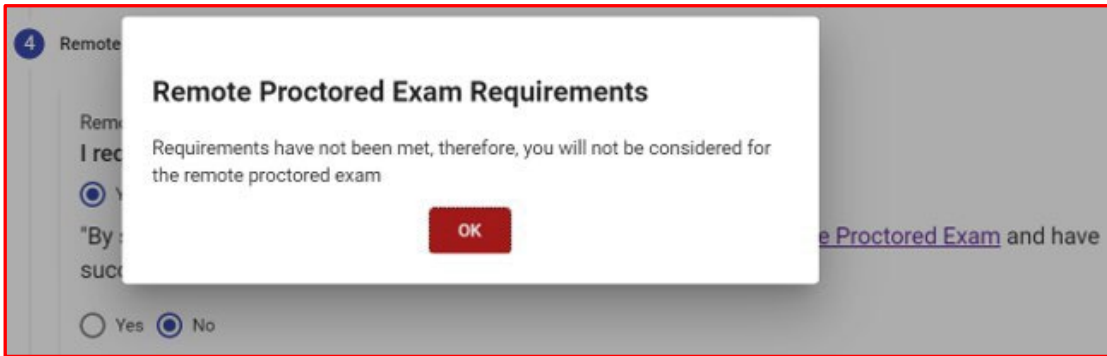
d. Remote Proctor **confirmed after or upon payment completion**: Upon payment completion the downloadable registration form will confirm your selection.


OR

When the remote proctor option is selected and confirmed; the applicant will receive an email from the exam vendor with remote site selection instructions and a separate reminder within 9 days after the close of registration.

When the Waitlist for the remote proctor is selected and confirmed; if space opens up, the applicant will be notified by email from Broker Management Branch prior to the withdrawal deadline that there is space.

After the remote proctor selection is complete, select Next **Next** from the action header bar. If upon selecting Next an error code box appears, see the *Error Code explanation below.

20. On the **Preview/e-Sign** screen, enter **Applicant name** *Type in your name here* in the signature field.

21. WARNING by eCertifying the application you are agreeing to self-withdraw, if necessary, and acknowledge that to receive a refund the withdrawal procedure must be completed prior to the deadline indicated on the eCertification page.
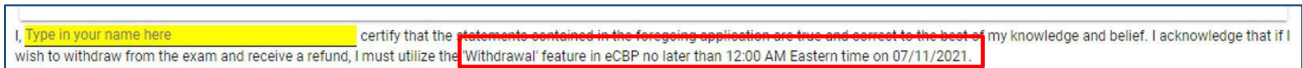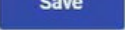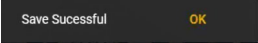

22. On the **Preview/e-Sign screen**, select **e-Sign & Pay** **e-Sign & Pay**.

23. e-Sign & Pay message will be displayed. Select **OK** to proceed or Cancel to discard changes. Note: Application is not editable after selecting **OK**.
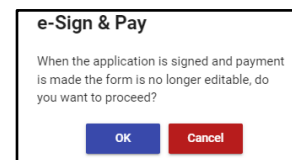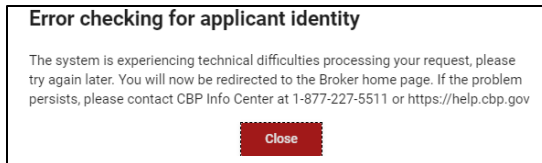
Saving a Broker License Exam Application

1. From the Exam application, on the **Applicant Details** page, select **Save** Save .

2. On the **Applicant Details** page, the **Save Successful** Save Sucessful OK message is displayed at the bottom of the screen.
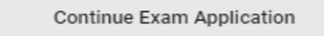
*Error Code upon Saving Application or pressing '**Next**' button after entering Social Security Number/Date of Birth combination

1. If, upon attempting to save an application or using the '**Next**' button after entering the SSN/DOB combination this error code appears.

> **Error checking for applicant identity**
>
> The system is experiencing technical difficulties processing your request, please try again later. You will now be redirected to the Broker home page. If the problem persists, please contact CBP Info Center at 1-877-227-5511 or https://help.cbp.gov
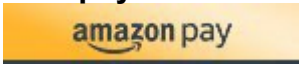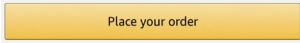>
> **Close**

2. Most times this indicates that the user has previously used a different login.gov sign-in to register for an exam. If you have more than one login.gov sign-in, logoff and attempt to sign in using the other credentials. If the error code persists, contact the Rev Mod Service Desk at revmodservicedesk@cbp.dhs.gov or call 1-800-366-8732 Ext. 4670

Retrieving a Saved Application

1. On the **Brokers home page**, select **Login** Login .

2. Select **CONSENT & CONTINUE** CONSENT & CONTINUE .

3. On the **Login.gov** screen, enter email, password, and select **Sign In** Sign In .

4. On the **Brokers home page**, select **License Exam** License Exam .

5. Select **Continue Exam Application** Continue Exam Application .

6. Return to **Step 7** of the **Completing a Broker License Exam Registration** section of this Quick Reference Guide and continue the Application.

Processing a Payment Using Amazon Pay

1. On the **Please select a payment method** screen, select the **I want to pay with my Amazon account** option.

2. In the pop-up window, select **OK** .

3. On the **Amazon Pay screen**, enter in the required information and select **Place your order**.

4. On the Payment Review screen, select the Authorization checkbox and select **Continue** .

Processing a Payment Using PayPal

1. On the **Please select a payment method** screen, select the **I want to pay with PayPal** option.

2. On the PayPal account Home page, enter in your email and password associated with your account and select **Login** .

3. On the **PayPal pay** screen, enter in the required information and select **Continue** .

4. On the **Payment Review** screen, select the Authorization checkbox and select **Continue** .

Processing a Payment using Credit/Debit Card

1. From the **Please select a payment method** screen, select the **I want to pay with a debit or credit card** option.

2. On the **Credit and Debit Card** account information screen, enter in the required fields and select **Continue** .

3. On the **Payment Review** screen, select the **Authorization** checkbox and select **Continue** .

Retrieving a Completed Application

1. On the **eCBP Home page**, select **Brokers** [Brokers].

2. On the **Brokers home page**, select **Login** [Login].

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

4. On the Login.gov screen, enter email, password, and select **Sign In** [Sign In].

5. [License Exam] Select **License Exam** .

6. Select **Completed Exam Applications/Receipts** [Completed Exam Applications/Receipts].

7. Select the **Retrieve Completed Application** [Retrieve Completed Application].

Retrieving a Broker License Exam Application Receipt

1. On the **eCBP Home page**, select **Brokers** [Brokers].

2. On the **Brokers Home page**, select **Login** [Login].

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

4. On the **Login.gov** screen, enter email, password, and select **Sign In** [Sign In].

5. Select **License Exam** [License Exam].

6. Select **Completed Exam Applications/Receipts** [Completed Exam Applications/Receipts].

7. Select **Retrieve Completed Exam Receipt** [Retrieve Completed Exam Receipt].

Viewing the Help Menu

1. On the **eCBP Home page**, select **Brokers** [Brokers].

2. Select **Help** [Help].

3. The **Customs Broker – Help** Customs Broker - Help Information is displayed.

Viewing the FAQs

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

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

3. In the **General Information** section, expand the **Where can I find information on becoming a Customs Broker?** question Where can I find information on becoming a Customs Broker? .

4. From the **Where can I find information on becoming a Customs Broker?** question, select the **CBP Becoming a Customs Broker** link Information on becoming a Customs Broker is available at CBP Becoming a Customs Broker .

   Review the Becoming a Customs Broker information on the CBP.gov website and select **Close** Becoming a Customs Brok... ✕ .

5. In the **Broker License Exam** section, expand **Broker License Exam** Broker License Exam .

6. In the **Broker License Exam** section, review the Broker License Exam FAQs and collapse **Broker License Exam** Broker License Exam ^ .

7. From the **Customers Broker** – FAQs menu, select **Close** ✕ Customs Broker - FAQs .

Self-Withdrawal Processing

Warning: By completing the Self-Withdrawal process, the prospective exam taker will not be able to self re-register for the current exam. Before taking this action, please be certain of your decision to withdraw.
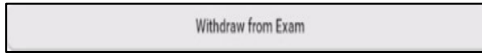
1. On the **eCBP Home page**, select **Brokers** Brokers .

2. On the **Brokers Home page**, select **Login** Login .

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

4. On the **Login.gov** screen, enter email, password, and select **Sign In** Sign In .

5. Select **License Exam** License Exam .
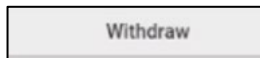
6. Select **Withdraw from Exam** Withdraw from Exam .

7. The system will show your name, original exam registration receipt number and Pay.Gov ID

Name		Receipt #	Pay.gov ID	Email
Sabaka ▓▓▓▓▓▓		400238499	3FPQE8V3	▓▓▓▓▓▓▓▓▓

Would you like to proceed with exam registration withdrawal?

Select 'Withdraw' to withdraw your exam registration and initiate the refund process

Withdraw   Cancel

8. To proceed with withdrawal press **Withdraw** Withdraw

You have withdrawn from exam registration

- A refund will be issued to the original payment method

Close

9. The system will confirm your withdrawal .

10. Generally, withdrawal refunds are processed immediately after the exam date.

11. To verify withdrawal, in the left column select **License Exam** License Exam

12. Select **Completed Exam Applications/Receipts** Completed Exam Applications/Receipts
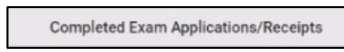
13. The **Application/Payment History** screen will verify withdrawals that have been accepted

Brokers   **Application / Payment History**

License Exam

Triennial Status Report   Sep 21, 2021

- Retrieve Completed Application - 2021/09/21   Withdrawn 2021/08/16
- Retrieve Completed Exam Receipt - 2021/09/21