



# eCBP Broker License Exam Registration: Quick Reference Guide

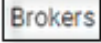



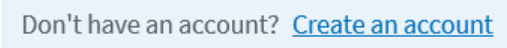



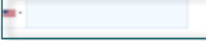
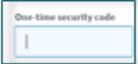




The following are common tasks that Broker applicants need to perform in eCBP.

Please refer questions regarding this process to the 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** 
2. On the eCBP Broker Home page, select **License Exam Registration/Fee** 
3. In the pop-up window, select **CONSENT & CONTINUE** 
4. Returning users, enter your email address and password and select **Sign In** 
5. For first-time users, select **Create an account**  on the Login.gov screen
6. Enter your email address in the **Email address** field 
7. Check your email account and select the **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** 
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** 
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** 
14. On the confirmation screen, select **Continue** 



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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 eCBP Home page, select **Login**

Login

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

Sign In

## Retrieving a Forgotten Password





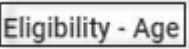



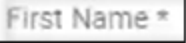






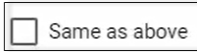

1. Follow the steps for Logging in to eCBP to get to Login.gov
  2. On the Login.gov Home page, select **Forgot your password?**
- Forgot your password?
3. On the Forgot your Password? screen, enter your email address in the **Email** field
  4. Check your email account and select the **Confirm email address** link in the email
- Confirm email address
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
- and 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 **License Exam Registration/Fee**
- License Exam Registration/Fee
3. In the pop-up window, select **CONSENT & CONTINUE**
- CONSENT & CONTINUE



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4. On the Login.gov screen, enter email, password, and select **Sign In** 
5. On the Brokers Home page, select **License Exam Registration/Fee** 
6. In the pop-up window, select **CONSENT & CONTINUE** 
7. On the Eligibility screen of the Broker License Exam Application, make selection for the **Eligibility - Citizenship**  question
8. On the Eligibility screen of the Broker License Exam Application, make selection for the **Eligibility - Age**  question
9. On the Eligibility screen of the Broker License Exam Application, make selection for the **Eligibility - Reserves**  question
10. On the Applicant Details screen, in the Application Information section, enter information in the **Social Security Number**  field
11. On the Applicant Details screen, in the Applicant Information section, enter information in the **Date of Birth**  field
12. On the Applicant Details screen, in the Applicant Information section, enter information in the **First Name**  field
13. On the Applicant Details screen, in the Applicant Information section, enter information in the **Last Name**  field
14. On the Applicant Details screen, in the Birthplace section, enter information in the **Country**  field
15. On the Applicant Details screen, in the Birthplace section, make your selection from the **State/Province**  drop-down
16. On the Applicant Details screen, in the Birthplace section, enter information in the **City**  field
17. On the Applicant Details screen, in the Residence Address section, enter information in the **Street Address, City, State**  fields
18. On the Applicant Details screen, in the Residence Address section, enter information in the **Zip Code**  field
19. On the Applicant Details screen, in the Mailing Address section, check the **Same as Above**  checkbox or enter information in the Mailing Address fields
20. On the Applicant Details screen, in the Contact Information section, enter information in the **Primary Phone Number**  field


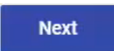



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21. On the Applicant Details screen, in the Residence Address section, enter information in the **Email\***

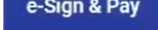
field

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

23. On the Accessibility screen, make selection for the **Accessibility**  question and select **Next**  from the action header bar


24. On the Exam Details screen, make selection from the **Port of Affiliation**  drop-down and select **Next**  from the action header bar

25. On the Preview/e-Sign screen, enter **Applicant name**  in the signature field

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

## Saving a Broker License Exam Application

1. In the eCBP portal, on the Applicant Details page, select **Save** 

2. In the eCBP portal, on the Applicant Details page, select **OK**  on the saved message at the bottom of the screen

## Retrieving a Saved Application

1. On the eCBP Home page, select **License Exam Registration/Fee** 

2. Select **CONSENT & CONTINUE** 

3. On the eCBP Home page, select **License Exam Registration/Fee** 

4. 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 **Log In**

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**



I want to pay with a debit or credit card



option

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

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

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

## Retrieving a Completed Application

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

2. On the Brokers Home page, select **License Exam Registration/Fee**

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

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

5. From the Brokers Home page, select **Retrieve Completed Application – 2019/10/23**

6. On the Brokers Home page, select **Save**



at the bottom of the screen






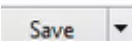
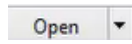
7. On the Brokers Home page, select **Open**





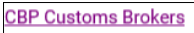
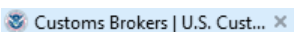

at the bottom of the screen





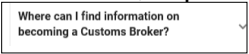

### Retrieving a Broker License Exam Application Receipt

1. On the eCBP Home page, select **Brokers** 
2. On the Brokers Home page, select **License Exam Registration/Fee** 
3. In the pop-up window, select **CONSENT & CONTINUE** 
4. On the Login.gov screen, enter email, password, and select **Sign In** 
5. On the Brokers Home page, select **Retrieve Completed Exam Receipt – 2019/10/23** 
6. On the Brokers Home page, select **Save**  at the bottom of the screen
7. On the Brokers Home page, select **Open**  at the bottom of the screen

### Viewing the Help Menu

1. On the eCBP Home page, select **Help** 
2. In the Help  menu, select **CBP Customs Brokers** 
3. Review the Customs Brokers registration information on the CBP.gov website, and select **close** 
4. In the Customs Broker – Help menu, select **close** 

### Viewing the FAQs

1. On the eCBP Home page, select **FAQs** 
2. On the Customs Broker - FAQ menu with eCBP, expand **General Information** 
3. In the General Information section, expand the **Where can I find information on becoming a Customs Broker?** link 
4. In the Where can I find information on becoming a Customs Broker? section, expand the **CBP Becoming a Customs Broker** link 



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Review the Becoming a Customs Broker information on the CBP.gov website, and select **close**

Becoming a Customs Brok... x

5. In the Customs Broker - FAQs menu in eCBP, expand **Broker License Exam** Broker License Exam v
6. In the Customs Broker – FAQs menu, review the Broker License Exam FAQs and collapse **Broker License** Broker License Exam ^
7. In the Customers Broker – Help menu, select **close** x Customs Broker - FAQs