

eMPF Login Setting



**Web Portal
User Guide**



Preface

This user guide provides step-by-step instructions on how a scheme member can manage his/her **eMPF** login settings on the **eMPF Web Portal**. All screenshots are for illustration purposes only. The actual design of the portal interface maybe 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

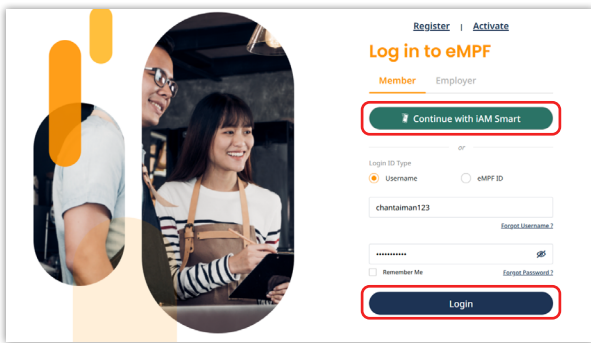
Version: 1.0

Date : 8 Aug, 2025

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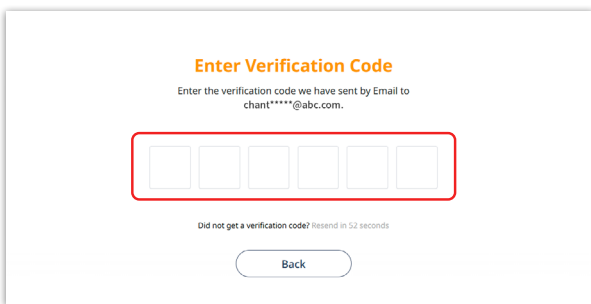
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A. Log in to eMPF Web Portal



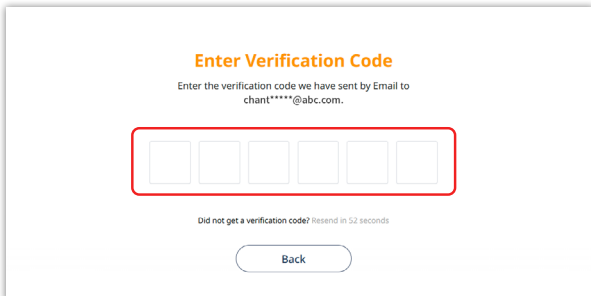
- A1** Go to the **eMPF** Web Portal. Select the **Member** tab, then log in with one of the following methods:
- (a)** Log in with **username** and **password**;
 - (b)** Log in with **eMPF ID** and **password**;
 - (c)** Log in with **“iAM Smart”**.

a) Log in with username and password



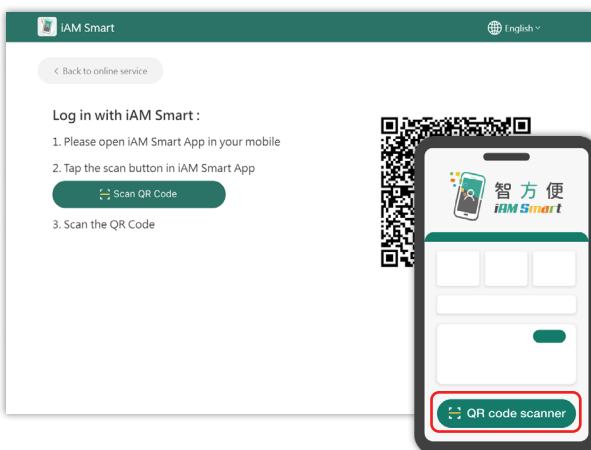
- a1** Enter the verification code sent to your registered **mobile phone number** or **email address**. If you do not get a code, you may choose to resend by SMS or email.

b) Log in with eMPF ID and password



- 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.

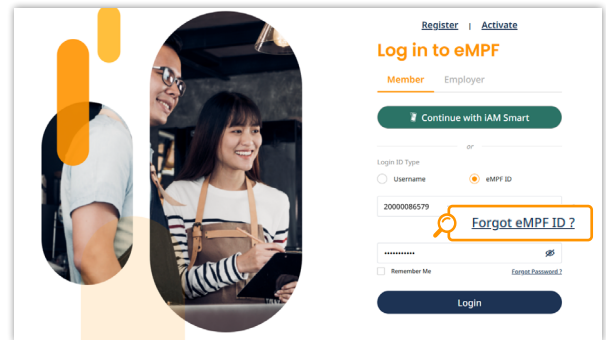
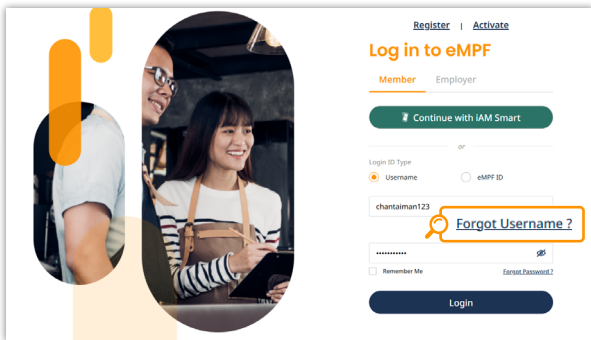
c) Log in with “iAM Smart”



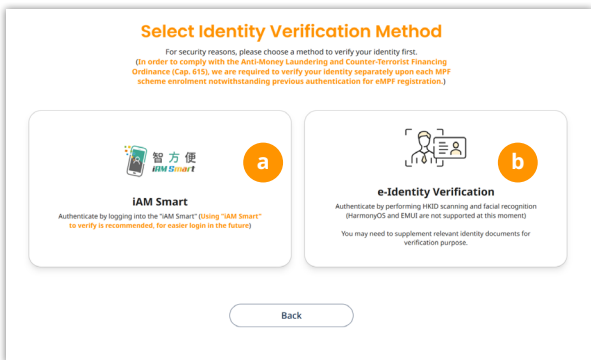
- c1** Download the **“iAM Smart”** mobile app to your smartphone and register as an **“iAM Smart”** user.
- c2** Log in to **“iAM Smart”** and Tap **QR code scanner**. Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your **“iAM Smart”** mobile app.

B. Forgot Username or eMPF ID

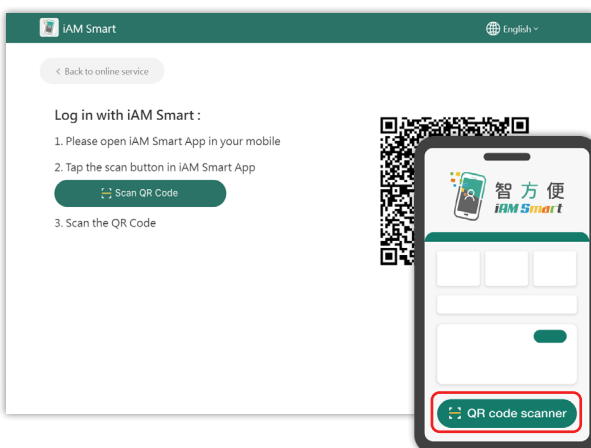
B1 Click “Forgot Username?” or “Forgot eMPF ID?”.



B2 Select an identity verification method:
(a) “iAM Smart” or (b) “e-Identity Verification”.



a) Verify with “iAM Smart”



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

a2 Log in to “iAM Smart” and Tap **QR code scanner**. Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your “iAM Smart” mobile app.

b) Verify with "Two-factor Authentication"

b1 Fill in your **English Name, Chinese Name, Date of Birth, HKID** and your registered **email address** or **mobile phone number**, then click **Send One-time Passcode (OTP)**.

The screenshot shows a web form titled "Forgot Username" with the instruction "Please enter the information below to retrieve your username." The form contains several input fields: Surname (English) with "Chan", Given Name (English) with "Tai Man", Surname (Chinese) with "陳", and Given Name (Chinese) with "太文". The Date of Birth (DDMMYYYY) is "11/11/1980". Under "ID Document Type", "HKID" is selected. The HKID No. field is partially filled with "*****". At the bottom, under "Choose and enter your registered contact information to receive your one-time passcode (OTP)", "Registered Email" is selected with the address "chantaiman@abc.com". A "Send One-time Passcode (OTP)" button is highlighted with a red box.

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

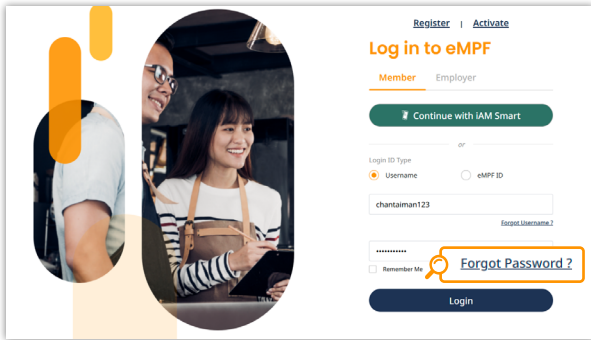
The screenshot shows a screen titled "Enter Verification Code" with the instruction "Enter the verification code we have sent by Email to chant*****@abc.com." Below the instruction is a red-bordered input field consisting of six empty boxes for digits. A "Back" button is located at the bottom.

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

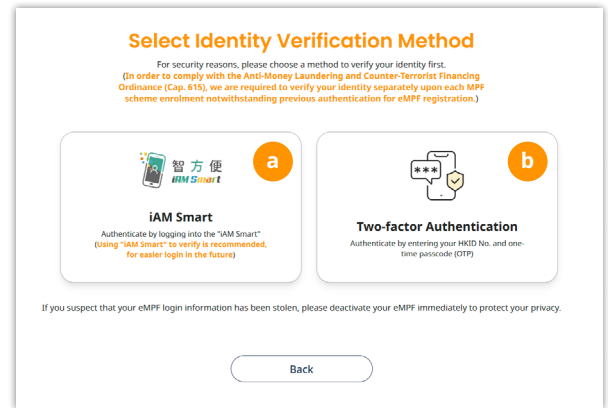
The screenshot shows a confirmation screen with a checkmark icon. The title is "Username Retrieved" and the text says "Your eMPF username is shown below. Please remember it and log in again." Below this, a light orange box displays "Username: Chantaiman123 | eMPF ID: 20000086579". A "Login" button is at the bottom.

C. Forgot Password

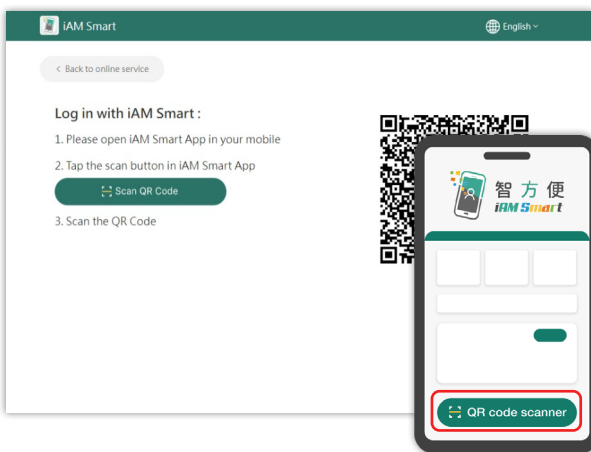
C1 Click **"Forgot Password?"**.



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



a) Verify with "iAM Smart"

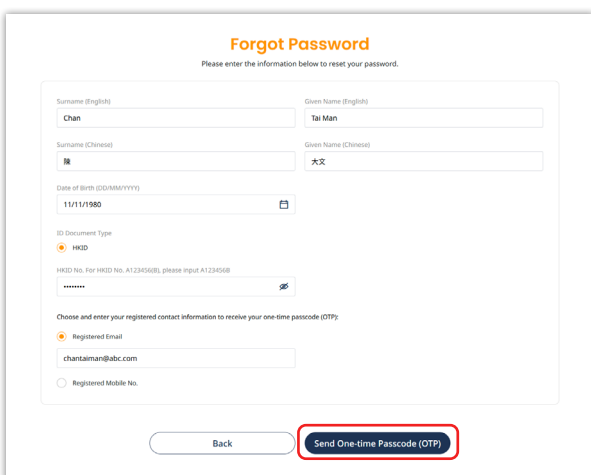


a1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user.

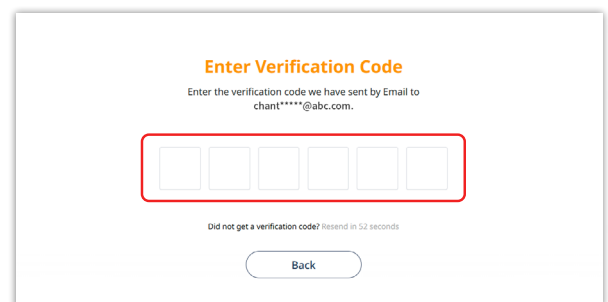
a2 Log in to **"iAM Smart"** and Tap **QR code scanner**. Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

b) Verify with "Two-factor Authentication"

b1 Fill in your **English Name, Chinese Name, Date of Birth, HKID** and your registered **email address** or **mobile phone number**, then click **Send One-time Passcode (OTP)**.




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




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


Reset Password

To keep your eMPF safe, you will need to change your password every 90 days. Please input a new password below.

 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.


New Password
..... 

- At least 10 characters
- At least 1 upper case alphabet
- At least 1 number
- Maximum length is 14 characters
- At least 1 lower case alphabet
- At least 1 of the following special characters !@#\$%^&*() []

Confirm New Password
..... 

Confirm

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



Password Updated

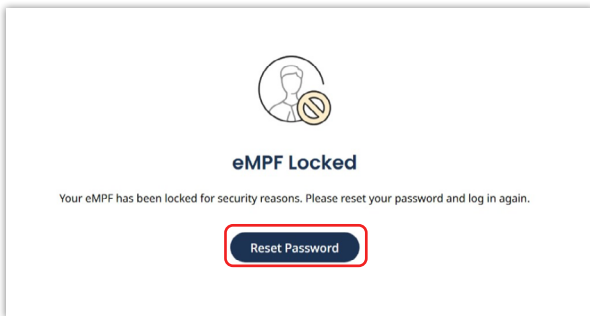
Your password has been updated successfully. Please use your new password to log in.

Back to Home

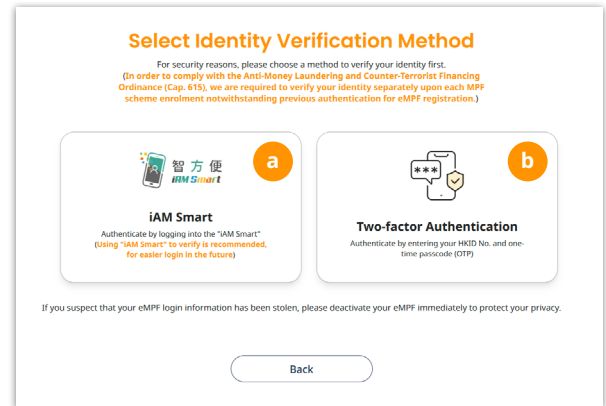
D. Unlock eMPF

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

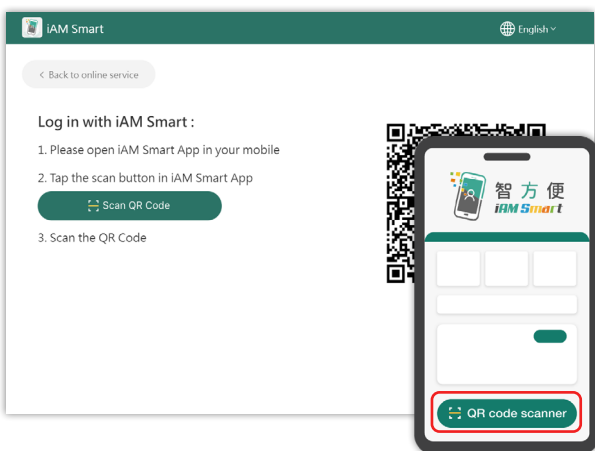
- D1** Click **Reset Password** on the **eMPF Locked** page.



- 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** Log in to **"iAM Smart"** and Tap **QR code scanner**. Scan the QR code shown on the webpage and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

b) Verify with “Two-factor Authentication”

b1 Fill in your **English Name, Chinese Name, Date of Birth, HKID** and your registered **email address** or **mobile phone number**, then click **Send One-time Passcode (OTP)**.

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

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

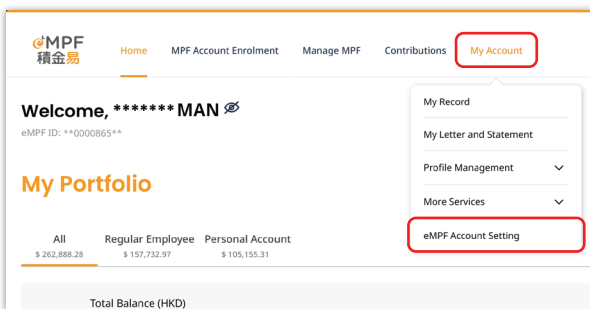
D4 Your **eMPF** has been successfully unlocked. Please use the new password to log in.

E. Manage Trusted Devices

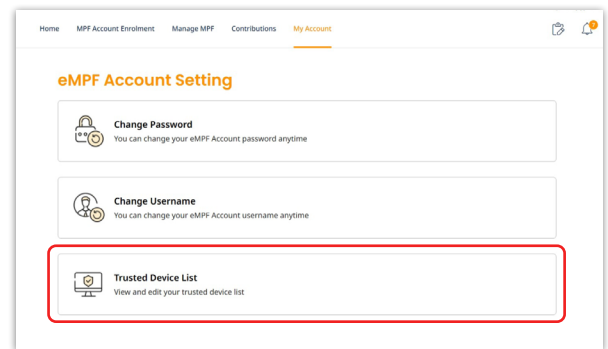
If you have added your device as a trusted device, you can skip the 2-step Authentication for future logins to **eMPF** mobile app.

If the trusted device is no longer in use, please follow the steps below to remove it.

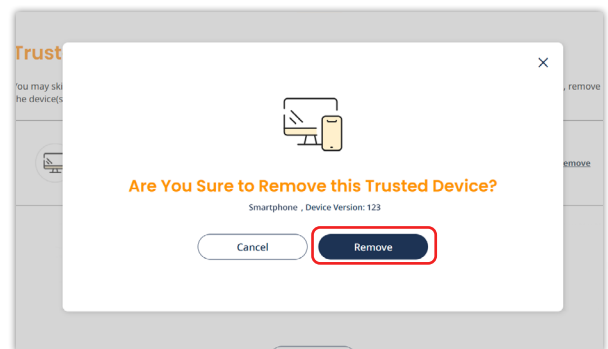
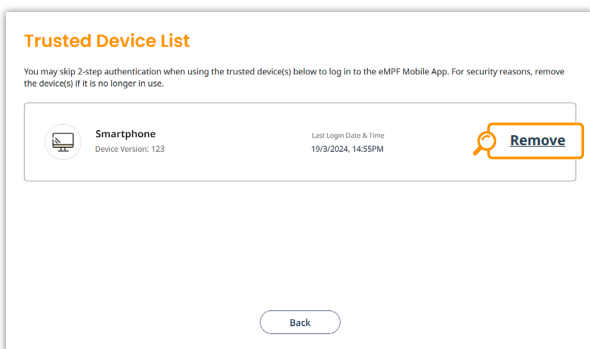
E1 Log in to the **eMPF** Web Portal. Click **“My Account”** on the menu bar and select **“eMPF Account Setting”**.



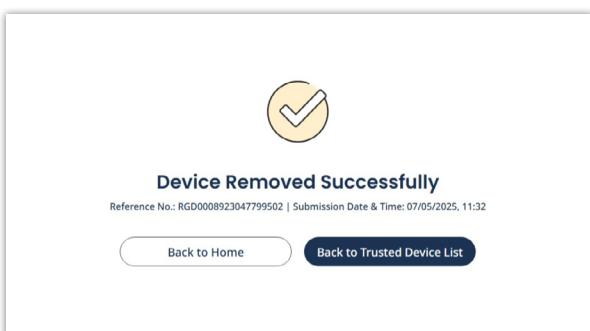
E2 Select **“Trusted Device List”**.



E3 Details of your trusted devices will be shown. For security concern, you can click **Remove** to remove any unnecessary trusted devices from the list.



E4 The selected trusted device has been successfully removed.



Tips: If the device is removed from the Trusted Device List, 2-step Authentication is required for future **eMPF** mobile app login.

- End -