

eMPF Registration



**Mobile App
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 users experience in managing their MPF account(s).

This user guide provides step-by-step instructions on how a scheme member registers for **eMPF** on the **eMPF Mobile App**. Upon successful registration, users can access the electronic services offered by the **eMPF Platform**, including MPF account management and submission of MPF scheme instructions. 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:

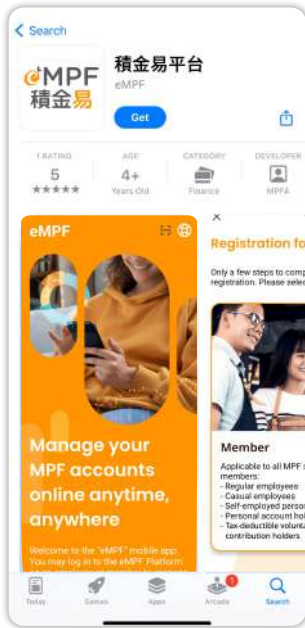
eMPF Customer Service Hotline	183 2622
Email	enquiry@support.empf.org.hk

Version: 1.00

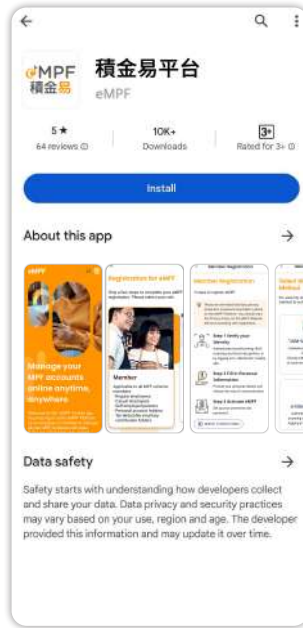
Date : 26 Apr, 2024

eMPF Registration

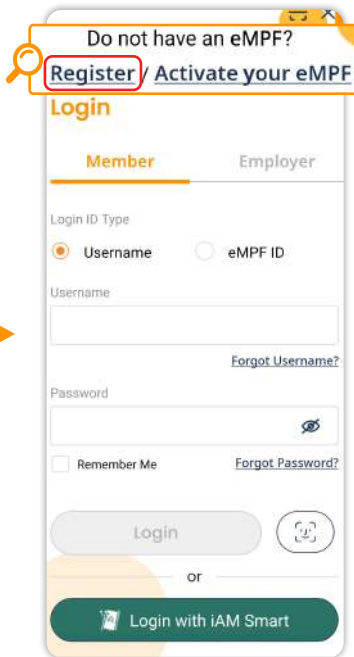
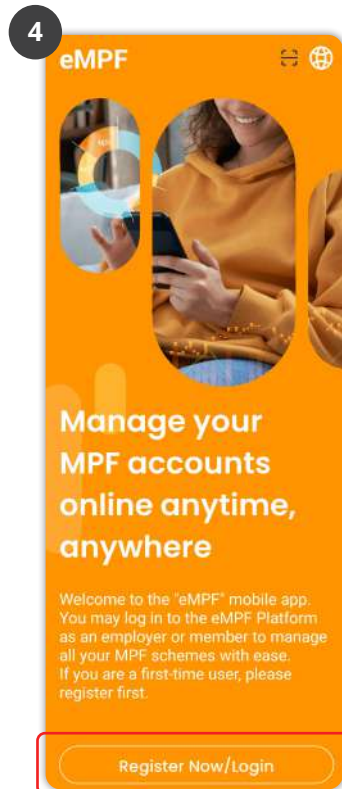
► Download eMPF Mobile App



(App Store)



(Google Play)



- 1 Search for “eMPF” Mobile App in App Store / Google Play.

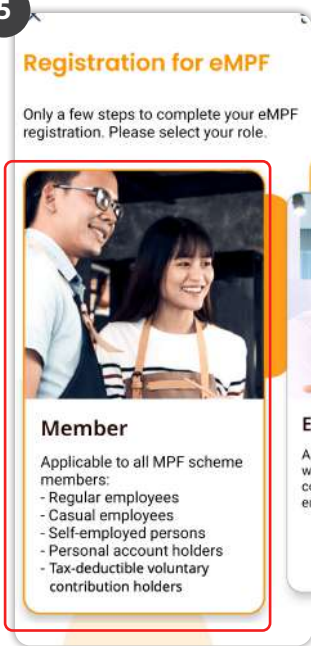


Remarks: For the release date of the eMPF Mobile App, please refer to the announcement on the eMPF website.

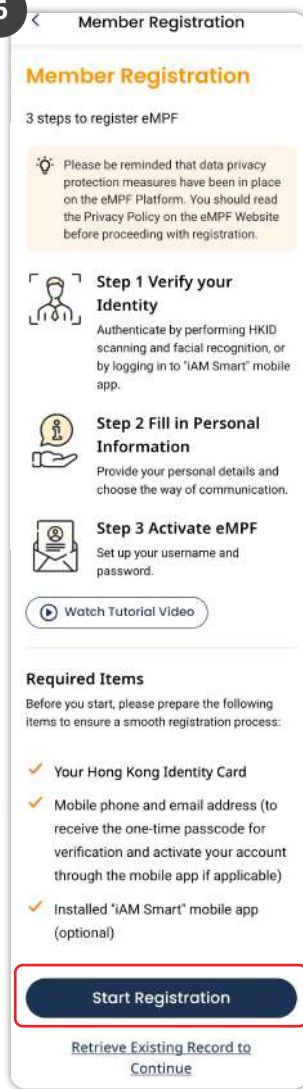
- 2 Download the eMPF Mobile App.
- 3 Open the eMPF Mobile App after the download is completed.

- 4 Tap **Register Now/Login** on the eMPF Mobile App, then tap “Register”.

5



6



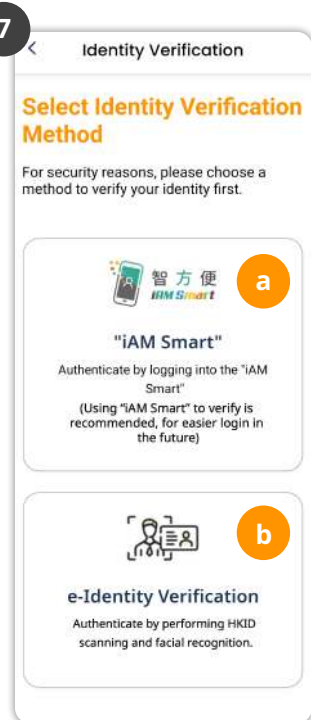
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Select "Member".

6

Read the instructions and tap **Start Registration**.

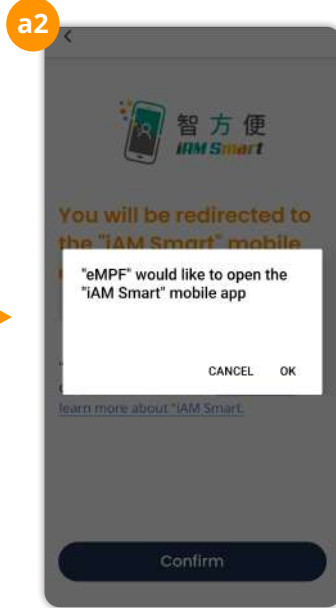
7




7

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. 

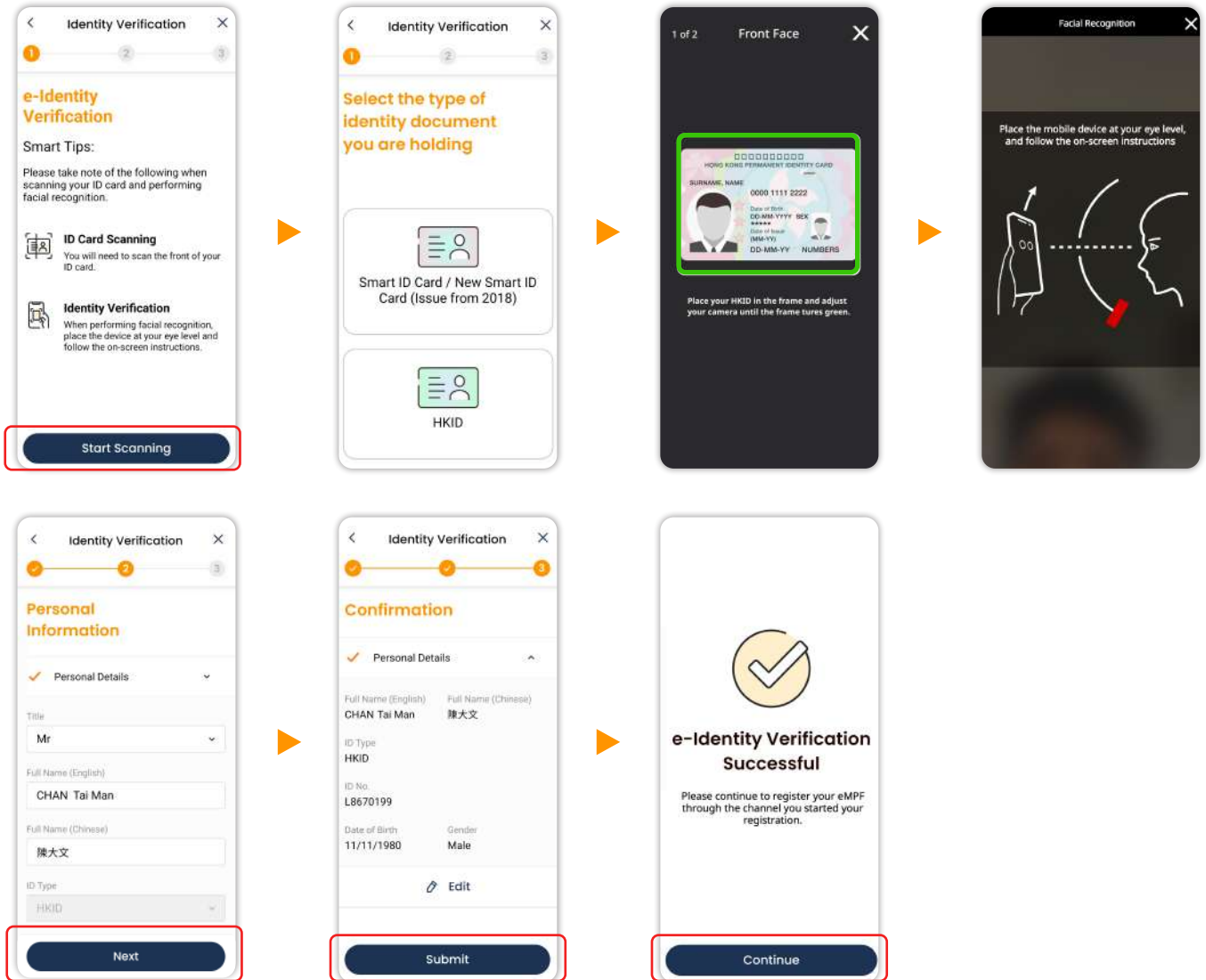
a2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

b) Verify with “e-Identity Verification”



Tips: Please have your HKID card ready for identity verification.

b1 Tap **Start Scanning** and perform the subsequent steps as indicated on your eMPF Mobile App.



► Continue the Registration via eMPF Mobile App



8 After you complete the authentication process via “iAM Smart” or “e-Identity Verification”, some of your personal information will be pre-filled automatically. Please review if the pre-filled information is correct and fill in the remaining information including Contact Information, Address and more. Then, tap **Next**.



Tips: Please 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.

9

Register

Confirmation

Personal Details

Title: Mr

Surname (English): CHAN, Given Name (English): Tai Man

Surname (Chinese): 陳, Given Name (Chinese): 大文

ID Type: HKID, ID No.: L8670199

Date of Birth: 11/11/1980, Gender: Male

Contact information

Email Address: chantaiman@abc.com

Mobile Phone No.: +852 91234567

Address

Building: ABC Building

Street (Street No. and Street Name): 123 K Road

District: Kwun Tong

Correspondence Address

Country/Region: Hong Kong, China

Flat/Room: Room 3, Floor: 2/F, Block: Block 1

Way of Communication

Preferred Channel of Communication: Email

Preferred Language of Communication: English

Submit



9 Review the information and tap **Submit**.

10

Terms and Conditions

Please scroll and read through all the Terms and Conditions to proceed.

Hong Special Administrative Region

10. Non-replacement of legal requirements

These Terms and Conditions do not modify or replace any applicable laws, rules or regulatory requirements.

10. Language

If there is any inconsistency or ambiguity between the English and Chinese versions of these Terms and Conditions, the English version shall prevail.

For any enquiries on these Terms and Conditions, please contact IT support (email).

Learn More (link)

Accept

Decline

11

Activate your eMPF

eMPF ID: 20000247609

Your eMPF ID is a unique ID for you to access the eMPF Platform for a lifetime. From now on, you can manage all of your MPF accounts on the eMPF Platform.

You have registered your eMPF successfully, please activate now.

Activate Now

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

11 You will be given an **eMPF ID** immediately, please tap **Activate Now**.

12

12 Create your **eMPF username** and **password** and tap **Confirm** to start to use the **eMPF Platform**.



Remarks: You can only start viewing and managing your MPF account(s) through the **eMPF Platform** once the MPF scheme that you are participating in onboards to the **eMPF Platform**.

If the MPF scheme has already been onboarded to the **eMPF Platform**, and the personal information you provided during eMPF registration is different from the records of relevant scheme(s), a reminder will be displayed. You may tap **Confirm** to apply the personal information from the **eMPF Platform** to the selected scheme(s). If you want to update the records later, please tap **Skip**.

- End -