

A) I do not have / cannot remember my login details.

1. Go to www.esscert.com/retrieve and enter your registered email address in the box provided.
2. Press the Retrieve button once (more than once will reset your login details multiple times).
3. If you have an account with more than one Chamber you will see a list of chambers, press the Retrieve button for the chamber you want to login to.
4. Your login details will then be sent to your registered email address. Please check your junk/spam if you do not receive the immediately.

B) How do upload my signature?

1. Login to your essCert account.
2. Go to the My Account page.
3. On a plain piece of paper (any size) write your signature.
4. Scan the piece of paper as either a png, jpeg, gif or jpg image.
5. Login to your essCert account.
6. Go to the My Account page and Press the Edit Profile link.
7. Upload the image in the Signature Image field (the system will automatically resize and make the image transparent).
8. Press the Submit button at the bottom of the page to save your signature.

C) Where can I get Blank Templates

1. When you are logged into essCert, you will see on the right hand side of the Active Applications page a link to the Blank Templates & Help Centre.
2. Clicking on this link will bring you to that page where you can download the template you need.

D) My colleague(s) needs access to essCert

1. Your company's nominated Primary Contact can set up additional users on the platform. Please see page 5 of this guide for instructions.

E) My application has been rejected, what do I do?

1. Go to the Active Applications page.
2. Identify the relevant application (the text will be in red) and press the Edit button.
3. The reason the application was rejected will pop up on the screen.
4. Make whatever changes the Chamber have requested.
5. If you need to make changes to your PDF uploaded document, you will first need to delete the original template you uploaded. To do this click on the small x beside the file name onscreen. You can then uploaded the amended PDF document.

F) I need to Print my documents again.

1. Go to the Archive page.
2. Search for the application and then press the View button.
3. On the left hand side you will see a Print Extra button, pressing this button will generate the document(s) for you to Print again.

G) I am a Freight Forwarder, how do I add Exporters to my account?

1. We have removed the need for you to be invited to ship on behalf of client.
2. Simply add the name and details of the Client you wish to ship on behalf of as a Consignor.
3. See page 3 of this guide on managing Consignors and Consignees for instructions.