

eMPF™ Deactivation and Reactivation



**Web Portal
User Guide**



Preface

This user guide provides step-by-step instructions on how a scheme member can deactivate and reactivate **eMPF™** on the **eMPF Web Portal**. All screenshots are for illustration purposes only. The actual design of the app interface may be different.

For any enquiries regarding the **eMPF Platform**, please contact us through the following channels:

eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk
eMPF Service Centre	Hong Kong Island Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	Kowloon Suites 1204-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	New Territories Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories
	Opening Hours Monday to Friday : 9:00 a.m. to 6:00 p.m. Saturday : 9:00 a.m. to 1:00 p.m. Closed on Sunday and Public Holiday

Version: 1.1

Date : 27 Mar, 2026

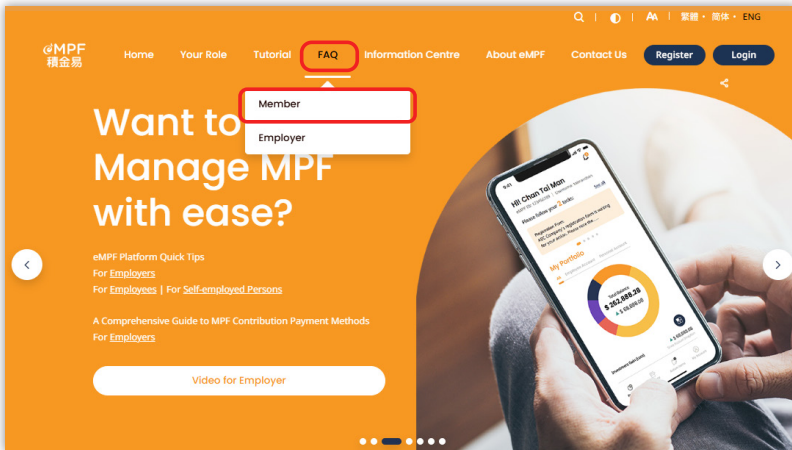
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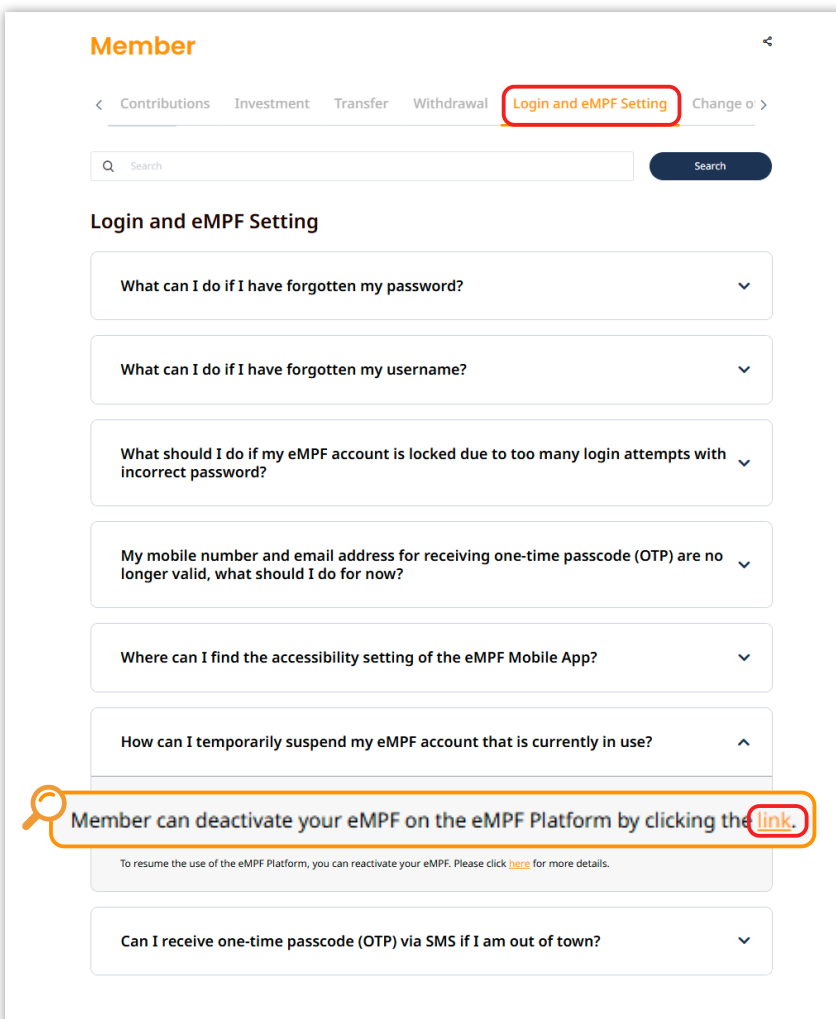
A. Deactivate eMPF™

If you would like to temporarily suspend your eMPF, please follow the steps below to access the relevant link.

- A1** Visit eMPF website www.empf.org.hk. Select “FAQ” on the menu bar, then click “Member”.



- A2** Select “Login and eMPF Setting”, scroll down to expand the question “How can I temporarily suspend my eMPF account that is currently in use?”. Click “link” to deactivate your eMPF.



A3 Fill in HKID No. and click **Continue**.

Deactivate Your eMPF Immediately

Please enter your HKID No. for deactivation of your eMPF.

Scheme Member Employer

ID Document Type

HKID


HKID No. For HKID No. A123456(B), please input A123456B

Continue

A4 Please verify with **"iAM Smart"**.

Verify Your Identity

In order to comply with the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615), we are required to verify your identity separately upon each MPF scheme enrolment.



智方便
iAM Smart

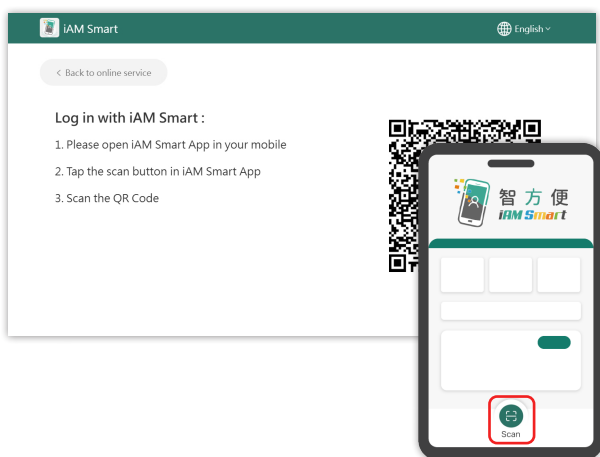
Authenticate by logging into the "iAM Smart"


Back



Tips: Please have your smartphone ready.

Verify with **"iAM Smart"**



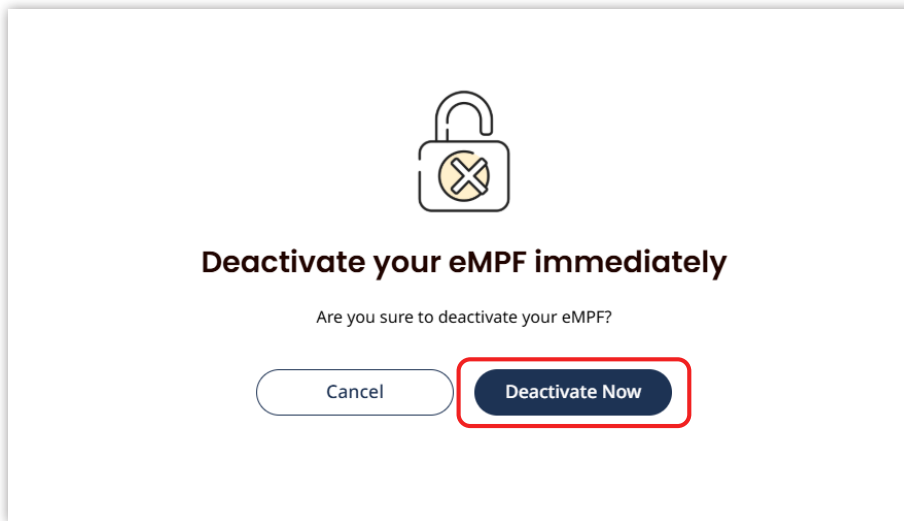
- 1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user.
- 2 Log in to **"iAM Smart"** and tap . Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.



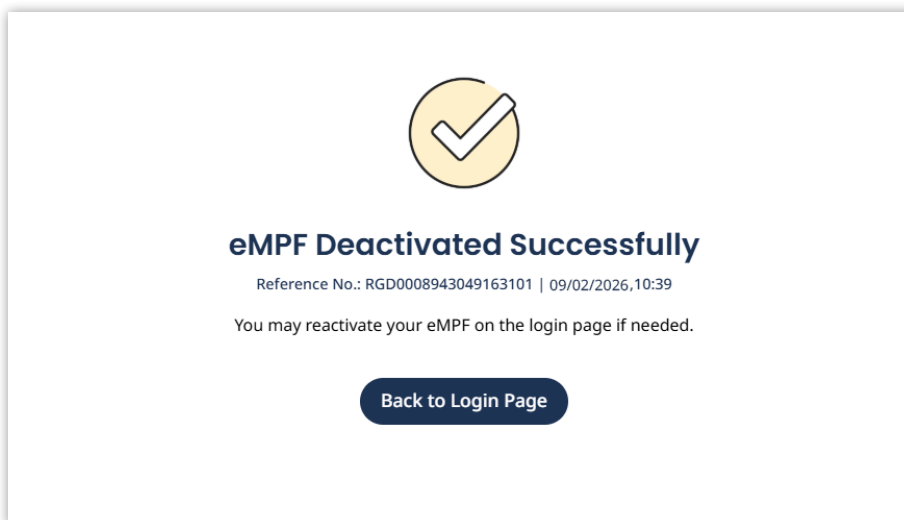
Tips: After you have successfully authorized the connection of **"iAM Smart"** with **eMPF Platform**, please continue the enrolment via **eMPF Web Portal**.

► Continue the Deactivation via eMPF Web Portal

A5 Click **Deactivate Now** to proceed **eMPF** deactivation.



A6 Your **eMPF** has been deactivated successfully.

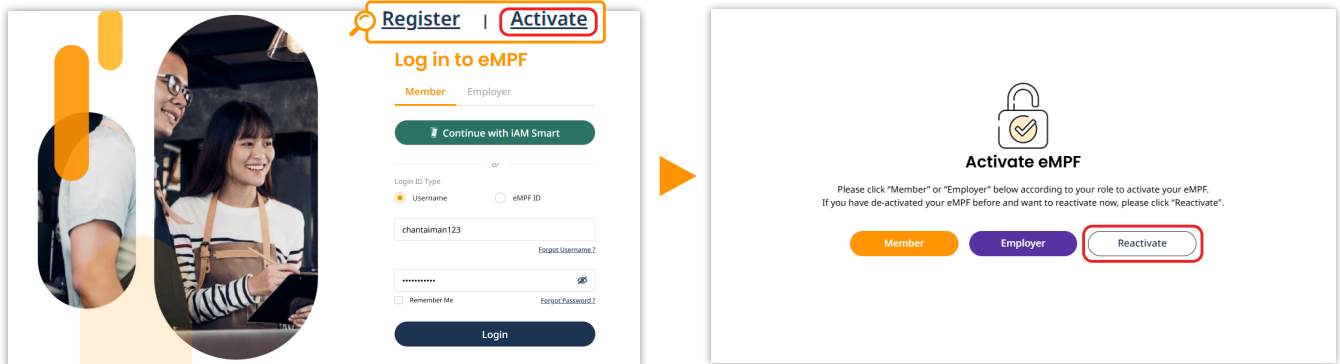


Remarks: After deactivating **eMPF**, please submit MPF instructions using paper forms. If you are unable to deactivate **eMPF**, please visit any of the **eMPF Service Centres** in person and present your identity documents for further assistance.

B. Reactivate eMPF™

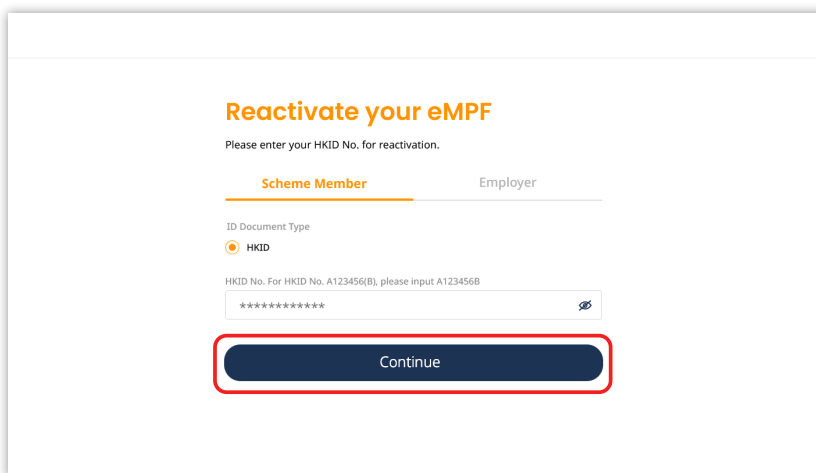
If you wish to reactivate your eMPF after deactivation, please follow the steps below.

- B1** Click **“Activate”** on the Login page of eMPF Web Portal, then click **Reactivate**.



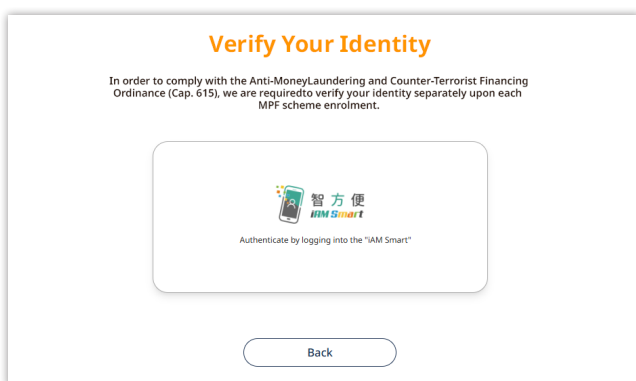
The screenshot shows the eMPF Web Portal login page. At the top, there are links for 'Register' and 'Activate'. Below this is the 'Log in to eMPF' section with tabs for 'Member' and 'Employer'. A 'Continue with iAM Smart' button is visible. Underneath, there are fields for 'Login ID Type' (Username or eMPF ID), a username field (containing 'chantalman123'), and a password field. A 'Remember Me' checkbox and a 'Login' button are also present. To the right, a secondary screen titled 'Activate eMPF' features a padlock icon and instructions: 'Please click "Member" or "Employer" below according to your role to activate your eMPF. If you have de-activated your eMPF before and want to reactivate now, please click "Reactivate"'. At the bottom of this screen are three buttons: 'Member', 'Employer', and 'Reactivate'.

- B2** Fill in HKID and click **Continue**.



The screenshot shows the 'Reactivate your eMPF' page. It prompts the user to 'Please enter your HKID No. for reactivation.' There are tabs for 'Scheme Member' and 'Employer'. Under 'ID Document Type', the 'HKID' option is selected. A text field for the HKID No. is shown with the instruction: 'HKID No. For HKID No. A123456(B), please input A123456B'. The field contains '*****'. A 'Continue' button is highlighted with a red border.

- B3** Please verify with **“iAM Smart”**.

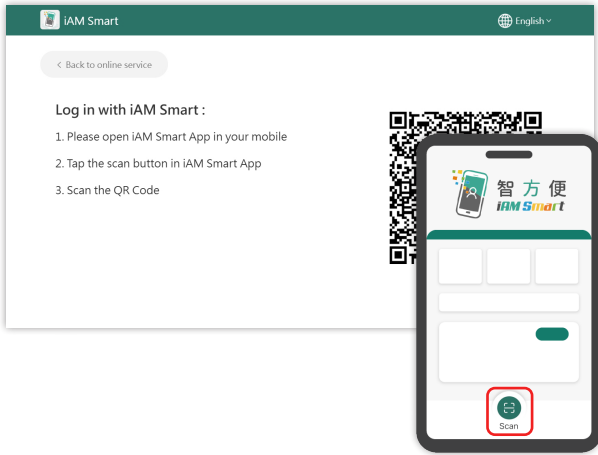


The screenshot shows the 'Verify Your Identity' page. It includes a notice: 'In order to comply with the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615), we are required to verify your identity separately upon each MPF scheme enrolment.' Below this is a box with the iAM Smart logo and the text 'Authenticate by logging into the "iAM Smart"'. A 'Back' button is located at the bottom.




Tips: Please have your smartphone ready.

Verify with "iAM Smart"



1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user.

2 Log in to "iAM Smart" and tap . Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your "iAM Smart" mobile app.



Tips: After you have successfully authorized the connection of "iAM Smart" with eMPF Platform, please continue the enrolment via eMPF Web Portal.

► Continue the reactivation via eMPF Web Portal

B4 Enter the verification code sent to your email or SMS to proceed with eMPF reactivation.

The screenshot shows a web page titled 'Enter Verification Code'. Below the title, it says 'Enter the verification code we have sent by Email to c*****@abc.com.' There is a red-bordered input field consisting of six empty boxes for entering the code. Below the input field, there is a link that says 'Did not get a verification code? Resend in 48 seconds'. At the bottom of the page, there is a 'Back' button.

B5 Your eMPF has been reactivated successfully, you can log in eMPF to manage your MPF now.

The screenshot shows a web page with a large yellow checkmark icon in a circle at the top. Below the icon, the text reads 'eMPF Reactivated Successfully'. Underneath, it provides a reference number: 'Reference No.: RGD0008943049165593 | 09/02/2026,10:46'. Below that, it says 'Please log in to use the eMPF services.' At the bottom of the page, there is a dark blue 'Login' button.

- End -