

eTCD - Portal Instruction Guide

A Guide for Managing Vehicle Registration Status Online



About

eTCD is a secure, online web application that allows vehicle owners to book vehicle examination appointments and renew vehicle registrations online.

Note:

You can still interact with us using existing methods of transaction, but we encourage you to make use of this technology.

This useful reference guide will provide further detail and instructions about accessing and using the eTCD portal.

What you will find in this guide

- 1 Registering a new account
- 2 Renewing your vehicle's registration
- 3 eTCD Email Support
- 4 Frequently asked questions

Registering a New Account

To register a new eTCD account, using an internet browser, i.e. Chrome, Internet Explorer or Safari, you must navigate to <https://www.etcd.gov.bm>. Do note that the portal is best viewed from a desktop browser. Next, click Register to proceed to the registration form.

TRANSPORT CONTROL DEPARTMENT
MINISTRY OF TRANSPORT

GOVERNMENT OF BERMUDA

WELCOME TO THE ETCD SYSTEM

Welcome to the eTCD system. TCD now supports online scheduling of inspections and examinations and the re-licensing of private cars and bikes. To proceed, please log in or click the registration link to create a new account. All you need is a valid Bermudian driver's license or learner's permit.

PLEASE LOGIN

Username
Password
LOGIN

Don't have an account yet? [Register](#)
[Request Company Access](#)
[forgot password? I forgot user name?](#)
[Activate account](#)

CONTACT US

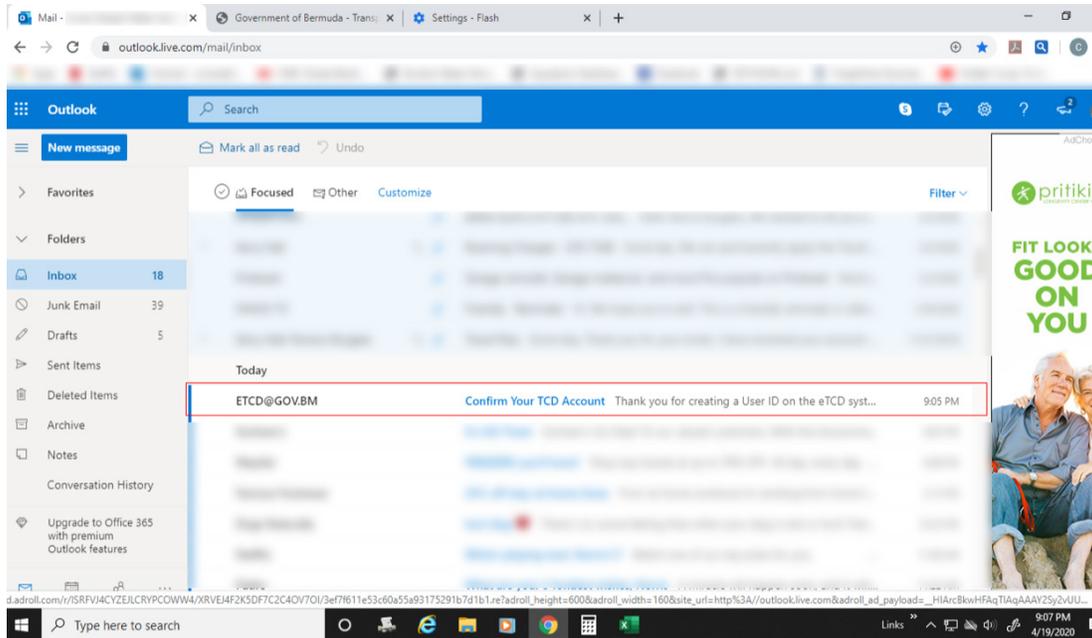
Email : etcdhelp@gov.bm
Main TCD Line : 1-441-292-1271
Main Fax : 1-441-292-8843

Physical Address:
11 North Street,
Hamilton HM17,
Bermuda
Mailing Address :
P.O. Box HM718,
Hamilton HM CX,

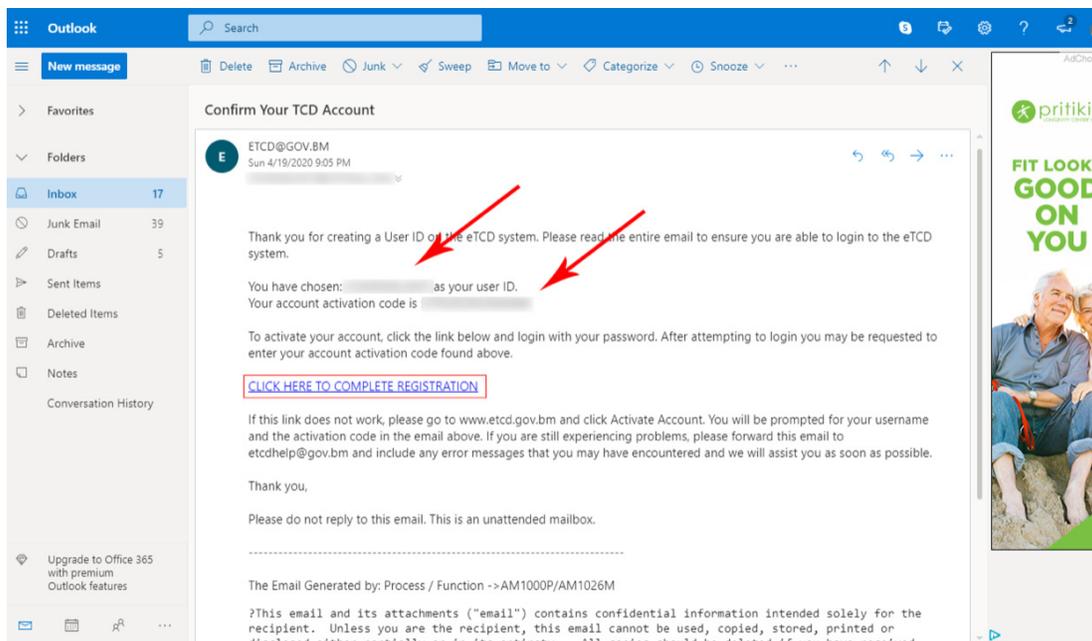
Fill out the account registration form with relevant information in each field. Be sure to store your credentials for later reference.

Once completed, you should be emailed a confirmation.

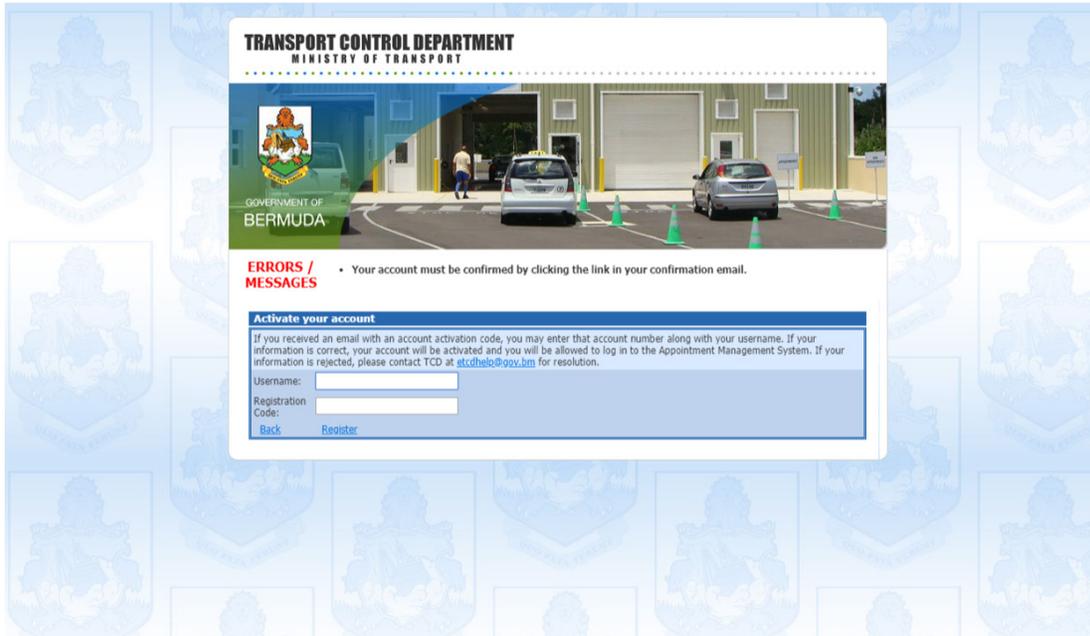
Check your email inbox for the confirmation email. In some cases, it may be in your Junk or Spam folder.



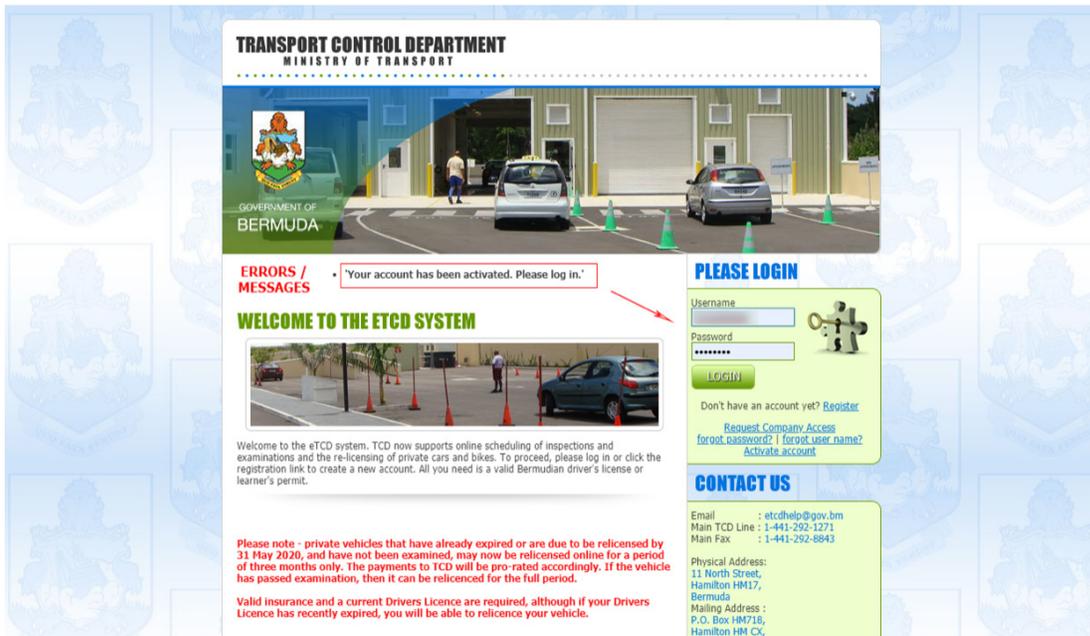
Copy your registration code to your device's clipboard or write it down for future use. This information is needed to complete the account registration process. Also, be sure to remember your username. Once copied, click the link in the email to complete registration.



Enter the account username that you set at the beginning of the registration process, paste the registration code from the email, and click 'register'.



If the confirmation information is entered correctly, the portal registration process will be complete. You can now navigate to the main log in page at <https://www.etc.gov.bm> to enter your username and password to log in.



Renewing Your Vehicle's Registration

Please read the terms and conditions. You must accept them to be able to use the eTCD Portal.

Please read and review the terms of acceptance.
The terms and conditions below (the "Terms") provide the basis upon which the Transport Control Department will provide the online booking of appointments. Users must acknowledge that they have read and accepted these Terms. If a user does not agree to the Terms he/she cannot access or otherwise use the eTCD System.

Cookies
To use the eTCD System, you must have your browser set to accept cookies. You can decide if you want to have your browser notify you when it is being sent a cookie, so you can review each cookie before accepting it, or you can set the browser to 'Accept all cookies'. Please refer to your browser's 'Help' files for more information about cookies.

Password
If you have any problems or difficulty with your password you can contact the Transport Control Department at etcdhelp@gov.bm.

Logging Out
Users are urged to log out of the eTCD System when they have finished their online session and before visiting other internet sites. It is also suggested that you log out if you must leave your computer for any period of time. You must log back in if you wish to access the eTCD System again. It is strongly recommended that you close your browser after you complete your work.

Limitation of Liability
Appointments made on your user account, absent any clear and valid evidence to the contrary, will be deemed to be conclusive proof of the correctness and authenticity of those records and may be relied upon by the Transport Control Department and as evidence in a court of law. Interruptions in users' access to the system may occur and the Transport Control Department shall have no liability whatsoever in respect of any such interruption. The Transport Control Department may terminate or suspend access to the eTCD System at any time without notice.

Disclaimer
The Transport Control Department will not be liable for any damage or injury caused by use of the eTCD System and reserves the right to modify the system and any information contained therein, without any obligation whatsoever. Under no circumstances, will the Transport Control Department be liable for any incidental or consequential damages arising out of any use of the eTCD System.

Questions and/or Concerns
If you have any questions or concerns about the system, please email the Transport Control Department at etcdhelp@gov.bm.

Cancel Accept

Once logged in, you will see the vehicles that are associated with your Driver's Licence. Vehicles that are eligible for renewal will have the option to relicense; click this button to begin the relicensing process.

[Home Page](#)
[Change Password](#)
[Log off](#)

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ERRORS / MESSAGES

- You may not register for this Vehicle Type Online.
- You may not register for this Vehicle Type Online.

My Profile Appointments/Vehicles Help

You have the following appointments scheduled
No appointments are currently scheduled.

Schedule a Driving or Riding Test
Central Office - Aux. B driving exam
Create

Vehicle Information		Expires	Type	License Plate
Re-Licence	Transfer	24/04/2020	Private Car	
Annual	Transfer	31/03/2020	Truck	

If your vehicle's insurance policy expires on or after the new registration's expiry date, you should be allowed to proceed with the registration process. Verify this information and click Submit Payment for Registration Renewal.

[Home Page](#)
[Change Password](#)
[Log off](#)

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License Registration Renewal

User Details
 License Plate Number: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED]
 Email Address: [REDACTED]

Vehicle Details
 Vehicle Make/Model: [REDACTED]
 Current Registration Date: 25/04/2019
 Current Expiration Date: 24/04/2020
 New Registration Date: 25/04/2020
 New Expiration Date: 25/07/2020
 Last Examination Date: [REDACTED]

Insurance Details
 Insurance Company: [REDACTED]
 Policy Number: [REDACTED]
 Effective Date: 25/04/2020
 Expiration Date: 24/04/2021

Registration Fees
 Fee: \$ 255.51
 Amount Due: \$ 255.51

Enter your payment card details and click Submit Payment.

[Home Page](#)
[Change Password](#)
[Log off](#)

Payment Details Page

User Details
 License Plate Number: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED]
 Email Address: [REDACTED]

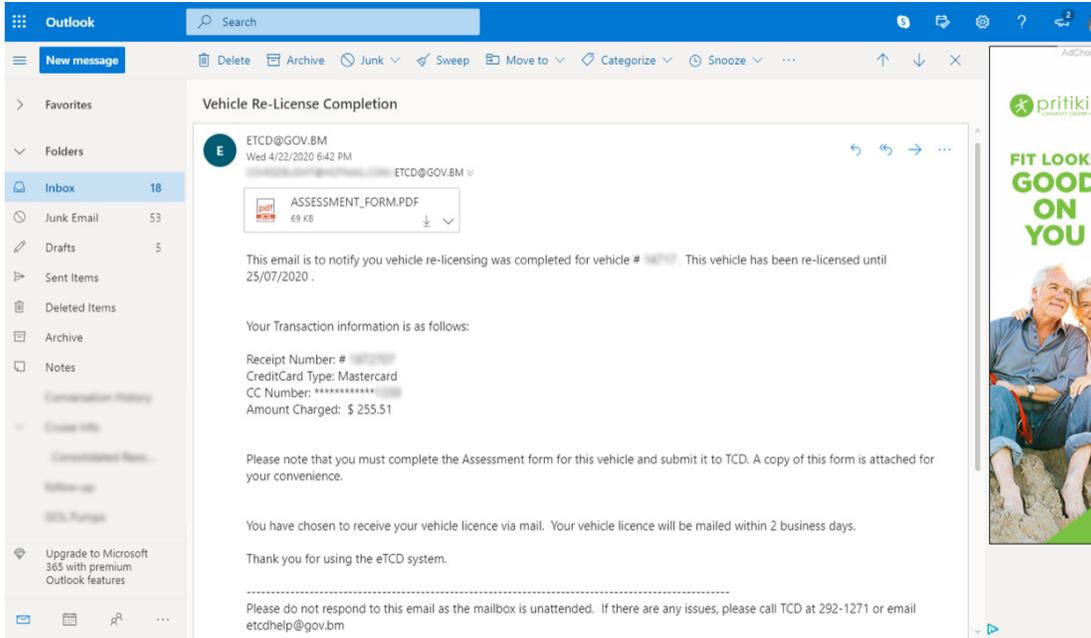
Vehicle Details
 Vehicle Make/Model: [REDACTED]
 Current Registration Date: 25/04/2019
 Current Expiry Date: 24/04/2020
 New Registration Date: 25/04/2020
 New Expiration Date: 25/07/2020
 Last Examination Date: [REDACTED]

Insurance Details
 Insurance Company: [REDACTED]
 Policy Number: [REDACTED]
 Effective Date: 25/04/2020
 Expiration Date: 24/04/2021

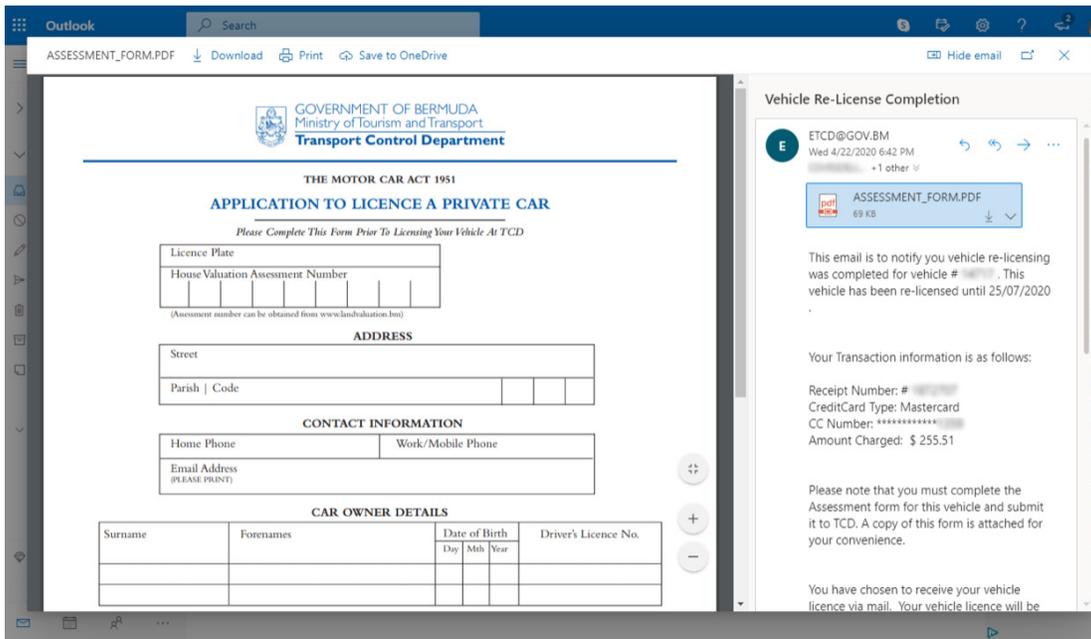
Payment Information
 Fee: \$ 255.51
 Amount Due: \$ 255.51
 Card Type: [Dropdown]
 Name as it appears on Card: [Text Field]
 Card Number (Do Not Include Spaces): [Text Field]
 Expiration: [Month] / [Year]
 Method to Receive Vehicle License & Sticker:
 Pick up Vehicle Licence at TCD(After 12PM Next Business Day)
 Have your Vehicle Licence Mailed to you

Please be Patient as the credit card transaction may take a while to process. Your privacy and security are important to us. As part of our commitment to protect you, we employ a number of technologies and processes to protect your personal and financial information.

If payment is successful, you will be shown your receipt. Please print this for your records. A confirmation email will be sent to your email address along with the Assessment Form.



Please print, complete, scan and return this form via email to etcdhelp@gov.bm or fax to 441-292-8843.



eTCD Email Support

If you run into any issues while navigating the eTCD portal, you can reach out via email to etcdhelp@gov.bm. This help system supports general user issues including:

- Registration emails not being received.
- Lost or forgotten usernames.
- Change of email addresses.
- Incorrect vehicles showing in your profile.

All other issues should be directed to TCD at (441) 292-1271 or visit in person at 11 North Street, Hamilton HM 10.

FREQUENTLY ASKED QUESTIONS

Below are a few common issues and queries

Q *I have not received my activation email?*

A Check spam/junk mail. If you still have not received it, email etcdhelp@gov.bm.

Q *I can't remember my username?*

A On eTCD login page click 'Forgot Username'.

Q *I can't remember my password?*

A Enter the username into etcd login page and click 'Forgot Password'.

Q *How do I change my email address?*

A Log into etcd and edit your profile.

Q *Why am I not seeing the button to relicense my vehicle?*

A Ensure the vehicle has been examined.

Q *Why am I not seeing my new insurance details?*

A Insurance is electronically updated by you current Insurer.

Q *What if I change my Insurer?*

A You will not be able to complete the transaction online.

Q *Where do I send my assessment form?*

A Hand deliver or mail to:
Transport Control Department,
PO Box HM17, Hamilton HMCX

Q *How do I transfer a vehicle into my name online?*

A The transfer of vehicle ownership cannot be done online. You must visit TCD to complete this transaction.

Q *Can I relicense my truck online?*

A Commercial vehicles cannot be relicensed online.

FREQUENTLY ASKED QUESTIONS *cont'd*

- Q** *What types of vehicles can be relicensed online?*
- A** Private Cars, Motorcycles, Auxiliary Cycles, Doctor Cars, Physically Challenged Vehicles.
- Q** *Can I renew my driving licence online?*
- A** Driving licences can't be renewed online.
- Q** *I see an incorrect number of demerit points?*
- A** Points are added or corrected by Magistrates Court.