



PSW
PAKISTAN SINGLE WINDOW



USER MANUAL FOR TRADERS & CUSTOMS AGENTS

**PSW Mobile App – User Access &
Session Management**

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1. Introduction

Pakistan Single Window (PSW) is an electronic portal that allows parties involved in cross border trade and transport to lodge standardized information and documents using a single-entry point to fulfill all import, export, and transit related regulatory requirements. The PSW Mobile App extends this experience to your phone, giving subscribed and registered PSW users on-the-go access to key trade information and actions — using the same credentials as the PSW web portal.

The Mobile App is designed for quick visibility and action while you're away from your desk. It puts the tools you rely on most into your pocket, so you're never far from your trade activity. It allows Traders, Customs Agents, and other authorized users to view and track Goods and Single Declarations, check the status of licenses, permits, and certificates (LPCOs), manage payments and financial instruments, and stay informed through messages and complaint tracking — all from a single dashboard that adapts to your role.

With the PSW Mobile App, you get real-time visibility into your trade activity — from declarations and approvals to payments and support requests — keeping you informed and in control wherever you are. For more information about PSW, please visit our website www.psw.gov.pk.



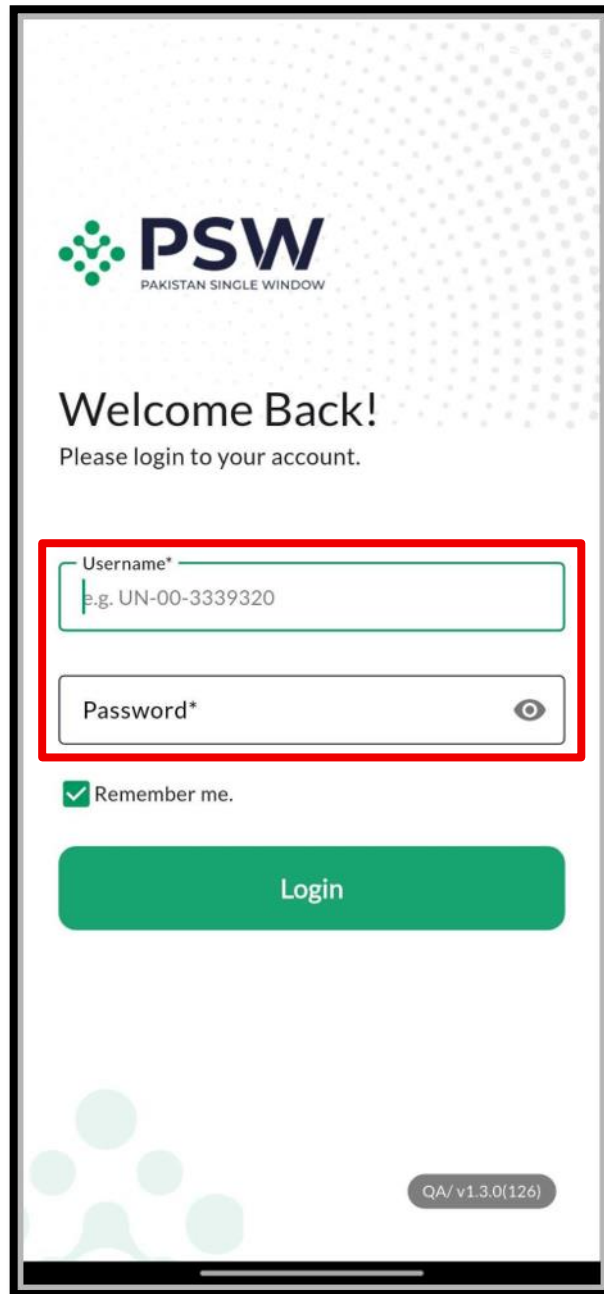
2. System Requirements

- To use PSW Mobile App on Android device, the subscriber will require:
 - a. Android smartphone.
 - b. Android 11 or later.
 - c. Stable internet connection (Wi-Fi or mobile data).
- To use PSW Mobile App on iPhone, the subscriber will require:
 - a. iOS 15.0 or later.
 - b. Stable internet connection (Wi-Fi or mobile data).

3. Step by Step Process

3.1. User Login

- i. Launch the **PSW Mobile App** on your device.
- ii. Enter your login credentials and sign in to access the app dashboard.



The image shows the login screen of the PSW Mobile App. At the top, there is a logo for PSW (Pakistan Single Window) with the text "PAKISTAN SINGLE WINDOW" below it. Below the logo, the text "Welcome Back!" is displayed, followed by "Please login to your account." The login form consists of two input fields: "Username*" and "Password*". The "Username*" field contains the text "e.g. UN-00-3339320". The "Password*" field has a toggle icon (an eye) to the right of it. Below the input fields, there is a checkbox labeled "Remember me." which is checked. A green "Login" button is positioned below the checkbox. At the bottom right of the screen, there is a version number "QA/ v1.3.0(126)".

Figure 1

3.2. Switch User Role

1. Tap on the **menu** from the dashboard to open the side menu.

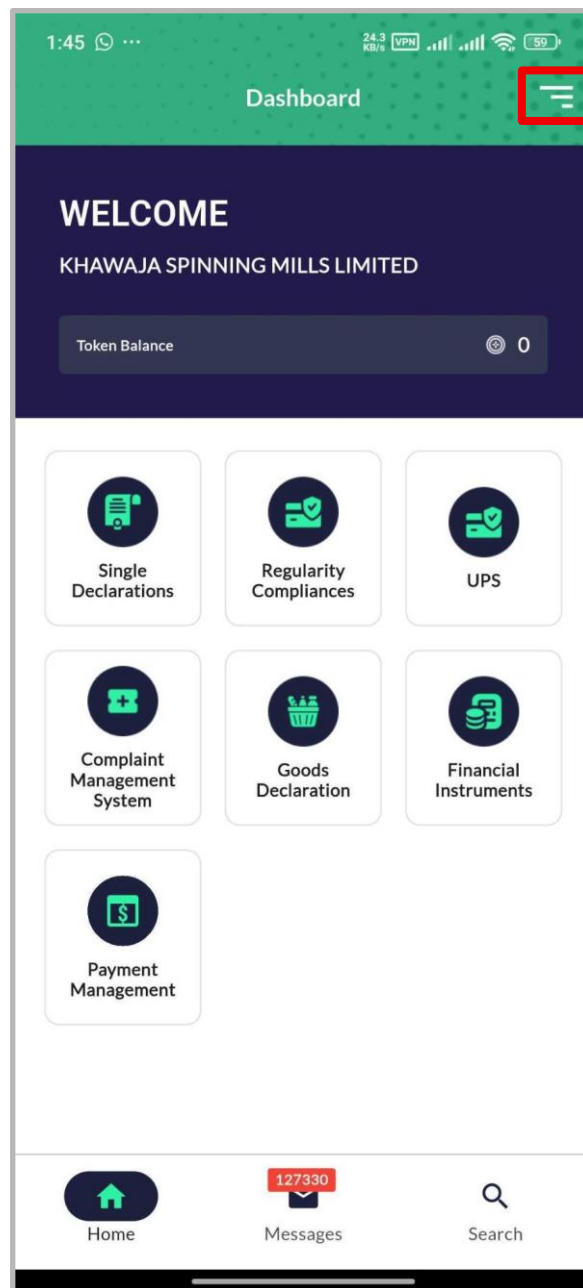


Figure 2

2. Tap on the role dropdown displayed next to the username at the top of the menu.

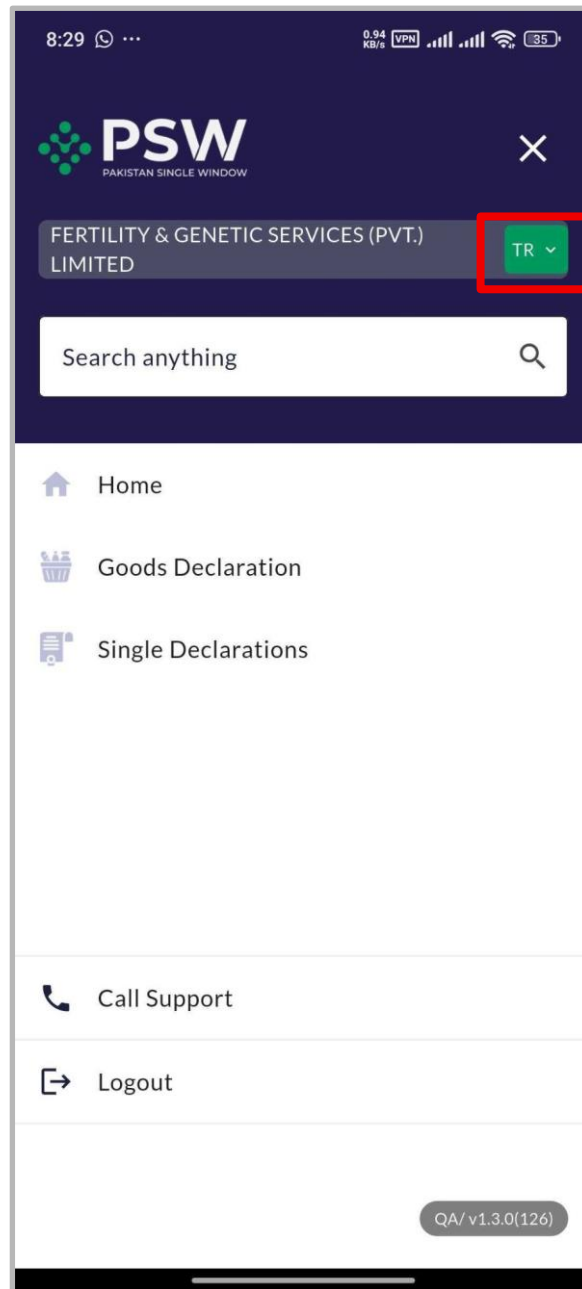


Figure 3

3. Select the required role from the list, such as **'Trader, Customs Agent, DPP PSI, Treatment Provider, or Shipping Agent'**.
4. The app switches to the selected role and updates the accessible modules accordingly.

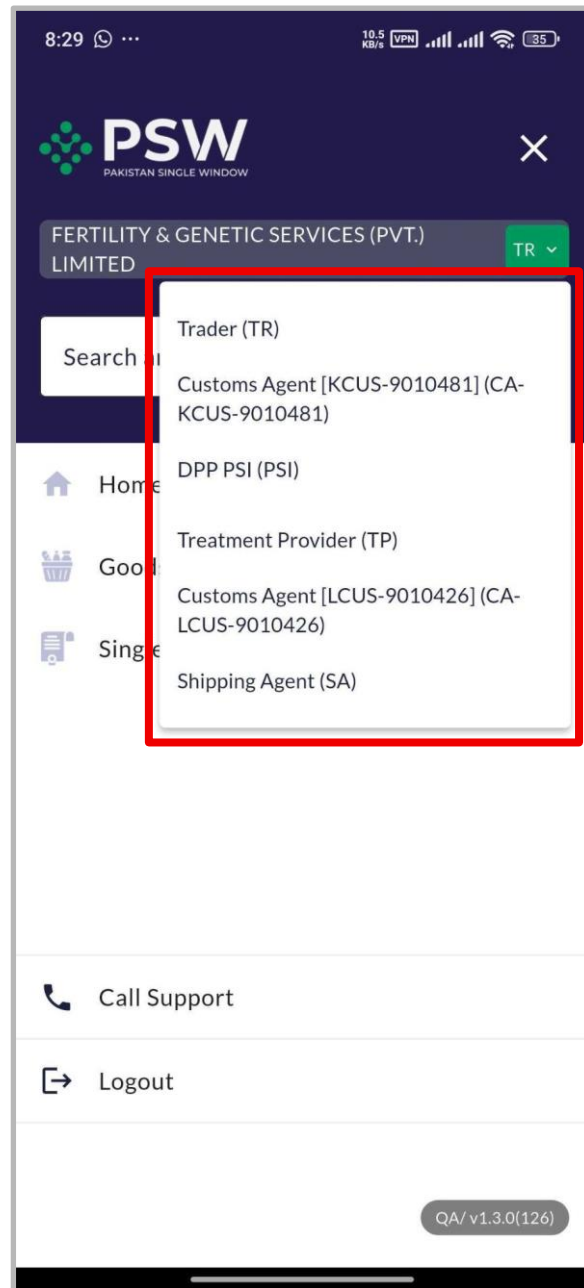


Figure 4

3.3. Call Support

1. Tap on the **menu** from the dashboard to open the side menu.

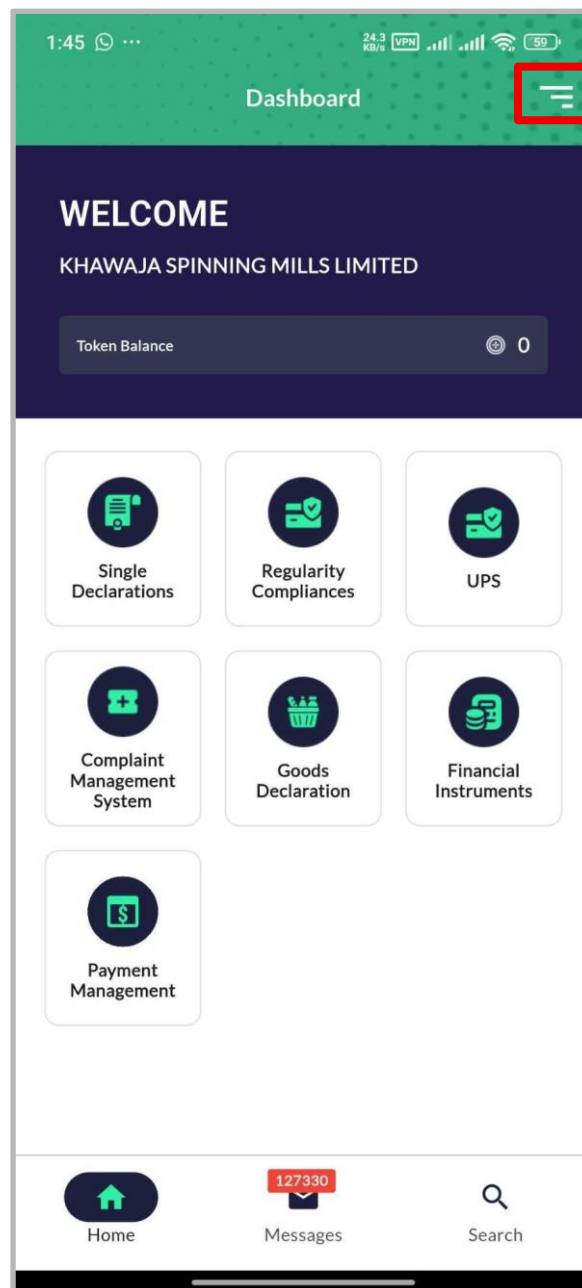


Figure 5



2. Tap on 'Call Support'.

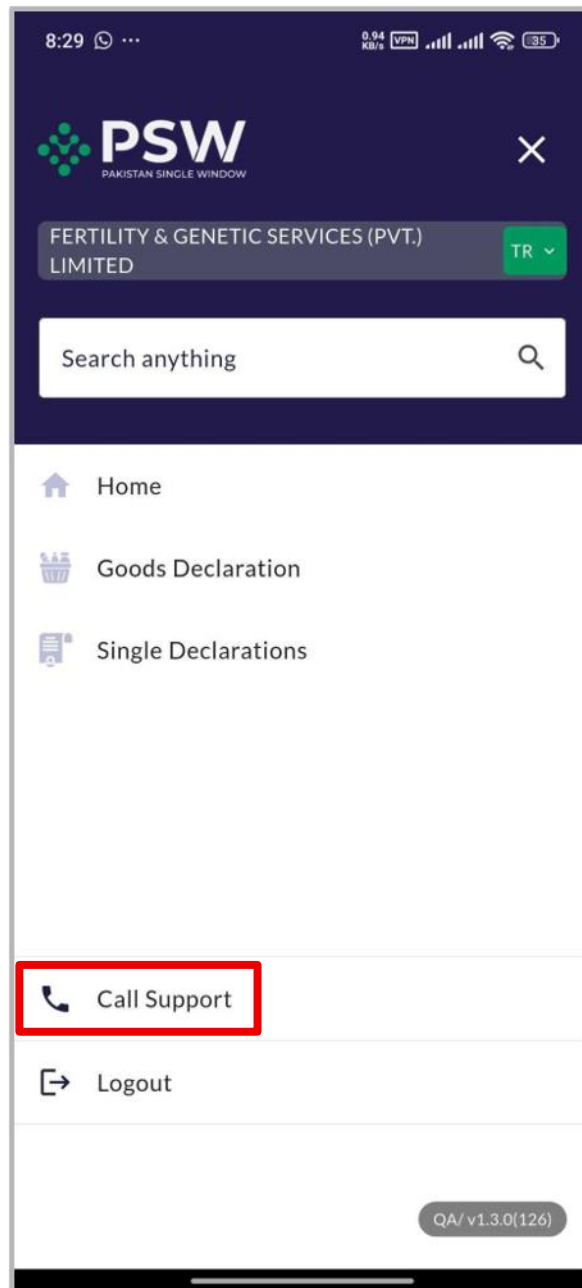


Figure 6

3. If prompted, select the preferred application or calling option to place the support call.

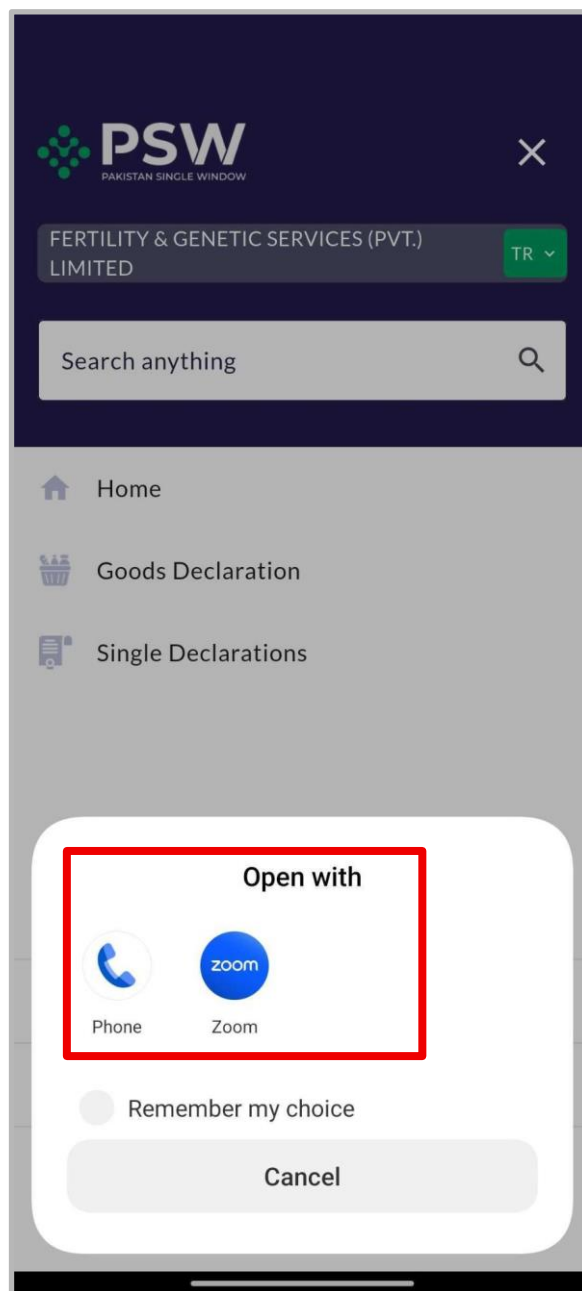


Figure 7

3.4. Logout

1. Tap on the **menu** from the dashboard to open the side menu.

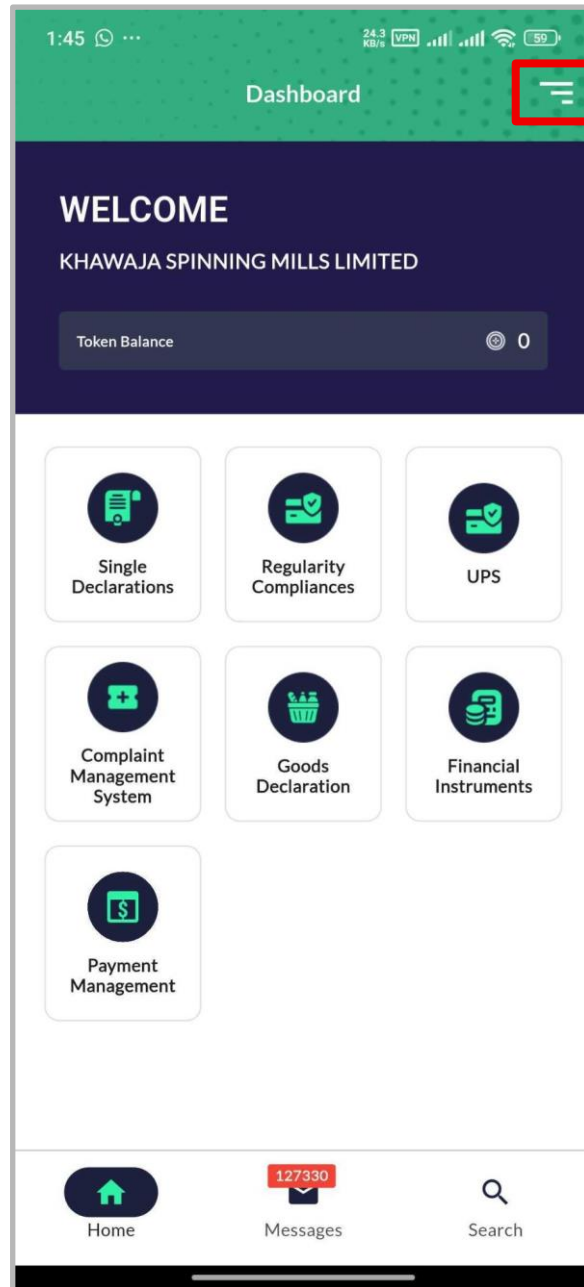


Figure 8

2. Tap on 'Logout'.

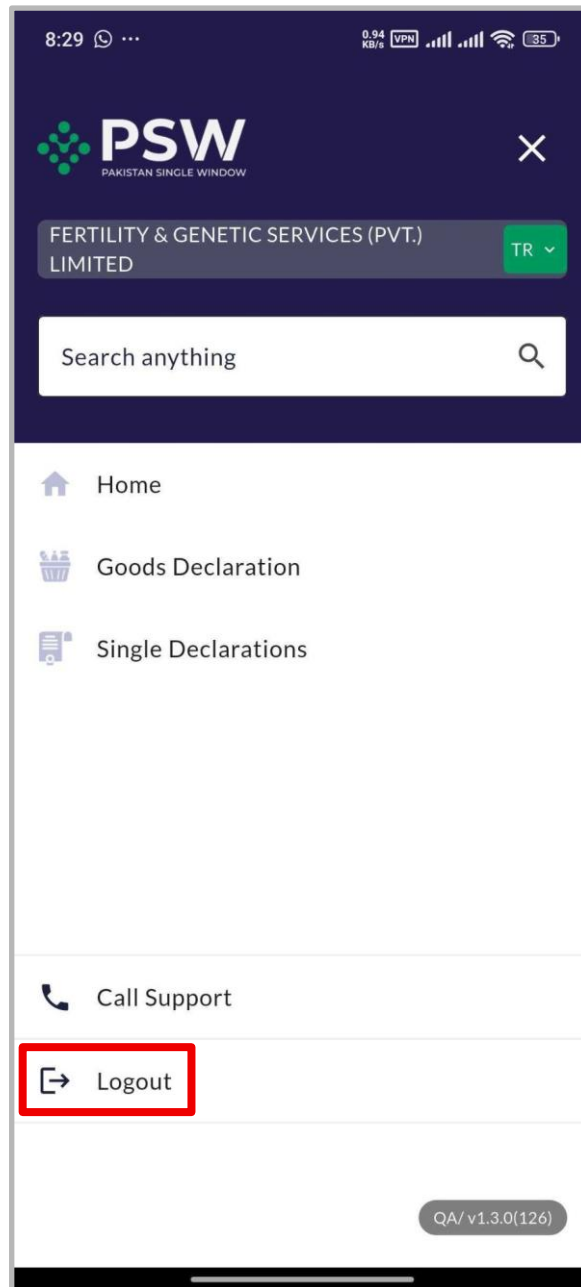


Figure 9

3. On the confirmation popup, tap on **'Yes'** to log out from the app, or tap on **'No'** to remain logged in.

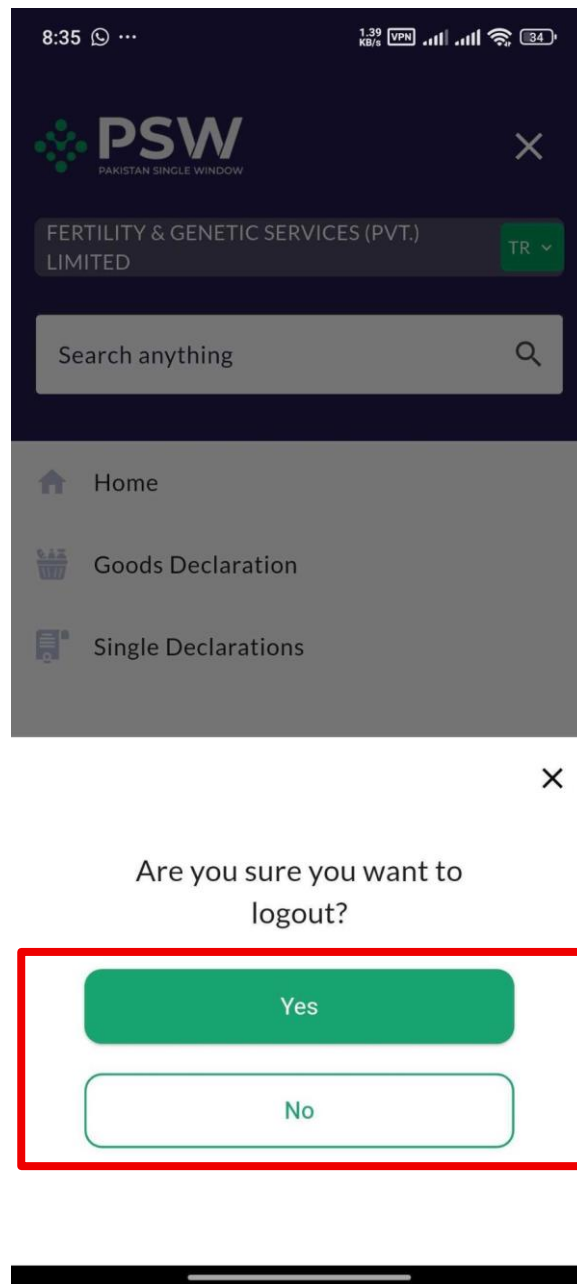


Figure 10



4. Contact Information Need any assistance?

Please feel free to contact us as:

Email: support@psw.gov.pk

Phone: 021-111-111-779



+92-51-9245605



info@psw.gov.pk



www.psw.gov.pk