Information about changing log-in system for ClassNK Services

May, 2025

1. Regarding change of log-in system

I. Changing of log-in system

Thank you for using our services and systems.

We would like to take this opportunity to inform you of a change of log-in system for our services and systems, effective September 28, 2025 (Sunday).

II. Merits for changing log-in system

Currently, we provide a single account per service for each company/organization, and the account is shared among several person (shared account). We will switch log-in account to each user's email address through this changing (individual account). Customer benefits from the change including below:

➢ Enables proper management of actual users by no longer using shared accounts.

➢ Enables appropriate deletion of accounts according to the actual situation of the company/organization, making it easier to prevent unauthorized use and leakage of information after users transferred or left the company/organization.

➢ Enables log-in to every service by a single account without switching accounts per service, when using multiple services, for example NK-SHIPS, and NK-PASS, and more.

➢ Enables the provision of detailed services tailored to each individual user by identifying each account individually, which is not possible with a shared account.

As described above, we hope to make our services easier and safer to use, and we would like to provide more personalized, high-value-added services to each individual user in the future.

We will also take this opportunity to open a new service portal website "ClassNK Customer Hub (CCH)" so that those who use our services can access useful information and services.

2. Request for pre-registration of account due to change in log-in system

In advance of the upcoming start of log-in with email address, we will be opening a website where users can pre-register their company information and email addresses between June and September 2025. Pre-registering will enable you to smoothly start using the new log-in system

We plan to provide instructions and other information when the pre-registration site opens, so we appreciate your cooperation when that time comes.

Switch date of log-in system： September 28th, 2025 (Sunday)

Pre-registration period： June 15th, 2025 (Sunday) – September 14th, 2025 (Sunday)

*Pre-registration site will be opened June 15th, you will be able to access after the date.

*Log-in via email address will be effective after September 28th.

---

3. The new log-in system

I. Features of the new log-in system

With the new log-in system, every customer will log-in with their email address as a personal account. Personal accounts and passwords will not be shared with others, so you will need to manage them yourself.

Personal accounts will be shared across our services and systems, so you can use the services your organization uses, such as NK-SHIPS and NK-PASS, with a single personal account. There is no need to log-in again each time you use a different service.
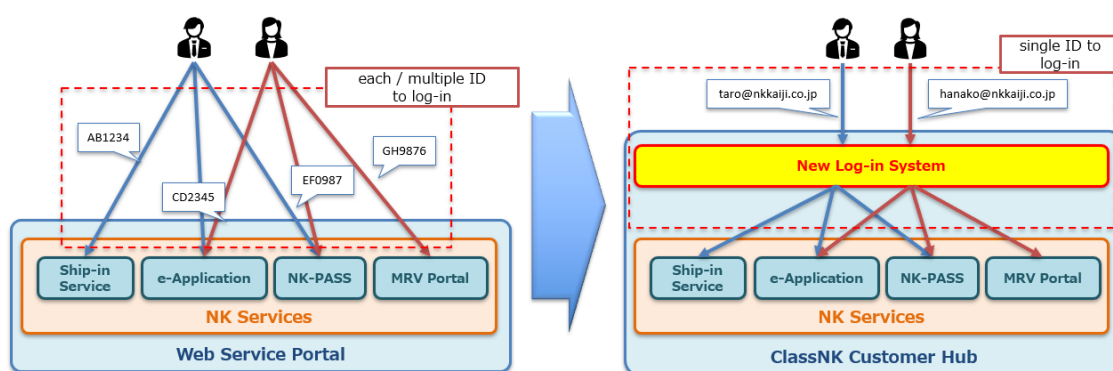

Figure: The log-in image of the new log-in system

II. Account management

In the previous log-in system, shared accounts were issued and sent by ClassNK for each organization. After the log-in system will be changed, you can easily register, update, and delete users by using the user management function of CCH. You can also allow external people who do not belong to the organization to temporarily use designated services and systems.

This allows you to manage internal and external users appropriately according to the usage situation of your company or organization.

With the new log-in management system, users can be managed by categorizing them into three types as shown in the table below. "Administrator user" type is for those who manage organizational information and users within the organization. "Normal user" type is for those who use each service and system within the organization. "Visitor user" type is for external users outside the organization, allowing them to use ClassNK's services and systems in the same way as internal users, with limitations on the period and scope of access. The table below shows an overview of the account types and an example of account issuance for a ship management company.

Table: The account type of new log-in system

Account type	Overview	User examples
Administrator user	A user who has the authority to log-in to the system and to create, update, and delete accounts within an organization.	HR department, IT management department, etc.
Normal user	Users who use the system to carry out their work.	Quality Control Department, Operation Control Department, Crew Management Department, etc.
Visitor user	A temporary user who is invited to organization for a specified period.	Contracted insurance companies, etc.

If you have any questions, please feel free to contact us at the address below.

【Latest news and Inquiry】
ClassNK Account Helpdesk
Latest news: https://www.classnk.or.jp/hp/en/activities/portal/nkauth.html
Inquiry form: Contact form on the above site