

eMPF™ Registration & Activation



**Web Portal
User Guide**

Preface

The **eMPF Platform** is a centralized and integrated electronic platform that aims to standardize, streamline and automate the administration processes of different MPF schemes, with a view to enhancing operational efficiency, reducing administration costs and improving user experience in managing their MPF account(s).

This user guide provides step-by-step instructions on how an employer can register for **eMPF™** on the **eMPF Web Portal**. By registering for **eMPF**, employers can access the electronic services offered by the **eMPF Platform**, including completing scheme enrolment and employee enrolment, making MPF contributions and more. All screenshots are for illustration purposes only. The actual design of the portal 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 |

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Date : 30 Jan, 2026

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A. Register for eMPF™

After the scheme your company is participating in is onboarded to the **eMPF Platform**, you can register with **eMPF** on behalf of your company to manage your company's MPF on the **eMPF Platform**.



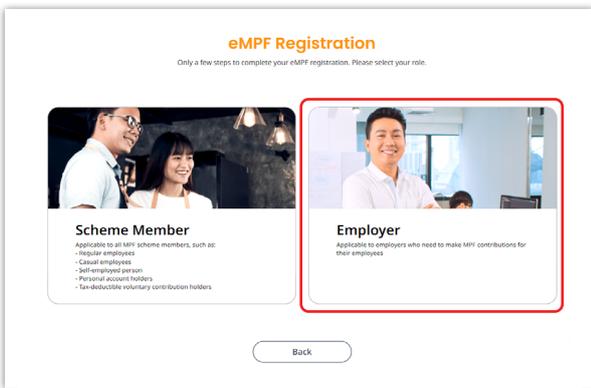
Tips: Before registration, please have the **eMPF activation code** ready (if available) to facilitate your registration. The **code** is provided in the communication pack sent by trustee to your company.



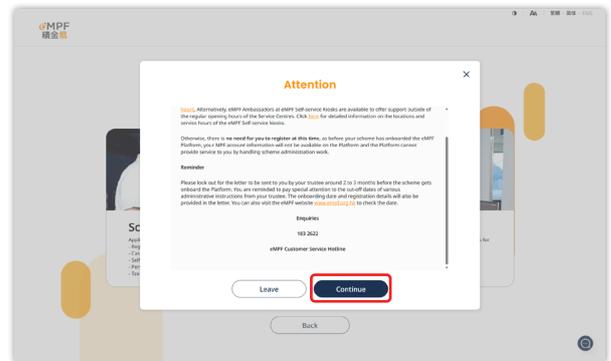
A1 Visit **eMPF Website** www.empf.org.hk

A2 Click **Register** on the right-hand corner.

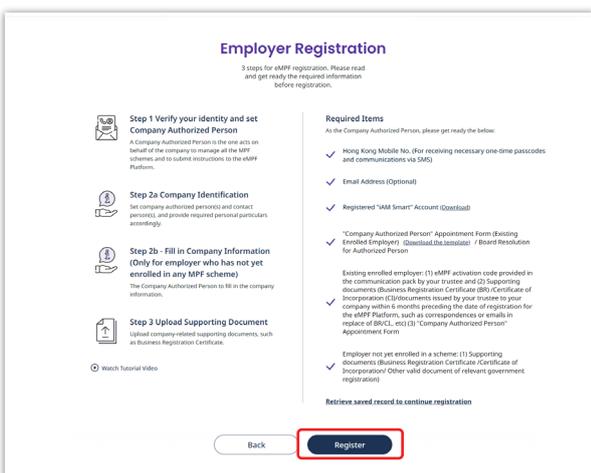
A3 Select **"Employer"**.



A4 Read the notice and click **Continue**.

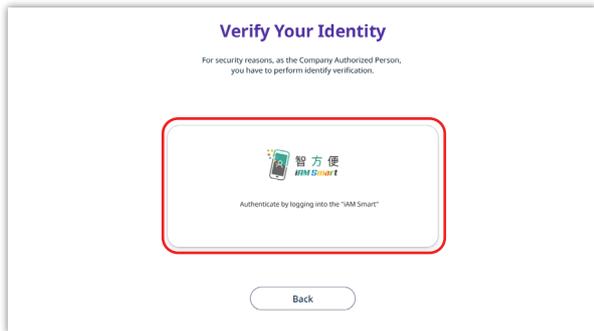


A5 Read the instructions and click **Register**.



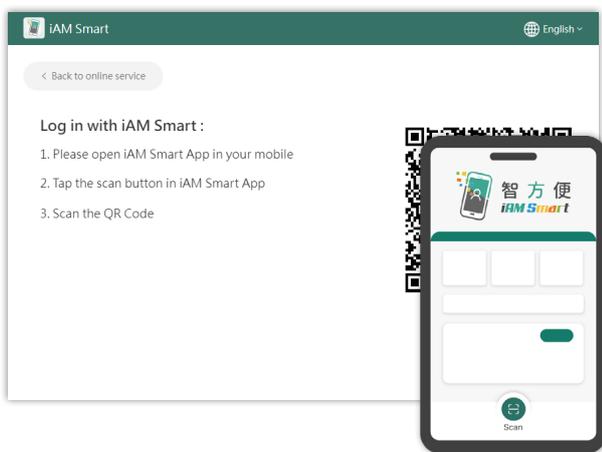
Tips: Please have the supporting documents ready (for example, Business Registration Certificate/Certificate of Incorporation and "Company Authorized Person" Appointment Form for existing enrolled employer).

A6 Please verify with “iAM Smart”.



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 eMPF registration via eMPF Web Portal.

▶ Continue the eMPF Registration via eMPF Web Portal

A7 Fill in the information of **Company Authorized Person, Contact Person** and **Way of Communication**, then click **Next**.



Tips: Please set at least ONE **Contact Person** for each company and remember to verify your **email address** and/or **mobile phone number** by tapping the **“Verify”** button next to these 2 fields. You will receive a one-time passcode through **email** and/or **SMS** respectively, simply enter the verification code to finish the verification.

1 Company Authorized Person 2 Company Identification 3 Company Information 4 Upload Supporting Documents 5 Confirmation

Company Authorized Person

Please fill in the information below carefully. The company authorized person can access all functions on the eMPF Employer Portal and grant different access rights to other users of the company.

Company Authorized Person

Personal Details

Title: Mr Ms Miss Mrs Dr Other

Surname (English): CHAN Given Name (English): TAI MAN

Surname (Chinese): 陳 Given Name (Chinese): 太文

ID Document Type: HKID ID No. *****

Date of Birth (DD/MM/YYYY): 24/10/1996

Nationality: Chinese

Job Title: CEO

Contact Information

The following information will be used by eMPF Platform for communication purpose after registration.

Email Address (Optional): chantaiman@abc.com

Mobile No. (SMS will be sent to Hong Kong Mobile No. only): +852 99123456 Telephone No. [Placeholder]

Address

Country / Region: Hong Kong City: [Placeholder]

Floor / Shop / Unit / Suite / Room / Others: 3 Room Floor: 2 Floor (e.g. please input "12/F")

Block / Tower / House / Others: 1 Block Building: ABC Building

Street (street no. and street name): 123 Road District: Kwun Tong

Postal Code: [Placeholder]

Way of Communication

Preferred Language of Communication: English Traditional Chinese Simplified Chinese

Contact Person

Primary Contact Person

Add Secondary Contact Person (Optional)

Way of Communication

Way of Communication

Back Next

The following information will be used by eMPF Platform for communication purpose after registration.

Email Address (Optional): chantaiman@abc.com **Verify**

Mobile No. (SMS will be sent to Hong Kong Mobile No. only): +852 99123456 Telephone No. [Placeholder] **Verify**

Address

Country / Region: Hong Kong City: [Placeholder]

Floor / Shop / Unit / Suite / Room / Others: 3 Room Floor: 2 Floor (e.g. please input "12/F")



Enter Verification Code

Enter the verification code we have sent by Email to chant****@abc.com..

[Code Input Boxes]

Did not get a code? Resend in 50 seconds

Back

A8 Fill in the information of **Company Identification**, including **eMPF activation code** (if available), and click **Next**.



Remarks: The **eMPF activation code** is provided in the communication pack sent by trustee to your company. Employers may input this code to speed up the registration process. For employers who did not receive this code, please input the **Company Information**, including company name, type of company, address and more, in the next step.

A9 Upload the supporting document(s) shown on the page, then click **Next**.

A10 Review the information and click **Submit**.

Confirmation – ABC Company Limited

Step 1 - Company Authorized Person & Contact Person

✓ 1st Company Authorized Person

Personal Details

Title: Mr

Surname (English): Chan | Given Name (English): Tai Man

Surname (Chinese): 陳 | Given Name (Chinese): 太文

ID Document Type: HKID | ID No.: L867*****

Date of Birth (DD/MM/YYYY): 11 / 11 / 1980 | Nationality: Chinese

Job Title: Manager

Contact Information

The following information will be used by eMPF Platform for communication purpose after registration.

Email Address: chantaiman@abc.com

Mobile No. (SMS will be sent to Hong Kong Mobile No. only): + 852 99123456

Address

Country / Region: Hong Kong, China | City:

Flat / Shop / Unit / Suite / Room / Others: Room 3 | Floor: 2/F

Block / Tower / House / Others: Block 1 | Building: ABC Building

Street (street no. and street name): 123 K Road | District: Kwun Tong

Postal Code:

Way of Communication

Preferred Language of Communication: English

Back Submit

A11 Read the Terms and Conditions and click **Accept**.

Confirmation – ABC Company Limited

Step 1 - Company Authorized Person & Contact Person

Step 2 - Company Identification

Step 3 - Upload Supporting Documents

Terms and Conditions

By clicking the "Accept" button below, you confirm that:

- 1/ the information given in this application is correct and complete;
- 2/ you understand once your application is submitted, it could not be withdrawn; and
- 3/ you have read and agree to be bound by the Terms & Conditions below.

Decline Accept

Back Submit

A12 Your eMPF registration application has been successfully submitted. You will receive an email/SMS notification to activate your eMPF within 2 working days once the process is completed.

Registration Application Submitted

Submission Date & Time: 27/05/2024, 08:15 | Reference No.: RGD0008578029740708

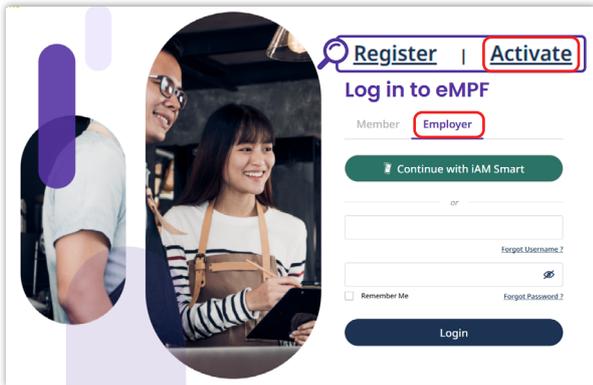
Your registration application has been submitted successfully. We shall notify you the verification result via the provided email/ mobile no. of the Company Authorized Person within 2 working days.

Done

B. Activate eMPF™

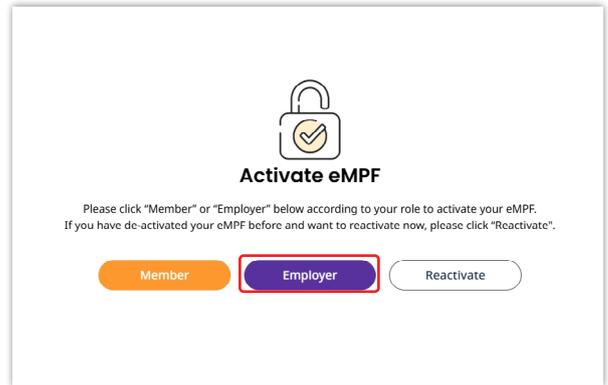
After you have received a notification on eMPF activation, please visit the eMPF login page empf.org.hk/er/login and follow the steps below to activate your eMPF.

B1 Select the **Employer** tab and click **“Activate”**.



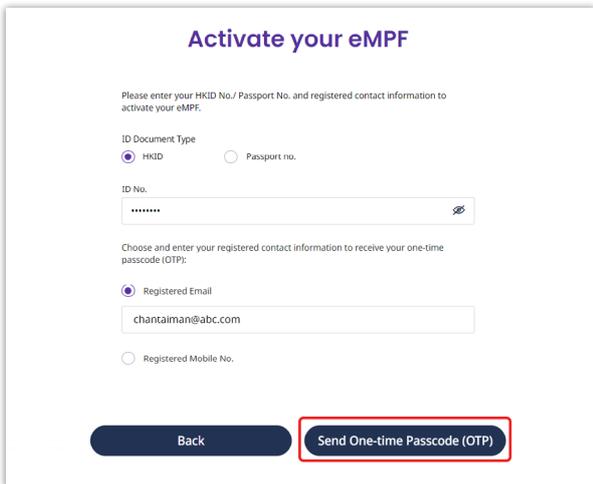
The screenshot shows the eMPF login page. At the top, there are links for 'Register' and 'Activate', with 'Activate' highlighted by a red box. Below these links is the text 'Log in to eMPF'. There are two tabs: 'Member' and 'Employer', with 'Employer' highlighted by a red box. Below the tabs is a 'Continue with IAM Smart' button. There are also fields for 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a 'Login' button.

B2 Select **Employer**.



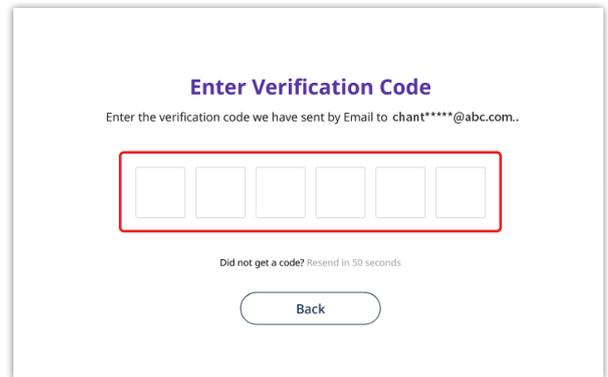
The screenshot shows the 'Activate eMPF' page. At the top, there is a lock icon with a checkmark. Below the icon is the text 'Activate eMPF'. There is a paragraph of text: 'Please click "Member" or "Employer" below according to your role to activate your eMPF. If you have de-activated your eMPF before and want to reactivate now, please click "Reactivate".' Below the text are three buttons: 'Member', 'Employer', and 'Reactivate'. The 'Employer' button is highlighted with a red box.

B3 Fill in your **ID No.** and registered **email address** (if applicable) or **mobile phone number**, then tap **Send One-Time Passcode (OTP)**.



The screenshot shows the 'Activate your eMPF' page. At the top, there is the text 'Activate your eMPF'. Below this is a paragraph: 'Please enter your HKID No./ Passport No. and registered contact information to activate your eMPF.' There are two radio buttons for 'ID Document Type': 'HKID' (selected) and 'Passport no.'. Below this is a field for 'ID No.' with a redacted value '*****'. There is a paragraph: 'Choose and enter your registered contact information to receive your one-time passcode (OTP):'. There are two radio buttons for contact information: 'Registered Email' (selected) and 'Registered Mobile No.'. Below this is a field for 'Registered Email' with the value 'chantalman@abc.com'. At the bottom, there are two buttons: 'Back' and 'Send One-time Passcode (OTP)'. The 'Send One-time Passcode (OTP)' button is highlighted with a red box.

B4 Enter the verification code sent to your selected contact method.



The screenshot shows the 'Enter Verification Code' page. At the top, there is the text 'Enter Verification Code'. Below this is a paragraph: 'Enter the verification code we have sent by Email to chant*****@abc.com.'. Below the paragraph is a red-bordered input field for the verification code, consisting of five empty boxes. Below the input field is a paragraph: 'Did not get a code? Resend in 50 seconds'. At the bottom, there is a 'Back' button.

B5 Create **eMPF** username and **password** and click **Confirm**.

Create Username and Password
Please create your username and password for your eMPF.

Guide to create a strong password: Please do not use a sequential or easy-to-guess password such as 12345678. You are also advised to avoid creating a password that is similar to your username.

Username
Chantaiman123

8 - 50 characters with at least 1 alphabet, Underscore (.) and full stop (.) can be used.

Password
.....

At least 10 characters Maximum length is 14 characters
At least 1 upper case alphabet At least 1 lower case alphabet
At least 1 number At least 1 of the following special characters: @!\$%&'*~^– Other special characters are not accepted.

Confirm Password
.....

Confirm

B6 Your **eMPF** has been successfully activated. You can now log in and start to use the **eMPF Platform**.

Username and Password Created Successfully
Date (DD/MM/YYYY): 27/05/2024 16:22
Please log in and start using the eMPF Platform.

Login



Tips: If the scheme that your company is participating in is onboarded to the **eMPF Platform**, account details will be available on the Platform.

- End -