

# FAQ

Date Published: May, 2025

## 1 Change of log-in system

### Q : Why are you changing the log-in system?

A : To enhance account management and security, we will change the log-in system from the shared organizational accounts to individual user accounts.  
For more details, please refer to the "Information about changing log-in system for ClassNK Services".

### Q : How was the previous log-in system?

A : Currently, accounts were issued on a company or organization basis, and each service required a separate log-in. With the new log-in system, individual accounts will be used, and you will be able to access all necessary services with a single log-in.

### Q : How will the log-in system change?

A : Currently, we issue single account for each company or organization to log-in. However, after the change, the log-in will be switched to individual user accounts.  
For more details, please refer to the "Information about changing log-in for ClassNK Services".

### Q : When will the new log-in system and accounts be changed?

A : The new log-in system will be released on September 28, 2025.

## 2 Pre-registration

### Q : What is pre-registration?

A : In preparation for the change in log-in system on September 28, 2025, we kindly request that all current users pre-register your company information and email address. By completing the pre-registration, you will be able to smoothly use the service with the new log-in system from September 28 onwards.  
We will provide further instructions and guidance in line with the opening of the pre-registration site. We appreciate your cooperation in this matter.

### Q : Why is pre-registration necessary?

A : Pre-registration is required due to the change in the log-in system on September 28, 2025. The current log-in IDs will be discontinued on September 27. If you do not register during the pre-registration period, it will be necessary to register when you exactly use our service after September 28, so you may not be able to access our service

### Q : When does the pre-registration start? Please let me know the period.

A : Pre-registration is scheduled from June 15, 2025, to September 14, 2025. By pre-registering your email address during this period, you will be able to smoothly use all services immediately after the log-in system changes on September 28.

### Q : What happens if I do not pre-register?

A : If you do not complete the pre-registration, it will be necessary to register your email address after the log-in system changes on September 28, 2025. While you will still be able to use the services immediately after completing the registration, this may cause delays in urgent tasks. To ensure smooth access to all services from the day of the log-in system change, we kindly ask for your cooperation in completing the pre-registration.

**Q : Which kind of person need to pre-register?**

A : All users who currently log-in to our services through the 'Web Service Portal' are required to pre-register. Specifically, this includes users of services such as NK-SHIPS, NK-PASS, e-Application, e-Certificate, and MRV Portal, as well as users of software-based services like TMReport, and Prime-Ship HULL.

**Q : I am not sure if I need to pre-register (or create an account).**

A : All users who currently log-in to our services through the 'Web Service Portal' are required to pre-register. Specifically, this includes users of services such as NK-SHIPS, NK-PASS, e-Application, e-Certificate and MRV Portal, as well as users of software-based services like TMReport and Prime-Ship HULL.  
However, if your account is provided by another company/organization, you may not need to pre-register. In that case, please contact the company/organization that provided your account.

**Q : Can I register my email address at any time during the pre-registration period?**

A : Yes, you can register at any time during the pre-registration period from June 15, 2025, to September 14, 2025. There are no time restrictions for email address registration, so you can register 24 hours a day.  
However, please note that pre-registration data will be migrated and registration will be temporarily disabled from September 15 to September 27. If you register your account on the pre-registration site between September 15 and September 27, please re-register after September 28.

**Q : If I apply NK services during the pre-registration period, will I also need to register on the email address pre-registration site?**

A : Yes, if you apply our service during the pre-registration period, it will necessary to register on the email address pre-registration site in addition to the current service site. The new log-in system will be available from September 28, 2025, so please continue to log-in via Web Service Portal until then.

**Q : What kind of email address should I prepare for pre-registration?**

A : The email address will be used as an individual log-in account, so please prepare a company email address that you personally own. Additionally, notifications will be sent to the registered email address when activating the account, so please ensure it is an address where you can receive emails.

**Q : Can I register with a shared email address?**

A : With the new log-in system, we ask users to log-in individually. Therefore, we generally request the registration of personal email addresses.

### 3 Account

#### Q : How long can we use the current Web Service Portal account?

A : You can use current log-in ID until September 27, 2025.

#### Q : Do I need to return the account I have been using?

A : You will no longer be able to log-in with your current account by changing log-in system on September 28, 2025, so there is no need to return it.

#### Q : Can I discard my current account after registering on the pre-registration site?

A : Please retain your current account until the new log-in system will be released on September 28, 2025, as you will continue to use the current account for log-in to our services.

#### Q : What services can I use by creating an account on ClassNK Customer Hub?

A : Creating an account on ClassNK Customer Hub Portal alone does not grant access to various services. To use the services, please apply for the corresponding services through ClassNK Customer Hub.

### 4 Use of various services

#### Q : Do all users need to apply individually to use the services?

A : Service usage applications are made on an "organizational" basis. Therefore, if the "organization's account administrator (admin user)" applies, all users belonging to the organization will be able to use the service.

For the same reason, even if only one person within the organization uses the service, individual service applications are generally not accepted.

#### Q : Will I be able to use the service immediately after applying?

A : You will not be able to use the service immediately. After our staff reviews your application and completes the setup process, you will receive approval, which may take approximately 1 to 5 business days. Some services can be used on the same day, while others may take a few days. For more details, please contact the respective service desk.

### 5 Others

#### Q : What is ClassNK Customer Hub?

A : ClassNK Customer Hub is a service which related to individual vessels such as NK-SHIPS and e-Certification, and is used by applying for the service on a company or organization basis.

#### Q : What is the difference between MyPage Login and ClassNK Customer Hub?

A : MyPage Login is a service that allows general person to view various guidelines, research and development results, papers, and other maritime-related information. It is available for registration by the general public. ClassNK Customer Hub is a service related to individual vessels such as NK-SHIPS and e-Certification, which is used by applying for the service on a company or organization basis.

#### Q : If I have already registered my email address for MyPage Login for ClassNK, do I need to register again for ClassNK Customer Hub?

A : Since they are different services, you will need to register for each one separately. MyPage Login is a service that allows you to view various guidelines, research and development results, papers, and other maritime-related information. It is available for registration by the general public. ClassNK Customer Hub is a service related to individual vessels such as NK-SHIPS and e-Certification, which is used by applying for the service on a company or organization basis.