

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 – September 14, 2025. (JST)

⚠ Note ⚠

In order to reflect the collected email addresses in the new log-in system, pre-registration will not be available from September 15 to September 27.

☞ The pre-registration of the email address will be done for each current login ID (6 digits alphanumeric). If you are currently using multiple log-in IDs, we kindly ask you to pre-register your email address for each log-in ID.

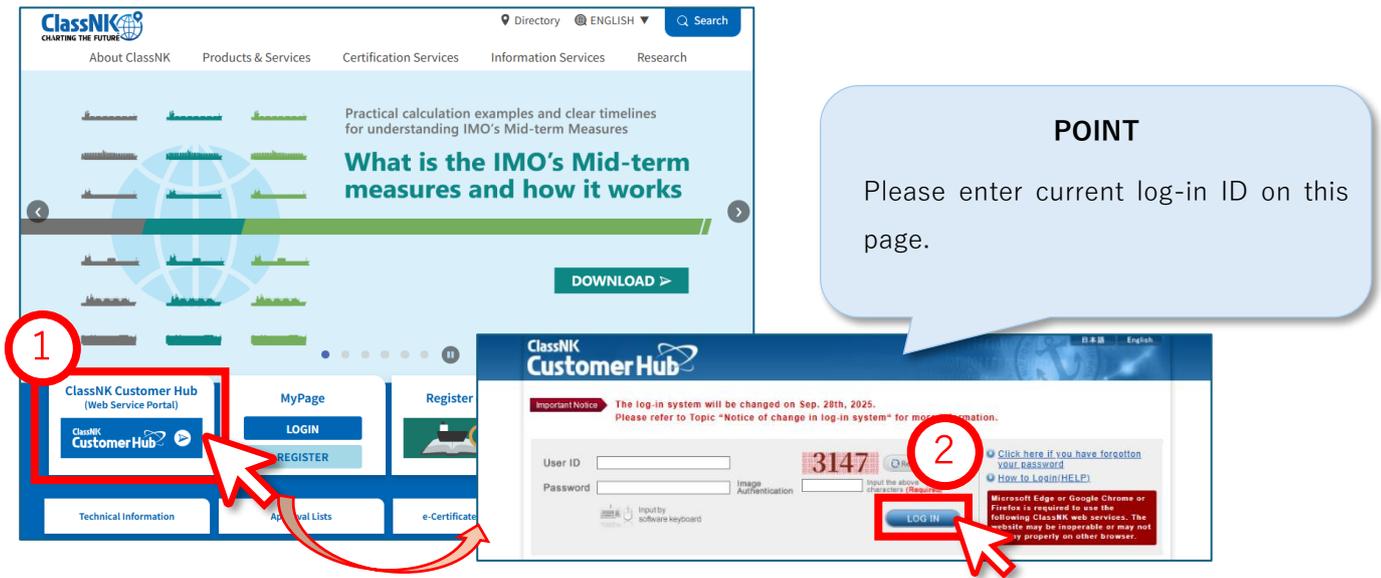
☞ The pre-registration of email addresses can be done collectively by representatives of the company or organization. It is not necessary for all users to work individually, so we recommend that you designate person to work on behalf of everyone.

☞ 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 the alphanumeric account you are using to log in to NK-SHIPS and NK-PASS for the “User ID” and “Password” at this time.



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



If you have sub-user accounts in NK-SHIPS or NK-PASS, the procedure after logging-in will be different, so please follow the instructions displayed on the screen.

3. 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.

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

Check Point

- Account to be migrated
 - ✓ 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”?
- Organization Details
 - ✓ Is the company/organization's information such as address and phone number correct?

4. Register Users

4.1 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.

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

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 *

Verification Code

Name (J)
(E)*

Dept (J)
(E)*

TEL *

FAX

POINT

A verification code will be sent to the entered email address by clicking “Send Verification Code” button.
Please use it to check if the entered email address is correct.

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	✓

4.2 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

Email	Name	Dept	Tel Fax	Authentication
	ClassNK利用者1 ClassNK user1			✎ 🗑

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 *

Send Verification Code

Verification Code

Name

(J)

(E)*

Dept

(J)

(E)

TEL

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	✎ 🗑
nk-user02@classnk.or.jp	船体部1-ザ01 Hull 01	船体部 Hull Department	03-0000-0002	✎ 🗑
suzuki-jiro@classnk.or.jp	鈴木 二郎 SUZUKI JIRO	検査部 Survey Department	03-0000-0002	✓ ✎ 🗑



4.3 Register Visitor Users

For “Visitor User”, please input information about external company’s user hat 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.

The process is shown in three stages:

- Step 1:** The 'Add' button is visible in the top right corner of the '05 Visitor User' section.
- Step 2:** The 'Add/Edit Visitor Users' form is displayed. The 'Access Permission' dropdown menu is highlighted with a red box and circled with a '9'. The 'Service Date' field is highlighted with a red box and circled with a '10'. A red arrow points from the 'Access Permission' field to the 'Service Date' field.
- Step 3:** The resulting list of visitor users is shown. The first user is 'abc@nk-shipping.co.jp' with 'NK Shipping Co. ltd' as the visitor name, 'e-Application, NK-SHIPS' as access permissions, and '2025-05-01 - 2025-12-31' as the service date. The second user is 'yoshio@shipping-xyz.com' with 'XYZ Ships' as the visitor name, 'ClassNK CHEMISYS - Ship in Service -' as access permissions, and an empty service date field.

POINT
Empty “Service Date” means it is available indefinitely.



5. 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). You can save and edit your input at any time during the email address pre-registration period (from June 15, 2025, to September 14, 2025).

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 -	-

Buttons: Initialize (12), Save (11)

6. 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).

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] (13)
Country is mandatory. Please select it.

Company Name (E)* [input field]
Company Name(E) is mandatory. Please input it.

Company Name(abbr.) (E) [input field]

Location Name (E) [input field]

Zip Code * [input field]
Zip Code is mandatory. Please input it.

Address (E)* [input field]
Address(E) is mandatory. Please input it.

PO Box (E) [input field]

Tel * [input field] Fax [input field]
Tel is mandatory. Please input it.

Email * [input field] URL [input field]
Email is mandatory. Please input it.

Business Segment 1 [input field] Business Segment 2 [input field]

7. For Those Who Using Particular Log-in IDs

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.

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

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

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

