

eMPF Login Setting



**Mobile App
User Guide**



Preface

This user guide provides step-by-step instructions on how an employer can login and manage the eMPF setting on the **eMPF Mobile App**. 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 1205-6, 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

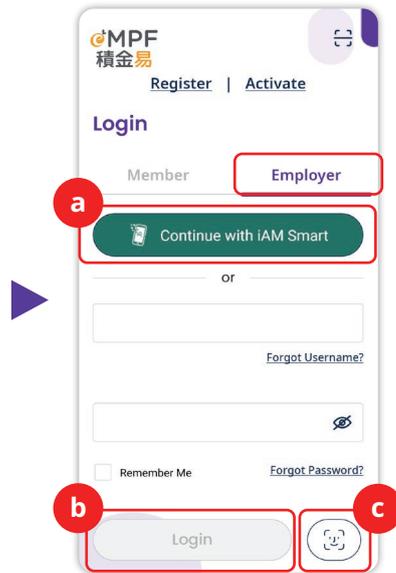
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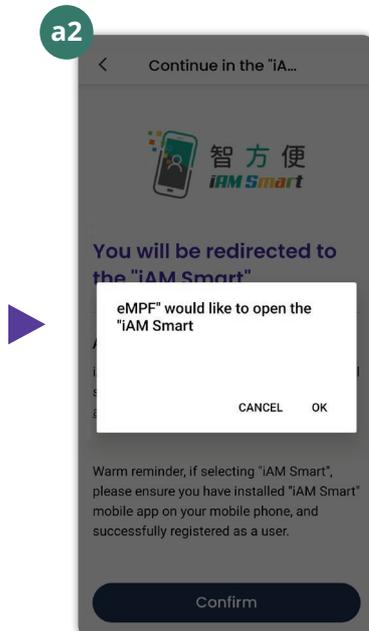
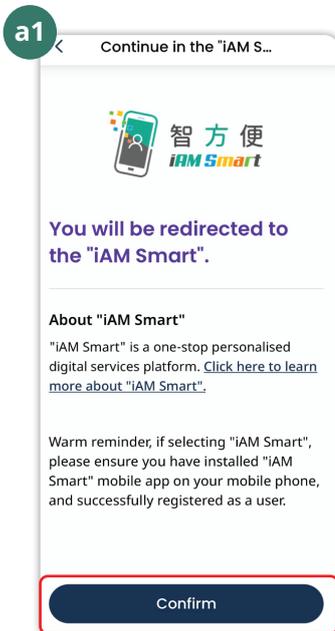
A. Log in to eMPF Mobile App



A1 Open the **eMPF** Mobile App and tab **Login** . Select the **Employer** tab, then log in with one of the following methods:

- (a) Log in with **“iAM Smart”**; or
- (b) Log in with **username** and **password**; or
- (c) Log in with **Biometric authentication**.

a) Log in with “iAM Smart”



a1 Download the **“iAM Smart”** mobile app to your smartphone and register as an **“iAM Smart”** user.

a2 Follow the instructions and perform the subsequent steps as indicated on your **“iAM Smart”** mobile app.

b) Log in with username and password

b1 <

Enter Verification Code

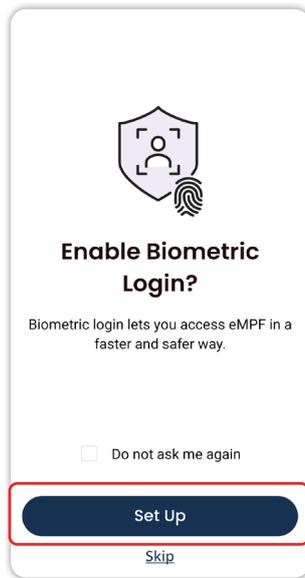
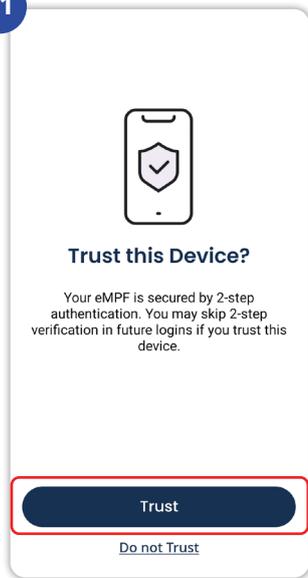
Enter the verification code we have sent by email to c*****@abc.com

Did not get a code? Resend in 56 seconds

- b1** Enter the verification code sent to your registered **mobile phone number** or **email address**. If you do not get a code, you may choose to resend by SMS or email (if applicable).

c) Log in with Biometric authentication

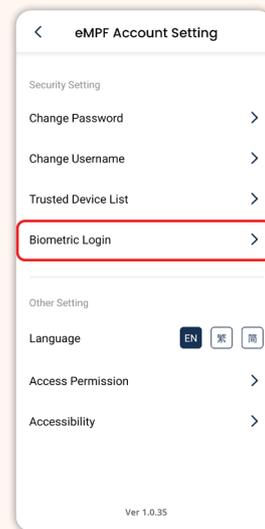
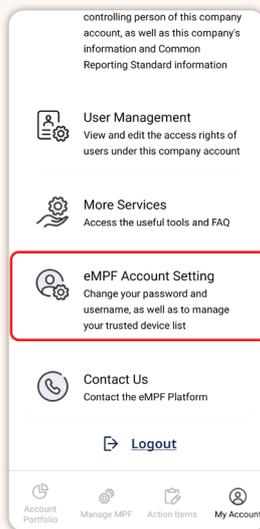
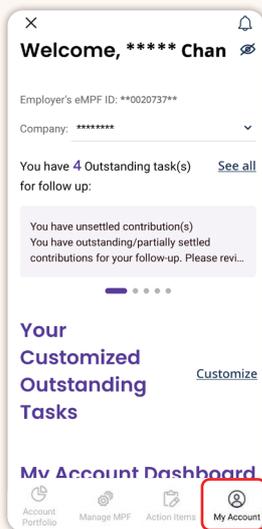
c1



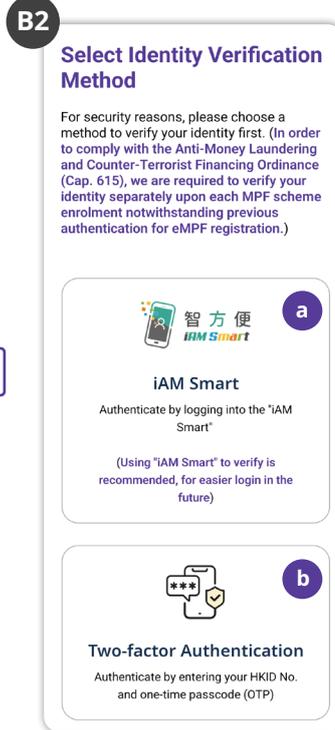
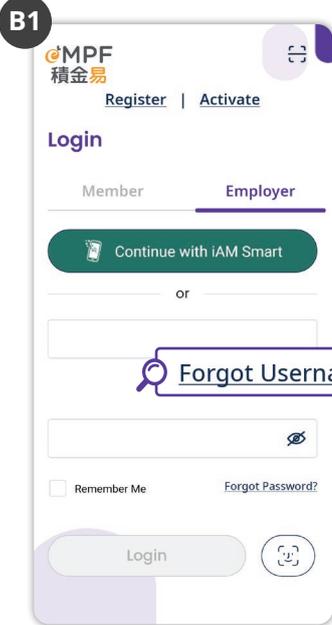
c1 After logging in with **username** and **password**, follow the instructions on the screens to add as trusted device and set up **Biometric Login** accordingly.



Tips: If you skip to set up the Biometric Authentication, you can tap **"My Account"** on the menu bar after login, select **"eMPF Account Setting"** and tap **"Biometric Login"**. Follow the instructions to perform the subsequent steps as indicated on the screen.



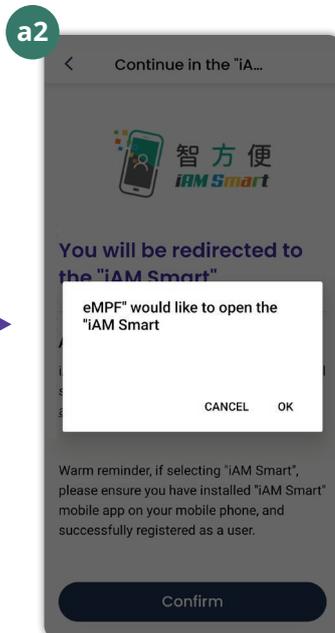
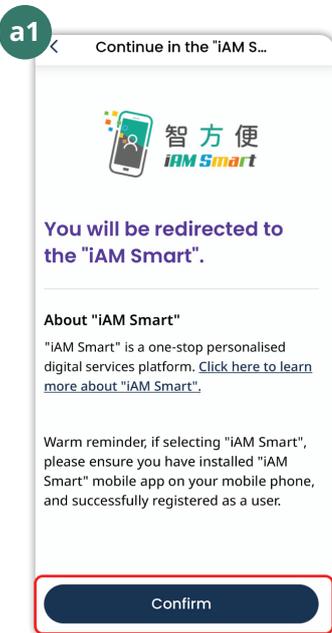
B. Forgot Username



B1 Tap “Forgot Username?”.

B2 Select an identity verification method:
(a) “iAM Smart” or
(b) “Two-factor Authentication”.

a) Verify with “iAM Smart”



a1 Download the “iAM Smart” mobile app to your smartphone and register as an “iAM Smart” user.

a2 Follow the instructions and perform the subsequent steps as indicated on your “iAM Smart” mobile app.

b) Verify with "Two-factor Authentication"

b1

Forgot Username

Please enter your HKID No./ Passport No. and registered contact information to activate your eMPF.

Surname (English)

Given Name (English)

Surname (Chinese)

Given Name (Chinese)

Date of Birth (DD/MM/YYYY)

ID Document Type
 HKID Passport no.

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

Choose and enter your registered contact information to receive your one-time passcode for verification:

Registered Email

Registered Mobile No.

b2

Enter Verification Code

Enter the verification code we have sent by email to c*****@abc.com

b1 Fill in your **English Name, Chinese Name, Date of Birth, ID No.** and your registered **mobile phone number** or **email address** (if applicable), then tap **Send one-time passcode**.

b2 Enter the verification code sent to your selected contact method.

B3



Username Retrieved

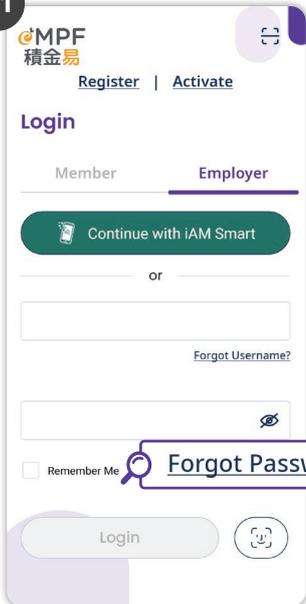
Your eMPF username is shown below. Please remember it and log in again.

Username: Chantaiman123

B3 Your **eMPF username** has been successfully retrieved. Please use this **username** to log in.

C. Forgot Password

C1



C2

Select Identity Verification Method

For security reasons, please choose a method to verify your identity first. (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 notwithstanding previous authentication for eMPF registration.)

a

iAM Smart
Authenticate by logging into the "iAM Smart"

(Using "iAM Smart" to verify is recommended, for easier login in the future)

b

Two-factor Authentication
Authenticate by entering your HKID No. and one-time passcode (OTP)

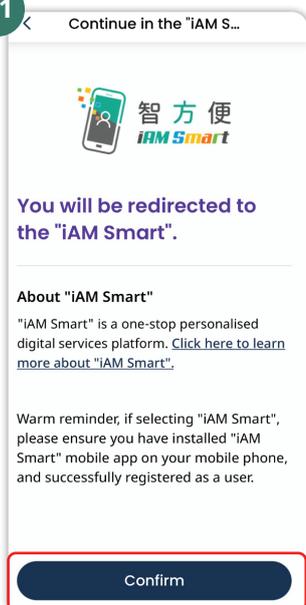
If you suspect that your eMPF login information has been stolen, please deactivate your eMPF immediately to protect your privacy.

C1 Tap "Forgot Password?".

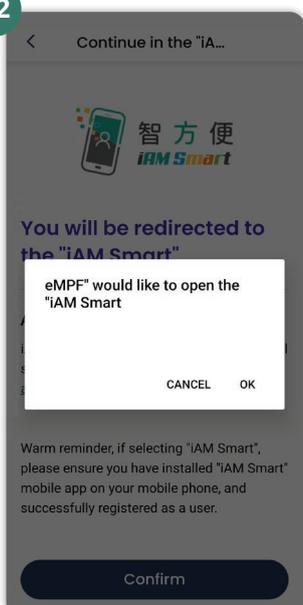
C2 Select an identity verification method:
(a) "iAM Smart" or
(b) "Two-factor Authentication".

a) Verify with "iAM Smart"

a1



a2



a1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user.

a2 Follow the instructions and perform the subsequent steps as indicated on your "iAM Smart" mobile app.

b) Verify with "Two-factor Authentication"

b1

Forgot Password

Please enter your HKID No./ Passport No. and registered contact information to activate your eMPF.

Surname (English)

Given Name (English)

Surname (Chinese)

Given Name (Chinese)

Date of Birth (DD/MM/YYYY)

ID Document Type
 HKID Passport no.

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

Choose and enter your registered contact information to receive your one-time passcode for verification:

Registered Email

Registered Mobile No.

Send one-time passcode

b2

Enter Verification Code

Enter the verification code we have sent by email to c*****@abc.com

Did not get a code? Resend in 56 seconds

b1 Fill in your **English Name, Chinese Name, Date of Birth, ID No.** and your registered **mobile phone number or email address** (if applicable), then tap **Send one-time passcode**.

b2 Enter the verification code sent to your selected contact method.

C3

Reset Password

Please enter your new password.

New Password

- At least 10 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 @#\$%*^&(){}[]

Confirm Password

Confirm

C4



Password Updated

Your password has been updated successfully. Please use your new password to log in.

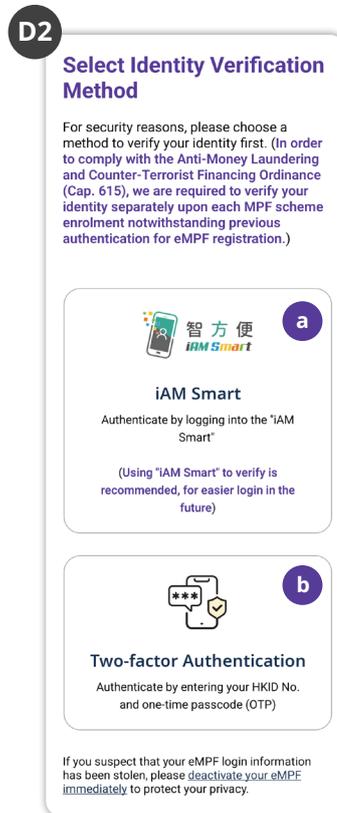
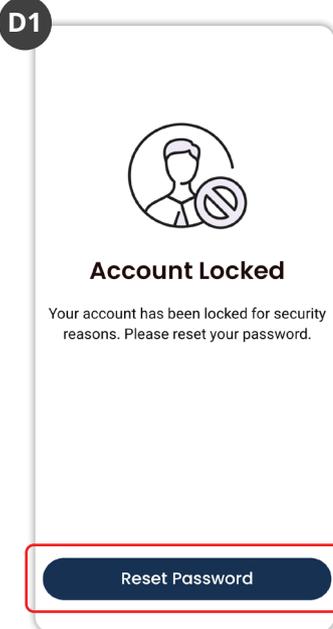
Login

C3 Enter a new password and tap **Confirm**.

C4 Your **password** has been successfully updated. Please use the **new password** to log in.

D. Unlock eMPF

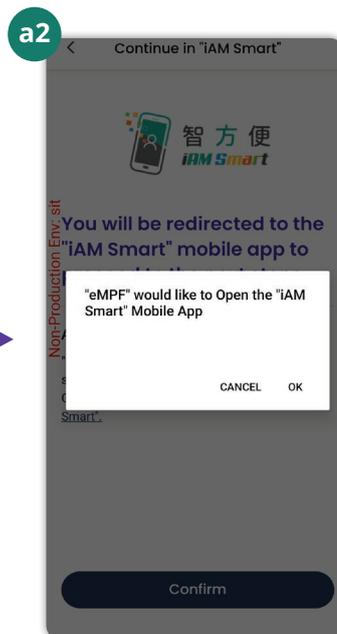
Your **eMPF** will be locked after too many failed login attempts. To unlock the **eMPF**, please follow the steps below.



D1 Tap **Reset Password** on the **eMPF** Locked page.

D2 Select an identity verification method: **(a) "iAM Smart"** or **(b) "Two-factor Authentication"**.

a) Verify with "iAM Smart"



a1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user.

a2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

b) Verify with “Two-factor Authentication”

b1

Forgot Password

Please enter your HKID No./ Passport No. and registered contact information to activate your eMPF.

Surname (English)

Given Name (English)

Surname (Chinese)

Given Name (Chinese)

Date of Birth (DD/MM/YYYY)

ID Document Type
 HKID Passport no.

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

Choose and enter your registered contact information to receive your one-time passcode for verification:

Registered Email

Registered Mobile No.

Send one-time passcode

b2

Enter Verification Code

Enter the verification code we have sent by email to c*****@abc.com

Did not get a code? Resend in 56 seconds

b1 Fill in your **English Name, Chinese Name, Date of Birth, ID No.** and your registered **mobile phone number or email address** (if applicable), then tap **Send one-time passcode**.

b2 Enter the verification code sent to your selected contact method.

D3

Reset Password

Please enter your new password.

New Password

- At least 10 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 @#\$%^&*()[]

Confirm Password

Confirm

D4



Password Updated

Your password has been updated successfully. Please use your new password to log in.

Login

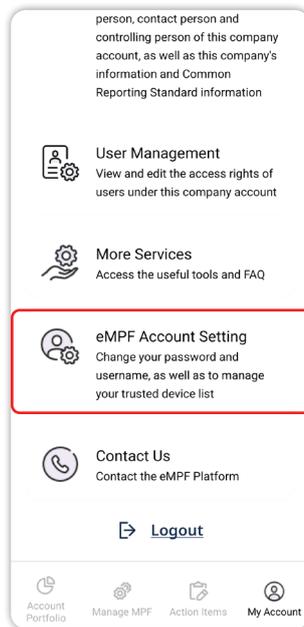
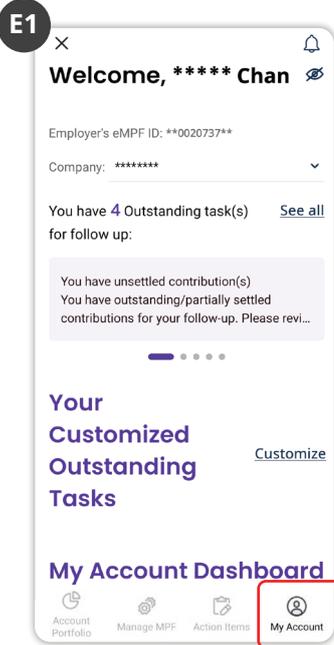
D3 Enter a new password and tap **Confirm**.

D4 Your **eMPF** has been unlocked successfully. Please use the **new password** to log in.

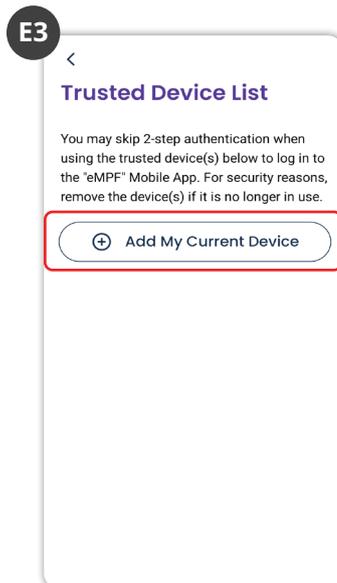
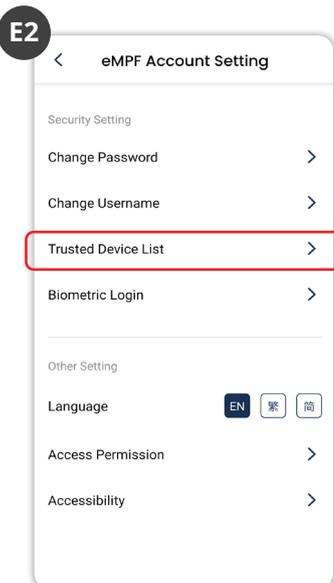
E. Manage Trusted Devices

If you have added your device as a trusted device, you can skip the Two-factor Authentication for future logins. If you would like to add a trusted device, please refer to steps E1 to E3 below.

If the trusted device is no longer in use, please refer to steps E1, E2, E4 and E5 to remove.



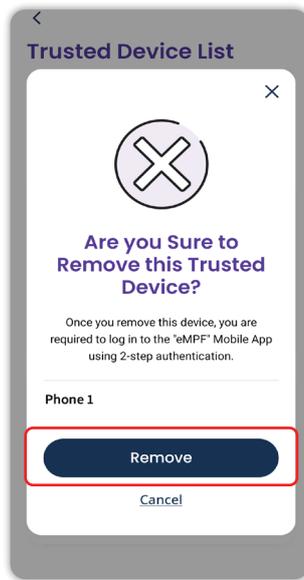
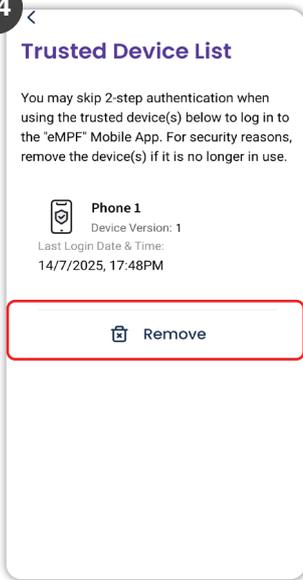
E1 Log in to the **eMPF Mobile App**. Tap **“My Account”** on the menu bar and select **“eMPF Account Setting”**.



E2 Select **“Trusted Device List”**.

E3 Tap **Add My Current Device**.

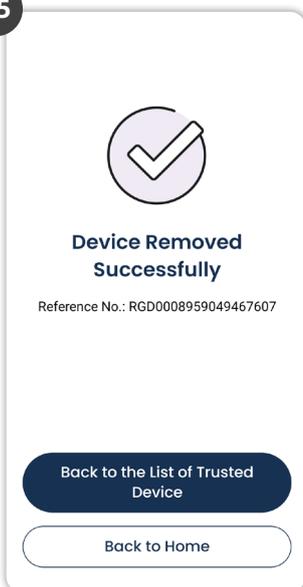
E4



E4

For security concern, you can tap **Remove** to remove any unnecessary trusted devices from the list.

E5



E5

The selected trusted device has been successfully removed.



Tips: If the device is removed from the Trusted Device List, Two-factor Authentication is required for future eMPF Mobile App login.

- End -