



eCBP Broker License Exam Registration: Quick Reference Guide

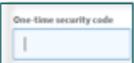
The following are common tasks that Broker applicants need to perform in eCBP.

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 Brokers Home page, select **Login** .
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. Check your email account and select the **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** .
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**



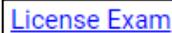
17. Enter the code in the One-time security code field



, select **Submit**



18. On the Brokers Home page, select **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?**



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.



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



6. On the Secure Your Account screen, select the preferred method of authentication and select

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



, select **Submit**



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





Completing a Broker License Exam Application

1. On the eCBP Home page, select **Brokers** .
2. On the Brokers Home page, select **Login** .
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 **License Exam** .
6. Select **Start a New Exam Application** .
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.



Revenue Modernization Program | eCBP

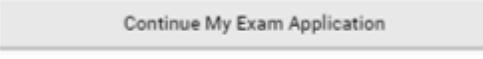
17. On the Applicant Details screen, in the Residence Address section, enter information in the **Street Address, City, State** fields.
18. On the Applicant Details screen, in the **Residence Address** section, enter information in the **Zip Code** field.
19. On the Applicant Details screen, in the **Mailing Address** section, check the **Same as Above** 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 Email*** field.
21. On the Applicant Details screen, in the Contact Information section, enter information in the **Confirm Email*** field.
22. On the Applicant Details screen, in the **Contact Information** section, enter information in the **Primary Phone Number** field.
23. On the Applicant Details screen, select **Next** from the action header bar.
24. On the Accessibility screen, make selection for the **Accessibility** No Yes question and select **Next** from the action header bar.
25. On the Exam Details screen, make selection from the **Port of Affiliation** drop-down and select **Next** from the action header bar.
26. On the Preview/e-Sign screen, enter **Applicant name** in the signature field.
27. On the Preview/e-Sign screen, select **e-Sign & Pay** .

Saving a Broker License Exam Application

1. From the Exam application, on the Applicant Details page, select **Save** .
2. On the Applicant Details page, the **Save Successful** message is displayed at the bottom of the screen.



Retrieving a Saved Application

1. On the Brokers Home page, select **Login** .
2. Select **CONSENT & CONTINUE** .
3. On the Login.gov screen, enter email, password, and select **Sign In** .
4. On the Brokers Home page, select **License Exam** .
5. Select **Continue My 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 **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 **Login** .
3. In the pop-up window, select **CONSENT & CONTINUE** .
4. On the Login.gov screen, enter email, password, and select **Sign In** .
5. Select **License Exam** .
6. Select **Previous Exam Applications/Receipts** .
7. Select the **Retrieve Completed Application** .

Retrieving a Broker License Exam Application Receipt

1. On the eCBP Home page, select **Brokers** .
2. On the Brokers Home page, select **Login** .
3. In the pop-up window, select **CONSENT & CONTINUE** .
4. On the Login.gov screen, enter email, password, and select **Sign In** .
5. Select **License Exam** .



6. Select **Previous Exam Applications/Receipts**

Previous 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** information is displayed.

[Customs Broker - Help](#)

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](#)