

# eMPF™ Registration & Activation



**Mobile App  
User Guide**



# Preface

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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's 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 Mobile App**. 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 app interface may be different.

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

<b>eMPF Customer Service Hotline</b>	183 2622
<b>Email</b>	enquiry@support.empf.org.hk
<b>eMPF Service Centre</b>	<b>Hong Kong Island</b> Unit 601B, 6/F, Dah Sing Financial Centre, No. 248 Queen's Road East, Wanchai, Hong Kong
	<b>Kowloon</b> Suites 1204-6, 12/F, Chinachem Golden Plaza, No. 77 Mody Road, Tsim Sha Tsui East, Kowloon
	<b>New Territories</b> Suite 1802A, 18/F, Tower 2, Nina Tower, No. 8 Yeung Uk Road, Tsuen Wan, New Territories
	<b>Opening Hours</b> 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 : 30 Jan, 2026

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## A. Register for eMPF™

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



**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.

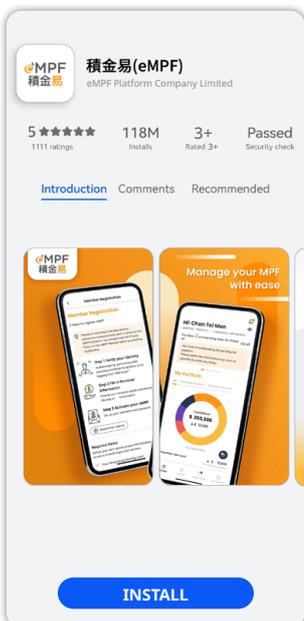
### ► Download the eMPF Mobile App



(App Store)



(Google Play)



(Huawei AppGallery)

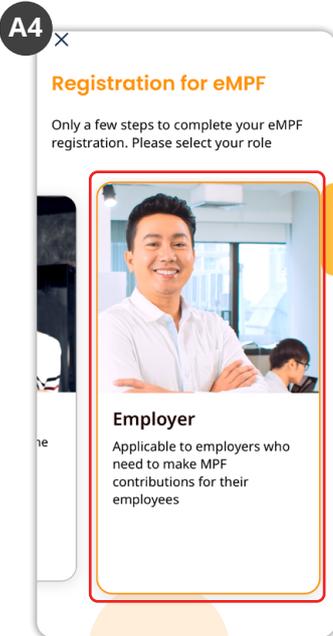
**A1** Search for “**eMPF**” Mobile App in App Store / Google Play / Huawei AppGallery to download the **eMPF** Mobile App.



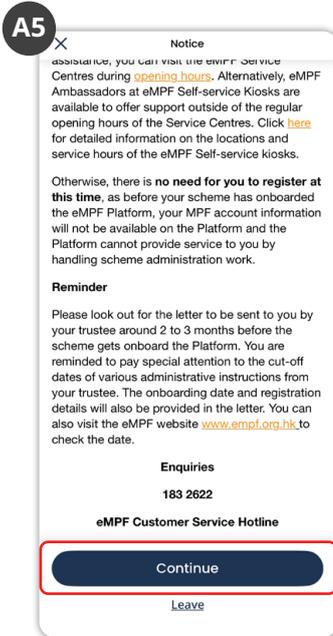
**A2** Open the **eMPF** Mobile App after the download is completed.



**A3** Tap **Register** on the eMPF Mobile App.



**A4** Select **“Employer”**.



**A5** Read the notice and tap **Continue**.

A6

Employer Registration

## Employer Registration

3 steps for eMPF registration. Please read and get ready the required information before registration.

**Step 1 Verify your identity and set company Authorized Person and Contact Person**  
A Company Authorized Person is the one acts on behalf of the company to manage all the MPF schemes and to submit instructions to the eMPF Platform.

**Step 2a Company Identification**  
Set up company authorized person(s) and contact person(s), and provide required personal particulars accordingly.

**Step 2b - Fill in Company Information (Only for employer who has not yet enrolled in any MPF scheme)**  
The Company Authorized Person to fill in the company information.

**Step 3 Upload Supporting Documents**  
Upload company-related supporting documents, such as Business Registration Certificate.

[Watch Tutorial Video](#)

### Required Items

Before you start, please prepare the following items to ensure a smooth registration process:

- ✓ Hong Kong Mobile No. (For receiving necessary one-time passcodes and communications via SMS)
- ✓ Email Address (Optional)
- ✓ Registered "iAM Smart" Account ([Download](#))
- ✓ Company Authorized Person Nomination Form ([Download the template](#)) / Board Resolution for Authorized Person
- ✓ Existing enrolled employer: (1) eMPF activation code provided in the communication pack by your trustee and (2) Supporting documents (Business Registration Certificate (BR) /Certificate of Incorporation (CI)/documents issued by your trustee to your company within 6 months preceding the date of registration for the eMPF Platform, such as correspondences or emails) (3) "Company Authorized Person" Appointment Form
- ✓ Employer not yet enrolled in a scheme: (1) Supporting documents (Business Registration Certificate /Certificate of Incorporation/ Other valid document of relevant government registration)

**Register**

[Retrieve saved record to continue registration](#)

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Identity Verification

## Verify Your Identity

For security reasons, as the Company Authorized Person, you have to perform identify verification.



Authenticate by logging into the "iAM Smart"

A6

Read the instructions and tap **Register**.

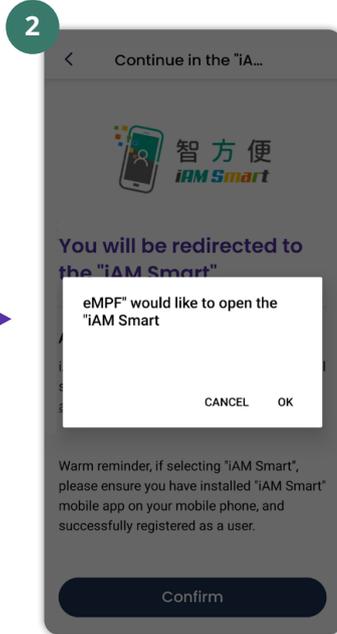
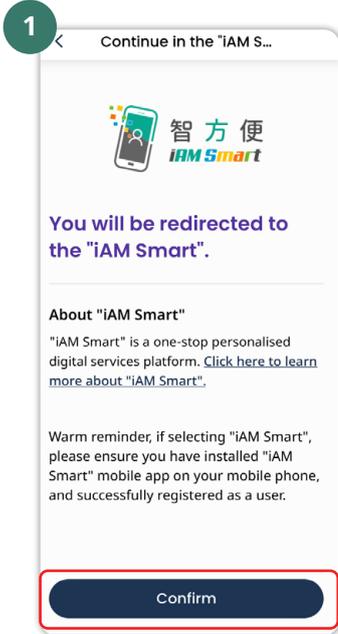


**Tips:** Please have the supporting documents ready (for example, Business Registration Certificate/ Certificate of Incorporation and "Company Authorized Person" Appointment Form for existing enrolled employer).

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

## Verify with "iAM Smart"



- 1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user. 
- 2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

▶ Continue the eMPF Registration via eMPF Mobile App

**A8**



**A8** Fill in the information of **Company Authorized Person**, **Contact Person** and **Way of Communication**, then tap **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.

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Company Identification

To expedite the process, you can input the eMPF Registration Code provided by your Trustee, thus bypassing the need to fill in the company particulars. If this is a new registration, please skip to the next step.

Company Details

eMPF Activation Code (Optional)

RE: 1300138799

(10 Numeric Code)

Date of Incorporation (DD/MM/YYYY)(Optional)

01 / 01 / 2000

Business Registration No.

Business registration

Business Registration No.  
49714852775

Certificate of Incorporation No.

Company Name

Next

A9

Fill in the information of **Company Identification**, including **eMPF Activation Code** (if available), and tap **Next**.



Company Details

Company Name (English)  
ABC Company

Company Name (Chinese)  
ABC公司

Type of Company  
Limited company

Date of Incorporation (DD/MM/YYYY)  
01 / 01 / 2000

Place of Incorporation  
Hong Kong

Certificate of Incorporation No.  
1234567

Registration Type  
Business registration

Registration No. (BR 11 digit | Education Bureau <8 character | Union <5 character | Society 7 character)  
49714852775

Branch No. (3 digits)  
775

Nature of Business  
Others

Address

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.

A10

**Upload Supporting Documents**  
(ABC Company Limited)

Please upload the supporting document(s) (if applicable) in jpg, jpeg, tif, tiff, heic (iOS only), pdf, doc, docx format  
 - Up to 5 files at a time, 10MB max for each file  
 - If supporting document is not required, please click "Next" to continue

✓ "Company Authorized Person" Appointment Form (Existing Enrolled Employer) (Download the [template](#)) / Board Resolution for Authorized Person

Existing enrolled employer: Supporting documents (Business Registration Certificate (BR) / Certificate of Incorporation (CI)/ documents issued by your trustee to your company within 6 months preceding the date of registration for the eMPF Platform, such as correspondences or emails)  
 Employer not yet enrolled in a scheme: Supporting documents (Business Registration Certificate / Certificate of Incorporation/ Other valid document of relevant government registration)

Supporting Document 2.pdf  
9.66 KB

Upload File

Next

A10

Tap "Upload File" to upload supporting document(s) shown on the page, then tap **Next**.

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**Confirmation**

Step 1 - Company Authorized Person

✓ Company Authorized Person 1

**Personal Details**

Title  
**Mr**

Surname (English) Given Name (English)  
**CHAN Tai Man**

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

ID No.  
**L8670199**

Date of Birth (DD/MM/YYYY)  
**11/11/1980**

Nationality  
**Chinese**

Job Title  
**Manager**

**Contact Information**

Email  
**chantaiman@abc.com**

Mobile No.  
**+852 99123456**

Residential Address

Country / Region  
**Hong Kong**

Flat/Room (e.g. "Flat 2", "Room A") Floor (e.g. "12/F")  
**3 2**

Block (e.g. "Block C") Building  
**1 ABC Building**

Street (street no. and street name)  
**123 Road**

District  
**Kwun Tung**

**Way of Communication**

Preferred Language of Communication  
**English**

Edit

✓ Primary Contact Person

✓ Way of Communication

Step 2 - Company Identification

✓ Company Details

Step 3 - Upload Document

✓ Upload Supporting Documents

Submit

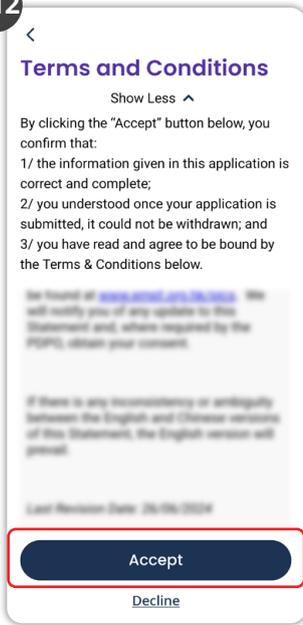
Scroll



A11

Review the information and tap **Submit**.

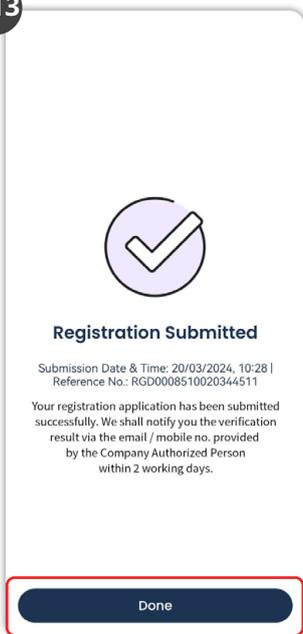
A12



A12

Read the Terms and Conditions and tap **Accept**.

A13

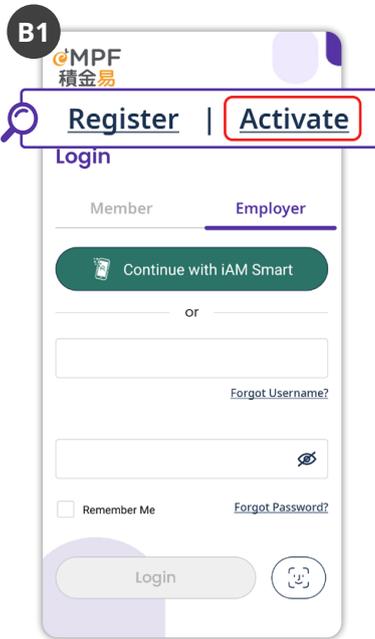


A13

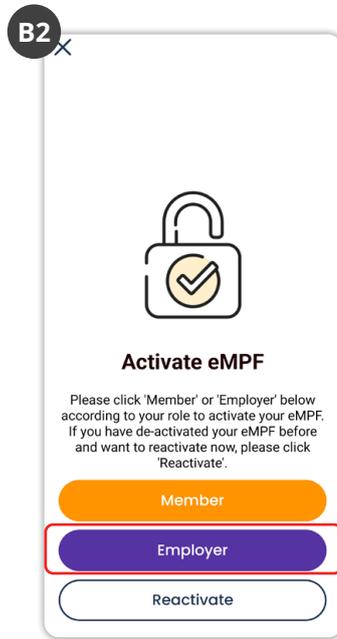
Your **eMPF** registration application has been successfully submitted. You will receive an email/SMS notification to activate your **eMPF** within 2 working days once the process is completed.

## B. Activate eMPF™

After you have received a notification on eMPF activation, please open the eMPF Mobile App and follow the steps below to activate your eMPF.



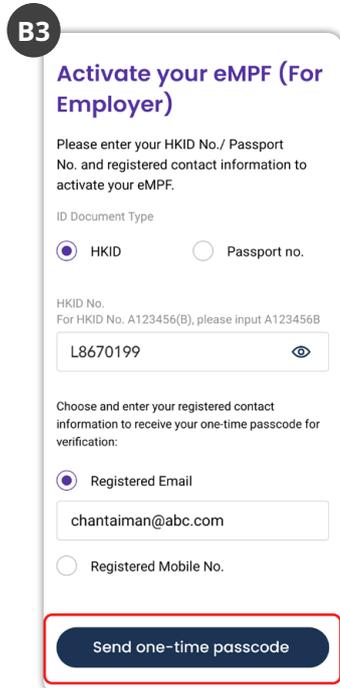
B1



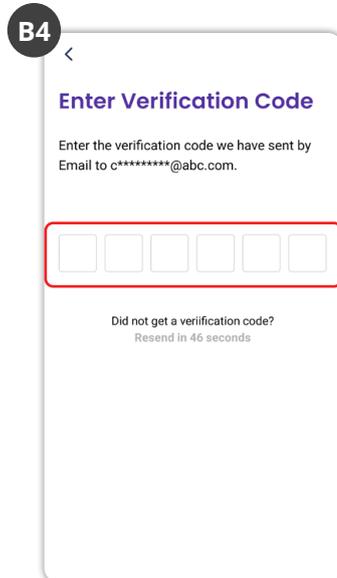
B2

B1 Select the **Employer** tab and tap **Activate**.

B2 Tap **Employer**.



B3



B4

B3 Fill in your **ID No.** and registered **email address** (if applicable) or **mobile phone number**, then tap **Send one-time passcode**.

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

B5

**Create Username and Password**

Please create your username and password for your eMPF.

Username

Chantaiman123

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

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: !@#\$%^&\*()[]. Other special characters are not accepted.

Confirm Password

\*\*\*\*\*

Confirm

B6

**Username and Password Created Successfully**

Date: 20/03/2024 | 16:45

Please log in and start using the eMPF Platform.

Login

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

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



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

- End -