


## Instruction of Email Pre-registration for ClassNK Customer Hub

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### 1. Notes on Pre-registration


 Pre-registration of email addresses is available during the following period.


Pre-registration period: June 15, 2025 – The closing date is to be determined.

#### Note

In order to reflect the collected email addresses in the new log-in system, pre-registration will close from 2 weeks before the system switch. The exact timing will be announced later.

 The pre-registration of the email address will be done for each current login ID (mainly 6-9 digits alphanumeric). If you are currently using multiple log-in IDs, such as “for NK-SHIPS” and “for NK-PASS”, we kindly ask you to pre-register your email address for each log-in ID.

 The pre-registration of email addresses can be done collectively by representatives of the company or organization. It is not necessary for all users to work individually, so we recommend that you designate person to work on behalf of everyone.

 For details about the user permissions (Administrator, Normal User, Visitor User) that can be set with the new log-in system, please refer to the “Account Type and Permission” posted on the special website.

## 2. Log-in to Pre-registration Site

Access to ClassNK official website (<https://www.classnk.or.jp/>), and click the button “ClassNK Customer Hub (Web Service Portal)” (①).

On the next screen, enter your “User ID”, “Password” and “Image Authorization” code, then click the “Login” button (②). Please enter your current ID you are using to log-in to services such as NK-SHIPS or NK-PASS for the “User ID” and “Password” at this time.

**POINT**

Please enter current log-in ID on this page.

Then click the “Register” button (③) to access the email address pre-registration site.

Depending on the log-in ID you are using, the “Register” button may not be displayed. For example, if you have been loaned an account from other company or if you are using sub-account.

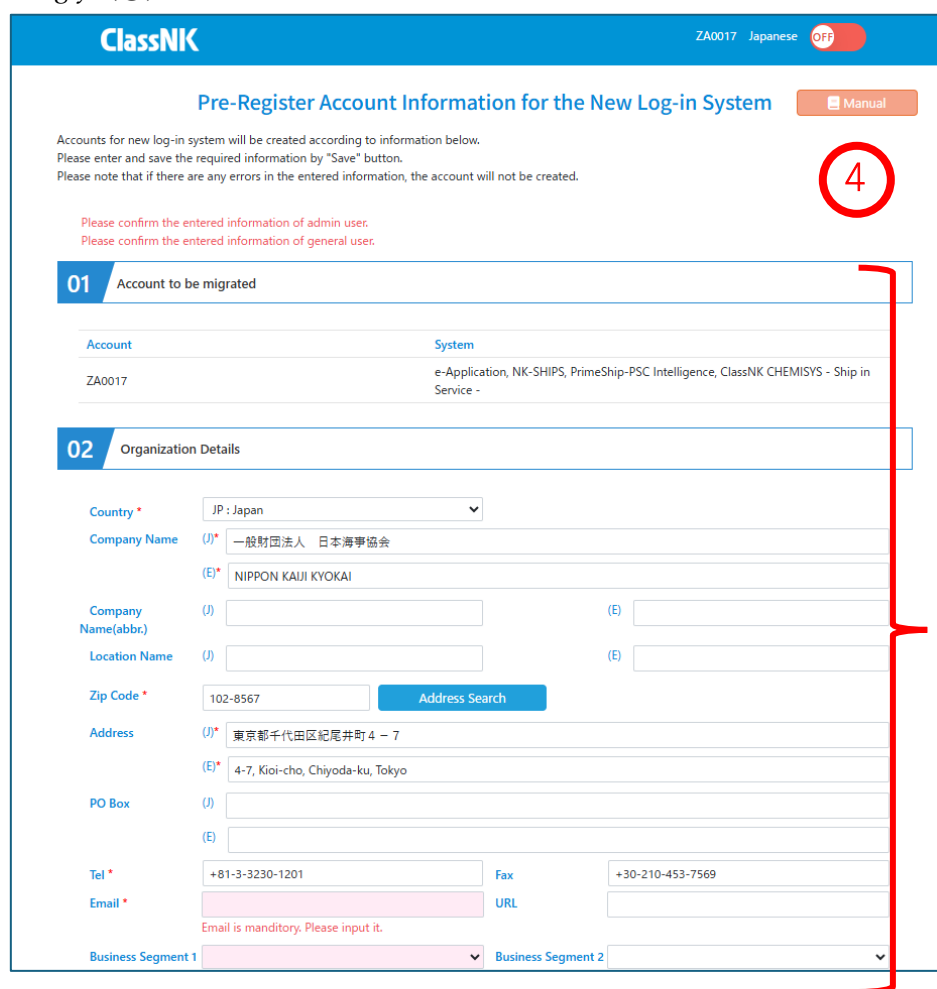
We will investigate the details, so please contact the helpdesk with the ID you used to log-in.

## 3. For Those Who Are Not Using Sub-Users with NK-SHIPS and NK-PASS

### 3.1. Input or Modify Organizational Information

On the pre-registration site, “Account to be migrated” and “Organization Details” will be displayed based on the ID you used to log-in. If this screen is not displayed on the site, please complete pre-registration following step 4 on this instruction.

First, please confirm the displayed organizational information. If there are any errors or changes, please correct it accordingly (④) .



**ClassNK** ZA0017 Japanese Off

**Pre-Register Account Information for the New Log-in System** [Manual](#)

Accounts for new log-in system will be created according to information below.  
Please enter and save the required information by "Save" button.  
Please note that if there are any errors in the entered information, the account will not be created.

Please confirm the entered information of admin user.  
Please confirm the entered information of general user.

**01 Account to be migrated**

Account	System
ZA0017	e-Application, NK-SHIPS, PrimeShip-PSC Intelligence, ClassNK CHEMISYS - Ship in Service -

**02 Organization Details**

Country \* JP : Japan

Company Name (J)\* 一般財団法人 日本海事協会  
(E)\* NIPPON KAUI KYOKAI

Company Name(abbr.) (J) (E)

Location Name (J) (E)

Zip Code \* 102-8567 [Address Search](#)

Address (J)\* 東京都千代田区紀尾井町 4 - 7  
(E)\* 4-7, Kioi-cho, Chiyoda-ku, Tokyo

PO Box (J) (E)

Tel \* +81-3-3230-1201 Fax +30-210-453-7569

Email \*  URL

Email is mandatory. Please input it.

Business Segment 1  Business Segment 2

#### ☒ Check Point

- ✓ Is the ID on the “Account” the one you used to log-in to the pre-registration site?
- ✓ Are all the systems currently being used with this account shown on the “System”?
- ✓ Is the company/organization's information such as address and phone number correct?

## 3.2. Register Users

### 3.2.1. Register Administrators

Please enter the information of the administrator who will add or delete users in “Administrator.” You can register one or more Administrator per organization. Click the “Add” button to add Administrators (⑤). Note that there may be some information already filled based on the ID used to log-in to this page (⑥). The areas highlighted in pink need to be set, so please add or modify them as necessary.

03 Administrator

Add

Email	Name	Dept	Tel Fax	Authentication
	日本海事協会 NIPPON KAIJI KYOKAI			⑥

Add/Edit Organization Members

You can register the user account for new log-in system.  
Please enter the verification code sent to the entered address and check the validity of the email address.

Email \*

tanaka-taro@classnk.or.jp

Send Verification Code

Verification Code

Name

(J) 田中 太郎

(E)\* TANAKA TARO

Dept

(J) IT管理部

(E)\* IT Management Dpt.

TEL \*

090-0000-0000

FAX

Set

#### POINT

A verification code will be sent to the entered email address by clicking “Send Verification Code” button, so you can check if the email address is correct. (You can register email addresses without sending verification code.)

03 Administrator

Add

Email	Name	Dept	Tel Fax	Authentication
it-management@classnk.or.jp	日本海事協会 NIPPON KAIJI KYOKAI	IT Management Dpt.	03-0000-0000	
tanaka-taro@classnk.or.jp	田中 太郎 TANAKA TARO	IT管理部 IT Management Dpt.	090-0000-0000	✓

### 3.2.2. Register Normal Users

For “Normal User”, please enter the information of those who will use the NK services within your organization. There may also be some information pre-filled for Normal Users (⑦). Please ensure that there are no input omissions when multiple users are sharing a single log-in ID. Click the “Add” button to add Normal User (⑧) .

04 Normal User

Add

⑧

Email	Name	Dept	Tel Fax	Authentication
	ClassNK利用者1 ClassNK user1			<div>⑦</div> <div></div>

Add/Edit Organization Members

You can register the user account for new log-in system.  
Please enter the verification code sent to the entered address and check the validity of the email address.

Email \*

suzuki-jiro@classnk.or.jp

Send Verification Code

Verification Code

6515

Name

(J) 鈴木 二郎

(E)\* SUZUKI JIRO

Dept

(J) 検査部

(E) Survey Department

TEL

03-0000-0002

FAX

Set

POINT

User information that does not identify individual names (such as User 01) can also be registered.

04 Normal User

Add

Email	Name	Dept	Tel Fax	Authentication
nk-user@classnk.or.jp	ClassNK利用者1 ClassNK user1	検査部 Survey Department	03-0000-0001 03-0000-0001	<div></div> <div></div>
nk-user02@classnk.or.jp	船体部ユーザ01 Hull 01	船体部 Hull Department	03-0000-0002	<div></div> <div></div>
suzuki-jiro@classnk.or.jp	鈴木 二郎 SUZUKI JIRO	検査部 Survey Department	03-0000-0002	<div>✓</div> <div></div>

## 3.2.3. Register Visitor Users

For “Visitor User”, please input information about external company’s user that use your vessel information through the NK service. Visitor Users can be created with limited available services and periods specifically for individuals from different companies who do not belong to your organization, so you can specify application’s “Access Permissions” and “Service Date”.

- Access Permission (⑨)
  - You can specify one or more services to be used by the Visitor Users you create.
- Service Date (⑩)
  - You can specify the duration for which the services designated in “Access Permission” can be used.
  - If “Service Date” is not specified, the designated service is available indefinitely.

**05 Visitor User** [Add]

[Initialize] [Save]

**Add/Edit Visitor Users**

You can register the visitor account for external user for new log-in system.

Email \* abc@nk-shipping.co.jp

Visitor Name NK Shipping Co.

Access Permission ▼ ⑨

Service Date 2025-05-01 - 2025-12-31 ⑩ [Set]

**Add/Edit Visitor Users**

You can register the visitor account for new log-in system.

Search... [X]

☐ e-Application

☒ NK-SHIPS

☐ Ship-PSC Intelligence

☐ ClassNK CHEMISYS - Ship in Service

Email \* [X]

Visitor Name [X]

Access Permission [X] ▼

Service Date 2025-05-01 - 2025-12-31 [Set]

**05 Visitor User** [Add]

Email	Visitor Name Access Permission	Service Date	
abc@nk-shipping.co.jp	NK Shipping Co. Ltd e-Application, NK-SHIPS	2025-05-01 - 2025-12-31	[Edit] [Delete]
yoshio@shipping-xyz.com	XYZ Ships ClassNK CHEMISYS - Ship in Service -	-	

### POINT

Empty “Service Date” means it is available indefinitely.

## 3.3. Save the Input Information

After entering the user information, please click the “Save” button at the bottom of the screen to save your input (11) . Pre-registration will be completed with entering all the email addresses you want to register and confirming that there are no items highlighted in pink. Accounts for the new log-in system will be issued after the system switch, which is planned after the year 2026.

The screenshot shows a web interface titled "05 Visitor User" with an "Add" button in the top right. Below the title is a table with three columns: "Email", "Visitor Name / Access Permission", and "Service Date".

Email	Visitor Name Access Permission	Service Date
abc@nk-shipping.co.jp	NK Shipping Co. Ltd e-Application, NK-SHIPS	2025-05-01 - 2025-12-31
yoshio@shipping-xyz.com	XYZ Ships ClassNK CHEMISYS - Ship in Service -	-

At the bottom right of the interface, there are two buttons: "Initialize" (labeled with a red circle 12) and "Save" (labeled with a red circle 11). Both buttons have red arrows pointing to them.

You can also edit and overwrite your input at any time during the email address pre-registration period. Please make appropriate corrections when there are changes to organizational information or personnel transfers. The closing date of the pre-registration will be announced later.

### ☒ Check Point

- ✓ Are all pink highlighted fields turned white?
  - ✧ No single account of the organization will be created if there is an error.
  - Please click the button to check the error details.
- ✓ Is every email address of those who wish to use the System entered?

## 3.4. Clear the Input Information

If you want to delete all entered user information, please click the “Initialize” button at the bottom of the screen (12) . Please note that all input fields will return to an empty state (13) .

Please register at least one admin user.

01

Account to be migrated

Account	System
ZA0017	e-Application, NK-SHIPS, PrimeShip-PSC Intelligence, ClassNK CHEMISYS - Ship in Service -

02

Organization Details

Country \*

please select

Country is mandatory. Please select it.

Company Name

(E)\*

Company Name(E) is mandatory. Please input it.

Company Name(abbr.)

(E)

Location Name

(E)

Zip Code \*

Zip Code is mandatory. Please input it.

Address

(E)\*

Address(E) is mandatory. Please input it.

PO Box

(E)

Tel \*

Tel is mandatory. Please input it.

Fax

Email \*

Email is mandatory. Please input it.

URL

Business Segment 1

Business Segment 2



## 4. For Those Who Are Using Sub-Users with NK-SHIPS and NK-PASS

When you log-in to the pre-registration site by entering your current log-in ID, following screen may be displayed. In that case, please follow the instructions on the screen to complete pre-registration.

If this screen is not displayed on the site, please complete pre-registration following step 3 on this instruction.

ClassNK
IX0084H07
Japanese
OFF

### Pre-Register Accounts for the New Log-in System "CCH Portal"

This site is displayed for login accounts using the sub-user functions of NK-SHIPS and NK-PASS.  
We will collect user information according to the following steps:  
In this procedure, we will exchange the pre-registration sheet via email and Box (file sharing tool).  
Therefore, in "STEP 1: Send a blank email," please send an email from the representative's email address who will receive and return the pre-registration sheet in STEP 2 to STEP 4.  
(We do not intend to receive blank emails from everyone who has logged into this page, so please have only one representative send the blank email.)

☒ STEP1 Send a blank email

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We will send the pre-registration sheet via email.  
Please send a blank email from the email address where you wish to receive the sheet. Feel free to add any necessary email addresses in the Cc field.

[Click here to send a blank email](#)

If your mailer does not work from the link above, please send a email manually with the following information.

From:

To:

Cc: Please add the email addresses of the recipients as needed.

Subject:

Body: No need to input.(Empty)


☒ STEP2 Fill the sheet and send to NK

☒ STEP3 Revise the shee and resend to NK

☒ STEP4 Complete

NIPPON KAIJI KYOKAI(ClassNK) CCH Portal Account Helpdesk

## 5. Reference: Common Error Messages for Pre-registration Site

The main error messages displayed on the pre-registration site are as follows. The background of the input field will turn pink if there are errors or duplicates in the input, including messages not listed in the table. If there is any pink field, please open your input by clicking  button and check the error message. Please contact CCH Portal Account Helpdesk if you have any questions regarding how to handle error messages.

### ◆Error messages with pink highlighted field

Subject	Error message	Reason for display / Countermeasure
Organization Details Administrator Normal User Visitor User	○○ is mandatory. Please input it.  * Error item name will be displayed in ○○.	Required input fields have not been selected or entered. Please enter the necessary fields.
Organization Details	Enter the PO Box within 300 characters.	Character limit exceeded. Please review your input and make sure the character count is 300 or less.
Organization Details Administrator Normal User	Input only alphanumeric symbol characters for ○○.  * Error item name will be displayed in ○○.	Invalid characters have been entered. Please enter only half-width alphanumeric characters and half-width symbols.
Organization Details Administrator Normal User Visitor User	Entered Email is invalid.	The format of the email address is not correct. Please enter a valid email address. (ex) “@” is missing, invalid domain, multibyte characters, etc.
Administrator Normal User Visitor User	Entered Email has been already registered.	Entered email address already exists in Administrator, Normal User, or Visitor User within the same organization. Only one registration of the same email address is possible per Account(organization), so please check your input. It is acceptable to duplicate the email address with that of the “Organization Details.”
Visitor User	The specified date is incorrect.	Service Date is incorrect. Please check the start date and end date of Service Date.

Organization Details Administrator Normal User Visitor User	Cannot ○○ due to edited by another user. * Delete, Save, or Setting will be displayed in ○○.	Another person in your organization has used the same log-in ID to pre-register and has edited the content. Please log out once, then log back in to load the latest information.
Administrator Normal User Visitor User	Please confirm the entered information of “○○.” * Administrator , Normal User, or Visitor User will be displayed in ○○.	There is some error in the input. Please correct the items with a pink background. Please note that the Administrator has more required input fields compared to the Normal User.

## ◆Other error messages

Display area	Error message	Reason for display / Countermeasure
Top of the screen	Please register at least one admin user.	No single Administrator is registered. Please add at least one Administrator to the organization.
Top of the screen	The entered data has not been saved. Please click "Save" button.	You have not saved the pre-registration information even once. Please check the inputs and click “Save”. Even if there are items with a pink background remaining, it is still possible to save the inputs. However, <u>if there is even one pink field remaining after September 15, all accounts in the organization cannot be issued.</u> Please ensure to complete your input and “Save” it during the pre-registration period.
Other	Authentication has expired. Please close and open the application to re-authenticate.	The browser's authentication information (session) has expired due to reasons such as not performing operations for a certain period of time. Please close the browser once and log-in again.

Please feel free to contact CCH Portal Account Helpdesk via the special website if you have any questions or concerns regarding the above.