Cargo Interactive Self-Registration User Guide

Version 2.0

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Contents

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.

Cargo Interactive provides access to the Integrated Cargo System (ICS), TAPIN, and Identity Manager (used to register and maintain details of all Users and Devices that transact electronically with The Department for cargo reporting purposes).

Who uses the Cargo Interactive application?

Only Users who have been registered to deal with Cargo Interactive can use the Integrated Cargo System (ICS), TAPIN, or the Identity Manager Application. Users identify themselves electronically with PKI Digital Certificates.

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 to Self-Register Your Organisation

Introduction

In order for a new organisation to communicate with The Department, it must first be registered in the Customs Connect Facility (CCF). The person who registers the organisation is the person that will sign the CCF User Agreement on behalf of the organisation thereby taking responsibility on behalf of the organisation for agreement to interact with The Department within defined terms and conditions.

This person will also be automatically assigned the Signing Authority role.

To Register for Cargo Interactive
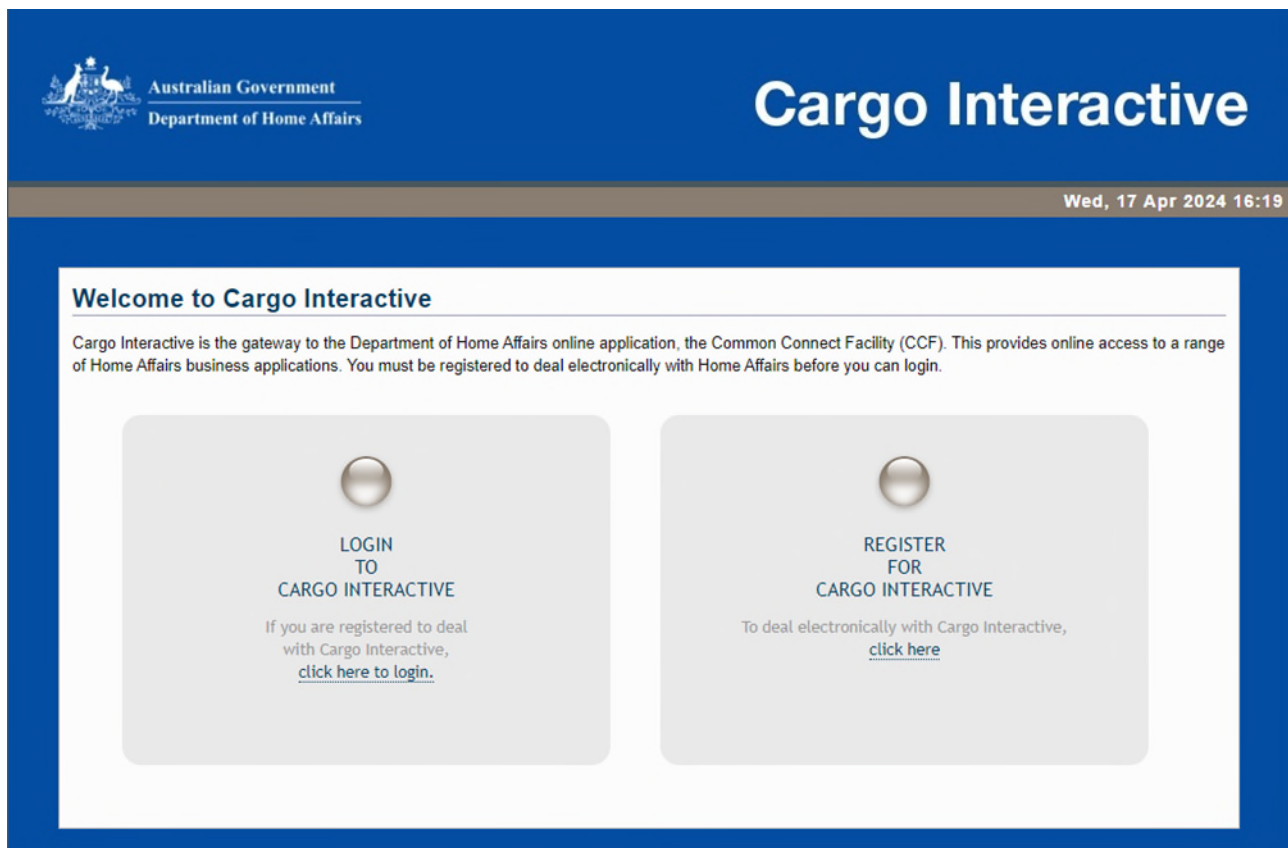
STEP 1. Go to Cargo Interactive (https://www.ccf.customs.gov.au/).

Figure 1:   The Cargo Interactive Homepage.

STEP 2. From the Cargo Interactive home page, select the "Register for Cargo Interactive".

Figure 2:   The Cargo Interactive Homepage, with Register For Cargo Interactive highlighted.

NOTE

For institutions already registered with the Department, the Signing Authority can authorise new accounts.

NOTE

The registration process can be stopped at anytime. The next time you attempt to login the process will start from the last step you completed.

STEP 3. Agree to the Terms and Conditions.

Figure 3:   The Cargo Connect Facility Terms and Conditions of use.

If you agree to the terms and conditions, you will now be taken through the required steps to complete registration.

If you do not agree, the process will end.

NOTE

Before proceeding please ensure that you have acquired (and installed) at least 1 valid Gatekeeper digital certificate from DigiCert.

STEP 4. Begin Registration.

Next you will be presented with a 4-step registration process. These steps are shown below:

Figure 4:   *The Cargo Connect Facility Registration Screen with links to Digicert Australia, How do I setup Microsoft Outlook to do this?, and Adobe Acrobat Reader DC highlighted.*

These steps are:

- Select a digital certificate (Step 4a)

- Setup Microsoft Outlook 2010 (Step 4b)

- Setup Adobe Acrobat Reader DC (Step 4c)

- When all of the above are complete, proceed to Complete Registration (Step 5)

> **NOTE**
>
>   The registration process can be stopped at any time. The next time you attempt to login the process will start from the last step you completed.

STEP 4a. Select Digital Certificate

> **NOTE**
>
> If you have your Digital Certificate, this step may be skipped.

By clicking the 'Digicert Australia' link you will be redirected to the Digicert Gatekeeper website.
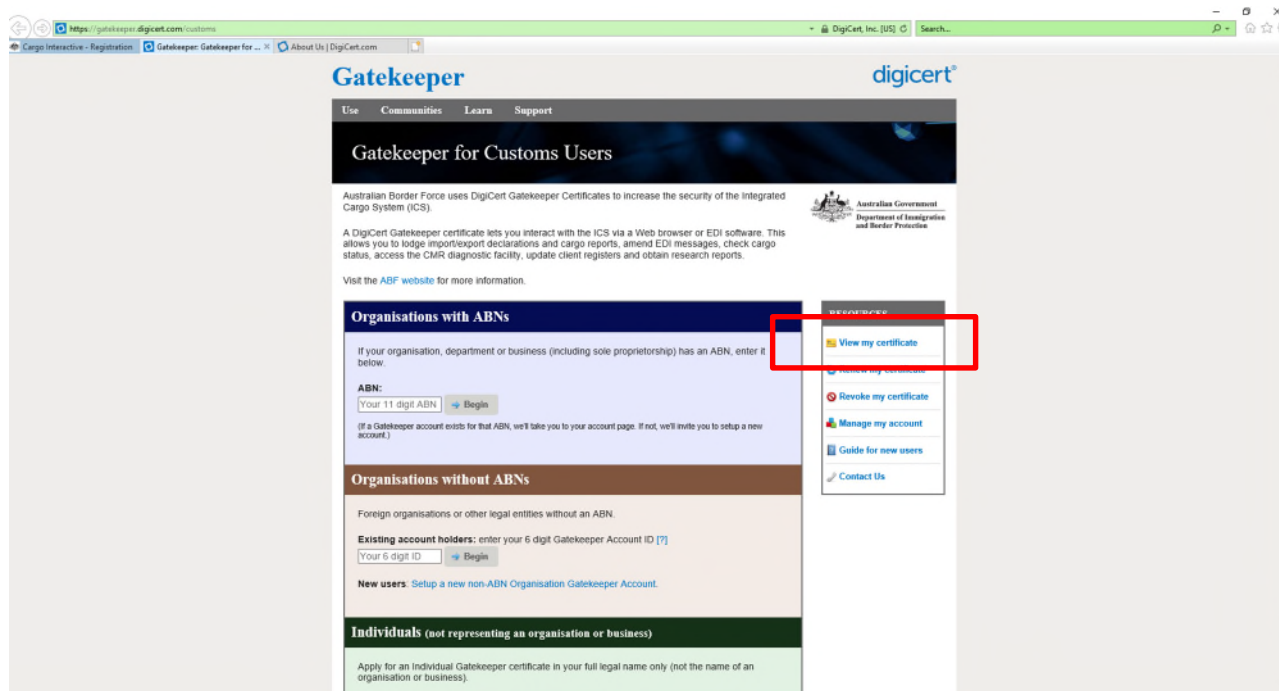
Figure 5: ***The Digicert Gatekeeper website, with 'View my certificate' highlighted.***

Click the 'View my certificate' link to view your Gatekeeper Digital Certificate.

STEP 4b. Configure Outlook to Receive Encrypted Emails

> **NOTE**
>
> If Microsoft Outlook is configured to receive encrypted emails, this step may be skipped.

In order to complete the registration process, please ensure that your email is setup to receive encrypted emails. At the registration screen click on '*How do I setup Microsoft Outlook to do this?*' link to follow the instructions to setup your email.

Australian Government

Department of Home Affairs

Instructions to Setup - Microsoft Outlook 2010

Figure 6:   The Instructions to Setup Microsoft Outlook 2010 Link.

STEP 4c. Install Adobe Acrobat Reader DC

Click the 'Adobe Acrobat Reader DC' link to install Adobe Acrobat Reader. This will redirect you to the Adobe website.
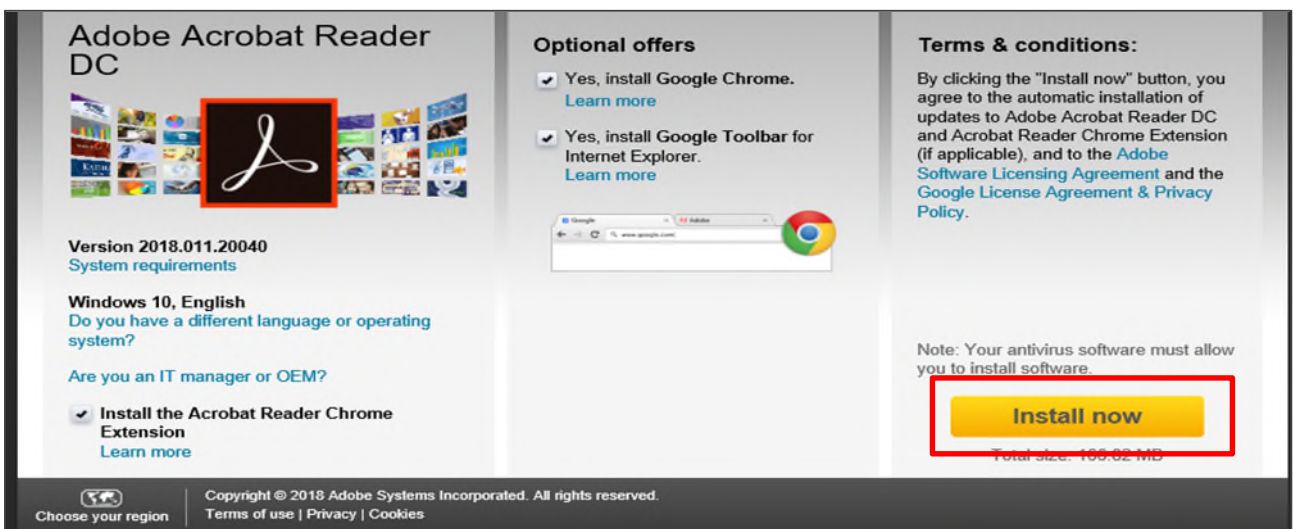
Figure 7:   The Adobe Acrobat Reader DC website, with Install Now highlighted.

STEP 5. Continue Registration.

> **NOTE**
>
> Prior to clicking the 'Register' button make sure you have met all the mandatory prerequisites which include:
>
> a) Purchasing and downloading Digicert Australia Gatekeeper compliant digital certificate (Step 4a)
>
> b) Setting up your Microsoft Outlook (Step 4b)
>
> c) Installing Adobe Acrobat Reader DC (Step 4c)

After you have met all the prerequisites, click the 'Register' button to continue with the registration process.

Figure 8:   *The Cargo Interactive Registration page, with 'Register' highlighted.*

STEP 6. Download Agreement

Figure 9: *The Cargo Interactive Registration page, 'download & sign agreement' page, with 'Download' highlighted.*

Click on the 'Download' button to Download and Sign Agreement.

NOTE
When on the Download and Sign Agreement page:
• Clicking the 'Download' button will allow you to download an interactive pdf version of the Agreement which you are required to digitally sign if you wish to proceed with Cargo Interactive Registration.
• Clicking on the 'Cancel' button will navigate you back to the landing page.
• Clicking on the 'download and read the Agreement' link will open the non-interactive version of the Agreement inside a new browser window.

STEP 7. Save a copy

You must select 'Save' to save a copy of the Agreement on your computer.

Figure 10:   *The Open or Save prompt with Save highlighted.*

STEP 8. Open the Agreement

Locate the downloaded 'Agreement' and open the agreement with one of the following options:

- Double click the file to open within Adobe Acrobat Reader DC, or

- Right click the 'Agreement' and select 'Open With' Adobe Acrobat Reader DC

NOTE
       You must open the Agreement with Adobe Acrobat Reader DC to digitally sign it.
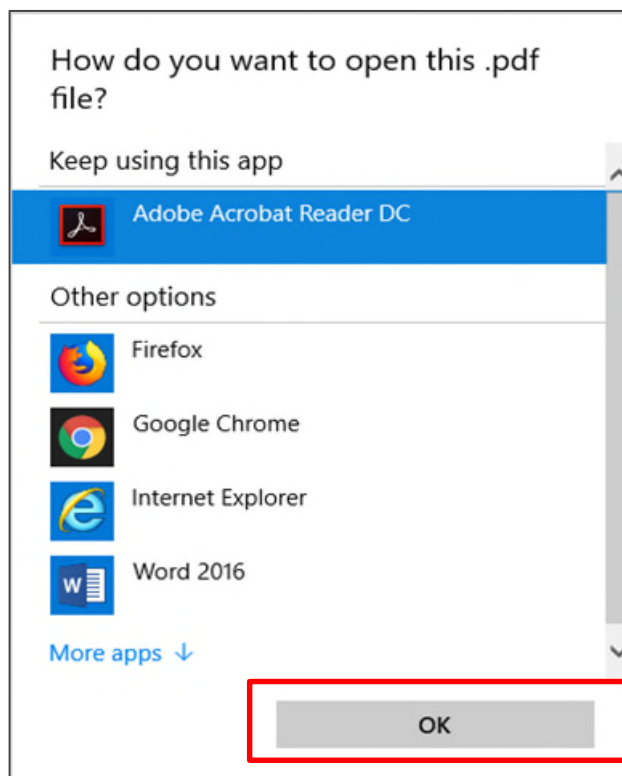
Figure 11:   *The 'How do you want to open this .pdf file?' prompt, with OK highlighted.*

STEP 9. Wait for the Agreement to load

The Agreement will open within Adobe Acrobat Reader DC.
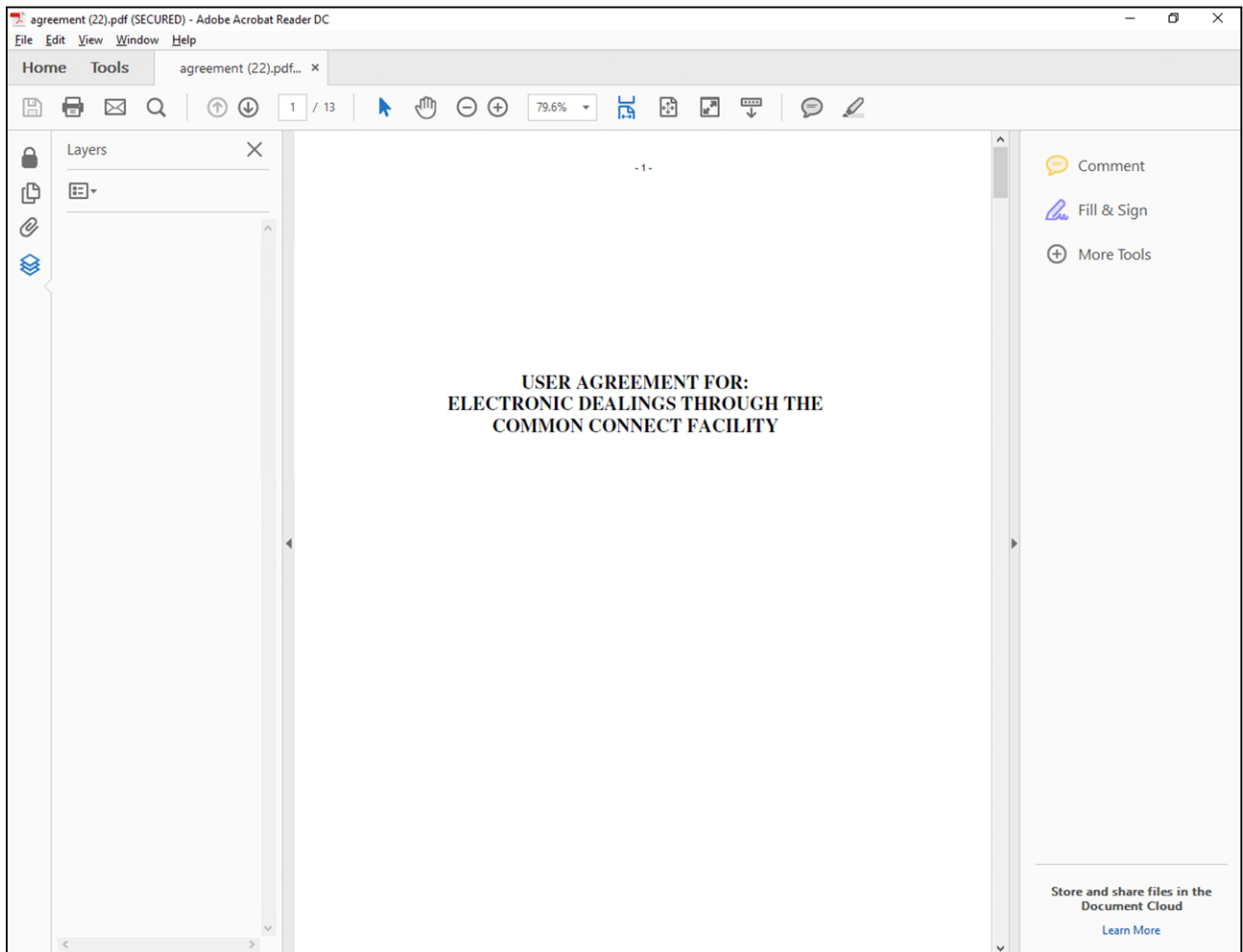
Figure 12:   The Agreement in Adobe Acrobat Reader DC.

STEP 10. Enable Trust

Select Edit tab, Preferences…, Security (Enhanced) and Check the option "Automatically trust documents with valid certification". Click OK button.
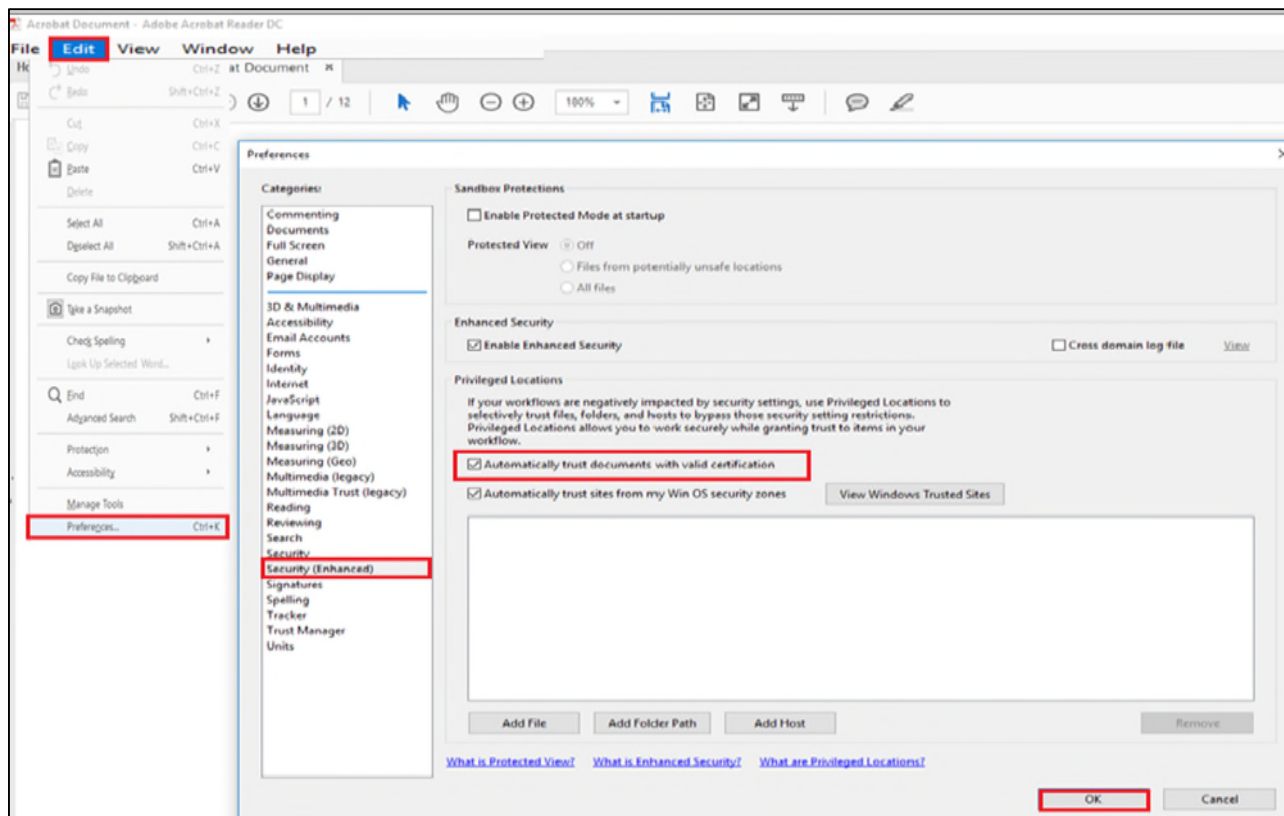
Figure 13:   *The Enhanced Security window with Edit, Preferences, Security (Enhanced), and Automatically Trust Documents With Valid Certification option highlighted.*

STEP 11. Read and sign the agreement.

You are required to read the agreement and on the last page digitally sign the agreement using your Gatekeeper Certificate.

Figure 14:   *The Agreement's signature section, with Digital Signature highlighted.*

STEP 12. Select Digital ID to Sign

Select the Digital ID that you want to sign with and click the 'Continue' button.

Figure 15: *The Select Digital ID popup window, with an example Digital ID and the Continue button highlighted.*

STEP 13. Review Digital Signature

You will be presented with your digital signature to review prior to singing the agreement. Review and click the 'Sign' button.

Figure 16:   *A review of the example Digital Signature with Sign highlighted.*

STEP 14. Save the signed Agreement

Once the document is signed, you will be prompted to save the signed agreement. You may save the agreement at the default location or chose another location.
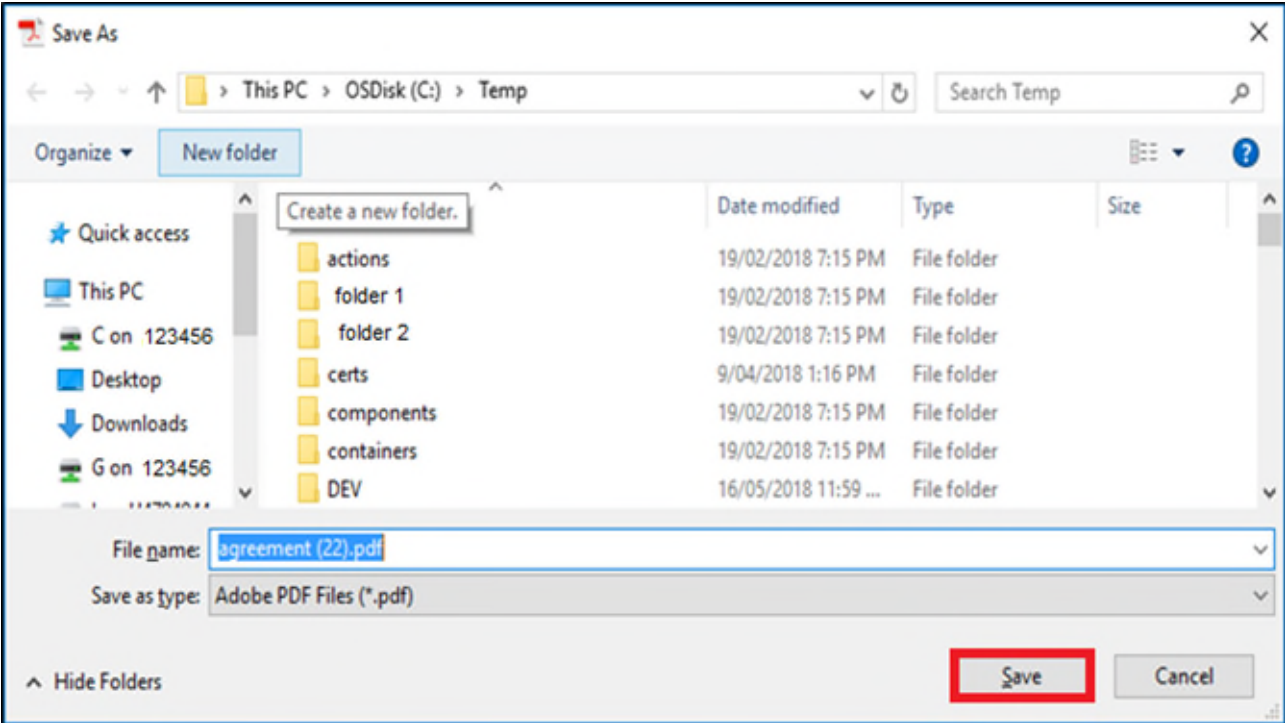
Figure 17:   The Save File prompt with Save highlighted.

STEP 15. Submit the signed Agreement

You now have the option of submitting the digitally signed agreement by clicking 'Submit Agreement' button.

You can also choose to clear the Signature to make a correction. If 'Clear Signature' button is clicked the signature field is cleared.
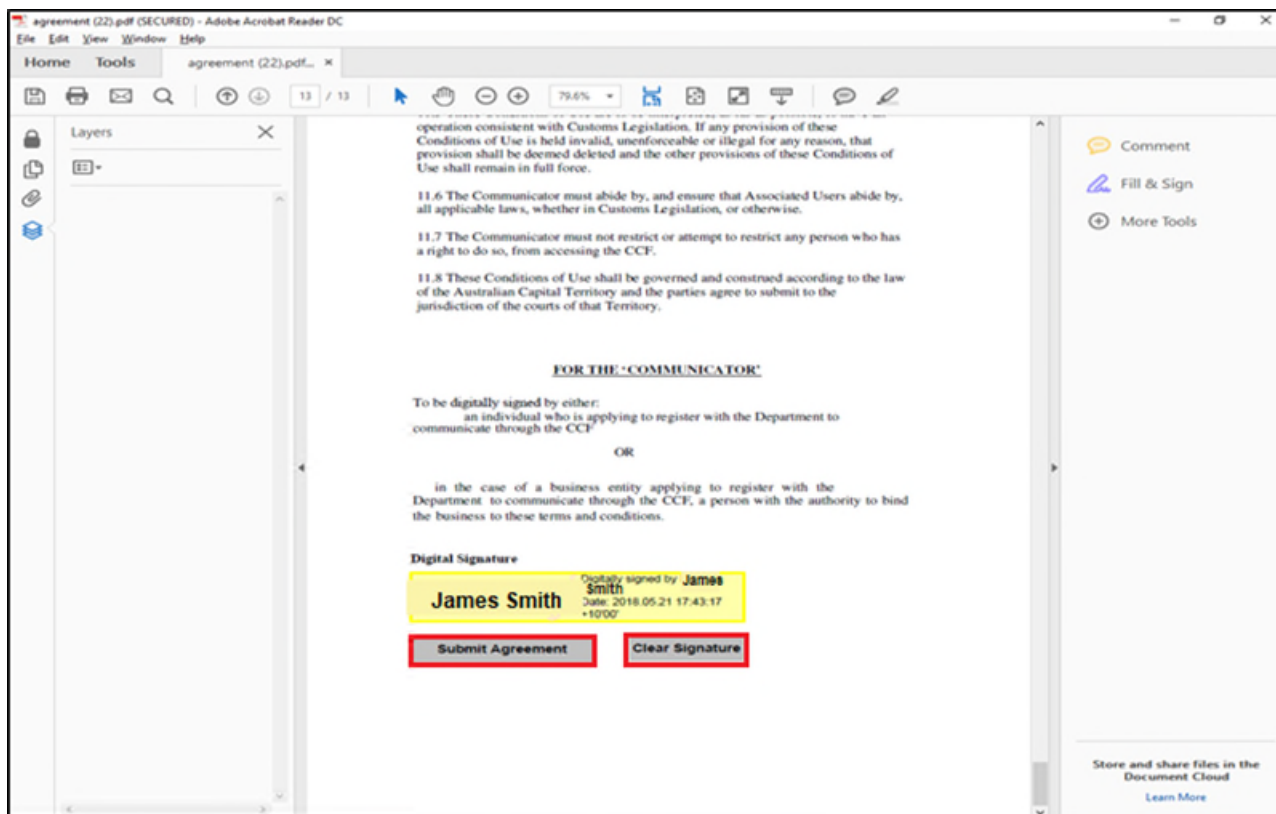
Figure 18: The Submit File prompt with Submit Agreement and Clear Signature highlighted.

Depending on your security settings, upon clicking the 'Submit Agreement' button you may be prompted with a safety alert. Select 'Trust this document always' (see Step 15(a)).

STEP 15(a). Trust Document

Upon clicking the 'Submit Agreement' button you may be prompted with a safety alert. Select 'Trust this document always'.
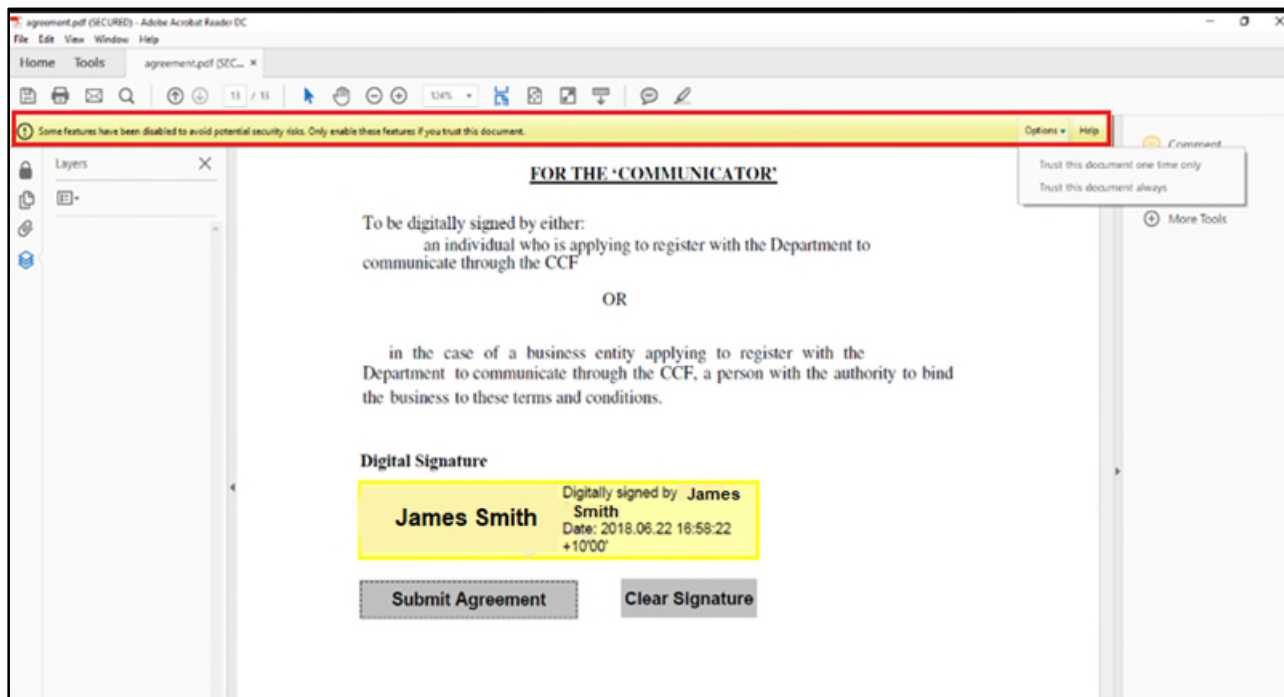
Figure 19:   The Submit File prompt with the Trust This Document pop-up highlighted.

STEP 16. Save Changes

You will be prompted to save your changes prior to closing the document. If you wish to save any changes made click 'Yes' otherwise click 'No' button.
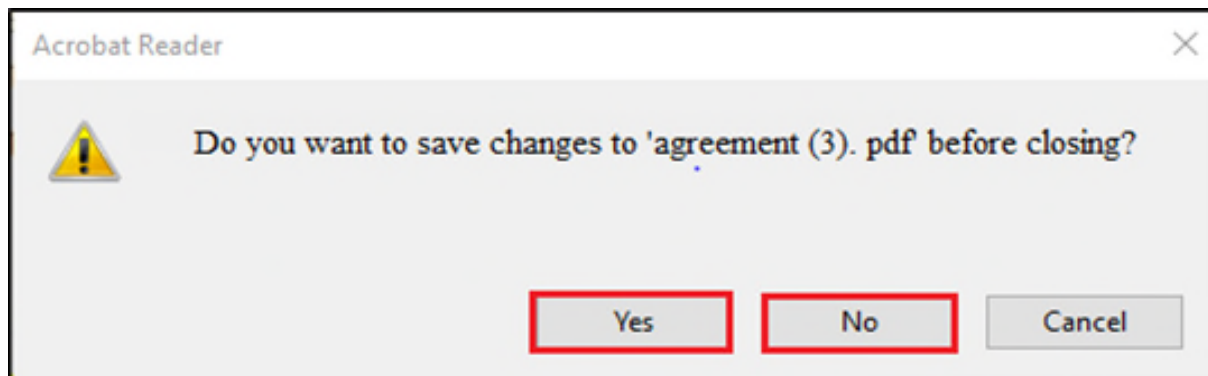
Figure 20:   The Save Changes prompt with Yes and No highlighted.

Press No to continue without saving, press Yes to save and proceed to the next step.

STEP 17. Agreement Saved

When the agreement is saved, the document should return to the top of the page.
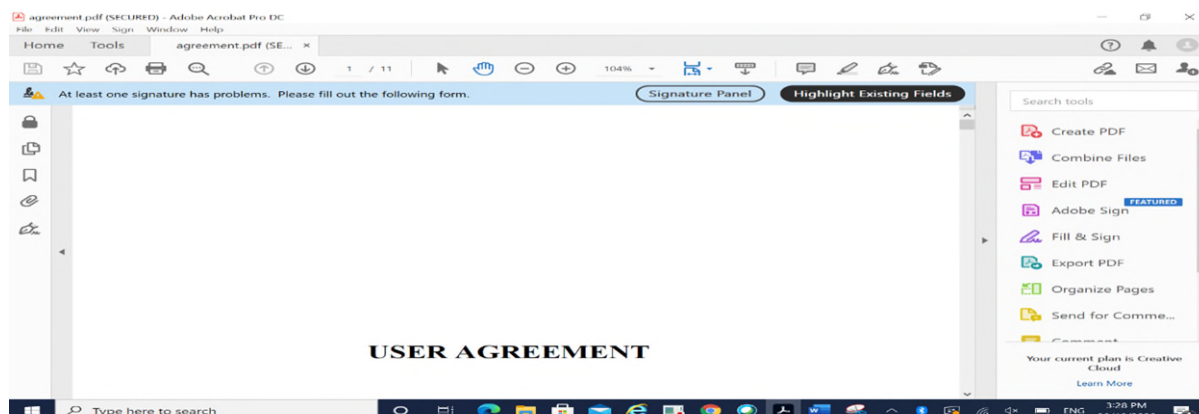
Figure 21:   The top of the Agreement document.

STEP 18. Submit Agreement

When the agreement is saved and all steps complete, navigate to the end of the agreement and click 'Submit Agreement' again.
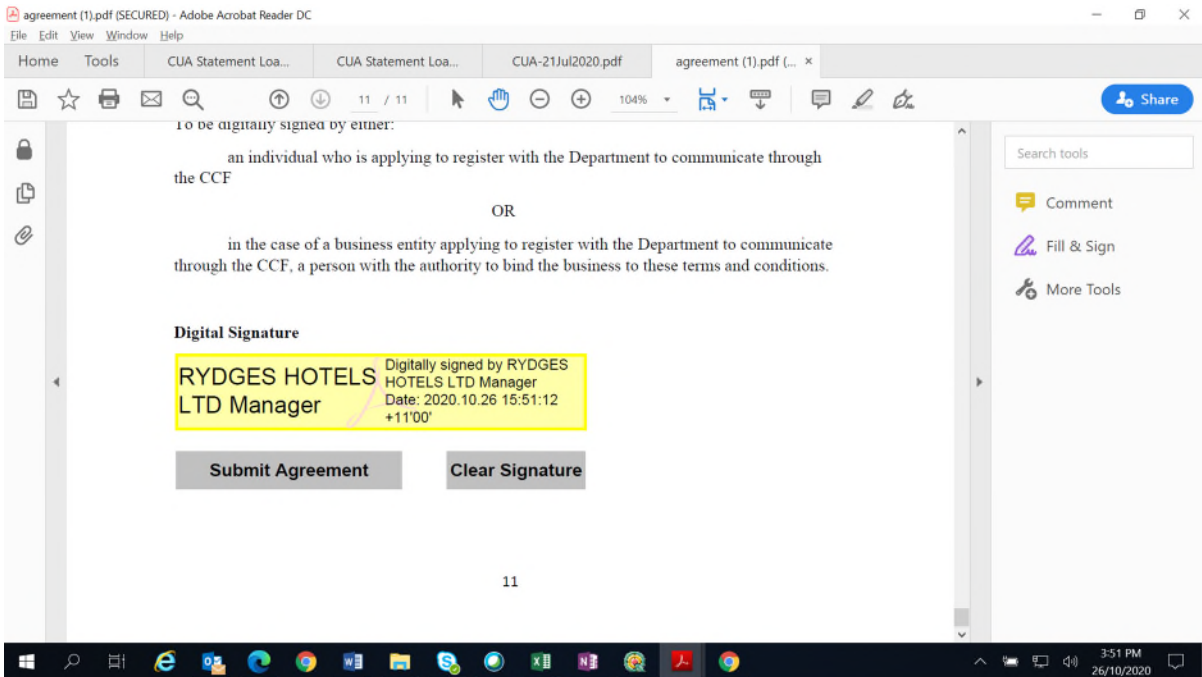
Figure 22:   The Submit Agreement section of the Agreement.

If you are not the first user to register, and your agreement submission is successful, a 'Registration Status' message will be presented as shown below. You are required to contact the Administrator of your organization to enable your registration.

This completes the registration process. Click 'OK' button to go to the 'Pending Registration' page.
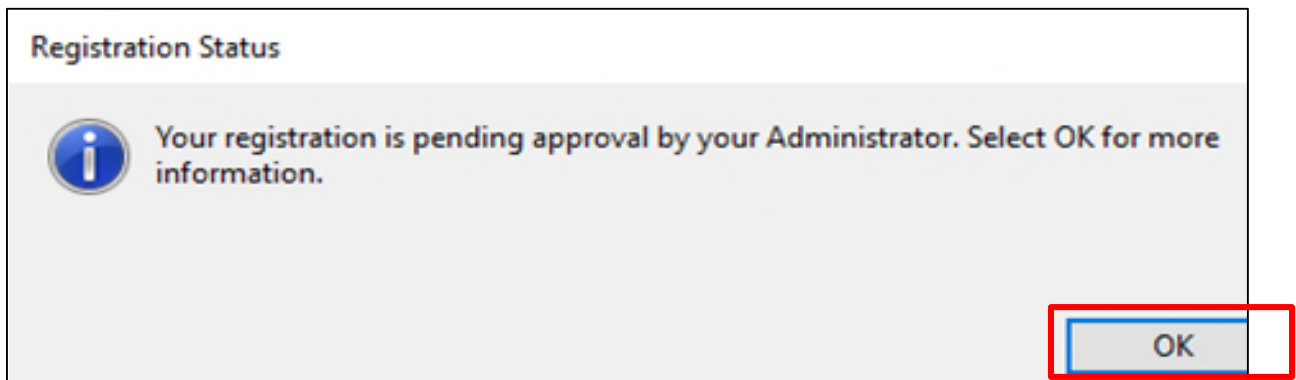
Figure 23:   The Registration Status popup, with OK highlighted.

Pending Registration page is displayed as below:

Error: 103
Thu, 12 Jul 2018 14:09

Access to Cargo Interactive is Pending Approval.

In order to login to Cargo Interactive your registration must have been approved by the Administrator for your Organisation. Please speak to the Administrator for your Organisation to arrange approval. The Administrator will need to:

1. Login to Cargo Interactive.
2. Go to the Identity Manager application.
3. Find your User account.
4. Enable your User account.

Once your Administrator has approved you as a User for your Organisation you will be able to login to Cargo Interactive.

Cargo Interactive is provided for use in accordance with Department of Immigration and Border Protection Policy, the Customs Act and other laws. Please download and read the User Agreement for The Common Connect Facility. Use of Cargo Interactive is audited and misuse may result in actions being taken.

Figure 24:   The Pending Approval Registration Page.

Once your certificate is enabled by your organization administrator, i.e Once the user status is 'Enabled' in Identity Manager by the Administrator/Signing Authority,user can log in to ICS with their corresponding certificate.

If you are the first user to register and your agreement submission is successful, a 'Registration Status' message will be presented as shown below. Click 'OK' button to go to the 'Activate Registration' page.

Registration Status

Registration is pending. An email has been sent to your nominated email address containing the activation code. Select OK to continue to the Activation page.

OK
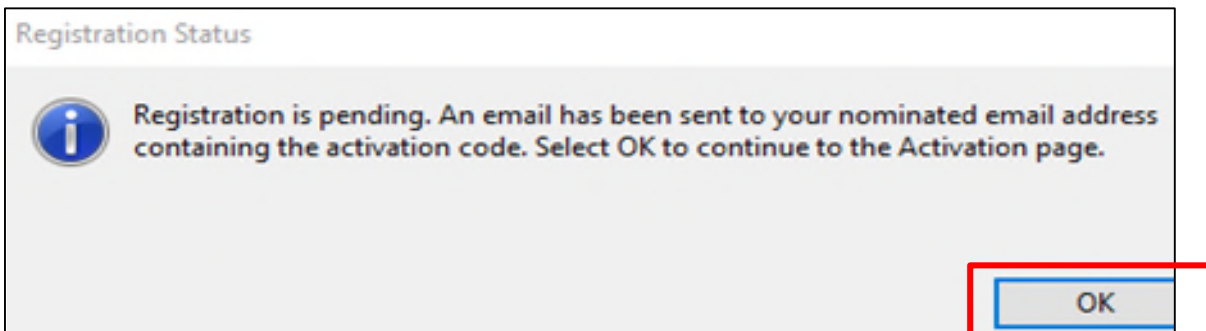
Figure 25:   The Registration Status popup, with OK highlighted.

Step 19. Activate Registration

The Activation page will open in the default browser that the user has set.

From the Activate Registration page, enter the activation code and activate your registration by clicking the 'Activate' button.

- You may also request a new activation code by clicking the 'Request New Activation Code' button on the screen.

- You will receive an email notification to the email address that was nominated in the gatekeeper certificate with the new activation code.

Figure 26:   The Activate Registration page, with Activate and Request New Activation Code highlighted.

You will receive an email notification similar to the following sample containing your activation code. This code is required to complete the registration.
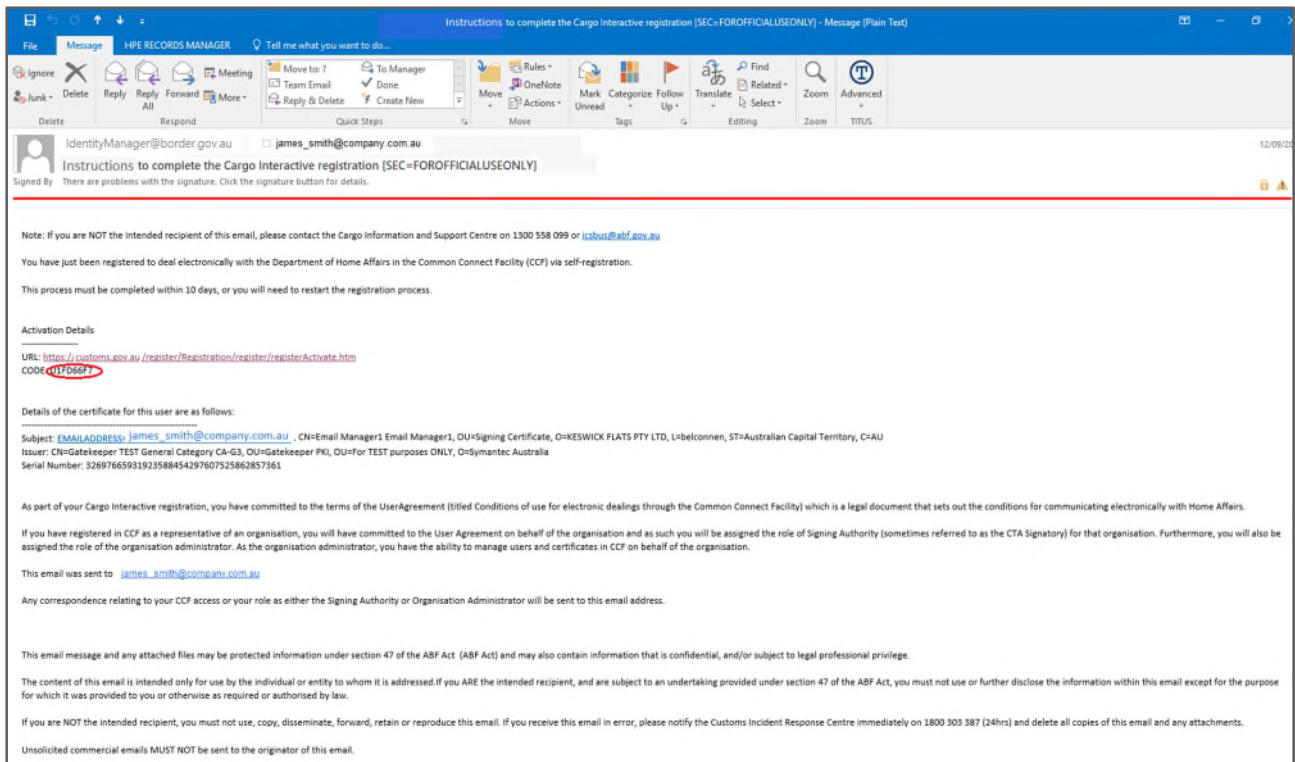
Figure 27:   The Activation Code email, with Activation Code highlighted.

Step 19. Complete Activation

From the 'Registration Completed' page, click the 'Continue' button to exit registration. You have successfully activated your registration process. You may continue onto Cargo Interactive.
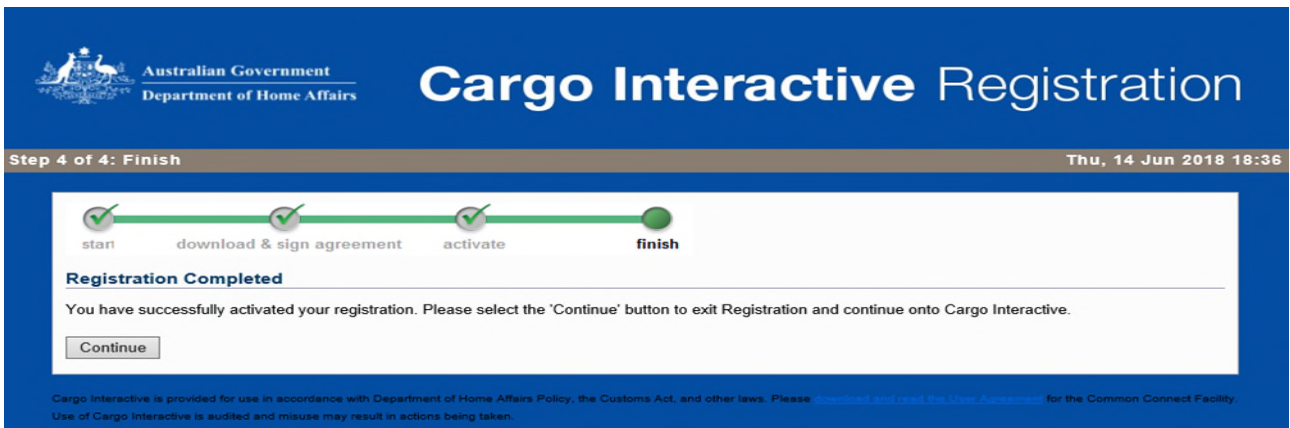
Figure 28:   The Registration Complete page.

Once you click 'Continue' you will be able to login with your current certificate and below page will be displayed with options i.e 'Register for ICS Test' and 'Register for ICS Production'.
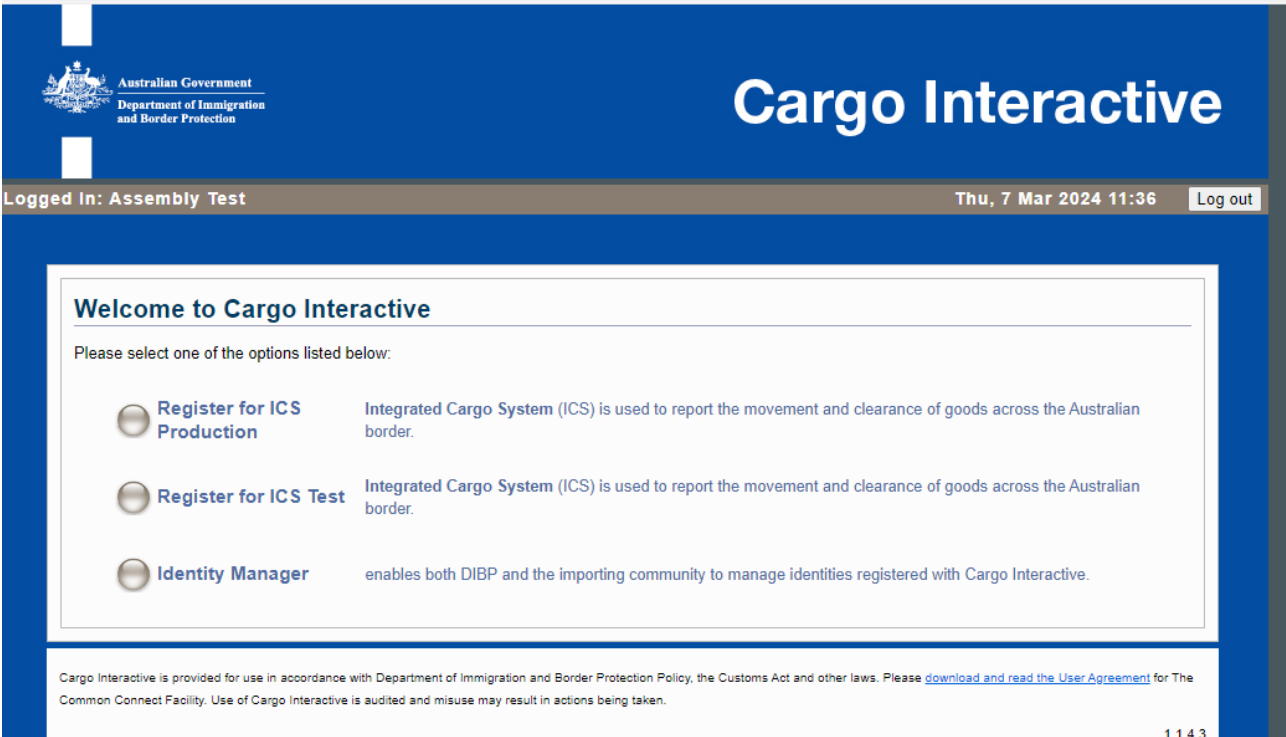
Figure 29:   The Welcome to Cargo Interactive page.

You can select either' Register for ICS Production' or 'Register for ICS Test' option, then you will be navigated to ICS screen.

Figure 30:   The Integrated Cargo System Home Page.

Click 'Registration', enter relevant details and you will receive a messages as 'Do you want to submit the registration'. Once you click ok and it is submitted successfully, ICS registration is completed. You can see the corresponding menu options to access 'ICS Production' and 'ICS Test' accordingly.

Figure 31: **The Cargo Interactive Welcome Page.**

If you intend to communicate with Department of Home Affairs via third party software please setup an EDI client site (Page 12) using the below link:

Module 3.2 - Client Maintenance-Create and Amend basic client details (abf.gov.au)

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	A User/Device status can have a status of **ENABLED**, **DISABLED** or **PENDING**. A User/Device with an **ENABLED** status can currently deal electronically with The Department (provided they have a current and registered Digital Certificate). A User/Device with a **DISABLED** status CANNOT currently deal electronically with The Department. 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.
User	See Registered User.