

ICTSI Radar User Guide

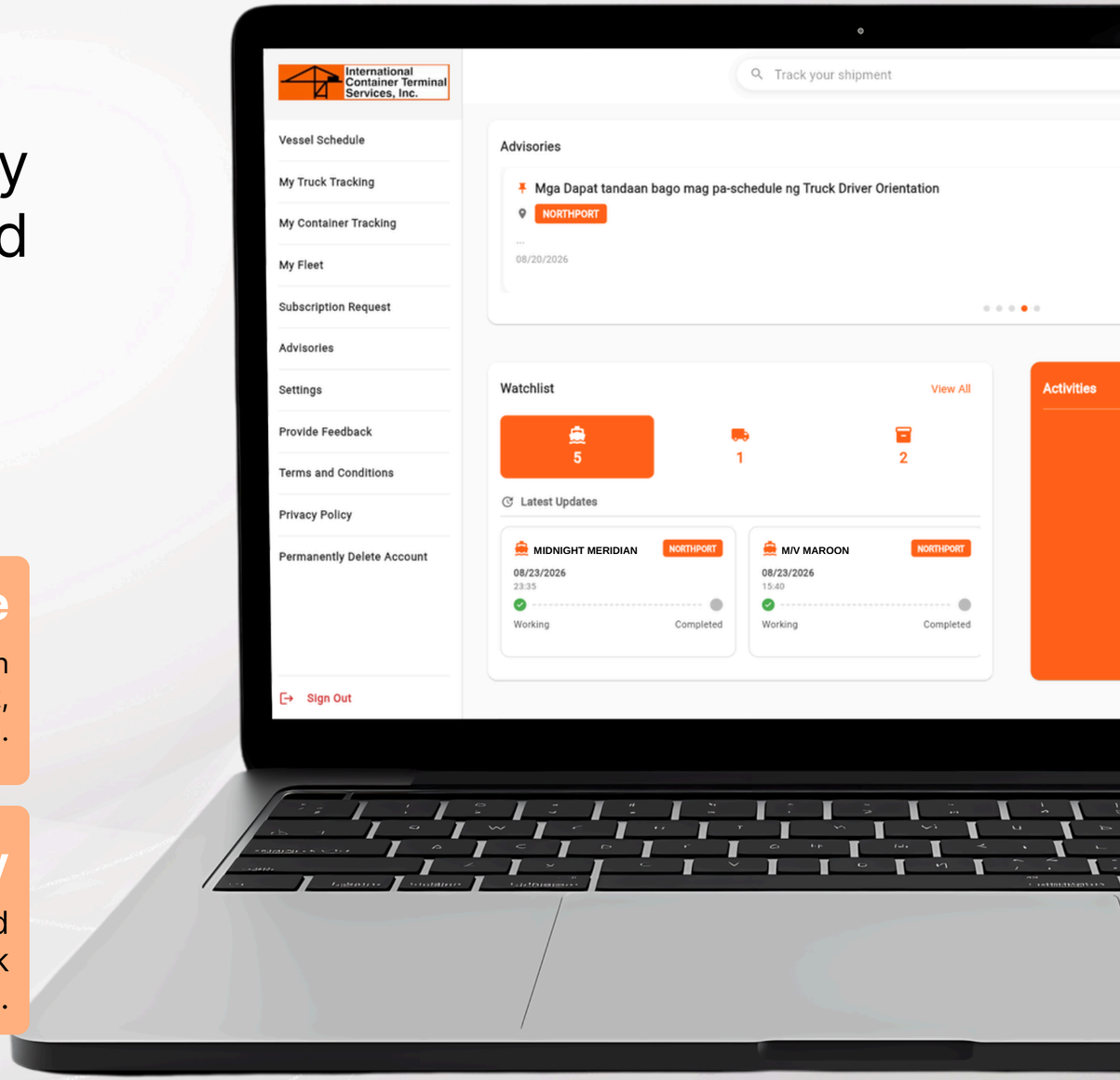
01

What is the ICTSI Radar?

What is the ICTSI Radar?

We’re excited to introduce **ICTSI Radar**.

ICTSI Radar is a redesigned transparency tool that provides real-time information and updates on your terminal transactions.



Why use ICTSI Radar?

Transparency

Get clear, real-time visibility of your terminal transactions, helping you plan ahead, respond quickly to changes, and avoid operational delays.

Stay-up-to-date

Ensures you receive the latest updates on terminal. As well as track container, truck, and vessel milestones as they happen.

User-Friendly Experience

Redesigned interface offers easier navigation and clearer presentation of information.

Mobile Accessibility

Real-time updates can be viewed anytime, anywhere, letting you track updates while on the go.

02

Reactivating your Account

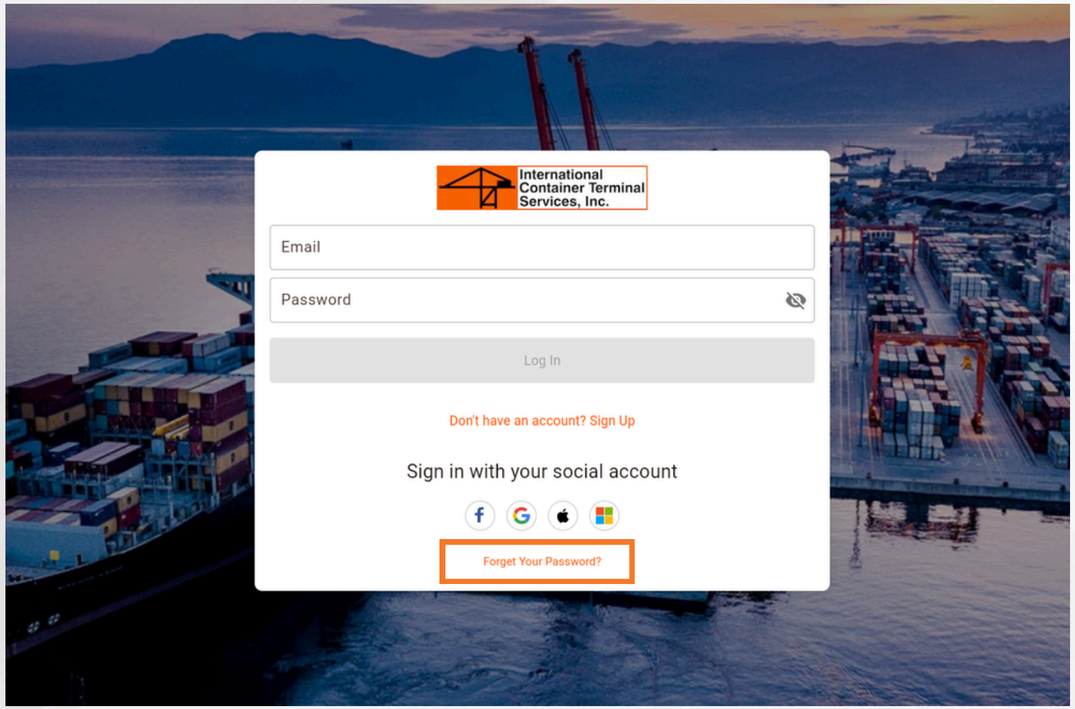
This applies to existing users who were registered and previously used the ICTSI App. Kindly reset your password to activate your Radar account.

Reactivating your Account

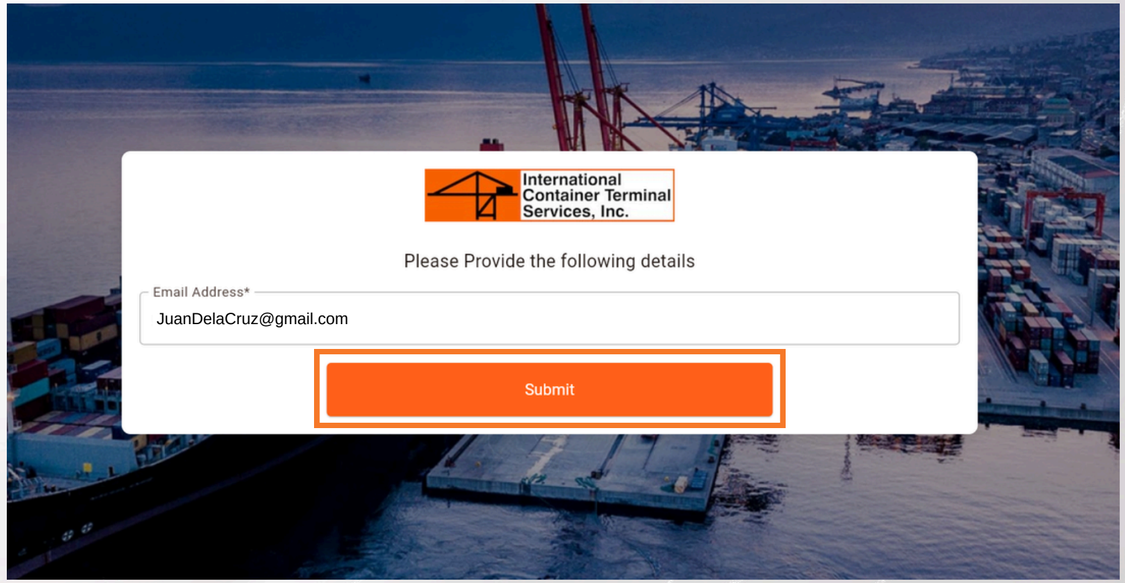
*This applies to **existing users** who were registered and previously used the ICTSI App. Kindly reset your password to **activate** your Radar account.*

NORTHPORT

Forget Password | Verify Email | Update Profile



On your browser, go to https://radar.ictsi.com then click “Forgot Your Password?”



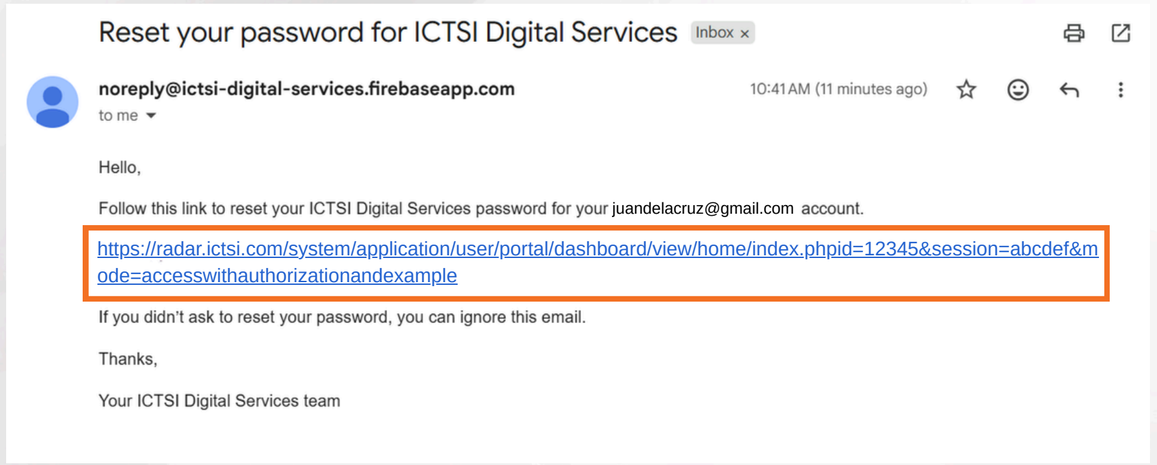
Enter the **same email address you used for the ICTSI App** and click **SUBMIT**.

Reactivating your Account

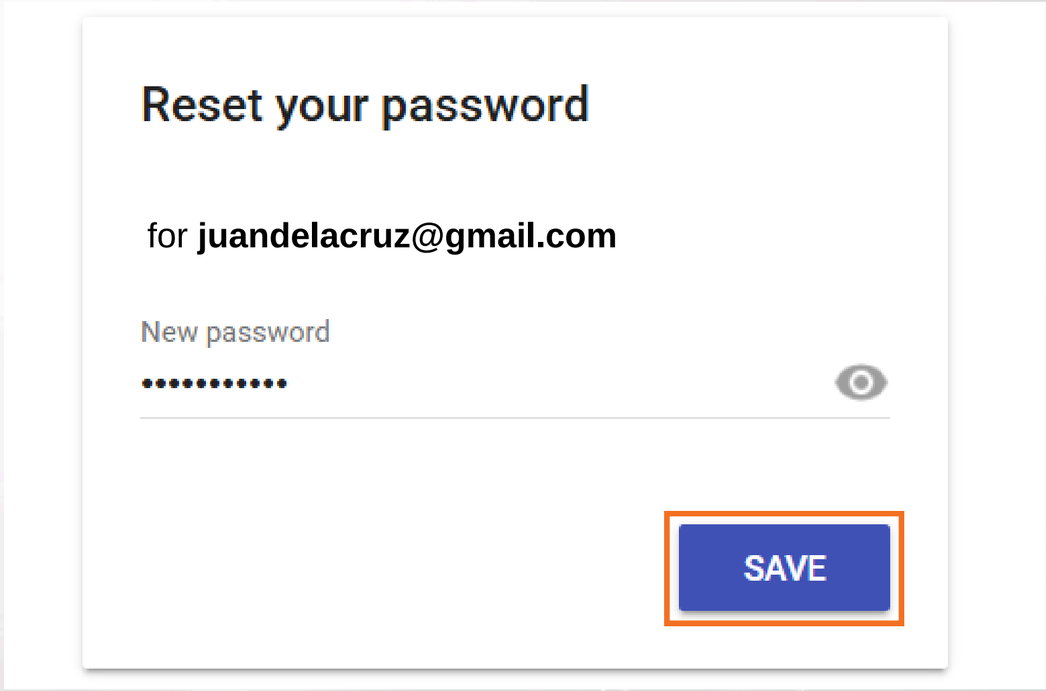
*This applies to **existing users** who were registered and previously used the ICTSI App. Kindly reset your password to **activate** your Radar account.*

NORTHPORT

Forget Password | Verify Email | Update Profile



You will receive an email from ICTSI Digital Services to reset your password. Click the link in the email to set your new password.



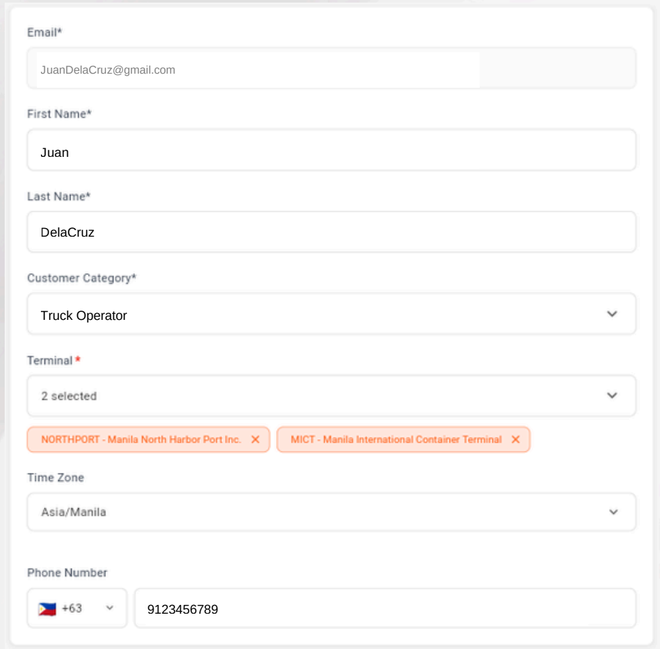
Enter your new password and click **SAVE** to proceed. You can now log in using your new password.

Reactivating your Account

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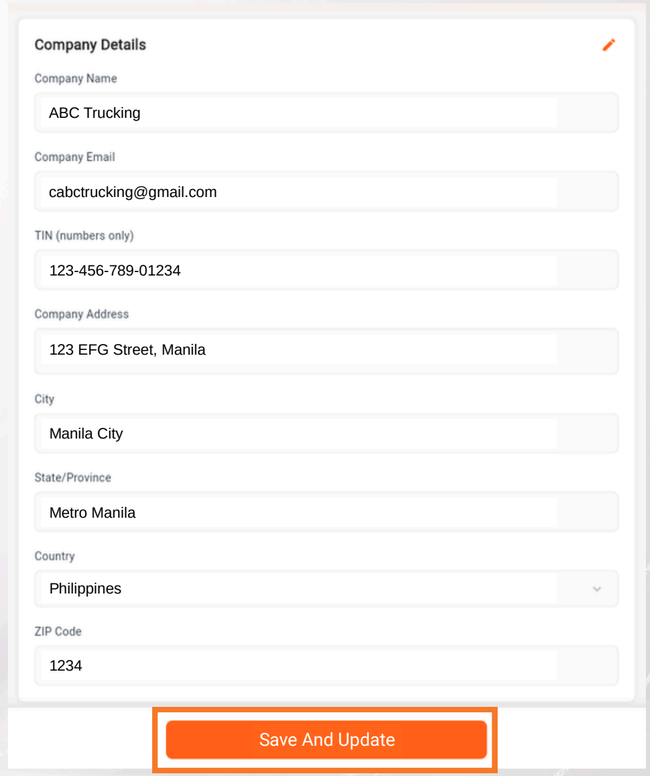
NORTHPORT

Forget Password | Verify Email | Update Profile



To receive verification emails, announcements, and notifications, please double-check all information you input, especially your mobile number and email address.

After logging in, you will be asked to update your profile. Make sure to also select your Customer Category, Terminal, Time Zone, and enter your Phone Number.



Enter your correct company information and click **SAVE AND UPDATE** once done.

02

Signing Up for a New Account (For New Users)

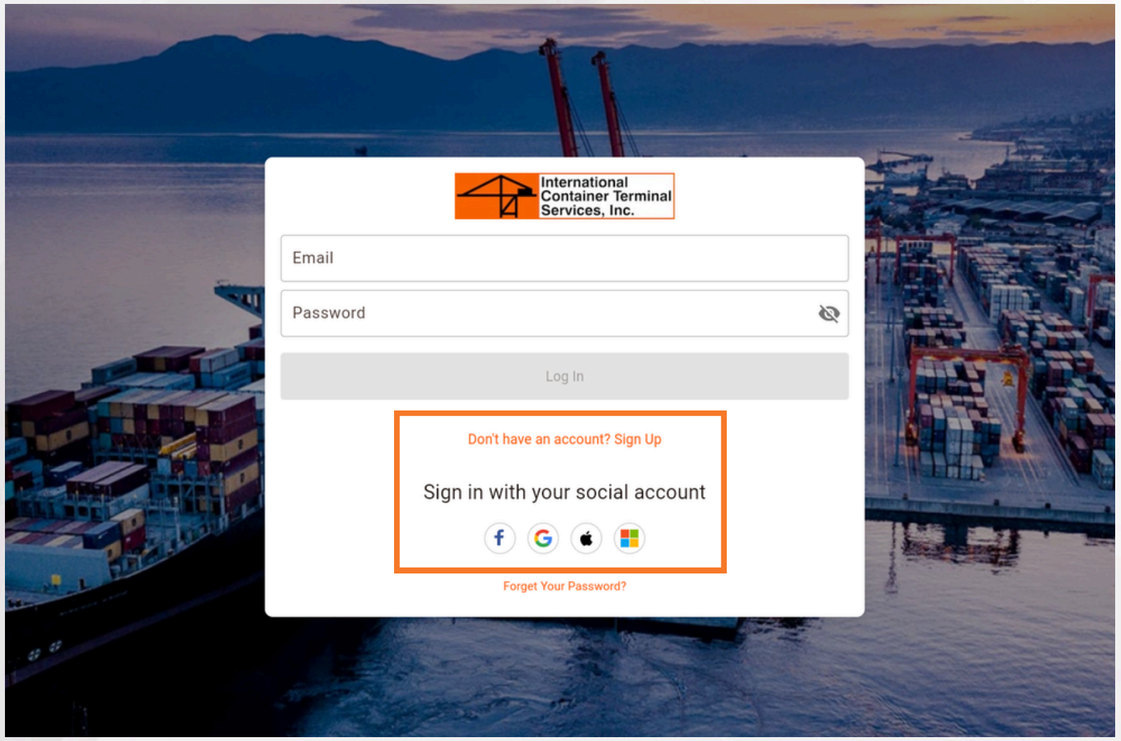
This applies to new users who have not registered and have not previously used the ICTSI App.

Signing Up for a New Account (For New Users)

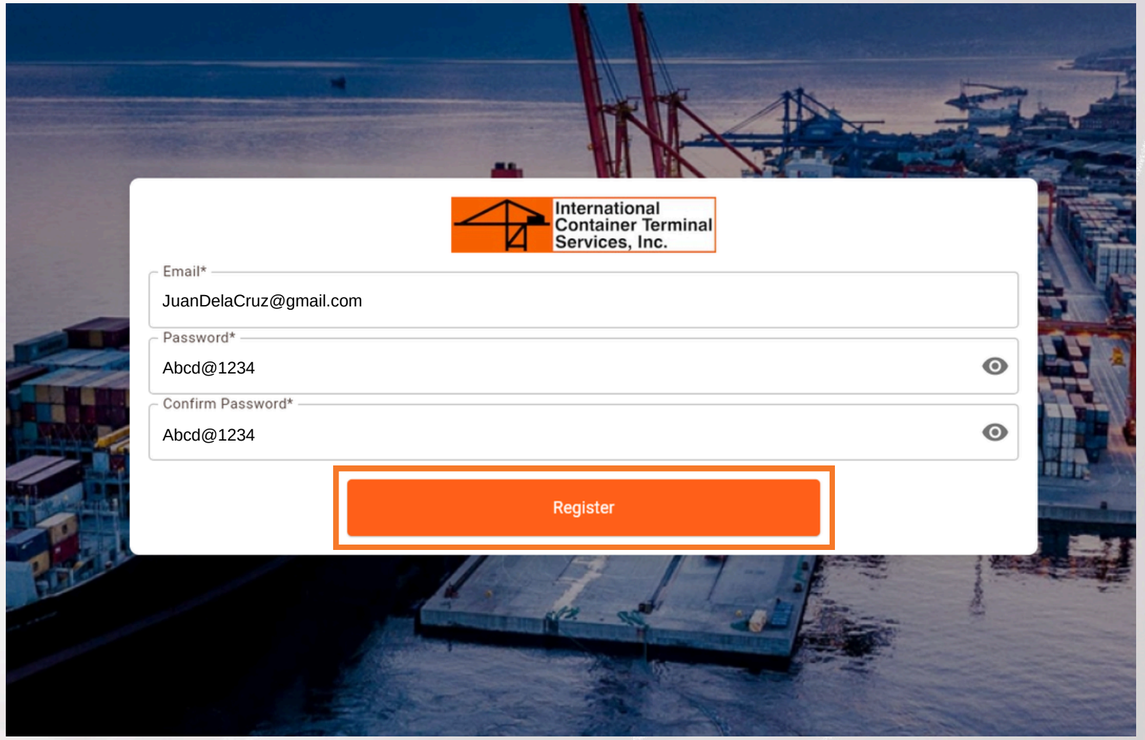
*This applies to **new users** who have not registered and have not previously used the ICTSI App.*

NORTHPORT

Sign up | Verify Email | Update Profile | You are now ready to use ICTSI Radar!



On your browser, go to **https://radar.ictsi.com** and click "**DON'T HAVE AN ACCOUNT? SIGN UP,**" or you may also sign in using your social accounts listed above.



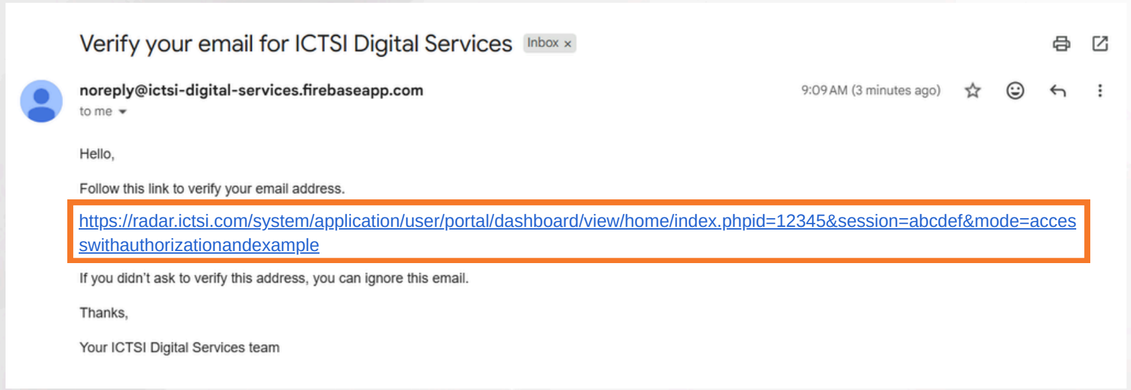
Input your email address and desired password. Click **REGISTER** to proceed.

Signing Up for a New Account (For New Users)

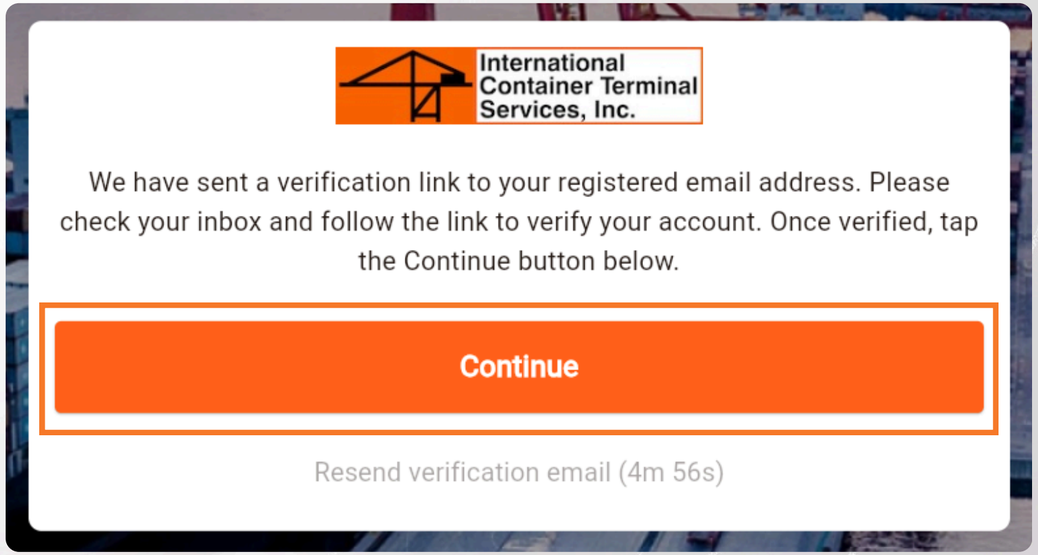
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NORTHPORT

Sign up | **Verify Email** | Update Profile | You are now ready to use ICTSI Radar!



You will receive an email from ICTSI Digital Services to verify your email. Click the link in the email to proceed with the verification process.



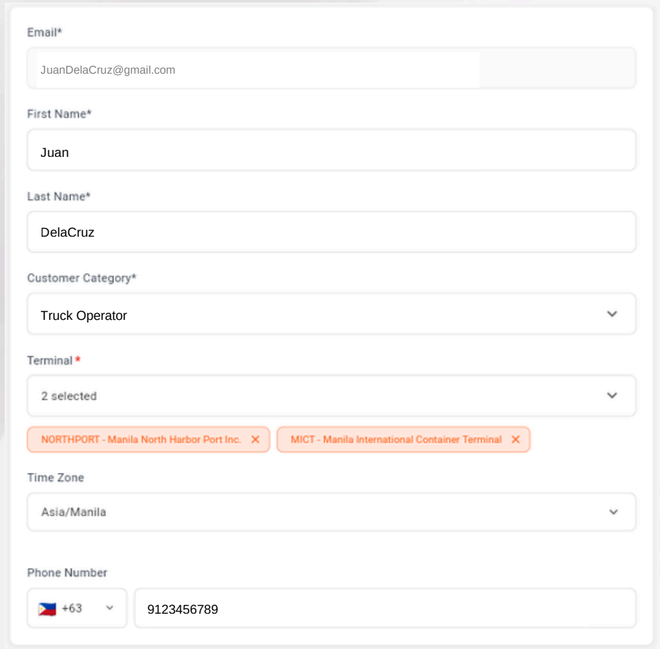
Click **CONTINUE**, and you will receive an email confirming that your email has been verified. After this, you may proceed to log in to your account.

Signing Up for a New Account (For New Users)

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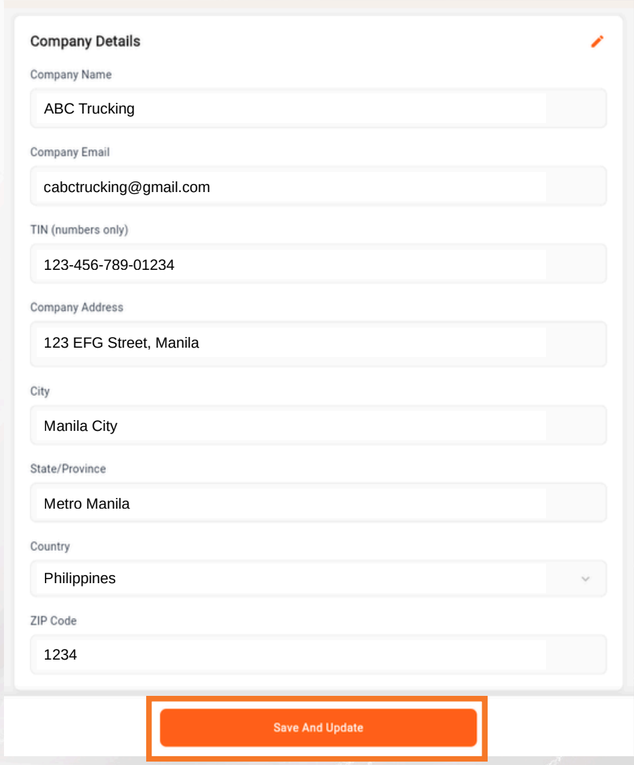
NORTHPORT

Sign up | Verify Email | **Update Profile** | You are now ready to use ICTSI Radar!



To receive verification emails, announcements, and notifications, please double-check all information you input, especially your mobile number and email address.

After logging in, you will be asked to update your profile. Make sure to also select your Customer Category, Terminal, Time Zone, and enter your Phone Number.



Enter your correct company information and click **SAVE AND UPDATE** once done.

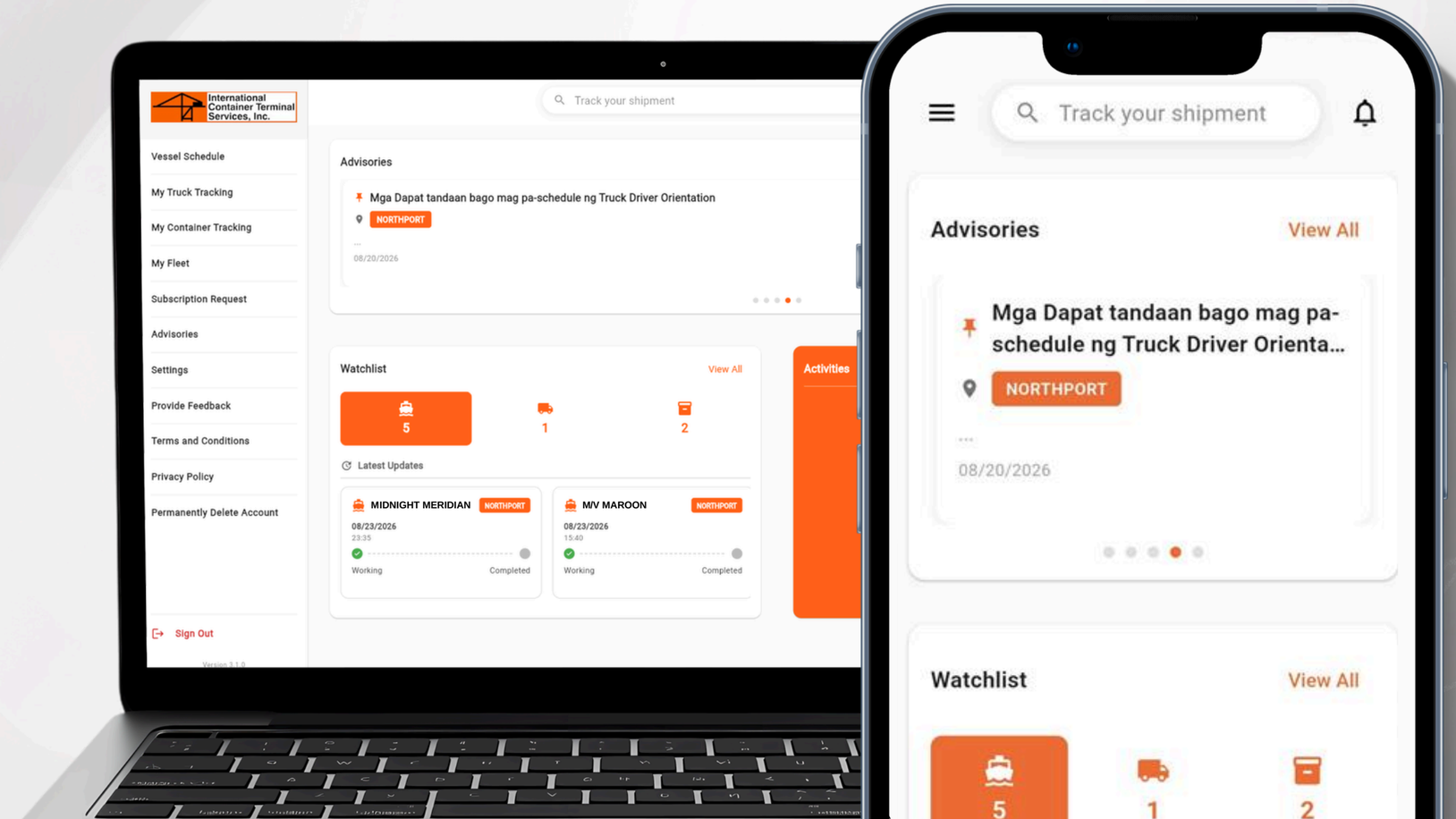
Signing Up for a New Account (For New Users)

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Forget Password | Verify Email | Update Profile | You are now ready to use ICTSI Radar!

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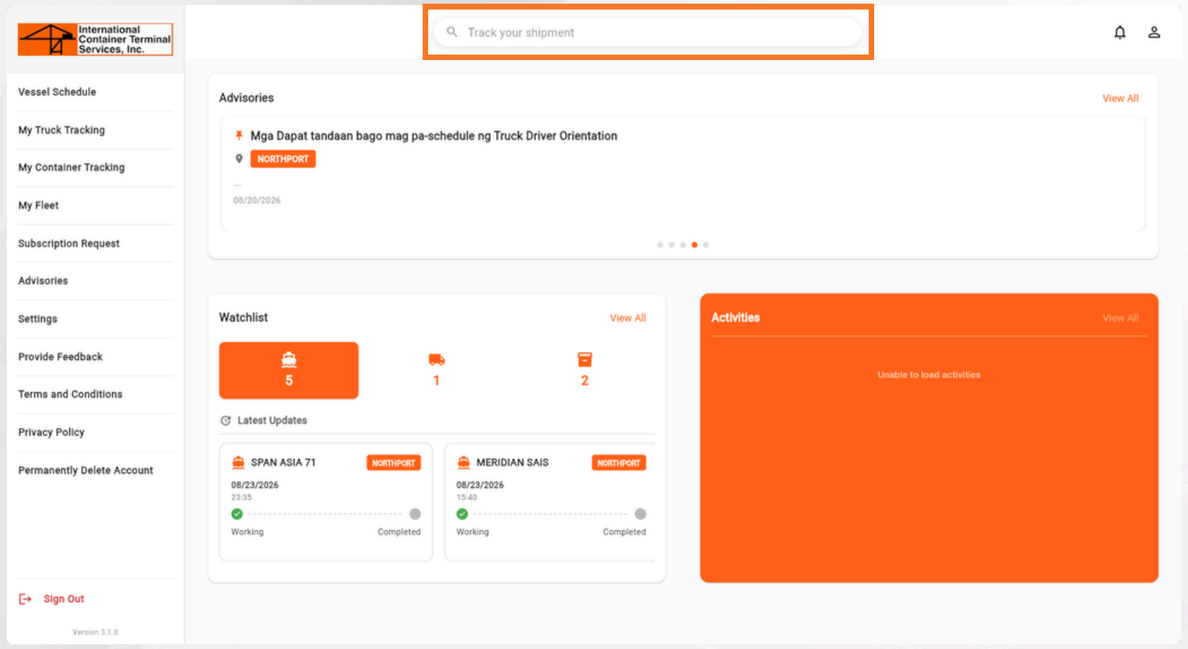
03

Tracking your Shipment

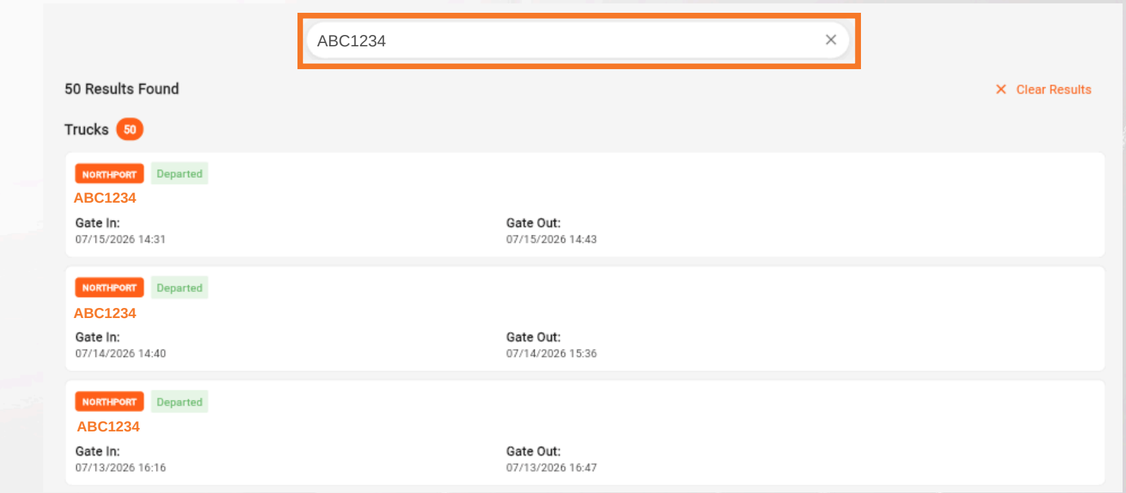
Tracking your Shipment

NORTHPORT

Truck Tracking | Container Tracking | Vessel Schedule



To search for trucks, click the **SEARCH BAR** at the top of the home screen.



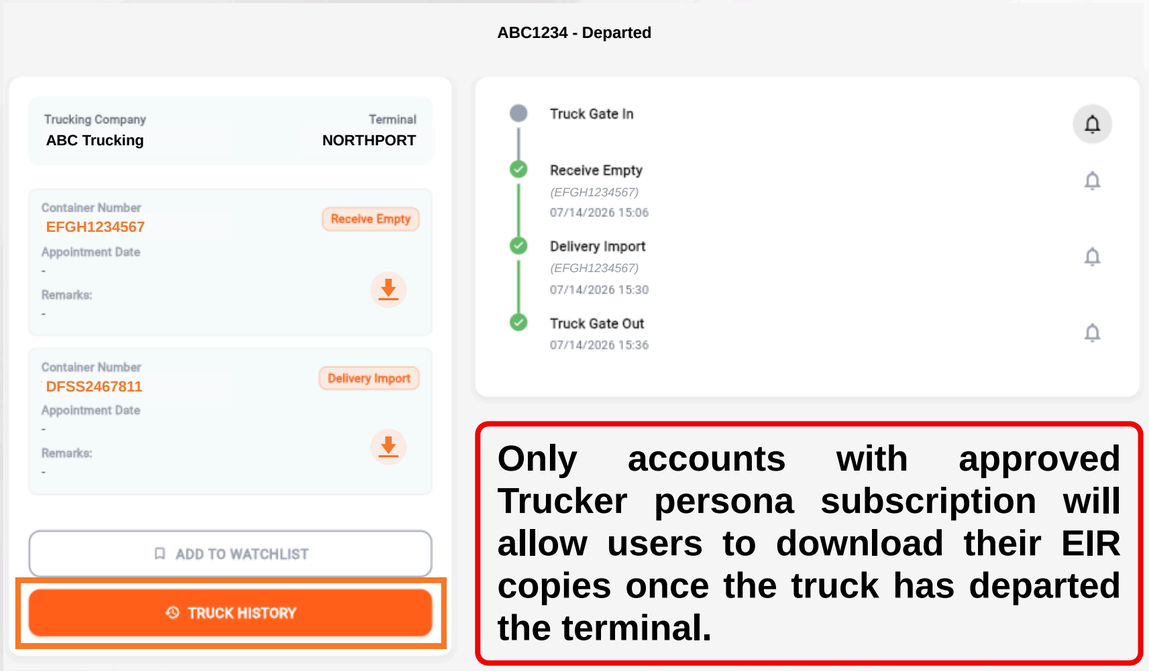
Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.

Input the correct truck plate number and hit enter. This will display transactions for the truck plate number you entered. Then, click on your desired transaction.

Tracking your Shipment

NORTHPORT

Truck Tracking | Container Tracking | Vessel Schedule



Only accounts with approved Trucker persona subscription will allow users to download their EIR copies once the truck has departed the terminal.

Once you click your desired transaction, all the details, milestones, truck history, and the option to download your EIR copy will be displayed



ABC1234 - History

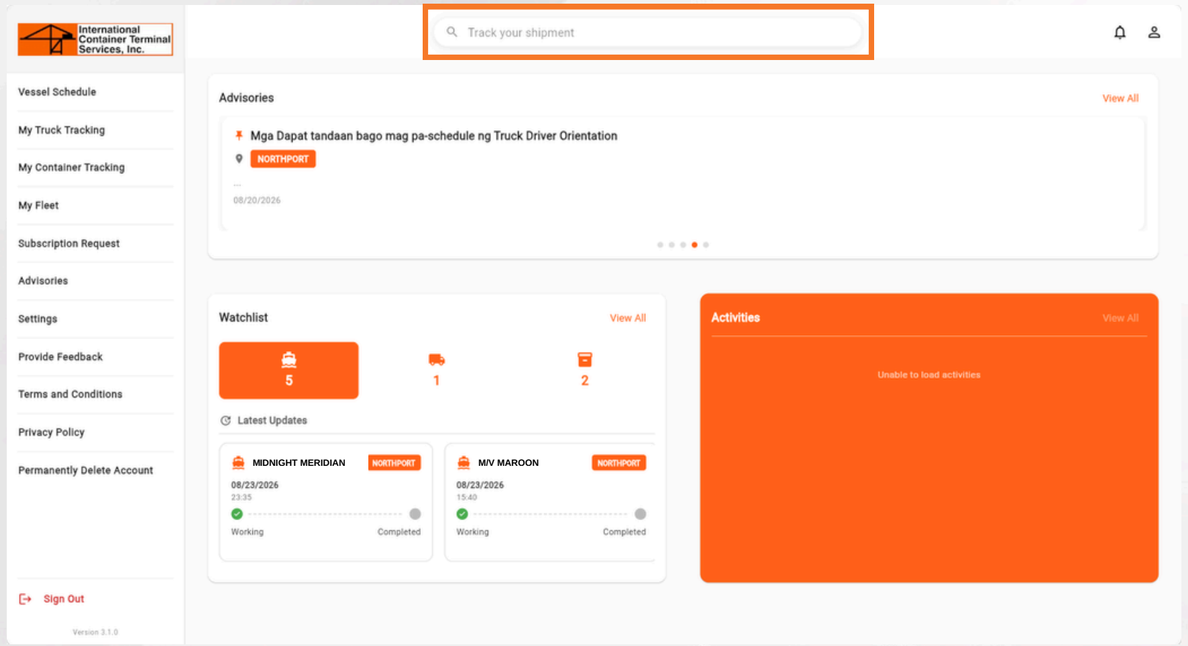
Terminal	Trucking Company	Gate In	Gate Out
NORTHPORT	ABC TRUCKING	07/15/2026 14:31	07/15/2026 14:43
NORTHPORT	ABC TRUCKING	07/14/2026 14:40	07/14/2026 15:36
NORTHPORT	ABC TRUCKING	07/13/2026 16:16	07/13/2026 16:47
NORTHPORT	ABC TRUCKING	07/12/2026 11:50	07/12/2026 13:08
NORTHPORT	ABC TRUCKING	07/11/2026 15:28	07/11/2026 17:03
NORTHPORT	ABC TRUCKING	07/11/2026 15:22	07/11/2026 15:26
NORTHPORT	ABC TRUCKING	07/11/2026 11:09	07/11/2026 11:48
NORTHPORT	ABC TRUCKING	07/10/2026 18:30	07/10/2026 18:46
NORTHPORT	ABC TRUCKING	07/10/2026 00:17	07/10/2026 00:38
NORTHPORT	ABC TRUCKING	07/09/2026 15:27	07/09/2026 15:52

TRUCK HISTORY displays all the truck's completed transaction.

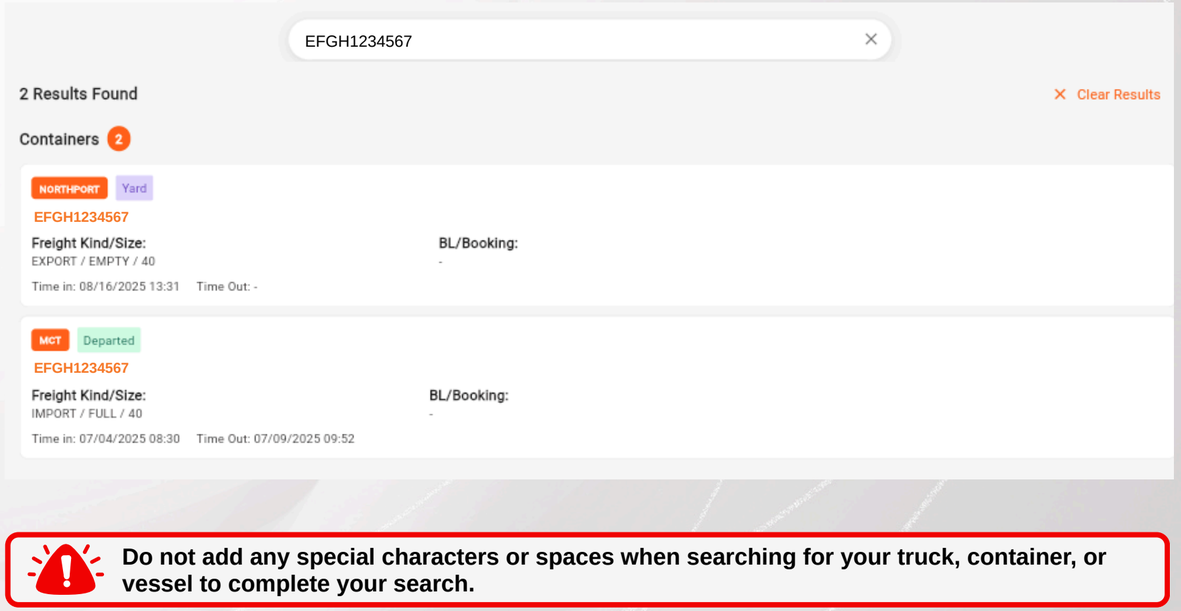
Tracking your Shipment

NORTHPORT

Truck Tracking | Container Tracking | Vessel Schedule



To search for container, click the **SEARCH BAR** at the top of the home screen.



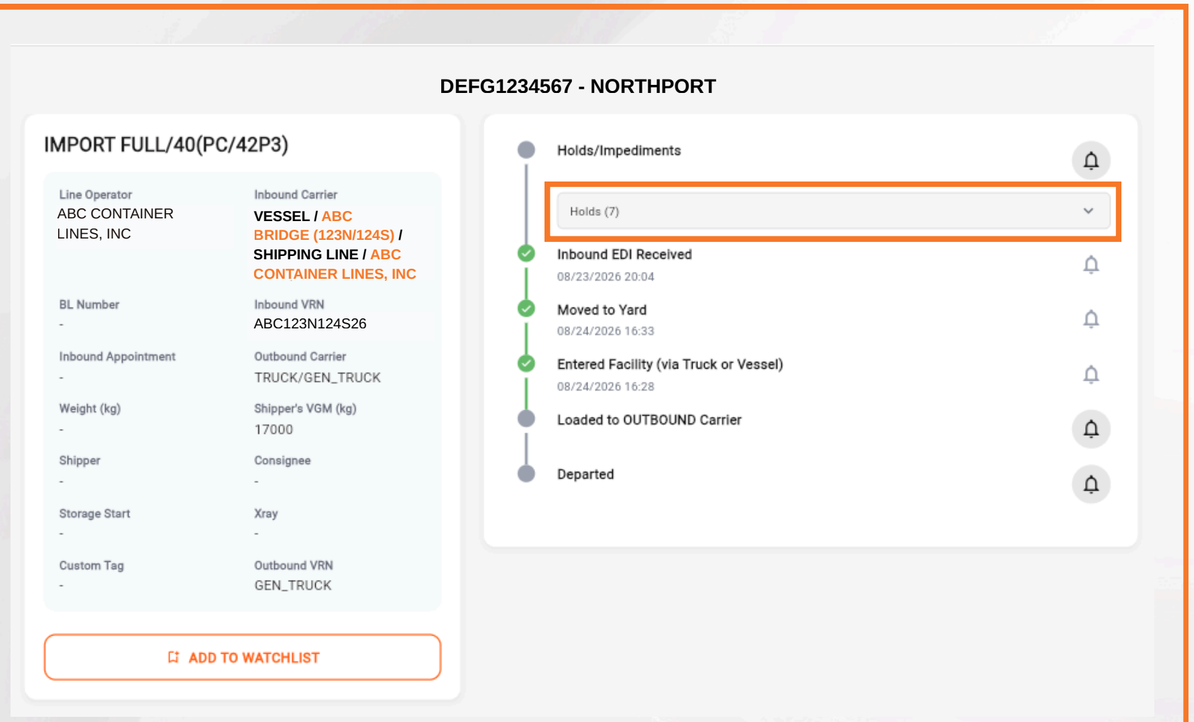
Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.

Enter the correct container number and press Enter. This will display transactions for the container number you entered. Then, click on your desired transaction.

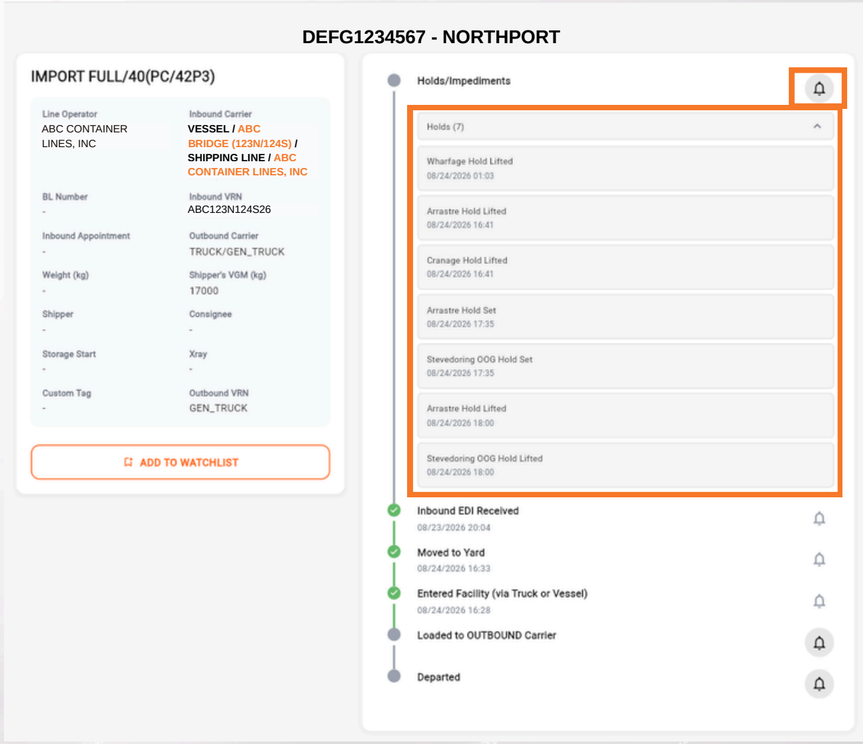
Tracking your Shipment

NORTHPORT

Truck Tracking | **Container Tracking** | Vessel Schedule



After selecting a transaction, all the details will appear on the left panel, while shipment milestones are displayed on the right. Click **HOLDS** to view any impediments on your container.

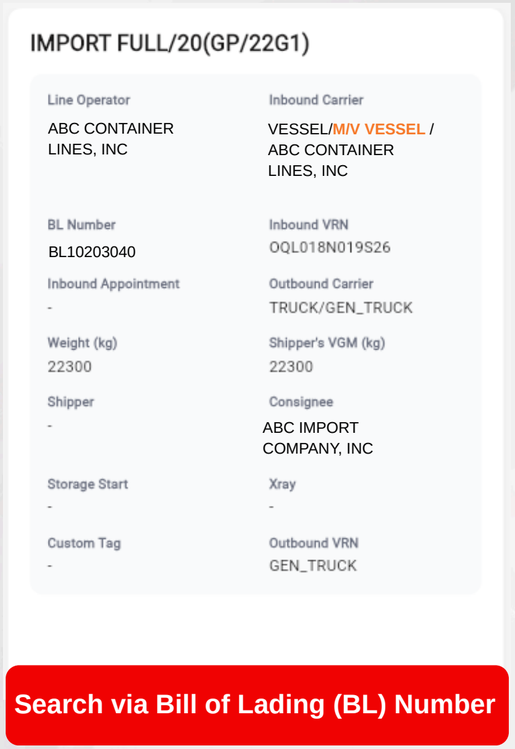


Here, you can easily monitor whether the holds on your shipment have been lifted by clicking the bell icon above it to receive notifications.

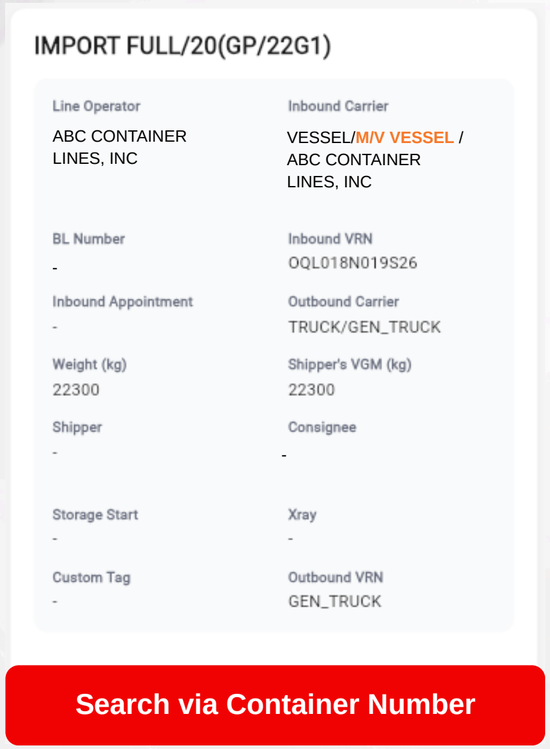
Tracking your Shipment

NORTHPORT

Truck Tracking | **Container Tracking** | Vessel Schedule

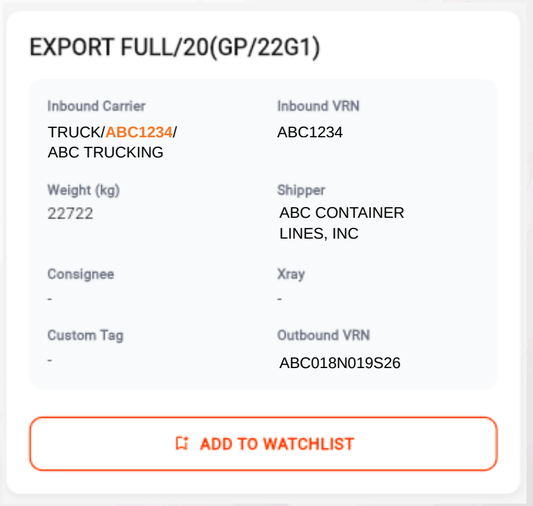


Search via Bill of Lading (BL) Number

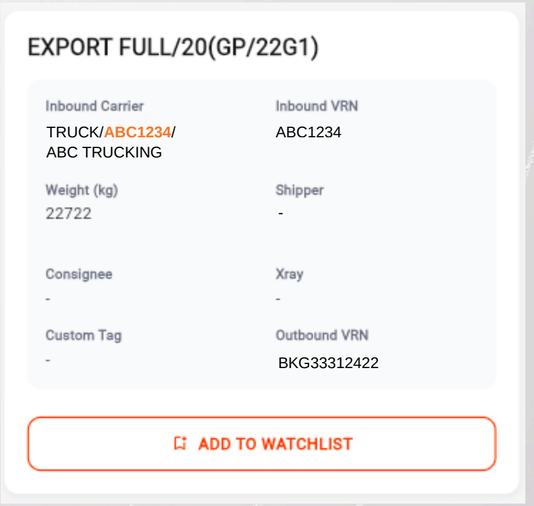


Search via Container Number

You may use your **BL number** to search for your **import container**. This will display all shipment details, including the consignee, shipper, and broker information.



Search via Booking Number



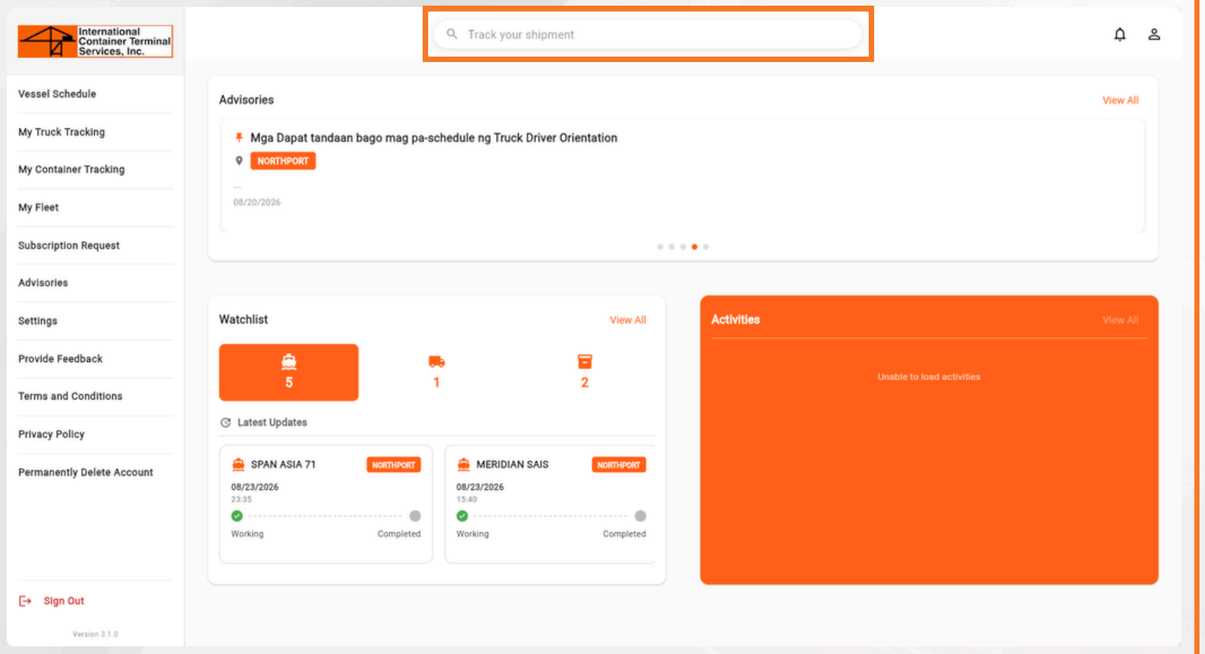
Search via Container Number

You may use your **booking number** to search for your **export container**. This will display all shipment details, including the inbound and outbound VRN.

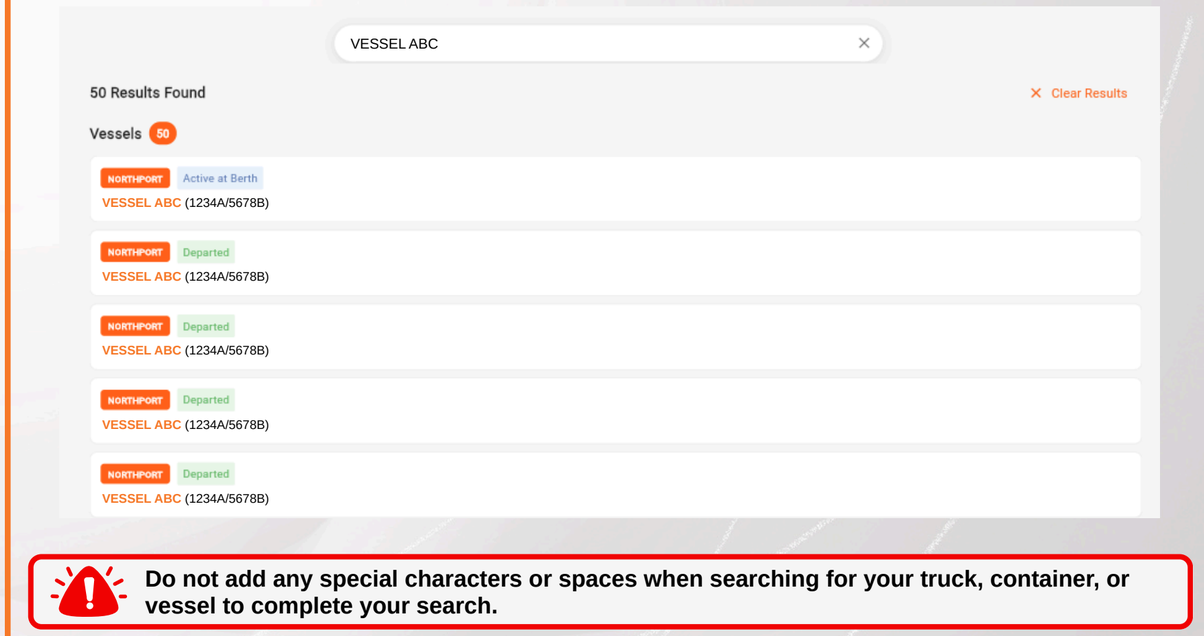
Tracking your Shipment

NORTHPORT

Truck Tracking | Container Tracking | Vessel Schedule



To search for vessel, click the **SEARCH BAR** at the top of the home screen.



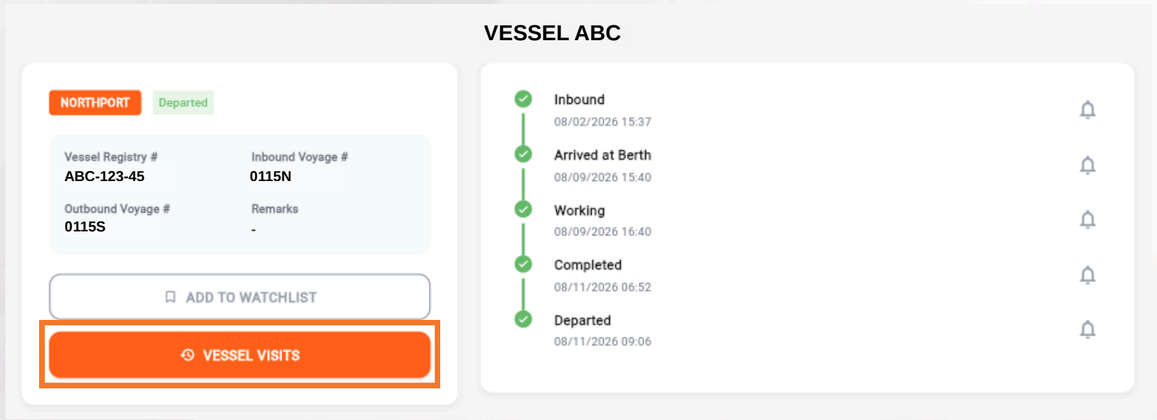
Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.

Enter the correct vessel name, or simply select your preferred terminal, then press Enter. The vessel schedules will be displayed, and you may click on your chosen vessel to view additional details.

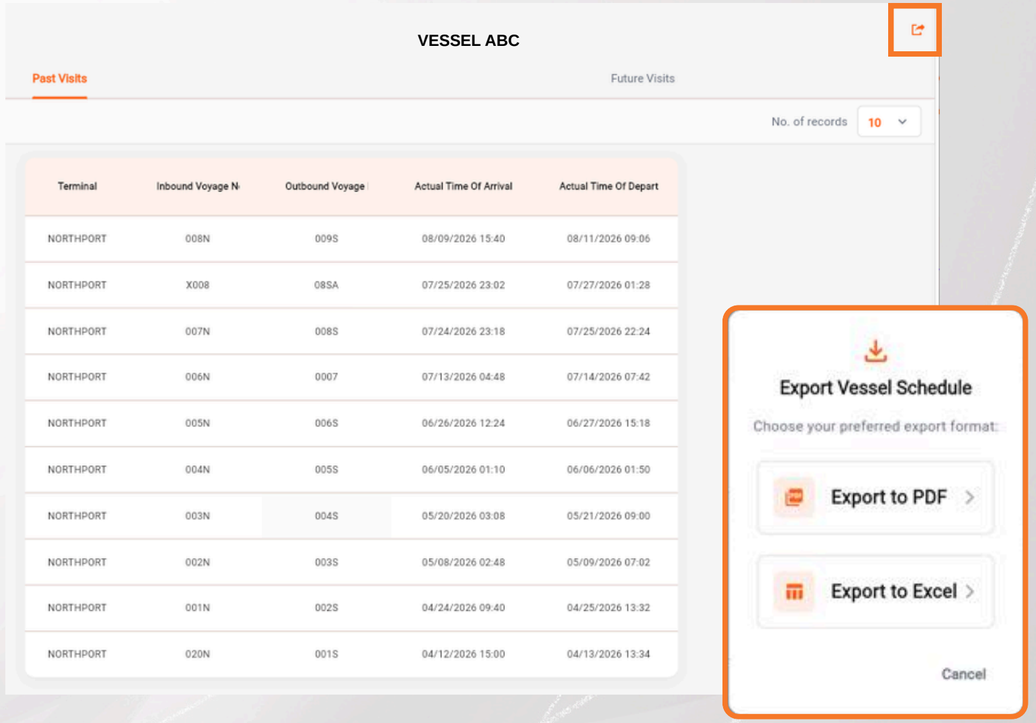
Tracking your Shipment

NORTHPORT

Truck Tracking | Container Tracking | Vessel Schedule



All the details will appear on the left panel, while milestones are displayed on the right. Click **VESSEL VISITS** to view the history.



After clicking, all past and future vessel visits will be displayed. You may also get a copy of the vessel visits by clicking the **EXPORT ICON** on the right.

04

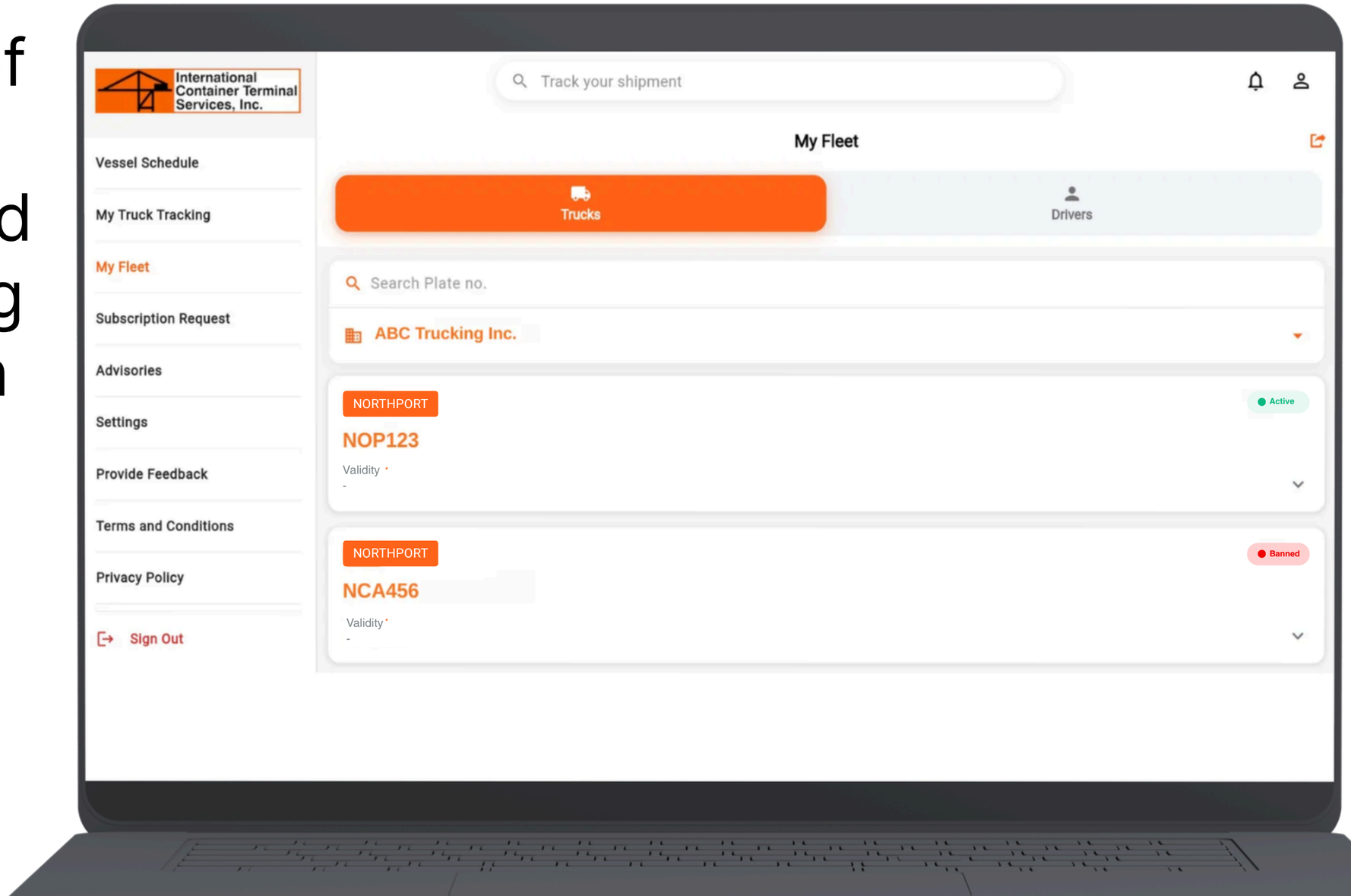
My Fleet

Only users with an approved Trucker persona subscription can access My Fleet.

Introducing My Fleet in ICTSI Radar

NORTHPORT

View the status of all trucks and drivers associated with your trucking company through the **My Fleet*** section in ICTSI Radar.

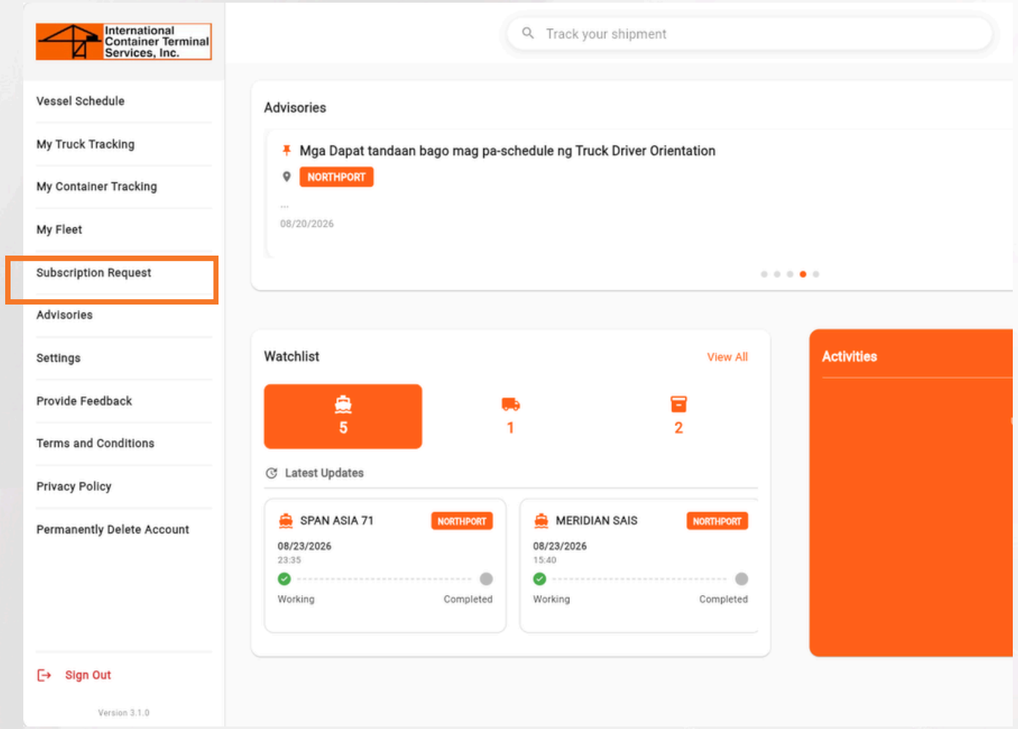


* This feature is available exclusively to accounts with **approved Trucker Persona subscriptions** in ICTSI Radar.

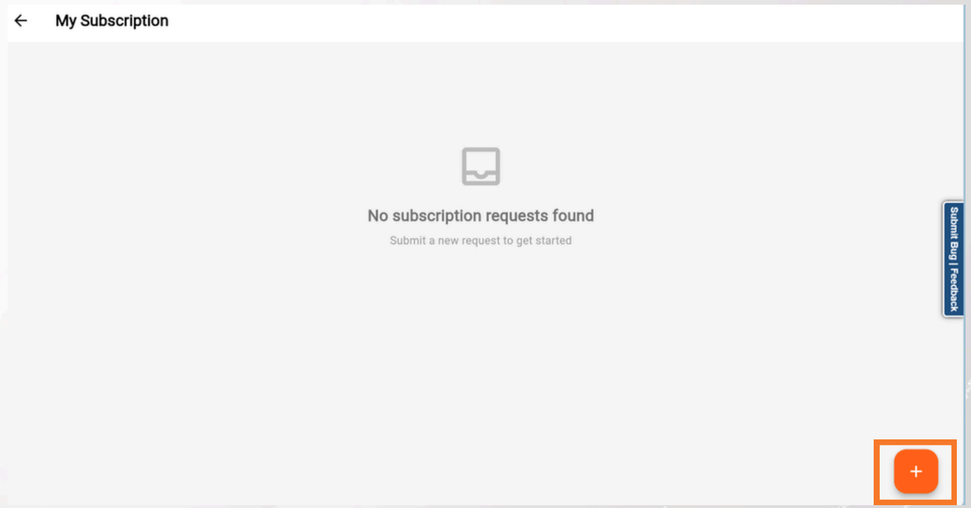
Persona Subscription Request

NORTHPORT

Persona Subscription Request | My Fleet Dashboard | Export your Trucks/Drivers List



On the home page, click on **SUBSCRIPTION REQUEST** on the left side of the screen to access the My Subscription page.



When subscribed as a persona, you can easily view and manage your transactions:

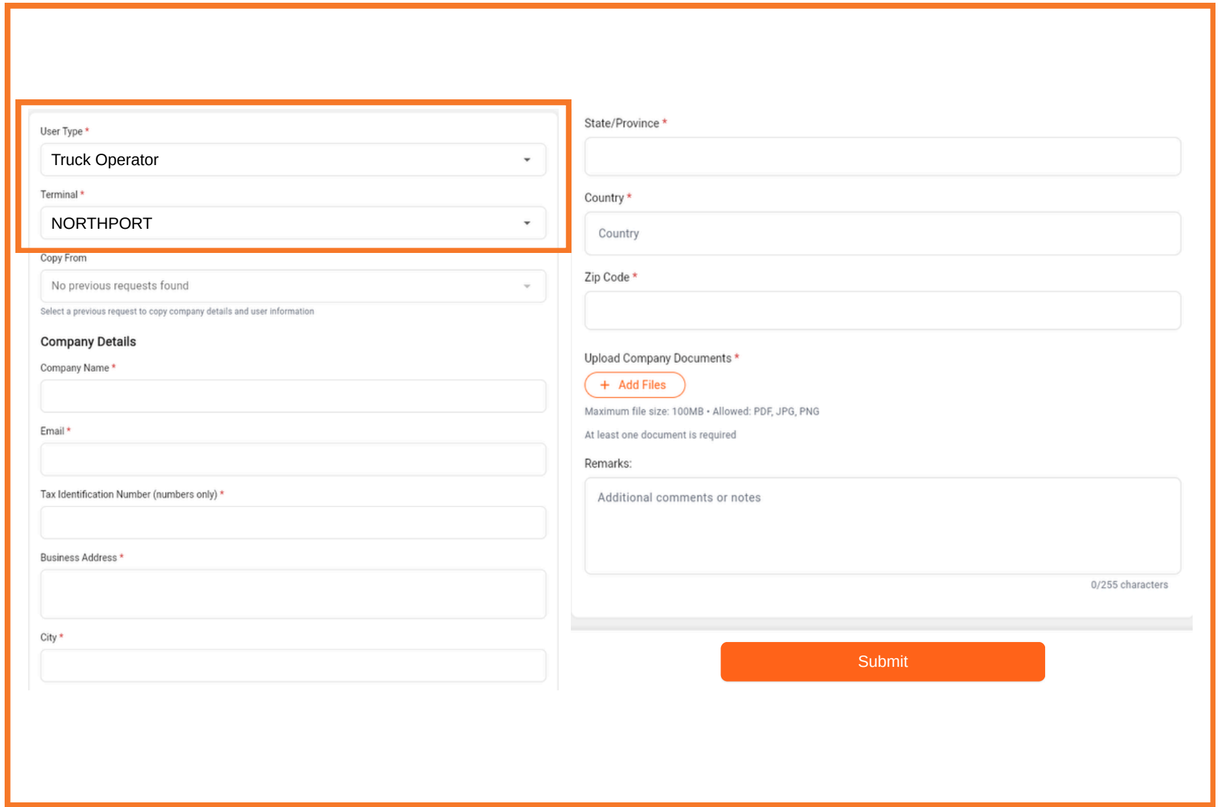
- **Truckers:** View all truck transactions within your fleet under **My Truck Tracking, monitor your truck and driver via My Fleet, and download your EIR copy.**
- **Shippers**: View all containers associated with your company under **My Container Tracking**.
- **Shipping Lines**: View all vessels associated with your company under **My Vessel**.

Click the **PLUS BUTTON (+)** icon at the bottom right of the screen to proceed with filling out the details.

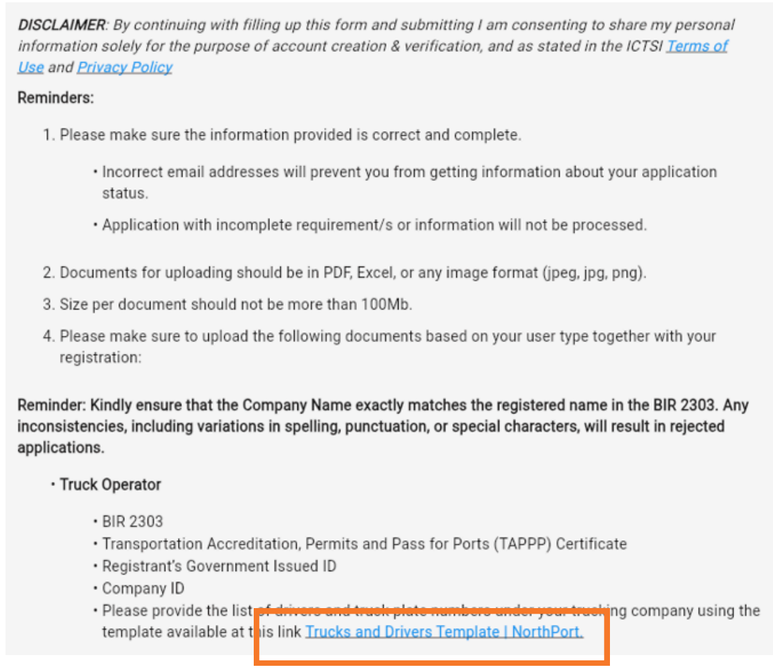
Persona Subscription Request

NORTHPORT

Persona Subscription Request | My Fleet Dashboard | Export your Trucks/Drivers List



Choose your user type as **TRUCK OPERATOR** and select terminal as NORTHPORT.



DISCLAIMER: *By continuing with filling up this form and submitting I am consenting to share my personal information solely for the purpose of account creation & verification, and as stated in the ICTSI Terms of Use and Privacy Policy*

Reminders:

1. Please make sure the information provided is correct and complete.
    - Incorrect email addresses will prevent you from getting information about your application status.
    - Application with incomplete requirement/s or information will not be processed.
2. Documents for uploading should be in PDF, Excel, or any image format (jpeg, jpg, png).
3. Size per document should not be more than 100Mb.
4. Please make sure to upload the following documents based on your user type together with your registration:

Reminder: Kindly ensure that the Company Name exactly matches the registered name in the BIR 2303. Any inconsistencies, including variations in spelling, punctuation, or special characters, will result in rejected applications.

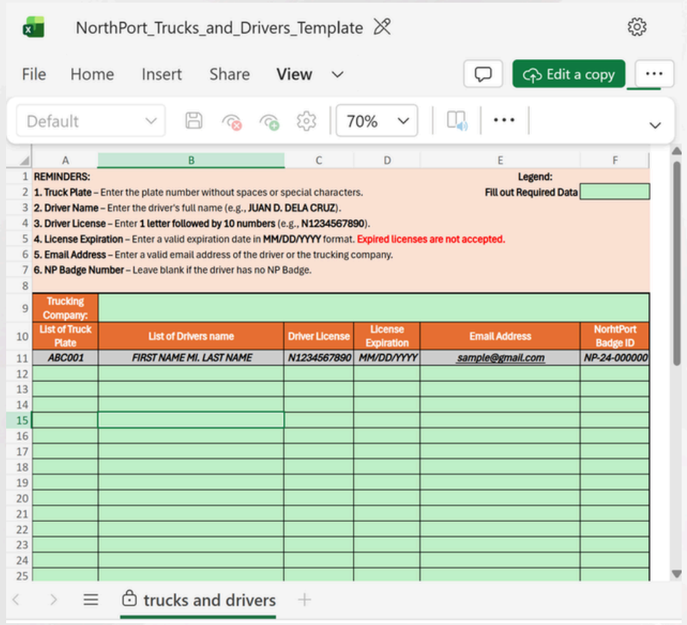
- **Truck Operator**
    - BIR 2303
    - Transportation Accreditation, Permits and Pass for Ports (TAPPP) Certificate
    - Registrant's Government Issued ID
    - Company ID
    - Please provide the list of drivers and truck plate numbers under your trucking company using the template available at this link Trucks and Drivers Template | NorthPort.

At the bottom of this page, click **Trucks and Drivers Template | NorthPort** to download the template.

Persona Subscription Request

NORTHPORT

Persona Subscription Request | My Fleet Dashboard | Export your Trucks/Drivers List



Reminder!

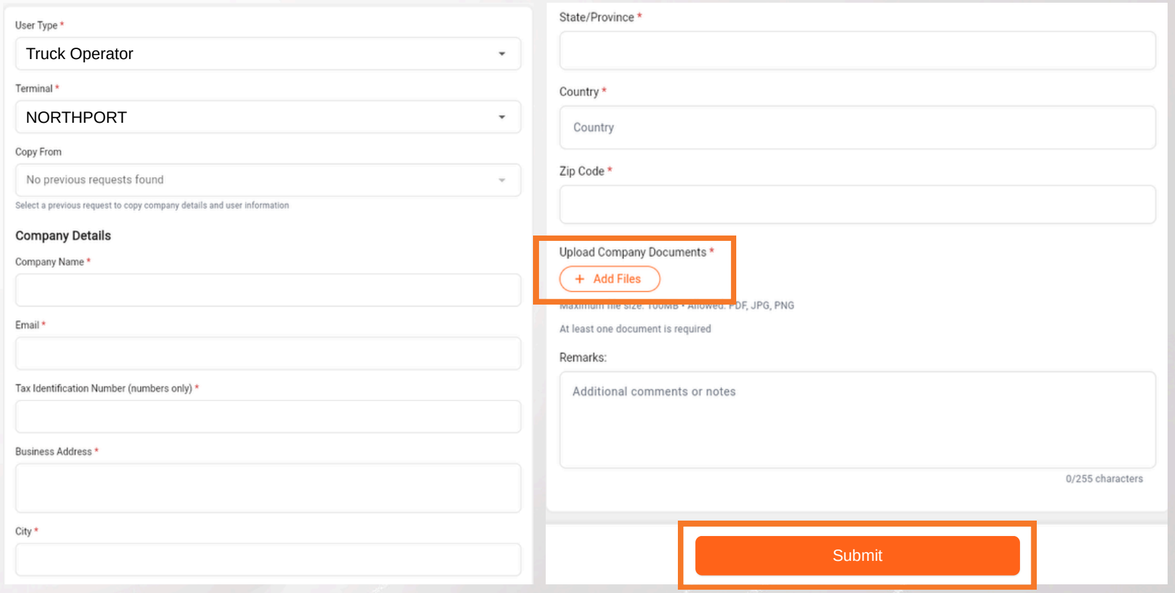
Trucking Company – Enter the company name registered in the BIR Form 2303.

Truck Plate Numbers – Provide the complete list of truck plate numbers registered under the trucking company.

Driver Names – Provide the complete list of drivers employed by the trucking company.

NorthPort Badge ID – Provide the NorthPort Badge ID for each driver, leave blank if unavailable.

Once downloaded, click on **Edit a copy** button and fill in all the required fields.

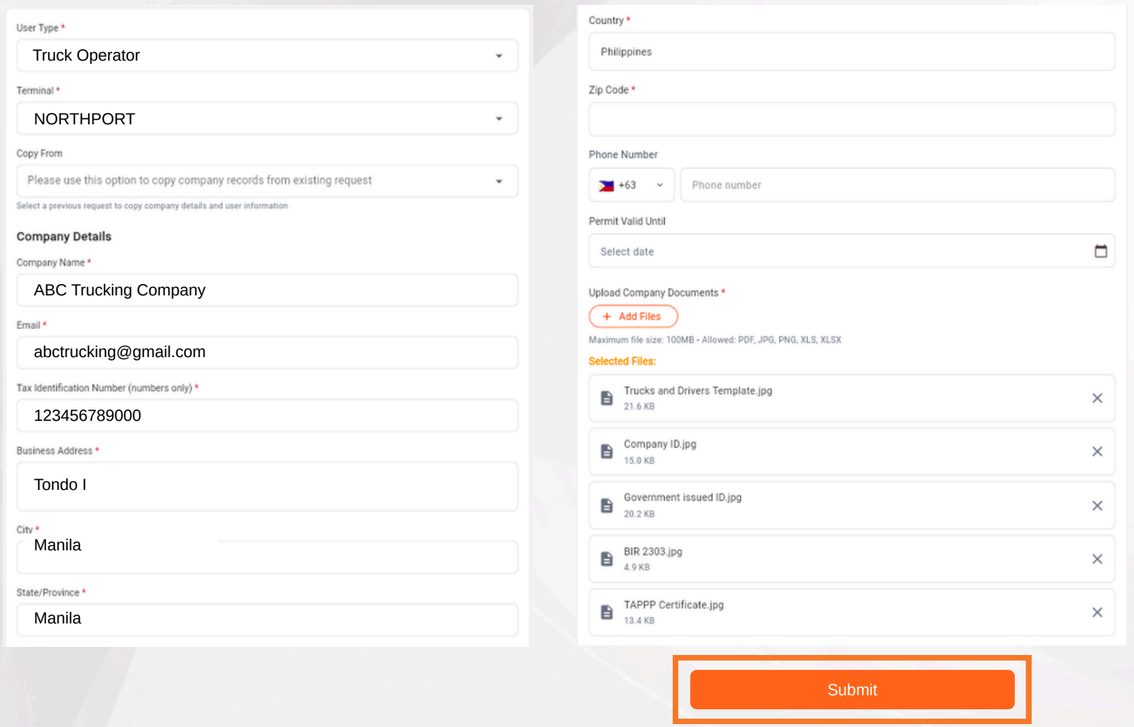


On subscription request page, fill in all required information and upload the necessary documents in PDF, EXCEL, JPEG, JPG, or PNG format.

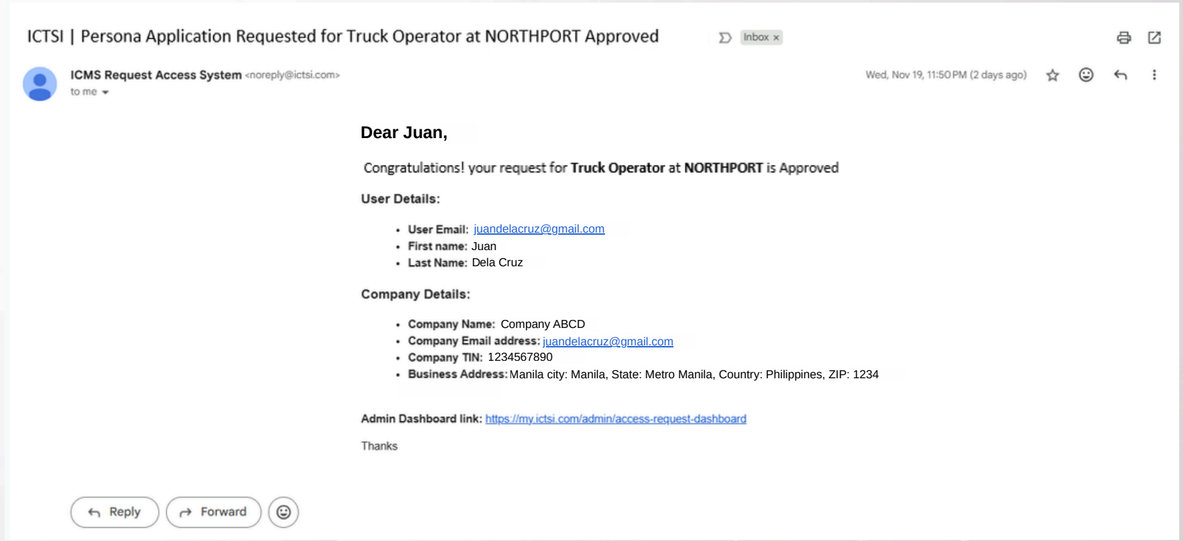
Persona Subscription Request

NORTHPORT

Persona Subscription Request | My Fleet Dashboard | Export your Trucks/Drivers List



Click on **SUBMIT** to send your request for review

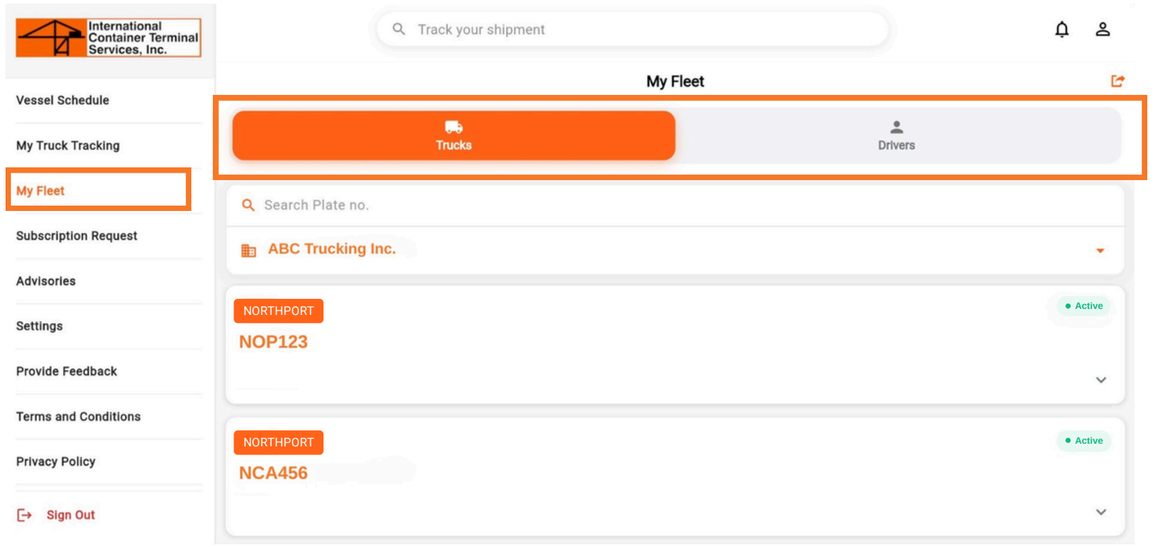


Once approved, you will receive an email from noreply@ictsi.com to confirm your subscription.

My Fleet Dashboard

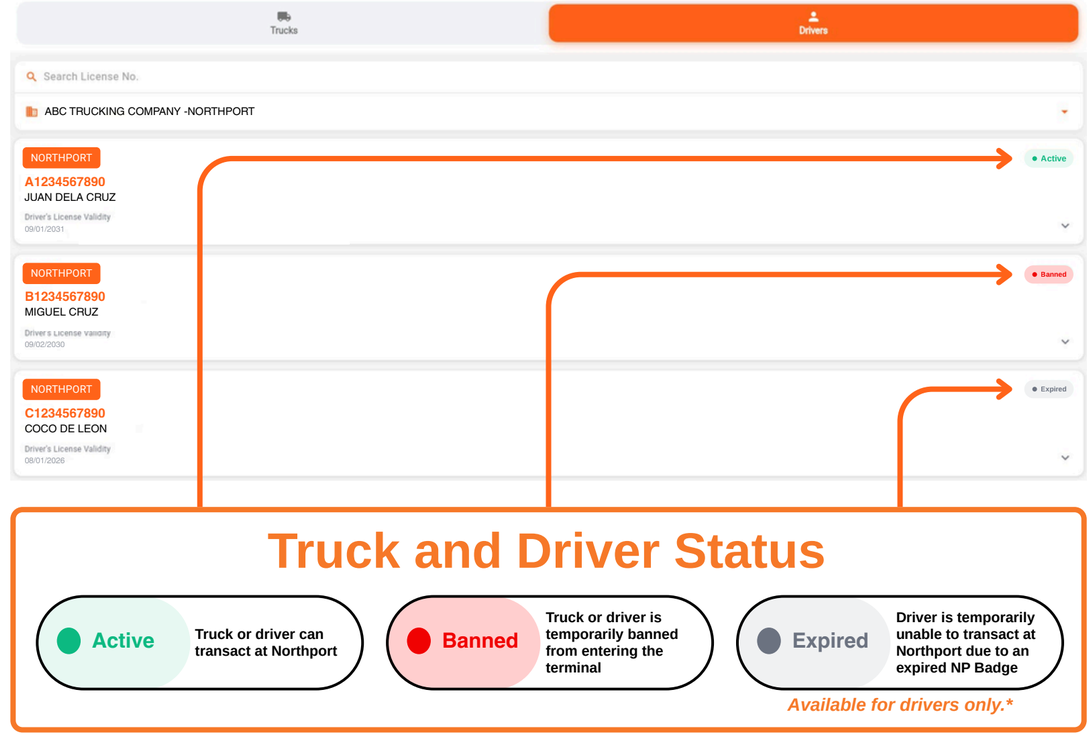
NORTHPORT

Persona Subscription Request | My Fleet Dashboard | Export your Trucks/Drivers List



Only accounts with approved Trucker Persona subscriptions can view their company's trucks and drivers through the My Fleet feature.

Click on **My Fleet** from the left side menu to show all the trucks and drivers that are associated with your trucking company.

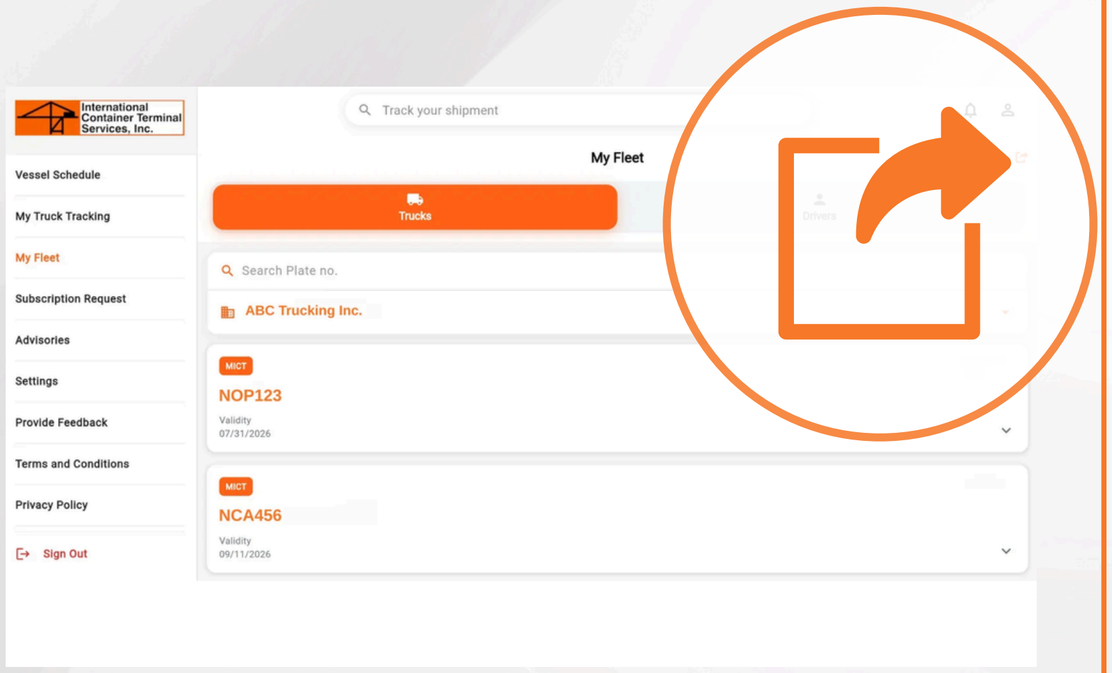


You'll find the list of trucks and drivers registered under your trucking company together with status and validity.

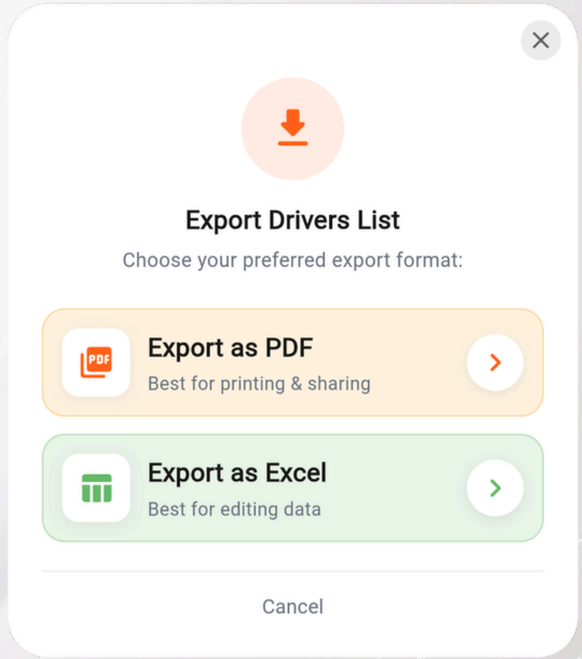
Export your Trucks/Drivers List

NORTHPORT

Subscribe as a Trucker Persona | My Fleet Dashboard | Export your Trucks/Drivers List



From the upper-right corner of the screen, click the Export icon to download your trucks and drivers list.



Click your preferred file format to begin exporting the list.

05

Downloading your EIR

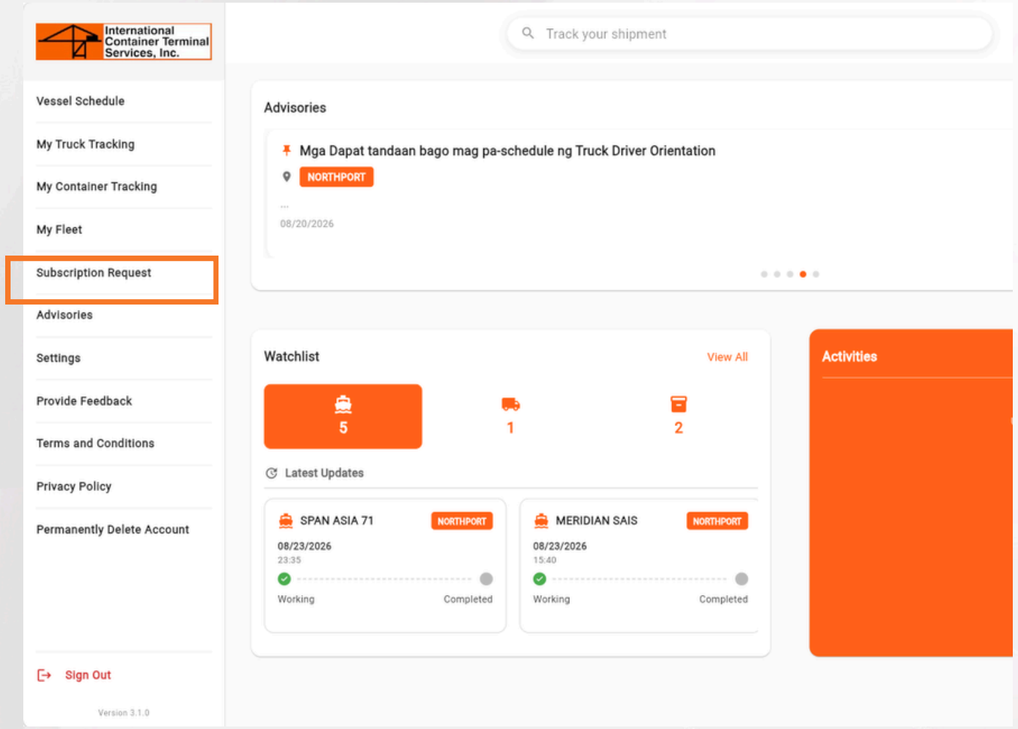
Only users with an approved Trucker persona subscription can download their EIR.

Persona Subscription Request

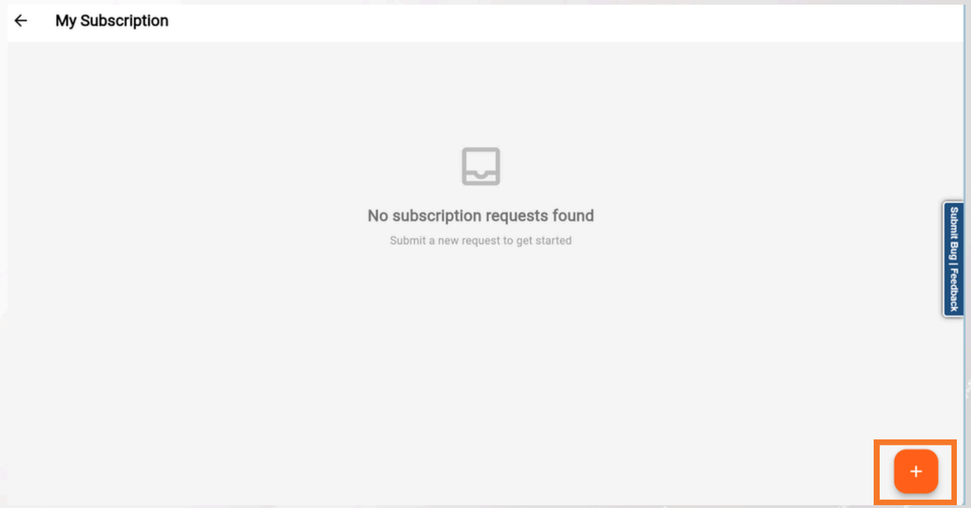
NORTHPORT

Persona Subscription Request

Download the EIR



On the home page, click on **SUBSCRIPTION REQUEST** on the left side of the screen to access the My Subscription page.



Only accounts with approved Trucker persona subscription will allow users to download their EIR copies once the truck has departed the terminal.

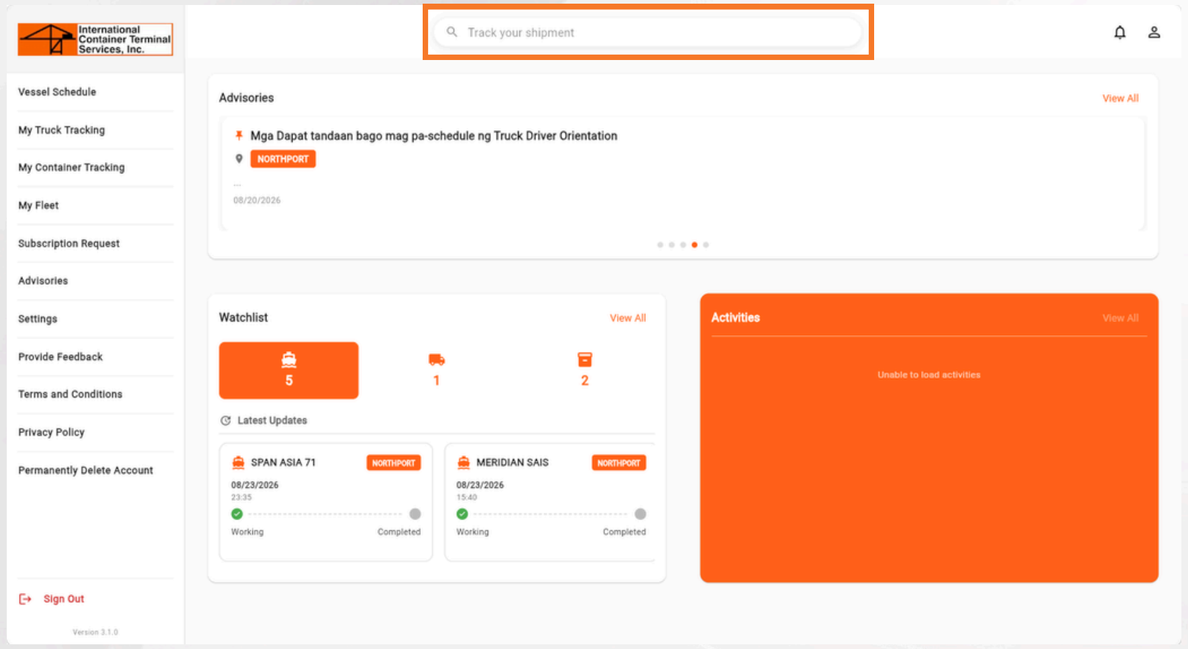
Click the **PLUS BUTTON (+)** icon at the bottom right of the screen to proceed with filling out the details.

Downloading your EIR

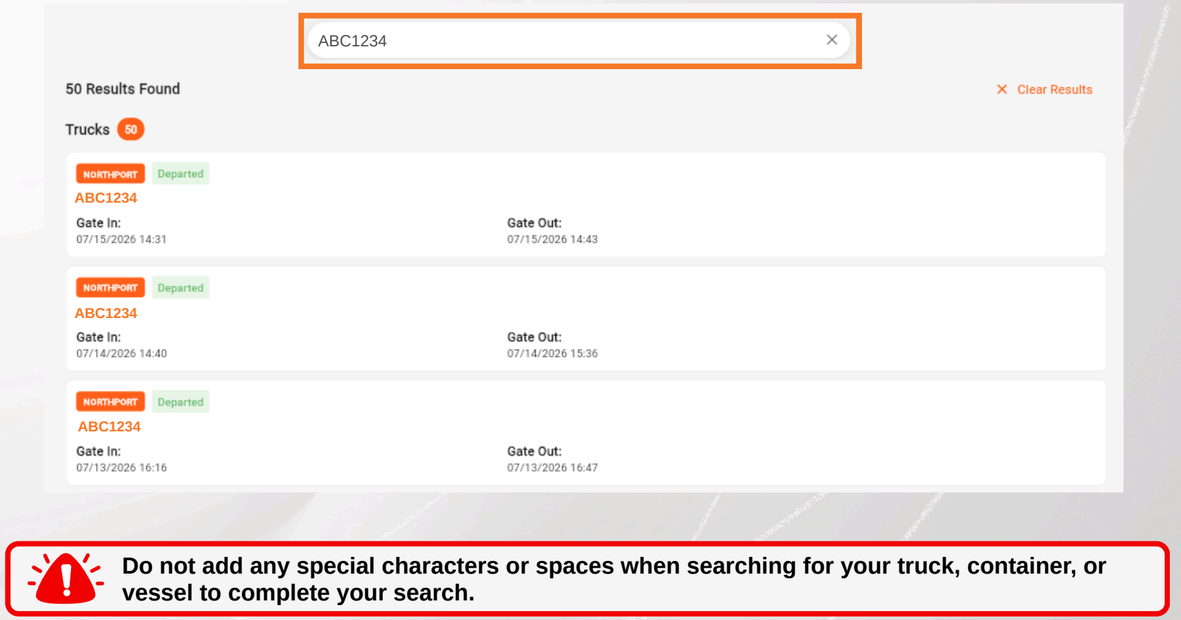
NORTHPORT

Persona Subscription Request

Download the EIR



To search for trucks, click the **SEARCH BAR** at the top of the home screen.



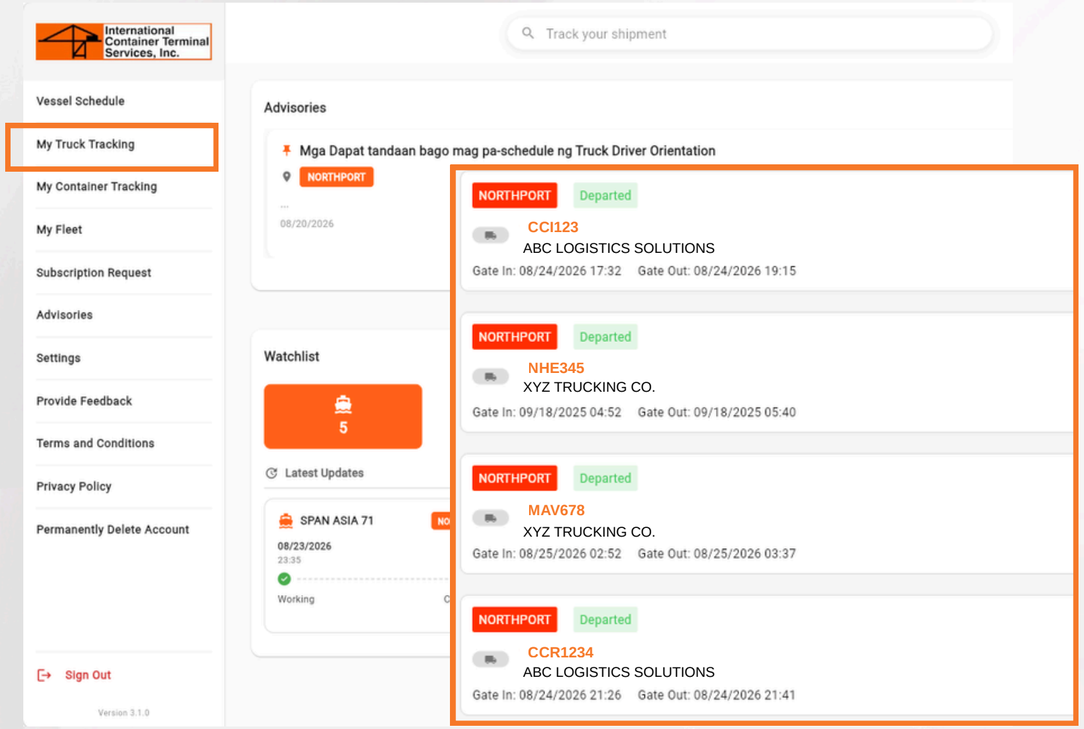
Do not add any special characters or spaces when searching for your truck, container, or vessel to complete your search.

Input the correct truck plate number and hit enter. This will display transactions for the truck plate number you entered. Then, click on your desired transaction.

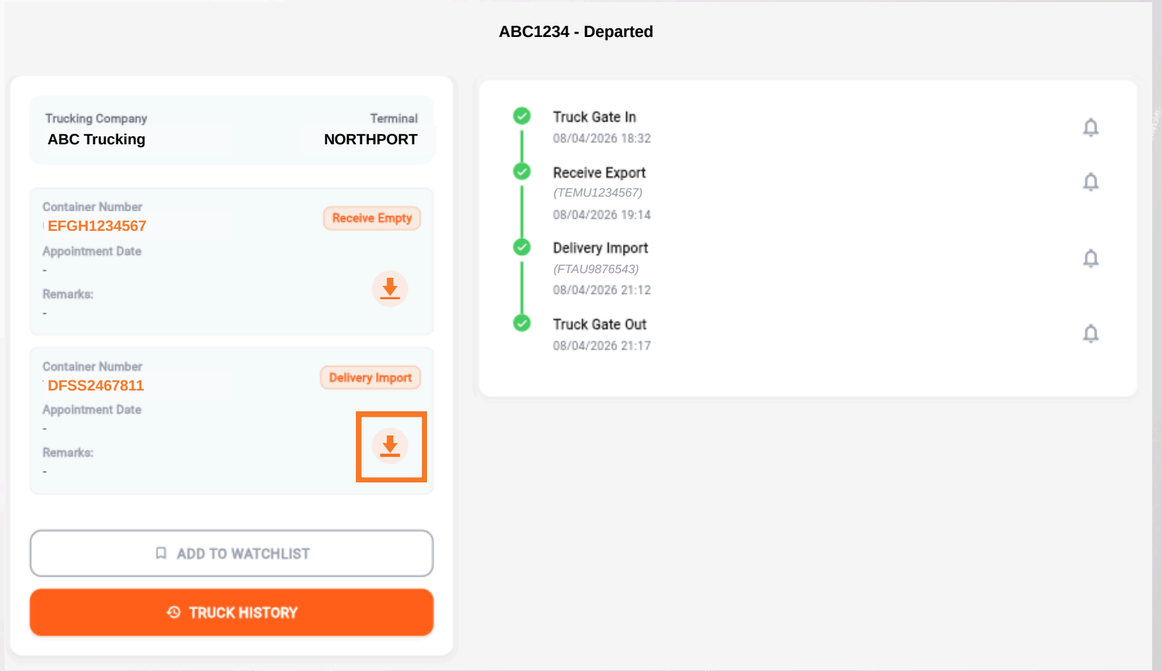
Downloading your EIR

Persona Subscription Request

Download the EIR



Or on the home page, click **MY TRUCK TRACKING**. Select the terminal and click SUBMIT to view your trucks. Click the plate number to access the page where you can download your EIR.

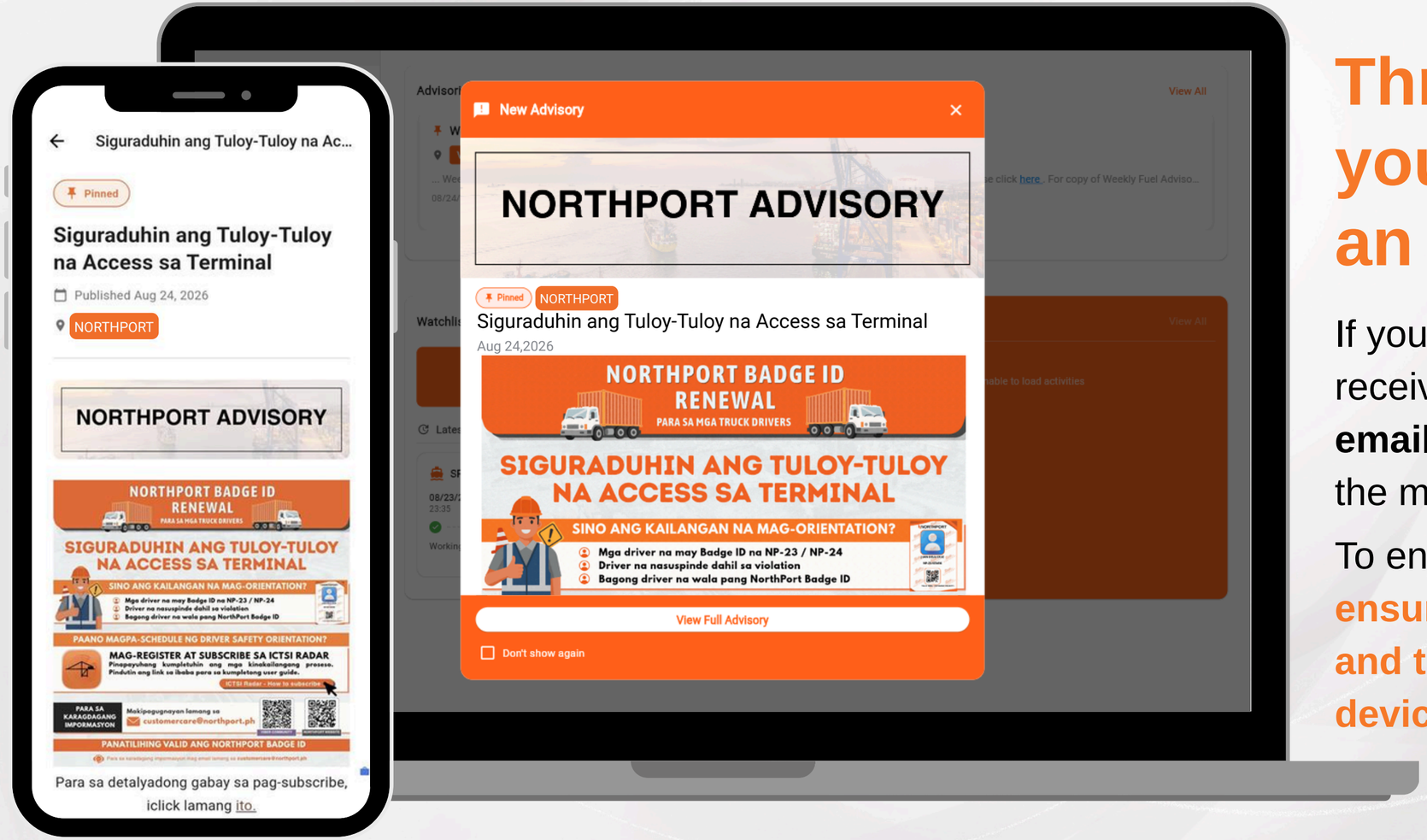


Once you click your desired transaction, click the **DOWNLOAD ICON** to download your EIR copy.

06

Staying Informed

Get the latest terminal updates and stay up to date!



Through ICTSI Radar, you'll never miss an update!

If you're registered with ICTSI Radar, you'll receive terminal advisories straight to your **email and instant push notifications** on the mobile app.

To enjoy a smooth experience, please **ensure your email address is correct and that the app is downloaded on your device.**

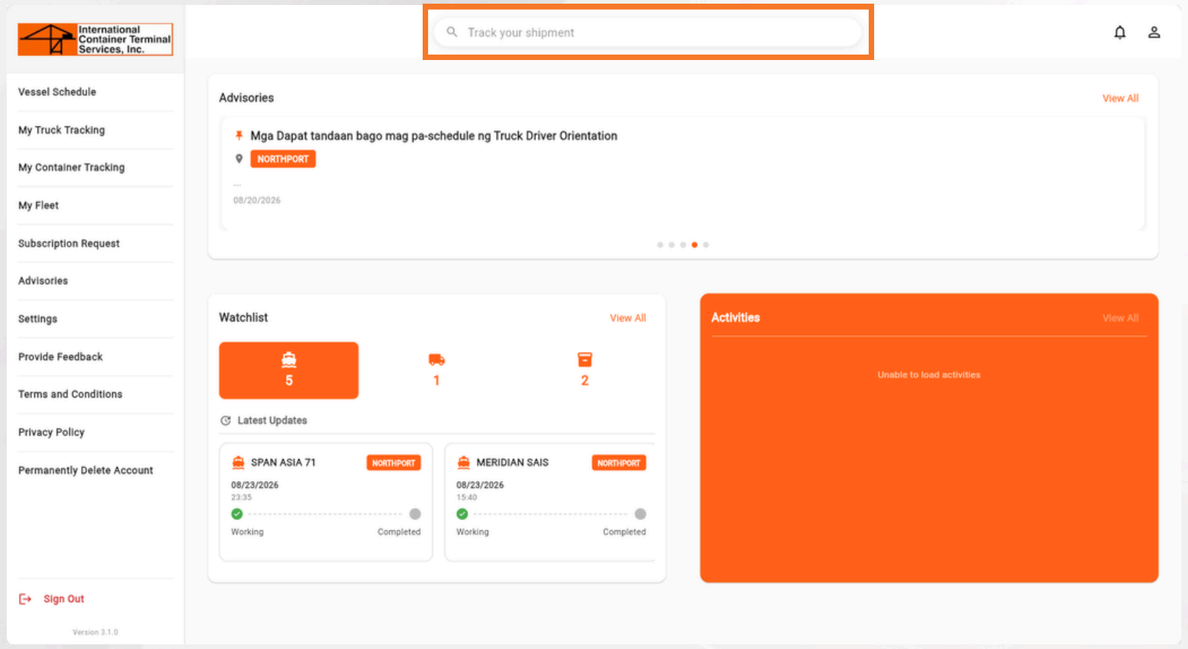
07

Other Features

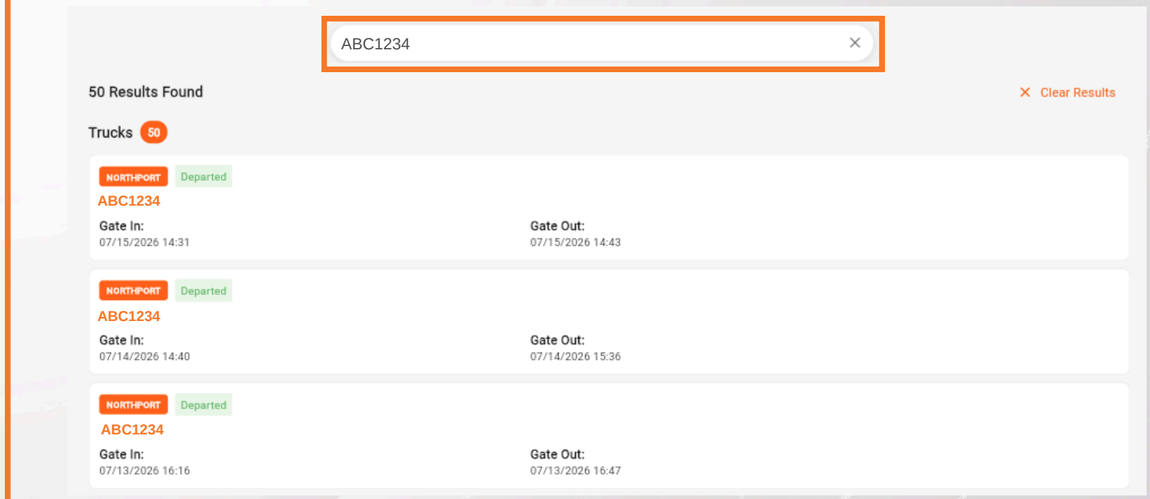
Other Features - Adding to your Watchlist

How to add to watchlist

Enabling Milestone Event Notifications



On the homepage, click the **SEARCH ICON** in the upper-right-hand corner of the screen.

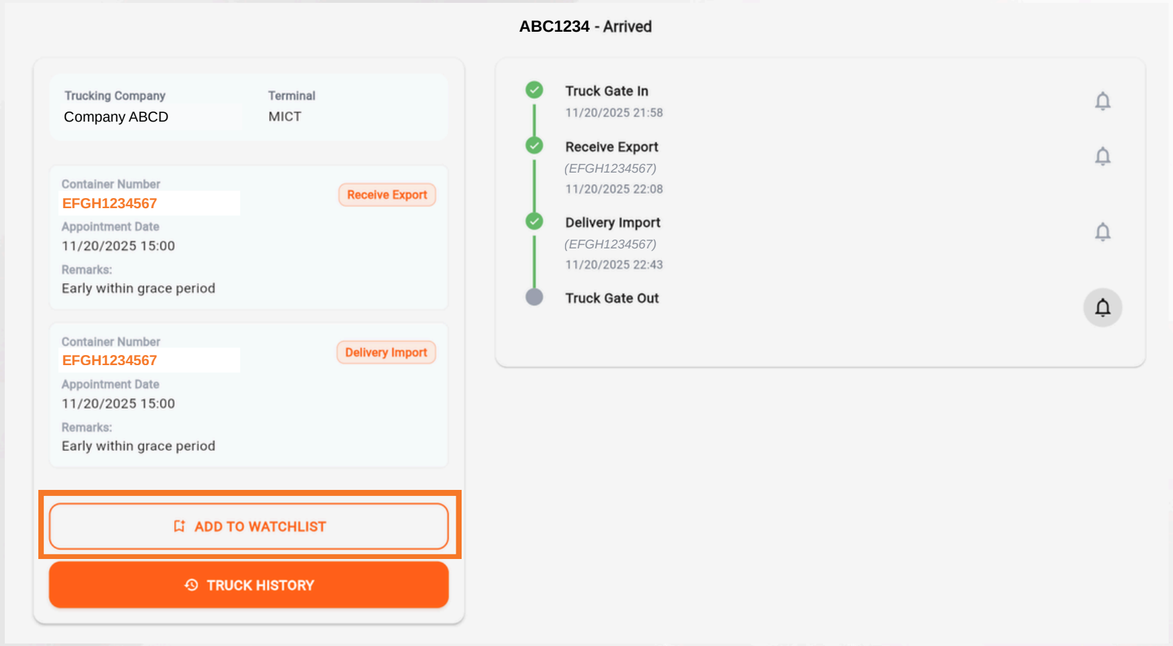


Input the correct truck plate number, container number (BL number, or vessel name you want to add to your watchlist, then press Enter. This will display all related transactions. Afterward, click your desired transaction.

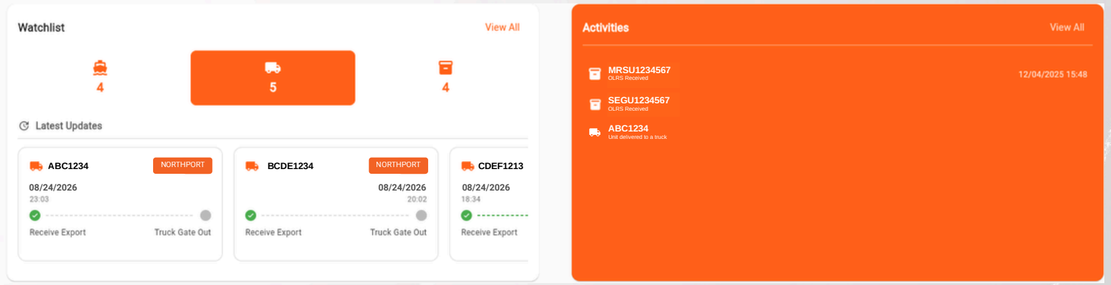
Other Features - Adding to your Watchlist

How to add to watchlist

Enabling Milestone Event Notifications



After selecting your transaction, click **ADD TO WATCHLIST**.



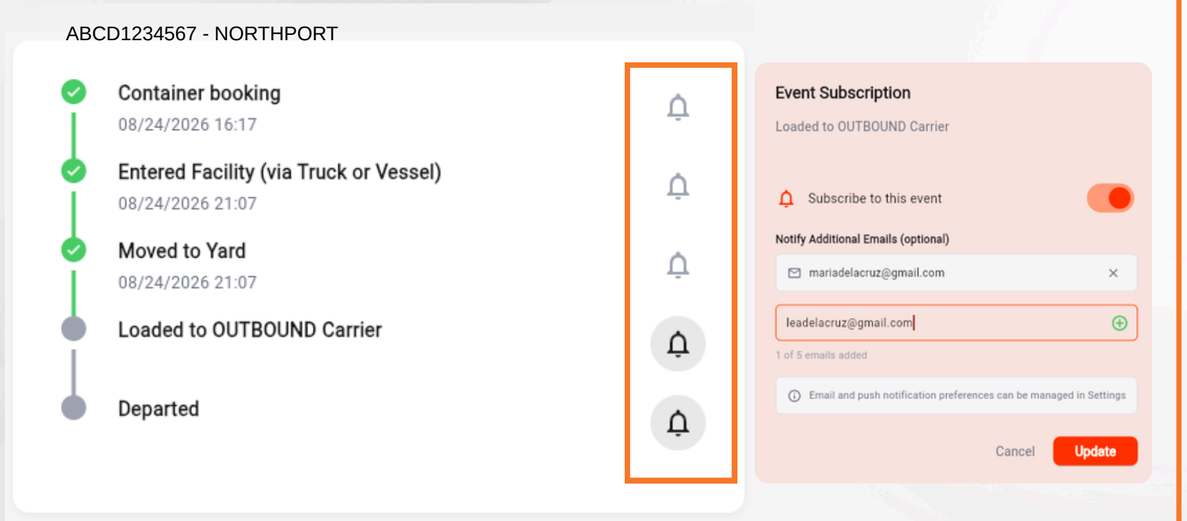
You can remove or manage your event notifications by clicking the bell icon on your homepage and click on **MANAGE EVENT NOTIFICATION**.

Items added to your watchlist will automatically appear on the homepage, giving you an easier way to monitor your shipments.

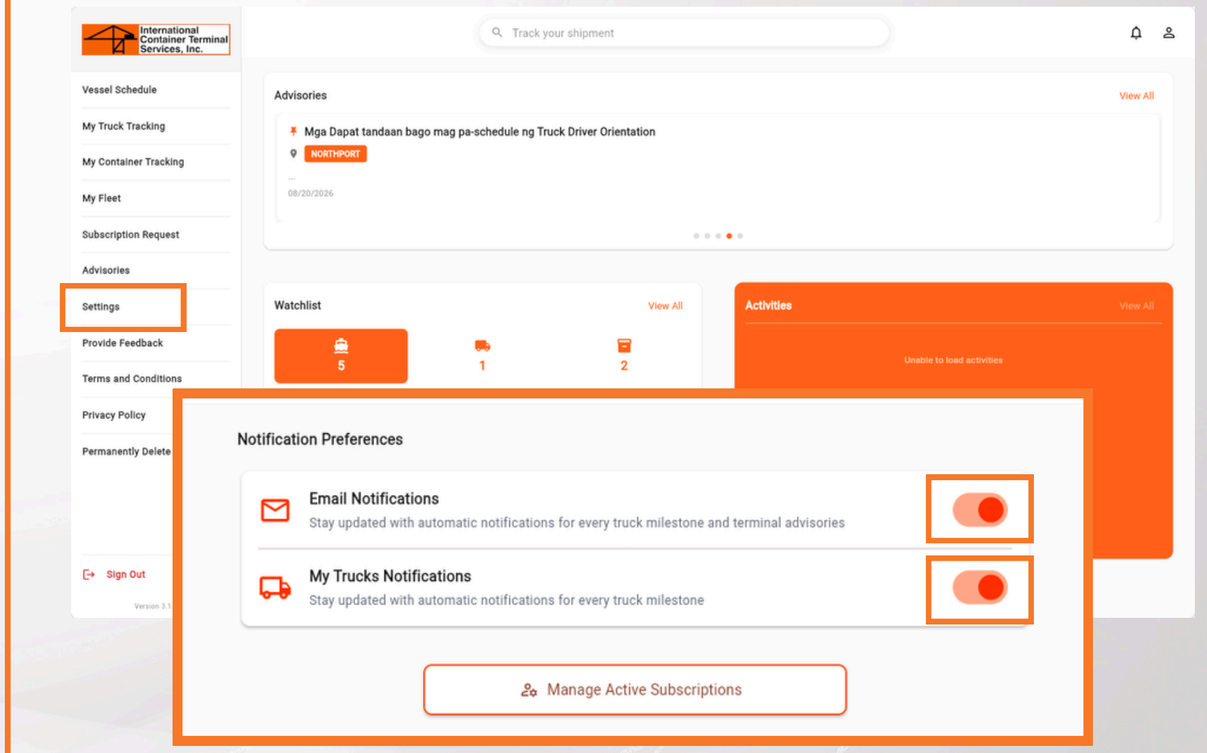
Other Features - Enabling Milestone Event Notifications

How to add to watchlist

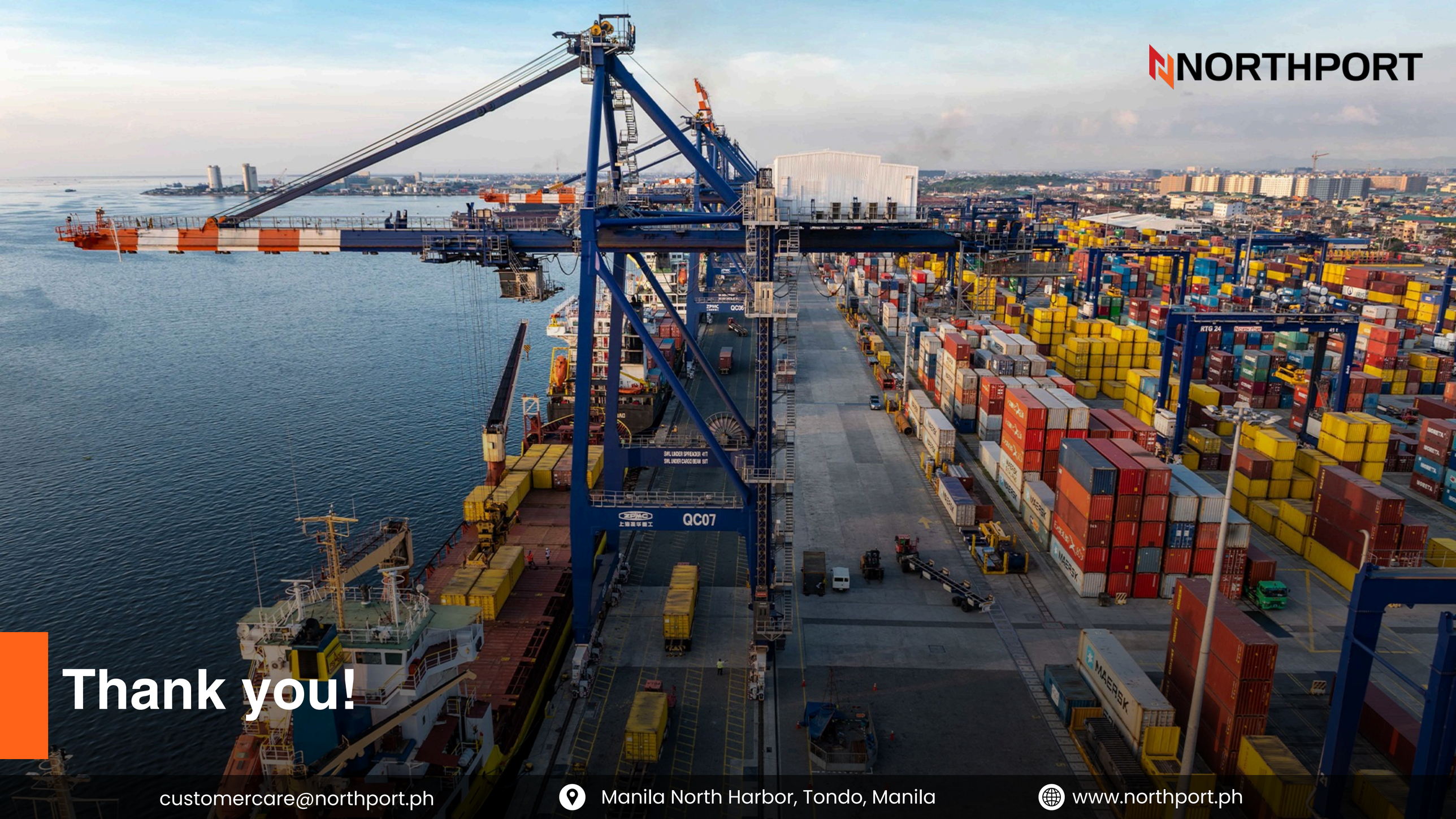
Enabling Milestone Event Notifications



You can subscribe to each event milestone and add upto 5 email addresses to receive notifications as they occur.



Toggle on Email Notifications to receive email alerts, including terminal advisories, while My Trucks Notifications provides truck milestone updates



Thank you!

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