

# User Access Rights



**Mobile App  
User Guide**



# Preface

---

This user guide provides step-by-step instructions on how an employer can perform access rights settings 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:

<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: 1.00

Date : 27 Mar, 2026

# Contents

---

<b>A. Users' Access Right Overview</b>	<b>P.3</b>
<b>B. Manage Users' Access Right</b>	<b>P.7</b>
i) Add New Company Authorized Person	P.7
ii) Add New Scheme Authorized Person	P.11
iii) Add New Other User	P.14
iv) Manage Access Rights of the Functions for Existing Company Authorized Person, Scheme Authorized Person and Other User	P.17
v) Manage Access Rights of Multiple Users by Function	P.19

## A. Access Rights Overview

Users' access right control enables companies to assign appropriate staffs or users to access specific pages and perform designated functions on the eMPF Platform.

There are 3 user types, namely **Company Authorized Person (Company AP)**, **Scheme Authorized Person (Scheme AP)** and **Other User**.

### User Types and Function Matrix

The table below illustrates the default and optional access rights of each user type to different functions, and categorise the functions into 3 sections.

△ = When a company registers, enrolls in an MPF scheme or adds new authorized person on the eMPF platform, the platform defaults to granting access rights of the functions to the authorized person

● = Optional access rights of the functions could be granted



**Remarks:** Before granting access rights of the functions, please carefully review the details of each function to ensure that the information related to the functions is accessed only by appropriate users.

Section	Function	Company Authorized Person	Scheme Authorized Person	Other User
Company Control	Scheme Enrolment	△	●	●
	Profile Management	△	●	●
	Company User Management	△	●	●
	Company Overview	△	●	●
Scheme Control	Enrolled Scheme Management	●	△	●
	Scheme Termination	●	△	●
	Scheme Transfer	●	△	●
	Scheme User Management	●	△	●
	Scheme Overview	●	△	●
Payroll Group Control	Payroll Group Management	●	△	●
	Employee Termination	●	△	●
	Employee Management	●	△	●
	Employee Enrolment	●	△	●
	Contribution	●	△	●
	Refund	●	△	●
	Reserve Account and Forfeiture Account	●	△	●

**User Types and Definitions:**

The table below outlines the general definitions of the 3 user types:


User Type	Definition
<b>Company Authorized Person</b>	<ul style="list-style-type: none"> <li>• The most powerful user type.</li> <li>• They are registered during company registration on the eMPF Platform. All access rights of the functions in <b>Company Control</b> section are granted by default and non-editable.</li> <li>• They can choose to have desired access rights of the functions in <b>Scheme Control</b> and <b>Payroll Group Control</b> sections.</li> <li>• They have a “Company User Management” function in the <b>Company Control</b> section, which allows them to manage access rights of the functions for users across all schemes, payroll groups and sections.</li> <li>• They can grant access rights of relevant functions to <b>Scheme AP</b> and <b>Other User</b> across all sections in every MPF schemes and payroll groups.</li> </ul>
<b>Scheme Authorized Person</b>	<ul style="list-style-type: none"> <li>• A user type to manage the access rights of the functions in particular MPF scheme(s).</li> <li>• They are designated during scheme enrolment process. All access rights of the functions in <b>Scheme Control</b> and <b>Payroll Group Control</b> sections are granted by default and non-editable.</li> <li>• They have a “Scheme User Management” function in <b>Scheme Control</b> section, which allows them to manage access rights of the functions for users in both <b>Scheme Control</b> and <b>Payroll Group Control</b> sections under particular MPF scheme(s) and payroll group(s)#.</li> <li>• They can grant access rights of relevant functions to <b>Other User</b> in <b>Scheme Control</b> and <b>Payroll Group Control</b> sections under particular MPF scheme(s) and payroll group(s)#.</li> </ul>
<b>Other User</b>	<ul style="list-style-type: none"> <li>• A user type to be granted various access rights of the functions by <b>Company AP</b> and/or <b>Scheme AP</b> based on their roles in the company.</li> <li>• If they are granted with “Company User Management” and /or “Scheme User Management” function, they can also grant access rights of relevant functions to different users.</li> </ul>

**! Important Note:**

# Example: A company participates in MPF Scheme A and Scheme B, in which there are Payroll Group 1, Payroll Group 2 and Payroll Group 3 under each scheme. The **Scheme AP** responsible for managing Scheme A can arrange **Other User** to handle ONLY the relevant functions related to the Payroll Group 1 in Scheme A, such as processing contributions for employees enrolled in the Payroll Group 1 of Scheme A.

## Details of Functions

The table below provides details of each function and accessible page.

Section	Function	Accessible Page	Detail
Company Control	Scheme Enrolment	Enrol in an MPF Scheme page	<ul style="list-style-type: none"> <li>Enrol new MPF scheme(s) for the company</li> </ul>
	Profile Management	Profile Management page	<ul style="list-style-type: none"> <li>Update company particulars</li> <li>View, add and remove <b>Company AP</b>, <b>Contact Person</b>, <b>Controlling Person</b> and <b>Other User</b></li> <li>Users granted this function can edit their own personal information only. Additionally, this access right of function can also edit <b>Contact Person</b>.</li> </ul>
	Company User Management	User Management page	<ul style="list-style-type: none"> <li>View <b>Company AP</b>, <b>Scheme AP</b> and <b>Other User</b></li> <li>Edit optional access rights of the functions for <b>Company AP</b>, <b>Scheme AP</b> and <b>Other User</b> for all sections</li> </ul>
	Company Overview	My Account Dashboard on the homepage	<ul style="list-style-type: none"> <li>View the account dashboard showing the balance of all scheme(s)</li> </ul>
Scheme Control	Enrolled Scheme Management	Manage Enrolled Scheme page	<ul style="list-style-type: none"> <li>Update scheme particulars</li> <li>Add new Member Class under existing enrolled scheme(s)</li> <li>View, add and remove <b>Scheme AP</b>, <b>Contact Person</b>, and <b>Principal</b></li> <li>Users granted this function can edit their own personal information only. Additionally, this access right of function can also edit <b>Contact Person</b>.</li> <li>Update payroll group details (e.g. correspondence address of payroll group), bank account details for refund in case of contribution overpayment and approval setting* of all payroll group(s) under particular scheme(s)</li> </ul>
	Scheme Termination	Only applicable to access the  button on the "Manage Enrolled Scheme" page	<ul style="list-style-type: none"> <li>Terminate enrolled scheme(s)</li> </ul>
	Scheme Transfer	Transfer Funds page	<ul style="list-style-type: none"> <li>Perform scheme transfer and intra-group transfer for employee(s)</li> </ul>
	Scheme User Management	User Management page	<ul style="list-style-type: none"> <li>View <b>Company AP</b>, <b>Scheme AP</b> and <b>Other User</b></li> <li>Edit optional access rights of the functions for <b>Company AP</b>, <b>Scheme AP</b> and <b>Other User</b> under Scheme Control and Payroll Group Control</li> </ul>
	Scheme Overview	My Account Dashboard on the homepage	<ul style="list-style-type: none"> <li>View the account dashboard showing the balance of particular scheme(s)</li> </ul>

### ⚠ Important Note:

\*Once the option of **"Required Approval"** is chosen under the **"Approval Setting"** for the payroll group(s), employer can assign **"Preparer"** to submit instructions for contribution and/or refund, and **"Approver"** can approve or reject the instructions made by a preparer.

Section	Function	Accessible Page	Detail
Payroll Group Control	Payroll Group Management	Only applicable to Payroll Group and Contributions tab under the "Manage Enrolled Scheme" page	<ul style="list-style-type: none"> <li>Update payroll group details (e.g. correspondence address of the payroll group), bank account details for refund in case of contribution overpayment and approval setting* of particular payroll group(s) under particular scheme(s)</li> </ul>
	Employee Termination	only applicable to access the "Terminate Employee" button on "Manage MPF" page	<ul style="list-style-type: none"> <li>Report termination of employee(s)</li> <li>Offset Long Service Payment and Severance Payment for employee(s)</li> </ul>
	Employee Management	Employee List page	<ul style="list-style-type: none"> <li>View and update employee details</li> <li>Change payroll group and member class for employee(s)</li> </ul>
	Employee Enrolment	Enrol Employees page	<ul style="list-style-type: none"> <li>Enrol employee(s) into scheme(s)</li> </ul>
	Contribution*	All pages under Manage Contributions	<ul style="list-style-type: none"> <li>Submit contribution data</li> <li>Submit payment</li> <li>Terminate employee(s)</li> <li>Enrol employee(s)</li> </ul>
	Refund*	Only applicable to access the "Refund" button on the "Reserve Account and Forfeiture Account" page	<ul style="list-style-type: none"> <li>Apply for refund of Reserve Account and Forfeiture Account balance of particular payroll group(s)</li> </ul>
	Reserve Account and Forfeiture Account	Reserve Account and Forfeiture Account page	<ul style="list-style-type: none"> <li>View transaction records and account balance</li> </ul>

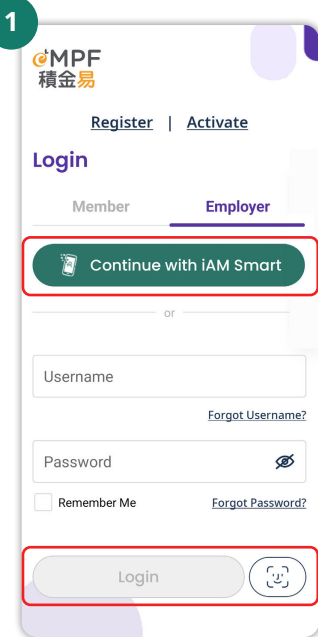
**⚠ Important Note:**

\*Once the option of **"Required Approval"** is chosen under the **"Approval Setting"** for the payroll group(s), employer can assign **"Preparer"** to submit instructions for contribution and/or refund, and **"Approver"** can approve or reject the instructions made by a preparer.

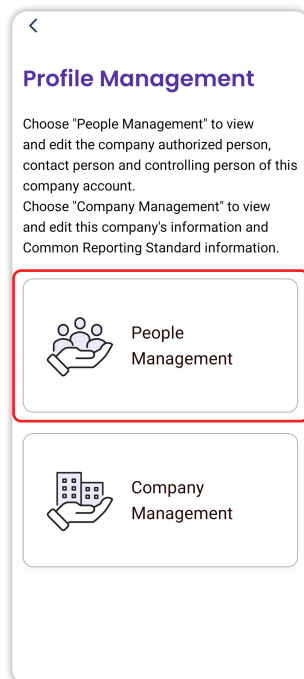
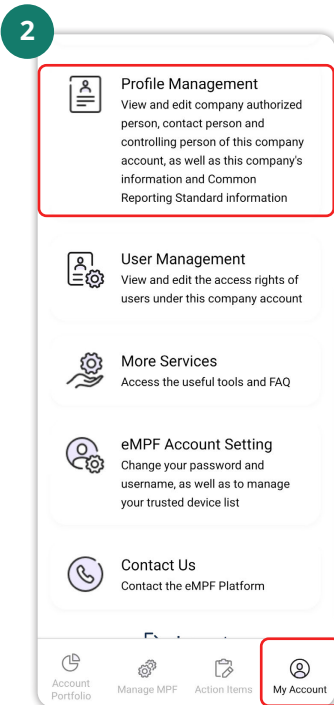
## B. Manage Users' Access Right

### i) Add New Company Authorized Person

If you would like to add a new **Company AP** for your company, please follow the steps below.



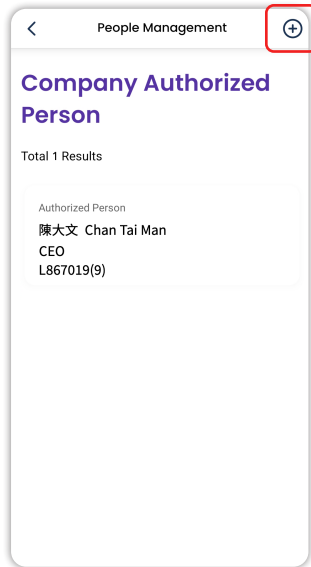
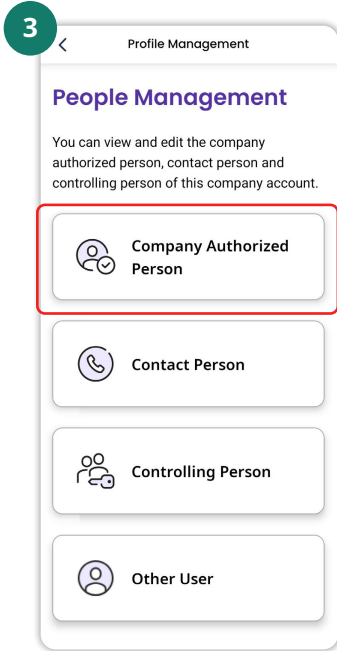
1 Log in to the eMPF™ Mobile App.



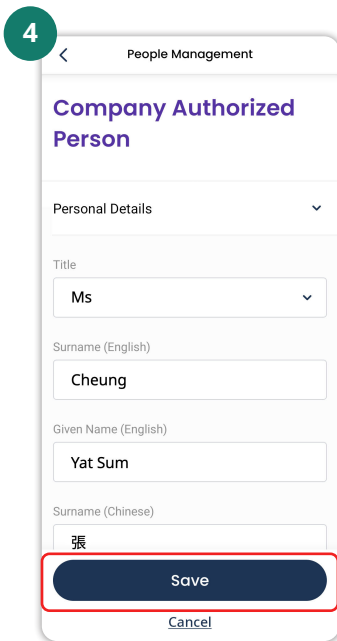
2 Tap "**My Account**" on the menu bar, then tap "**People Management**".



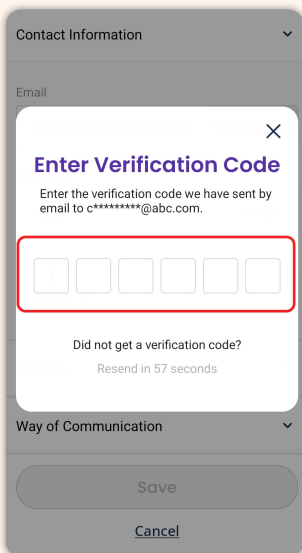
**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.



3 Choose Company Authorized Person, then tap +.



4 Fill in the personal information of the newly added Company AP. Tap **Save** when finished.



**Tips:** Please remember to verify the new **Company AP's email address** and/or **mobile phone number** by tapping the "Verify" button next to these 2 fields. He/She will receive a one-time passcode through email and/or SMS respectively, simply enter the verification code to finish the verification.

5

People Management

### Upload Supporting Documents

Please upload the supporting document(s) (if applicable) in jpg, jpeg, png, 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

- ✓ Board resolution ^
- ✓ HKID Card Copy / Passport Copy v

Next

5

Upload the supporting document(s), then tap **Next**.

6

People Management

### Confirmation

Information Change Details

Company Authorized Person ^

Personal Details ^

Title  
Ms

Surname (English)  
Cheung

Given Name (English)  
Yat Sum

Surname (Chinese)  
張

Given Name (Chinese)  
一心

ID Document Type  
HKID

ID No.  
\*\*\*\*\*

Date of Birth (DD/MM/YYYY)  
01/08/1990

Job Title  
Scheme A Manager

Contact Information ^

Email Address  
cheungyatsum@abc.com

Mobile No.  
+852 99123456

Address ^

Residential Address

Country / Region  
Hong Kong, China

Flat/Room (e.g. "Flat 2", "Room A")  
Room 3

Floor (e.g. "12/F")  
12/F

Block (e.g. "Block C")  
Block 1

Building  
ABC Building

District  
Kwun Tong

Way of Communication ^

Submit

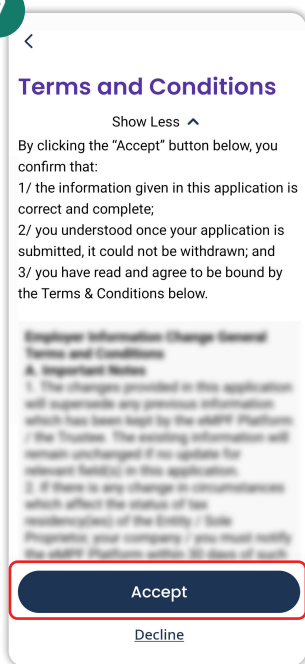
Scroll



6

Review the information and tap **Submit**.

7



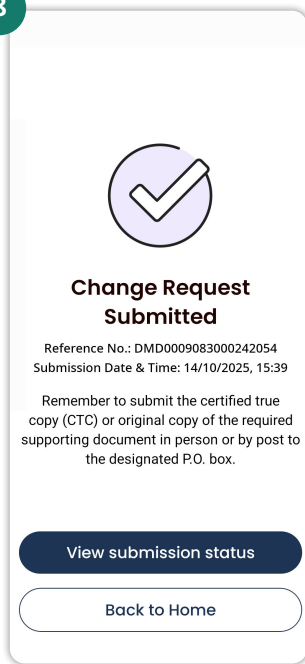
7

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



**Tips:** The system will send an email or SMS to notify the newly added Company AP to complete the activation process.

8



8

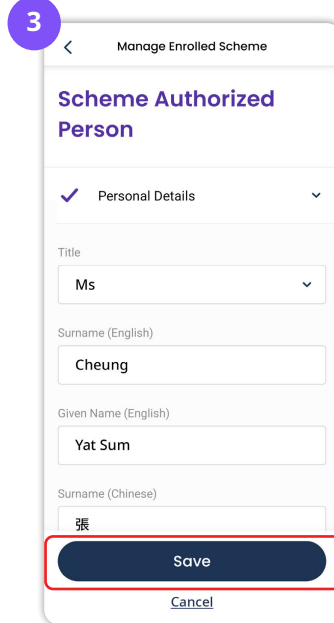
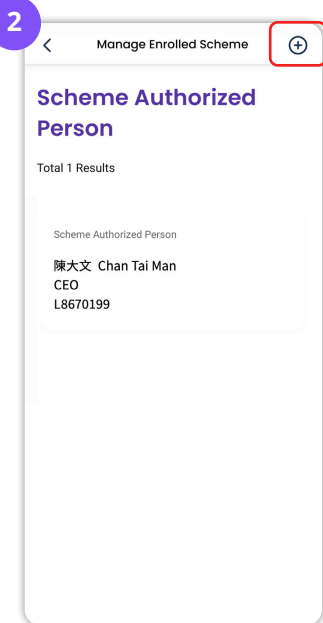
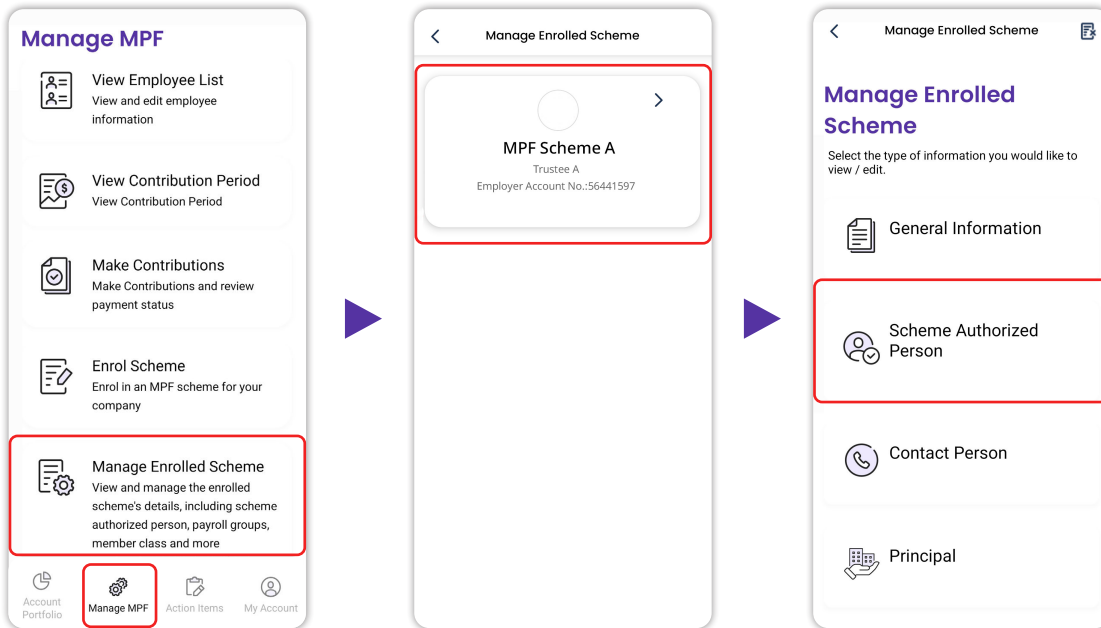
Your request has been successfully submitted.



**Remarks:** The access rights for the functions in the Company Control section have already been granted to the newly added Company Authorized Person by default. Therefore, there is no need to select access rights in this section. If you need to choose other desired access rights of the functions, please proceed with steps iv) or v).

## ii) Add New Scheme Authorized Person

1 Tap "Manage MPF" and select "Manage Enrolled Scheme". Then select scheme and "Scheme Authorized Person".

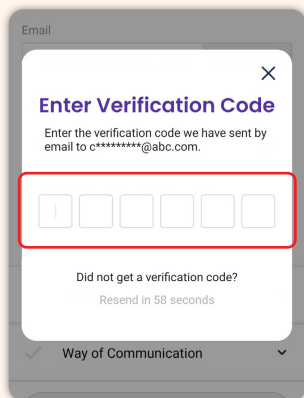


2 Tap ⊕.

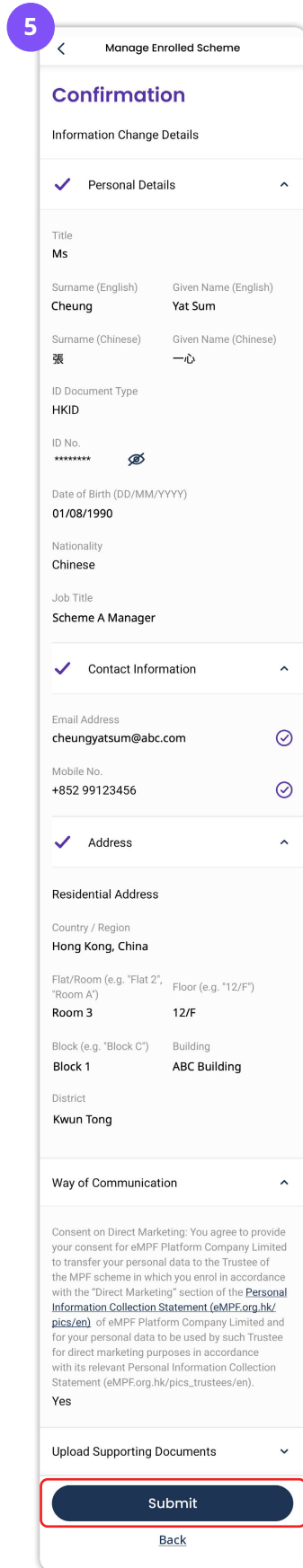
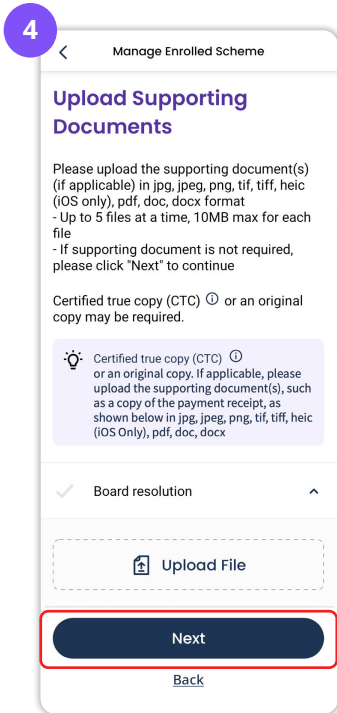


**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.

3 Fill in the personal information of the newly added **Scheme AP**. Click **Save** when finished.



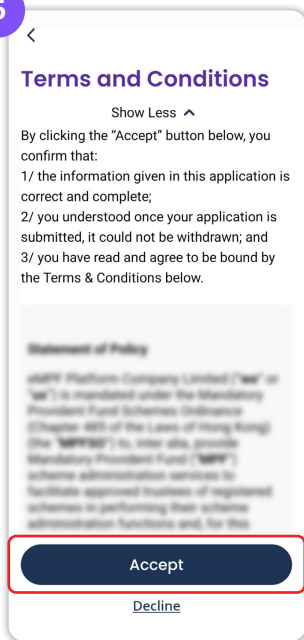
**Tips:** Please remember to verify the new **Scheme AP's email address** and/or **mobile phone number** by tapping the "Verify" button next to these 2 fields. He/She will receive a one-time passcode through email and/or SMS respectively, simply enter the verification code to finish the verification.



**4** Upload the supporting document(s), then tap **Next**.

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

6

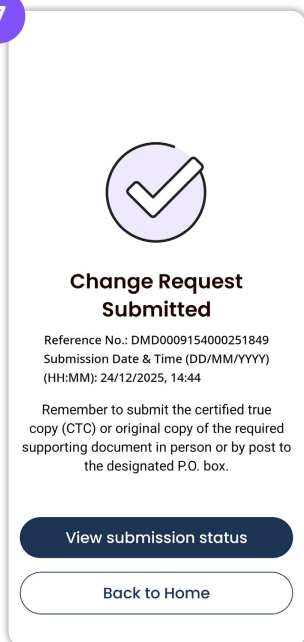


6 Read the Terms and Conditions and tap **Accept**.



**Tips:** The system will send an email or SMS to notify the newly added Scheme AP to complete the activation process.

7



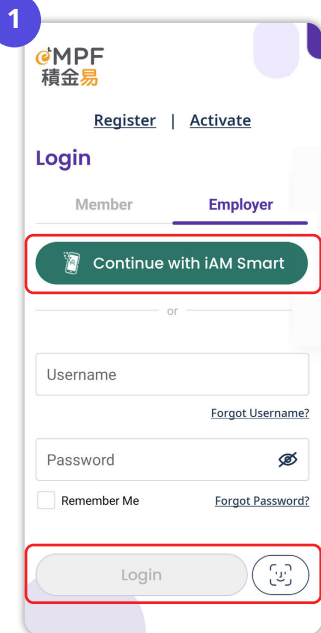
7 Your request has been successfully submitted.



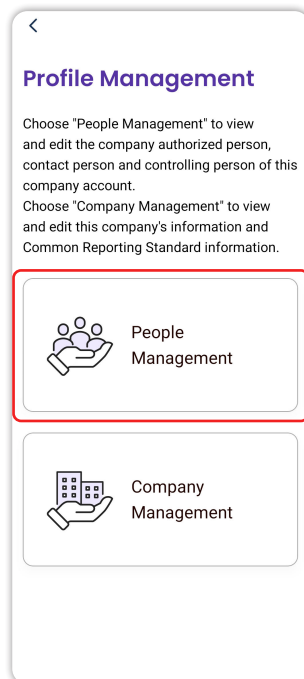
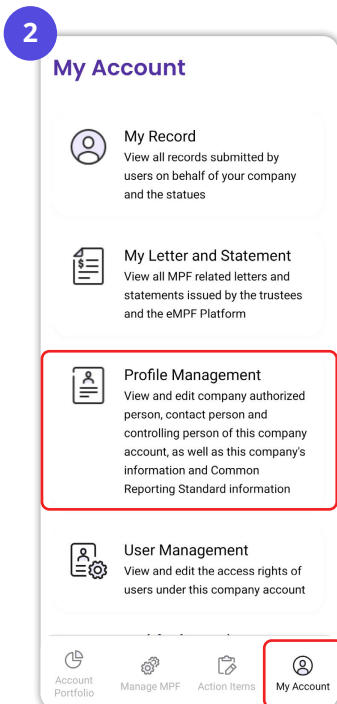
**Remarks:** The access rights for the functions in the Scheme Control and Payroll Group Control sections have already been granted to the newly added Scheme Authorized Person by default. Therefore, there is no need to select access rights in this section. If you need to grant other access rights of the functions, please proceed with steps iv) or v).

## iii) Add New Other User

If you would like to add a new **Other User** for your company, please follow the steps below.



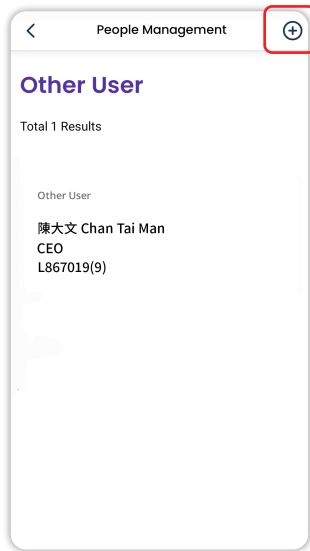
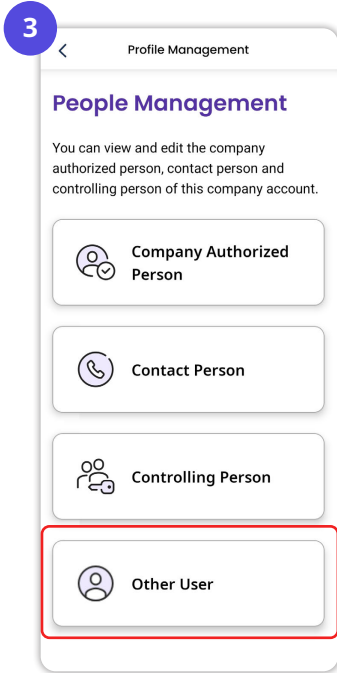
1 Log in to the eMPF™ Mobile App.



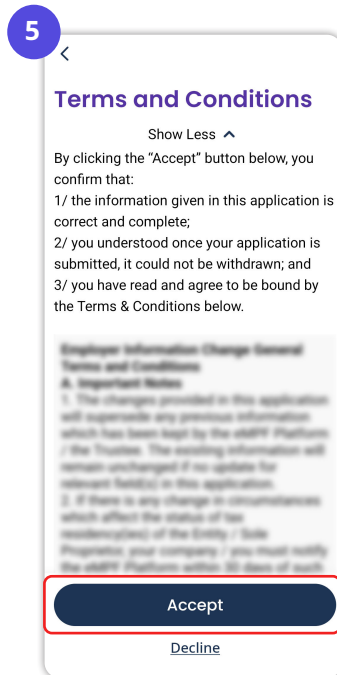
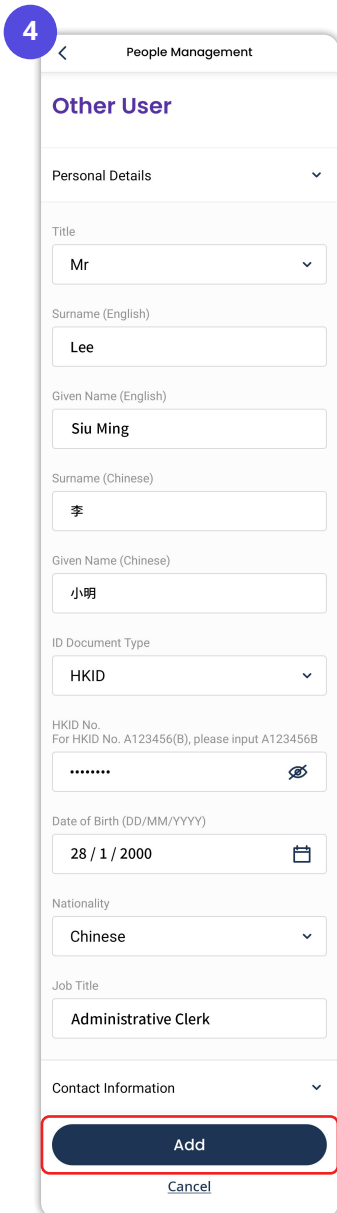
2 Tap "My Account" on the menu bar select "Profile Management" and tap "People Management".



**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.



3 Choose **Other User**, then tap **+**.



4 Fill in the personal information of the new Other User. Tap **Add** when finished.

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



**Tips:** The system will send an email or SMS to notify the newly added Other User to **complete the activation process**.

6



## Change Request Submitted

Reference No.: DMD0009084000241997  
Submission Date & Time: 15/10/2025, 15:45

Remember to submit the certified true copy (CTC) or original copy of the required supporting document in person or by post to the designated P.O. box.

[View submission status](#)

[Back to Home](#)

6

Your request has been successfully submitted.

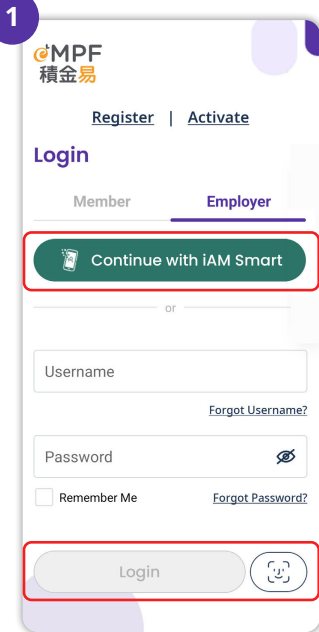


**Remarks:** Please proceed with steps iv) or v) to grant the access rights of the functions to the newly added Other User.

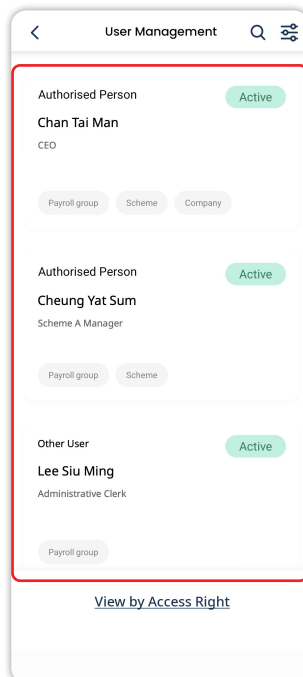
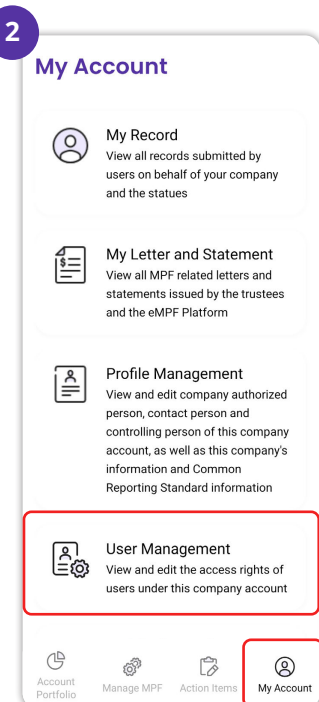
## iv) Manage Access Rights of the Functions for Existing Company Authorized Person, Scheme Authorized Person and Other User

Please note that the following steps are only applicable to manage the existing **Company AP**, **Scheme AP** and **Other User** recorded in the **eMPF Platform**.

If you would like to edit the access rights of the functions, please follow the steps below.



1 Log in to the **eMPF™** Mobile App.



2 Tap "**My Account**" on the menu bar and tap "**User Management**" on the menu bar, then tap the user that you would like to edit.



**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.

3

User Management

User Information Access Right

If you would like to edit the Company Authorized Person's information, please go to the "Profile Management" > "People Management" page.

Personal Information

Title

Mr

Surname (English)

Lee

Given Name (English)

Siu Ming

Surname (Chinese)

李

Given Name (Chinese)

小明

Save

Remove

User Management

User Information Access Right

Company Control

Scheme Enrolment

Profile Management

Company User Management

Company Overview

Scheme Control

MPF Scheme A

MPF Scheme B

Enrolled Scheme Management

Scheme Termination

Scheme Transfer


Scheme User Management

Scheme Overview

Save

3

You can view partial personal information of **Company AP**, **Scheme AP** and **Other User**, and only update the job title and contact information for **Other User**.

Under the **Access Right** tab, based on the sections, MPF scheme(s) and payroll group(s), tap  then check or uncheck the related access rights of the functions. After completion, tap

**Save**.

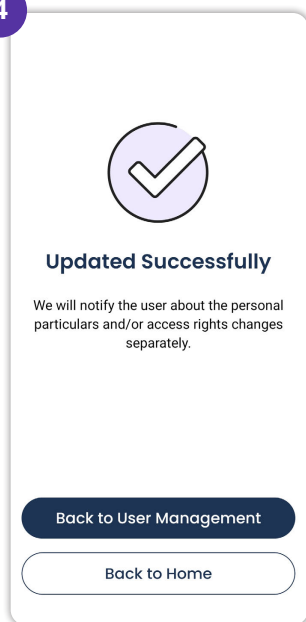


**Tips:** If a **Company AP**, **Scheme AP** and/or **Other User** has left service, please ensure that their access rights to the functions have been removed.



**Remarks:** If the **"Required Approval"** option is selected for the payroll group(s) when enrolling for the MPF scheme, the **"Approver"** option for Contribution and/or Refund will appear for selection.

4



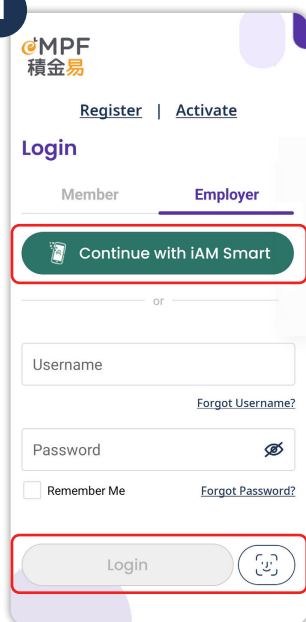
4

The user information and/or access right has been updated successfully. The user(s) will receive an email or SMS notification about the access rights changes.

### v) Manage Access Rights of Multiple Users by Function

If you would like to manage the access rights by function or control level for **Company AP**, **Scheme AP** and **Other User**, please follow the steps below.

1



1

Log in to the eMPF™ Mobile App.

2

## My Account

**My Record**  
View all records submitted by users on behalf of your company and the statuses

**My Letter and Statement**  
View all MPF related letters and statements issued by the trustees and the eMPF Platform

**Profile Management**  
View and edit company authorized person, contact person and controlling person of this company account, as well as this company's information and Common Reporting Standard information

**User Management**  
View and edit the access rights of users under this company account

Account Portfolio   Manage MPF   Action Items   **My Account**



User Management

Authorised Person Active  
**Chan Tai Man**  
CEO  
Payroll group   Scheme   Company

Authorised Person Active  
**Cheung Yat Sum**  
Scheme A Manager  
Payroll group   Scheme

Other User Active  
**Lee Siu Ming**  
Administrative Clerk  
Payroll group

**View by Access Right**

2

Tap "My Account" on the menu bar and tap "User Management" on the menu bar, then tap "View by Access Right".

3

User Management

## Access Right List

Select one of the access rights below to view the user list with the specific access rights.

**Company Control**

**Scheme Control**

**Payroll Group Management**



Access Right List

Scheme Enrolment  
Total employees: 1

Name	Access Right
1 Chan Tai Man	Preparer

Profile Management  
Total employees: 1

Name	Access Right
1 Chan Tai Man	Preparer

Company User Management  
Total employees: 1

Name	Access Right
1 Chan Tai Man	Preparer

Company Overview  
Total employees: 1

Name	Access Right
1 Chan Tai Man	Preparer

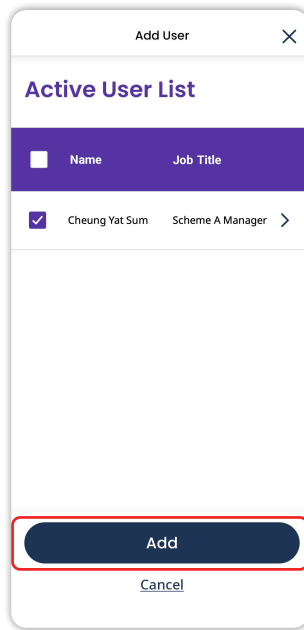
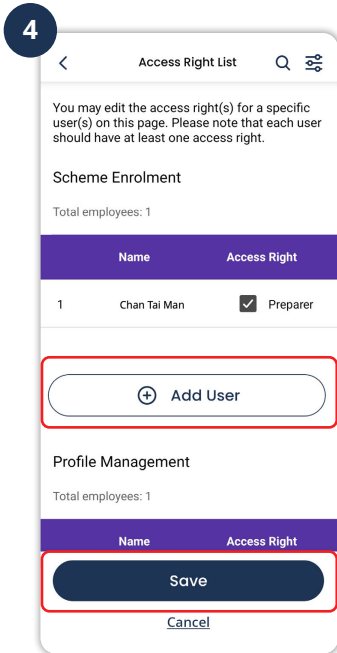
**Edit**

3

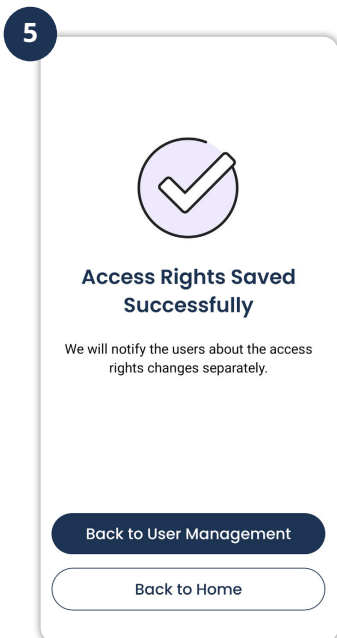
Tap **Edit** after selecting the section.



**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.



4 By checking or unchecking the boxes under each function, you can add or remove the user's access rights. If you would like to add an existing user to access a specific function, tap **"Add User"** and select the user(s). When finished, select **Add** on the **Add User** page and tap **Save** on the **Access Right List**.



5 Changes to the access rights have been applied successfully. The user(s) will receive an email or SMS notification regarding the updates to their access rights.

- End -