



Australian Government
Department of Home Affairs

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Cargo Interactive Log-in User Guide

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Cargo Interactive Overview

What is Cargo Interactive?

Cargo Interactive is the gateway to the Department of Home Affairs ('The Department') online cargo service facility, hosted by the Customs Connect Facility (CCF) platform. CCF accepts electronic transactions from both people (referred to as Users) and machines (referred to as Devices). Each User and Device transacting with The Department must first be registered to deal electronically with The Department.

Who uses the Cargo Interactive Application?

Only Users who have been registered to deal with Cargo Interactive can use the Application. Users identify themselves electronically with use PKI Digital Certificates to electronically identify themselves.

Users are registered either as Individuals who personally deal with The Department or as a representative of an Organisation. Devices are always registered as a representative of an Organisation.

Individuals

A User who deals with The Department as an Individual must first complete the Cargo Interactive Registration process. During this process they will digitally sign (with their PKI Digital Certificate) the User Agreement which outlines the terms and conditions of use of the CCF.

A registered User can use the Identity Manager application to:

- View their User details.
- Associate further PKI Digital Certificates with their account.

Organisations

An Organisation who deals with The Department must first have a suitably authorised representative complete the Cargo Interactive Registration process on behalf of the Organisation. During the process this representative will digitally sign (with their PKI Digital Certificate) the User Agreement which outlines the terms and conditions of use of the CCF. This representative is referred to as the Signing Authority.

A Signing Authority can use the Identity Manager to:

- View their User details.
- Register and maintain all Users associated with their Organisation.
- Register and maintain all Devices associated with their Organisation.
- Transfer their Signing Authority role to another Registered User of their Organisation.
- Grant (and remove) an administrative role to Registered Users of their Organisation.

If a registered User is granted an administrative role they are referred to as an Administrator. Administrators can use the Identity Manager to:

- View their User details.
- Register and maintain all Users associated with their Organisation.
- Register and maintain all Devices associated with their Organisation.

How this User Guide works

This User Guide guides users on how to log-in to Cargo Interactive.

Log-in to Cargo Interactive and Applications

Overview

This section details how to log into Cargo Interactive.

Once a User has successfully logged into Cargo Interactive they will be presented with a menu of applications which they have rights to access. This includes ICS, TAPIN, and Identity Manager.

All registered Users have the rights to access the Identity Manager application.

To Log Into Cargo Interactive

STEP 1. Browse to the Cargo Interactive Homepage.

The Cargo Interactive page is available at <https://www.ccf.customs.gov.au/>.



Figure 1: The Cargo Interactive Homepage.

STEP 2. Login to Cargo Interactive. The Terms and Conditions for use are displayed.



Figure 2: The Cargo Interactive Homepage with Login for Cargo Interactive highlighted.

NOTE

For institutions which are not registered with the Department, please consult the Cargo Interactive Identity Manager Self-Registration User Guide for more information on how to self-register.

STEP 3. Click on the Identity Manager link in the application menu.

If you agree to be bound by the terms of the CCF User Agreement, click “I agree”.

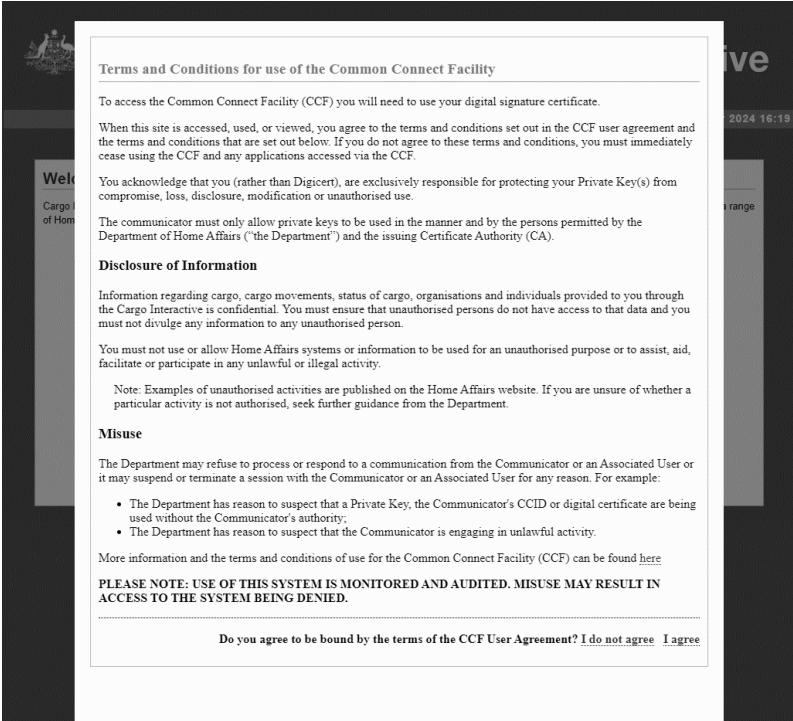


Figure 3: Click “I agree” to agree to be bound by the terms of the CCF User Agreement.



Figure 3a: Click “I agree” to agree to be bound by the terms of the CCF User Agreement (I agree highlighted).

STEP 4. Select Certificate for Authentication

NOTE

The appearance of the window to select a certificate for authentication, or to authorise access to your OS's certificate store, will vary depending on your particular certificate configuration and system specifications. These images are advisory in nature only.

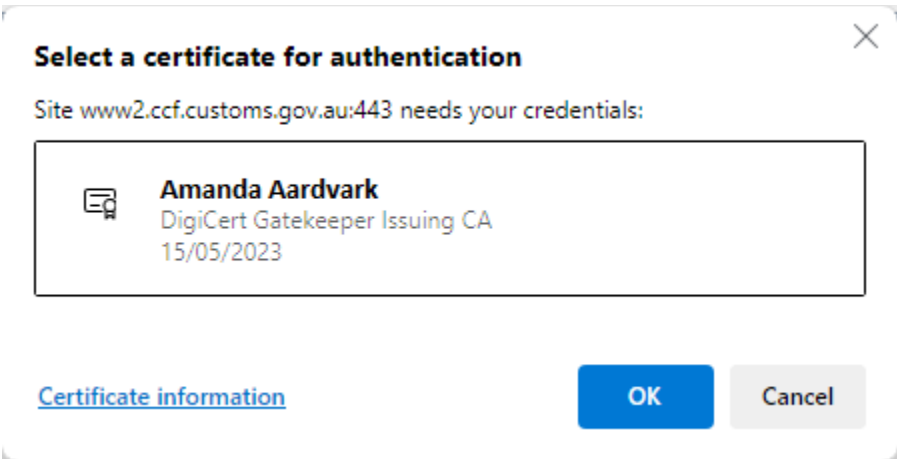


Figure 4: Certificate Selection Prompt



Figure 5: Credential Authorization Screen

To log into ICS

STEP 1. Log into Cargo Interactive.

See above.

STEP 2. Click on the ICS link in the application menu.

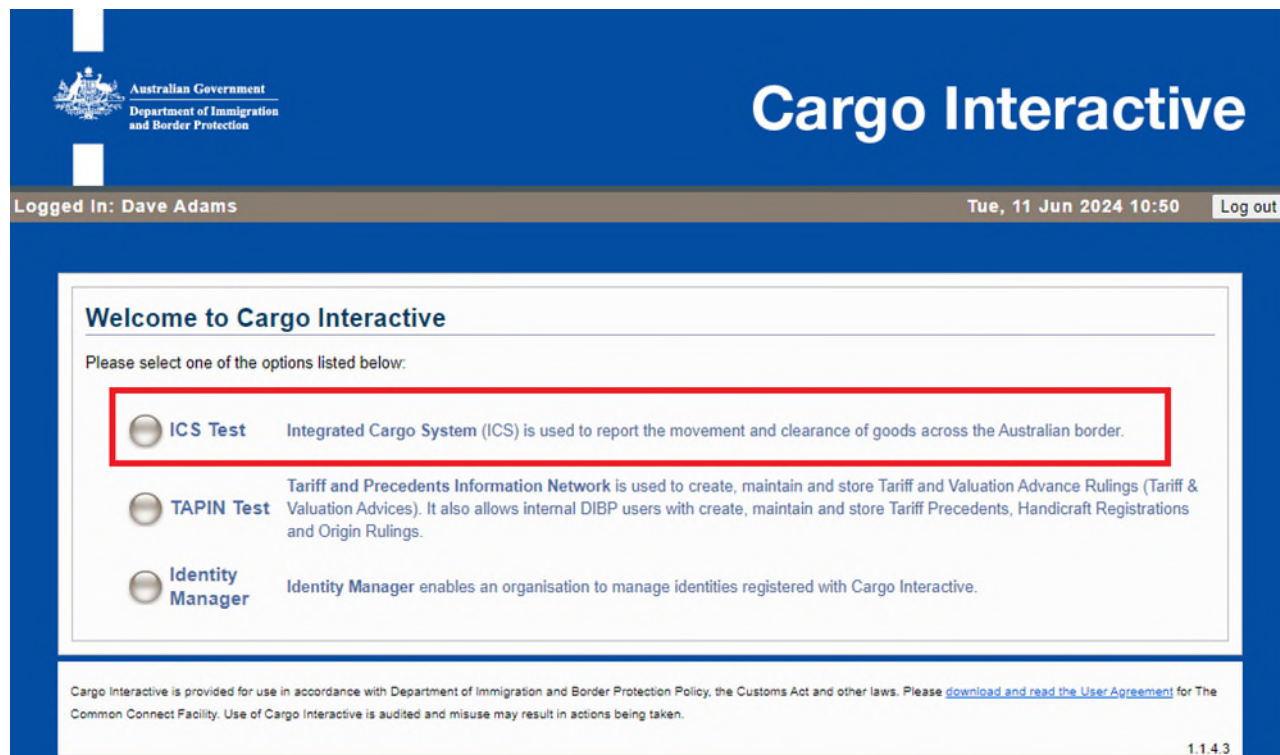


Figure 6a: Welcome to Cargo Interactive page with ICS highlighted

NOTE

These images were taken in the CCF Test environment. In the production environment, "ICS Test" and "TAPIN Test" will be labelled "ICS Prod" and "TAPIN Prod" respectively.

STEP 3. The ICS application opens.

The Integrated Cargo System Home Page will open.

To log into TAPIN

STEP 1. Log into Cargo Interactive.

See above.

STEP 2. Click on the TAPIN link in the application menu.

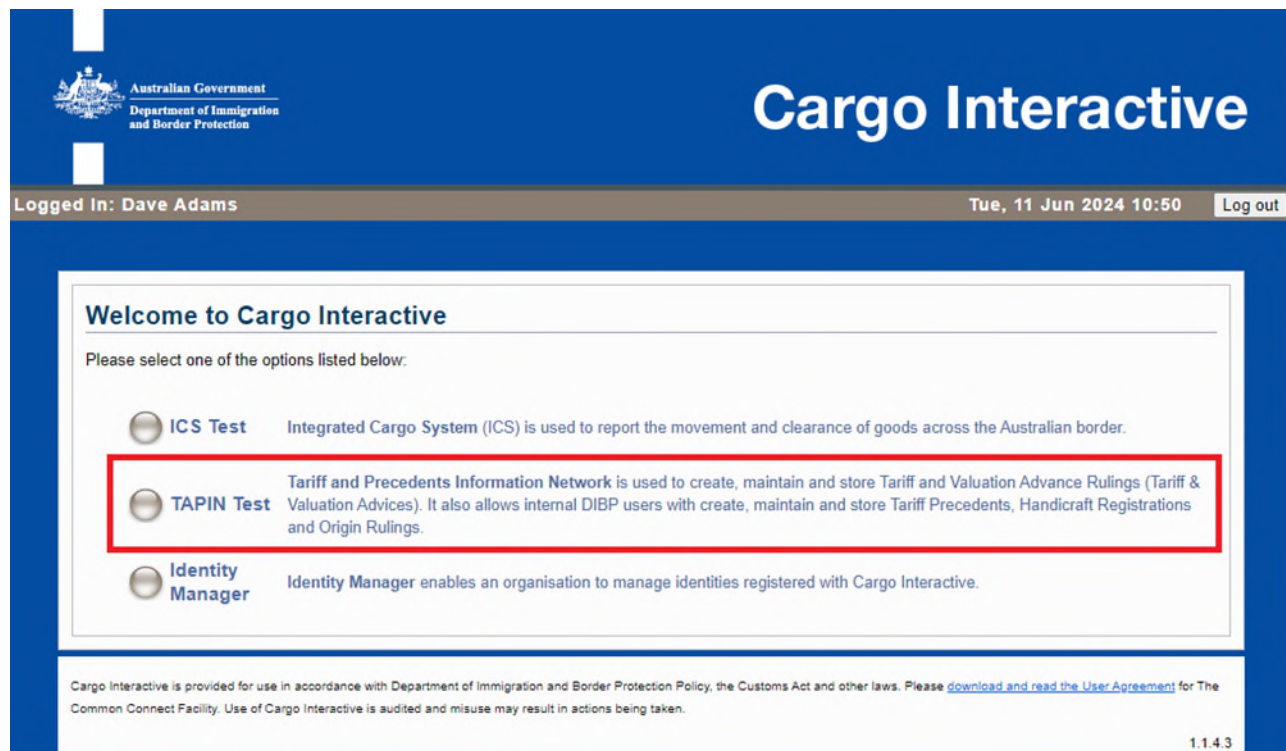


Figure 6b: Welcome to Cargo Interactive page with TAPIN highlighted

NOTE

These images were taken in the CCF Test environment. In the production environment, “ICS Test” and “TAPIN Test” will be labelled “ICS Prod” and “TAPIN Prod” respectively.

STEP 3. The TAPIN application opens.

The TAPIN Home Page will open.

To log into Identity Manager

STEP 1. Log into Cargo Interactive.

See above.

STEP 2. Click on the Identity Manager link in the application menu.

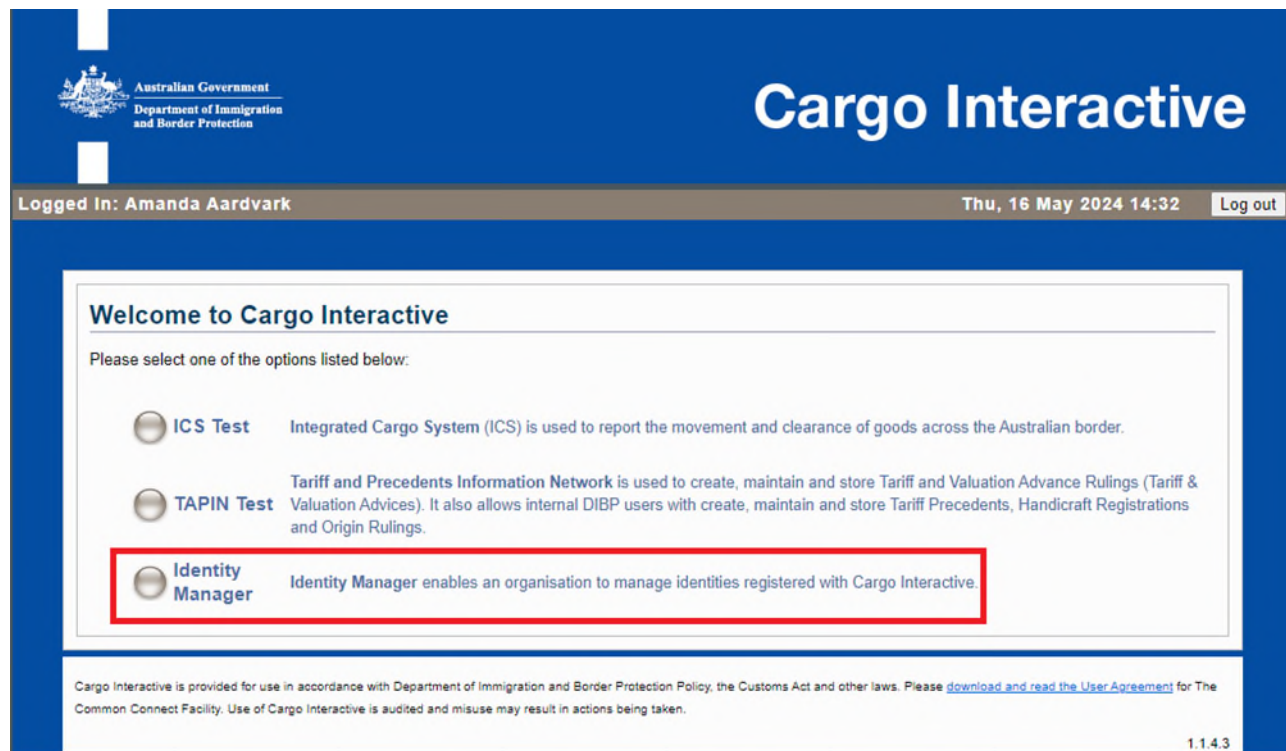


Figure 6c: Welcome to Cargo Interactive page with Identity Manager highlighted

STEP 3. The Identity Manager application opens.

If the user is an Administrator or Signing Authority, they will be taken to the **Organisation Detail Page**, otherwise they will be taken to their own **User Detail Page**.

Terminology

Key Terms

The meaning of key terms used within this User Guide are defined below.

Term	Meaning
Administrator	A User who has been registered to deal electronically with The Department on behalf of an Organisation, and has the additional responsibility of being able to register and maintain other Users and Devices for that Organisation.
Cargo Interactive	Cargo Interactive is the gateway to the Department of Home Affairs ("The Department") online services facility commonly called the Customs Connect Facility (CCF). This facility provides online access to a range of The Department's cargo-related business applications. Before you can login you must be registered to deal electronically with The Department.
Digital Certificate	A Gatekeeper compliant PKI digital certificate issued by Digicert is required to deal with The Department electronically.
Device	See Registered Device.
Enabled	A status attributed to a User or Device when they are currently authorised by an Organisation to deal electronically with The Department.
Disabled	A status attributed to a User or Device when they are NOT currently authorised to deal electronically with The Department.
Identity Manager	Identity Manager is an application that is used to register and maintain details of all Users and Devices that transact electronically with The Department for cargo-related purpose.
Pending	A status attributed to a User when they have applied to become a registered User for an Organisation but an Administrator is yet to confirm their authority to represent the Organisation by ENABLING them.
Registered Device	An Organisation's Machine which has a Digital Certificate which has been successfully registered through the Identity Manager application.
Registered User	A Person who has purchased a Digital Certificate which has been successfully registered through the Cargo Interactive Registration process or through the Identity Manager application.
Role	The role of the User defines what authorities or actions they can perform on behalf of themselves and their organisation. The roles are Registered User, Administrator, and Signing Authority. There is no limit to the number of Users or Administrators which can be registered for an Organisation. There can only be one Signing Authority for an Organisation at a time.

Term	Meaning
Signing Authority	A User who digitally signed the Cargo Interactive User Agreement (or who has been assigned this role). This User has the ultimate responsibility for managing Users and Devices that deal with The Department for their Organisation.
Status	<p>A User/Device status can have a status of ENABLED, DISABLED or PENDING.</p> <p>A User/Device with an ENABLED status can currently deal electronically with The Department (provided they have a current and registered Digital Certificate).</p> <p>A User/Device with a DISABLED status CANNOT currently deal electronically with The Department.</p> <p>A User with a PENDING status has a valid certificate which is associated with a known Organisation, but have not yet been authorised to represent the Organisation by an Administrator or Signing Authority for the Organisation. Pending Users remain in Identity Manager for 7 days. They have NO access to applications until their login status changes to ENABLED.</p>
User	See Registered User.