



# TTBizLink ID User Guide

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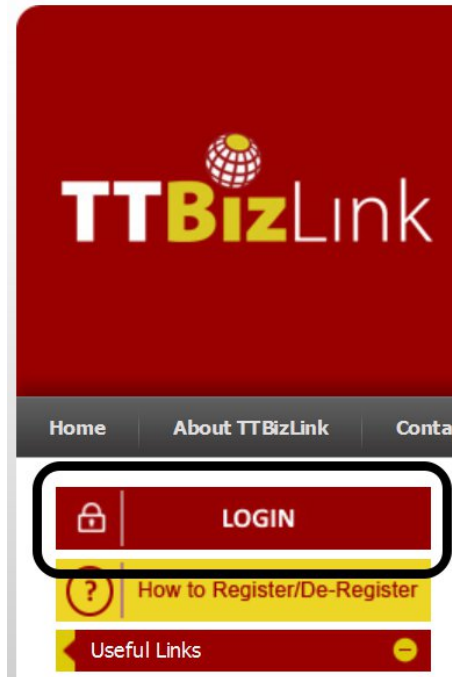
## Introduction

TTBizLink has upgraded its system to further meet its promise of uninterrupted access to the TTBizLink website by providing you with an alternative to the ttconnect login identification - a TTBizLink ID.

Using the TTBizLink ID, you can access the TTBizLink website to complete and submit your applications. In this way, should you encounter any challenge with using the ttconnect ID, you can simply switch to using the TTBizLink ID or, indeed, use the TTBizLink as your main login ID. Please note that unlike the ttconnect ID, the password for the TTBizLink ID does not expire.

This guide addresses the use for applicants and declarants who are already registered with TTBizLink. You must firstly activate your TTBizLink ID. If it is already activated and you know your password then you may proceed to logging in with your TTBizLink ID. If you don't know or don't have your password readily available, then you can consider setting or resetting your password. To get started, visit the TTBizLink website at [www.ttbizlink.gov.tt](http://www.ttbizlink.gov.tt).

## Activate TTBizLink ID



Step 1. Click on Login.

### Beware of Phishing Attacks

- Phishing is a fraudulent attempt made through e-mail, phone calls, SMS etc. seeking your personal and confidential information.
- You will not be sent e-mails/SMSs or receive any phone calls from TTBizLink or any of its partners requesting your personal information or password. Any such e-mail/SMS or phone call is an attempt to steal your credentials. Never respond to such an e-mail/SMS or phone call.
- Please immediately report if you receive any such e-mail/SMS or phone call by sending a copy of the message or any related details to [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt) or call us at **800-4739** between 8am to 4pm, Monday to Friday.
- Test your knowledge, click [Phishing Scams; Avoid The Bait and Take The Quiz](#) (source: OnGuardOnline.gov)

### Important Security Tips

- Access the TTBizLink website only by typing [ttbizlink.gov.tt](http://ttbizlink.gov.tt) in the address bar of your browser.
- Do not click on any link which has been received via e-mail from an unexpected/untrusted source.
- Change your tconnect ID password periodically.
- Having the following will improve your internet security:
  - Newer version of Operating System with latest security patches.
  - Latest version of Browsers (Internet Explorer 7.0 and 8.0, Mozilla Firefox 3.1 and above).
  - Firewall is enabled.
  - Antivirus signatures applied.
- Keep your computer free from malware, scan regularly with Antivirus software to ensure that the system is Virus/Trojan free.
- Never reveal your tconnect ID password to anyone and change it immediately if you have accidentally done so.
- Avoid accessing TTBizLink from cyber cafes or shared computers.
- For information on malware, click [Protect Your Computer from Malware](#) (video source: OnGuardOnline.gov).
- For information on how to safely use public Wi-Fi networks, click [Public Wi-Fi Networks Advice](#) (video source: OnGuardOnline.gov).



Step 2. At the bottom of the page the click on Continue to login with TTBizLink ID.

Step 3. Click on Self registration for TTBizLink ID (Alternatively for Steps 1-3, you can just click on this hyperlink: <http://www.ttbizlink.gov.tt/tntcmn/faces/common/SelfRegistration.jsf>)

Step 4. Enter your ttconnect ID, First Name, E-mail address and Date of Birth into the respective fields. (N.B. You must already be registered with TTBizLink using Form A or Form B. This information must correspond exactly to that existing account.)

## Self-Registration

To initiate the password creation process, please follow the instructions sent to your email address registered with TTBizLink.

[Return to Home Page](#)

Step 5. Check your email and open the email received. Click on the appropriate link.

## Set/Reset Password

New Password	<input type="password"/>
Confirm New Password	<input type="password"/>
Password strength:	Password not entered <div style="width: 50px; height: 10px; background-color: #ccc;"></div>
Security Question	Choose One <span>▼</span>
Answer	<input type="text"/>
Security Question	Choose One <span>▼</span>
Answer	<input type="text"/>
	<input type="submit" value="Submit"/>

Step 6. Enter a new password and confirm the password. You must set two different security questions and answers. Click Submit.

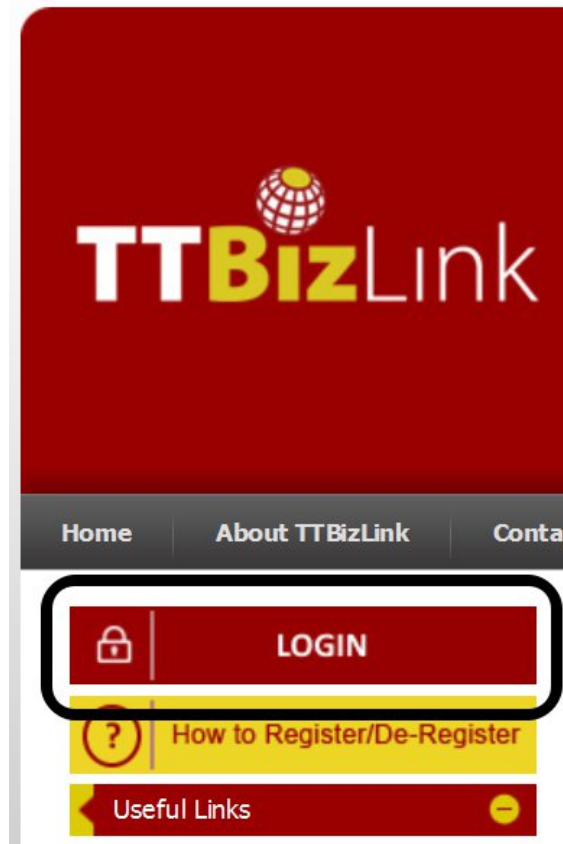
## Set/ Reset Successful!

Your password has been successfully set/reset.

[Return to Home](#)

Step 7. Your TTBizLink ID will now be activated. The password should now be set and you can now log in using TTBizLink ID.

## Log in with TTBizLink ID



Step 1. Click on Login.

### Beware of Phishing Attacks

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- You will not be sent e-mails/SMS or receive any phone calls from TTBizLink or any of its partners requesting your personal information or password. Any such e-mail/SMS or phone call is an attempt to steal your credentials. Never respond to such an e-mail/SMS or phone call.
- Please immediately report if you receive any such e-mail/SMS or phone call by sending a copy of the message or any related details to [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt) or call us at **800-4739** between 8am to 4pm, Monday to Friday.
- Test your knowledge, click [Phishing Scams](#); [Avoid The Bait and Take The Quiz](#) (source: OnGuardOnline.gov)

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- Change your tconnect ID password periodically.
- Having the following will improve your internet security:
  - Newer version of Operating System with latest security patches.
  - Latest version of Browsers (Internet Explorer 7.0 and 8.0, Mozilla Firefox 3.1 and above).
  - Firewall is enabled.
  - Antivirus signatures applied.
- Keep your computer free from malware, scan regularly with Antivirus software to ensure that the system is Virus/Trojan free.
- Never reveal your tconnect ID password to anyone and change it immediately if you have accidentally done so.
- Avoid accessing TTBizLink from cyber cafes or shared computers.
- For information on malware, click [Protect Your Computer from Malware](#) (video source: OnGuardOnline.gov).
- For information on how to safely use public Wi-Fi networks, click [Public Wi-Fi Networks Advice](#) (video source: OnGuardOnline.gov).



Step 2. At the bottom of the page click on Continue to login with TTBizLink ID.



Continue to login with TTBizLink ID

Email \*:  

Password \*:

**Login**

[Forgot your password?](#)

[Self registration for TTBizLink ID](#) 

Step 3. Fill in your Email (email address) and password. Click on Login.



Home | About TTBizLink | Contact Us | FAQ | Feedback | Password Management

Welcome 

[Update TTBizLink ID profile](#)

**Main TTBizLink Services**

**e-Import/Export Permits & Licences [Subscribed]**

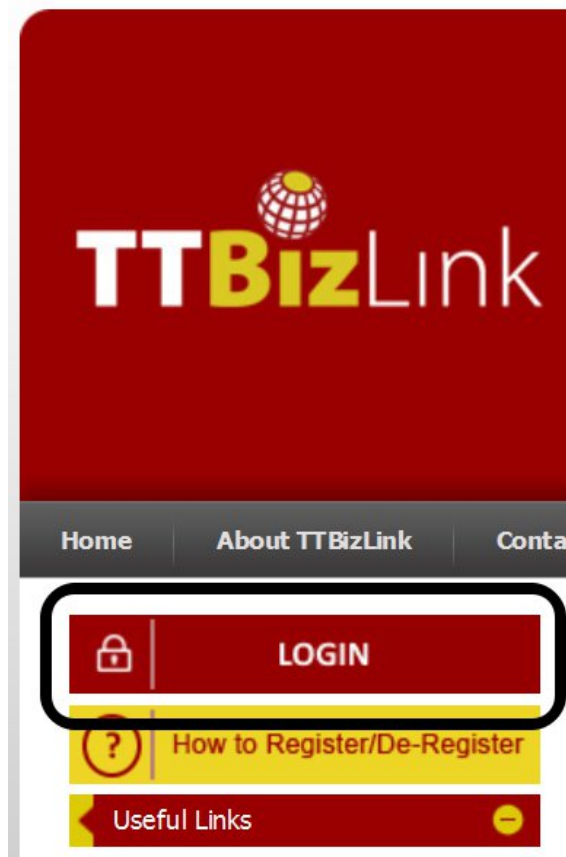
 This service allows importers/exporters to

Step 4. You should now be logged in to TTBizLink.



## Reset Password

This process will apply if you already set your password and remember your security questions and answers set. If you don't remember the answers for the security questions and answers set then you can proceed to [Reset Security Questions and Answers](#).



Step 1. Click on Login.

### Beware of Phishing Attacks

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- You will not be sent e-mails/SMSs or receive any phone calls from TTBizLink or any of its partners requesting your personal information or password. Any such e-mail/SMS or phone call is an attempt to steal your credentials. Never respond to such an e-mail/SMS or phone call.
- Please immediately report if you receive any such e-mail/SMS or phone call by sending a copy of the message or any related details to [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt) or call us at **800-4739** between 8am to 4pm, Monday to Friday.
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Step 2. At the bottom of the page the click on Continue to login with TTBizLink ID.



Continue to login with TTBizLink ID

Email \*:  

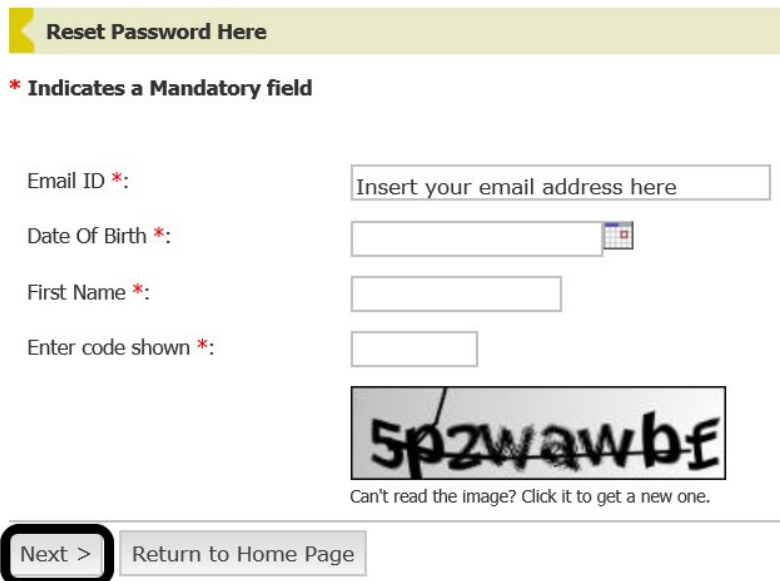
Password \*:

**Login**

**Forgot your password?**

**Self registration for TTBizLink ID** 


Step 3. Click on Forgot your password.



**Reset Password Here**


**\* Indicates a Mandatory field**

Email ID \*:

Date Of Birth \*:  

First Name \*:

Enter code shown \*:



Can't read the image? Click it to get a new one.

**Next >**


Step 4. Enter your Email ID (email address), Date of Birth, First Name, and CAPTCHA code. Click on Next.

**Reset Password Here**

Please enter the information below:

For security purpose, please enter the following information that you provided during registration.







Step 5. Enter the answer to the selected two security questions. Click on Next.

**Reset Password Here**

To initiate the password reset process, please follow the instructions sent to your email address registered with TTBizLink

Step 6. Check your email and opens the email received. Click on the appropriate link.

**Set/Reset Password**

New Password

Confirm New Password

Password strength: Password not entered

Step 7. Enter a new password and confirm the password. Click Submit.

**Set/ Reset Successful!**

Your password has been successfully set/reset.

Step 8. The password should now be set. You may now login with the new password. You may then click Return to Home.

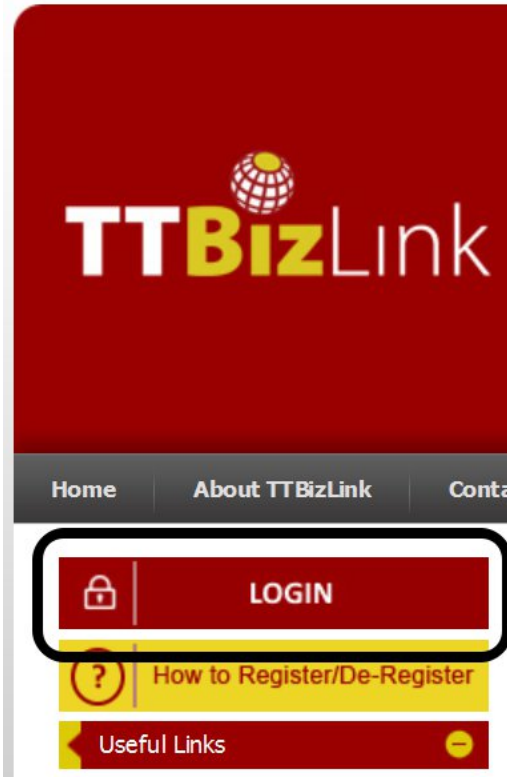
## Reset Security Questions and Answers

If you forgot your password and security questions and answers, you can contact the TTBizLink Help desk. The system administrator can then reset the questions and answers for you. Once it is confirmed as completed you can proceed to [Set a Password](#).

## Set Password

This will apply in the case that your TTBizLink ID is already activated but have not yet set your password and security questions and answers.

This will also apply in the case that you have set your password but the security questions and answers were reset by the administrator.



Step 2. Click on Login.

### Beware of Phishing Attacks

- Phishing is a fraudulent attempt made through e-mail, phone calls, SMS etc. seeking your personal and confidential information.
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- Please immediately report if you receive any such e-mail/SMS or phone call by sending a copy of the message or any related details to [support.ttbizlink@gov.tt](mailto:support.ttbizlink@gov.tt) or call us at **800-4739** between 8am to 4pm, Monday to Friday.
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- For information on how to safely use public Wi-Fi networks, click [Public Wi-Fi Networks Advice](#) (video source: OnGuardOnline.gov).



Step 3. At the bottom of the page click on Continue to login with TTBizLink ID.

Step 4. Click on Forgot your password.

Step 5. Enter your Email ID (email address), Date of Birth, First Name, and CAPTCHA code. Click on Next.

Step 6. Check your email and open the email received. Click on the appropriate link.

**Set/Reset Password**

New Password

Confirm New Password

Password strength: Password not entered

Security Question Choose One

Answer

Security Question Choose One

Answer

Step 7. Enter a new password and confirm the password. You must set two different security questions and answers. Click Submit.

**Set/ Reset Successful!**

Your password has been successfully set/reset.

---

Step 8. The password should now be set. You may now login with the new password. You may then click Return to Home.

## Change password



Step 1. Log in to TTBizLink and then click on Password Management.



Step 2. Click on Change Your Password.

The screenshot shows the 'Change Password' form. It contains four input fields: 'Email ID' with the placeholder text 'Insert your email address here' and an asterisk icon; 'Current Password' with an asterisk icon; 'New Password' with a circular refresh icon; and 'Verify New Password' with a circular refresh icon. Below the input fields is a 'Change Password' button, which is highlighted with a black rounded rectangle. At the bottom, there is a 'Password strength:' label and a progress bar that is currently empty, with the text 'Password not entered' below it.

Step 3. Enter your Email ID (email address), Current Password, and New Password twice. Click on Change Password.



**Set/ Reset Successful!**

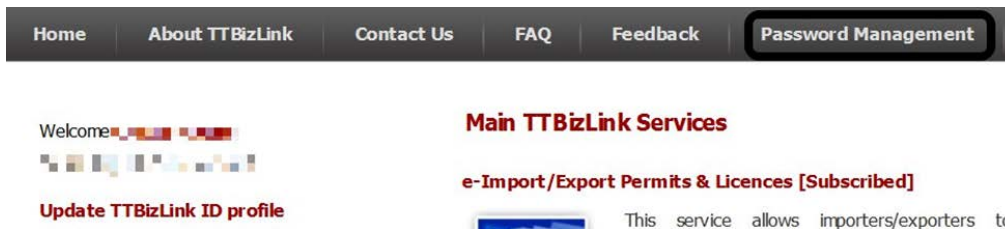
Your password has been successfully changed.

---

Return to Home

Step 4. The password should now be set. You may now login with the new password. You may then click Return to Home.

## Update Security Questions and Answers



Step 1. Log in to TTBizLink and then click on Password Management.



Step 2. Click on Update Your Security Questions and/or Answers.

Please re-enter your TTBizLink credentials to change your security questions and/or answers.

Email ID \* :  \*

Password \* :

Login

Step 3. Enter your TTBizLink ID credentials. Click on Login.

Security Question

Answer

Security Question

Answer

Save

Step 4. Update the two Security Questions and answers. Click on Save.

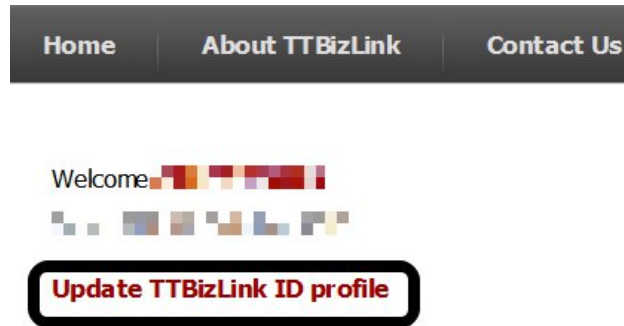
**Set/ Reset Successful!**  
Your security questions and/or answers have been successfully updated.

---

[Return to Home](#)

Step 5. The security questions and answers should now be set.

## Update Personal Information



Step 1. Log in to TTBizLink and then click on Update TTBizLink ID profile.

Postal Code :

City / Town :

Community / Village :

Country :

Telephone Number

Mobile Number \*:

Fax No. :

E-mail address :

Service Center :

Passport Number :

BIR Number :

Birth Certificate PIN :

National ID :

Driver's Permit Number :

Declarant Number :

VAT Number :

**Notification**

Please provide your contact information so that we can contact you on your application.

E-mail address :

Mobile Number :

Step 2. Update your address and telephone number. Click on Update.

 Your profile has been updated successfully.

Step 3. Your profile will now be updated.

## Password Complexity Requirements

The following are the criteria that your TTBizLink ID password must adhere to. It must:

- Not be from the recently used 6 passwords.
- Be between 8 and 24 characters long
- Have at least one number
- Have at least one lower case letter and one capital letter
- Not contain more than two sequential characters. For example: "123"
- Not contain more than two consecutive identical characters. For example: "111"
- Not be a common password. For example: your name or "password"

## Browser Compatibility

Please update the browser to the latest version. IE, FF or Chrome for best results.

If you are using IE 11 ensure that compatibility mode is fully off for ttbizlink.gov.tt.

## Important Notes:

- If you attempt to log in 6 times with the wrong password, your account will become disabled. You will need to go through with resetting a password to regain access.
- Email links received from TTBizLink will expire within 24 hours from the date of generation of the email. Your link will also expire if another similar link is generated for your account.
- You should contact the TTBizLink Help Desk if any issue not addressed in this guide is encountered.