

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
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 1204-6, 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: 1.3

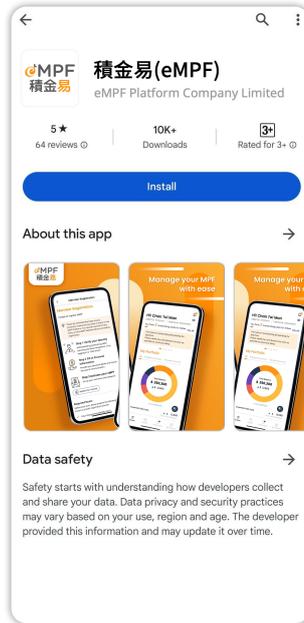
Date : 30 Jan, 2026

eMPF™ Registration

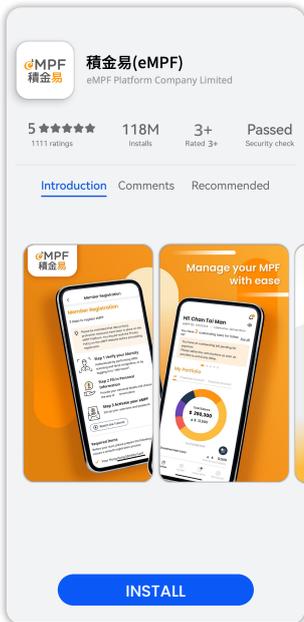
► Download eMPF Mobile App



(App Store)



(Google Play)



(Huawei AppGallery)

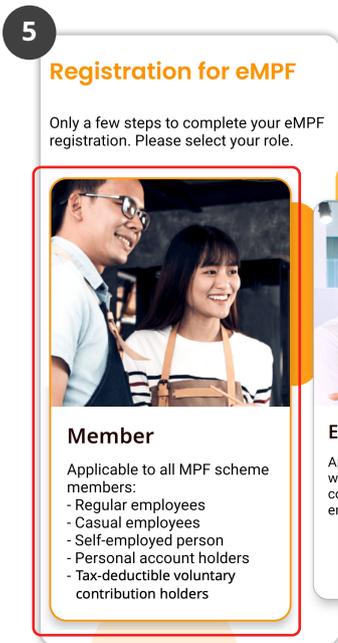
- 1 Search for “eMPF” Mobile App in App Store / Google Play / Huawei AppGallery.



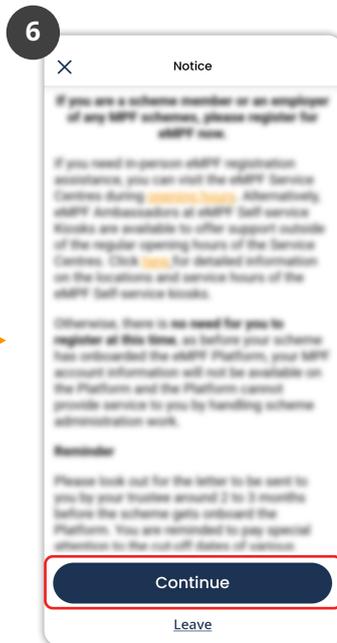
- 2 Download the eMPF Mobile App.
- 3 Open the eMPF Mobile App after the download is completed.



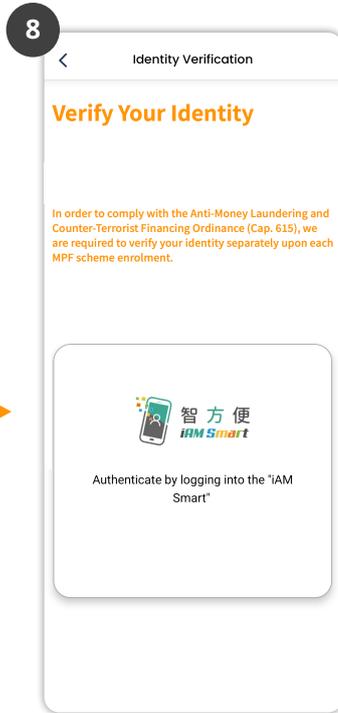
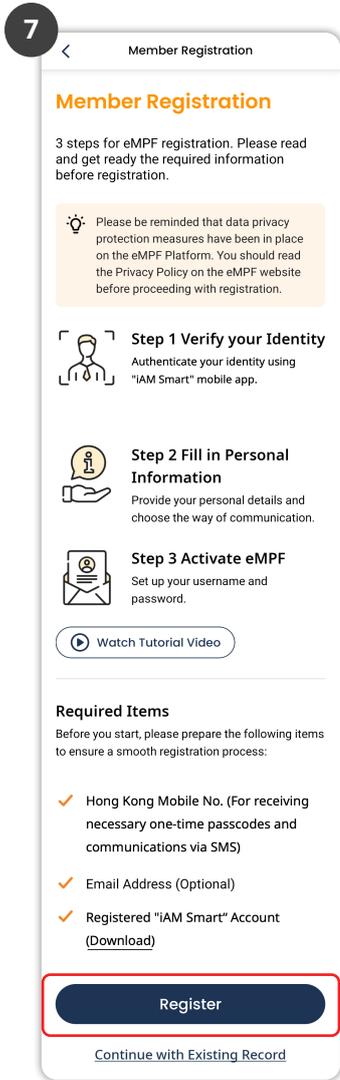
4 Tap **Register** on the eMPF Mobile App.



5 Select **“Member”**.



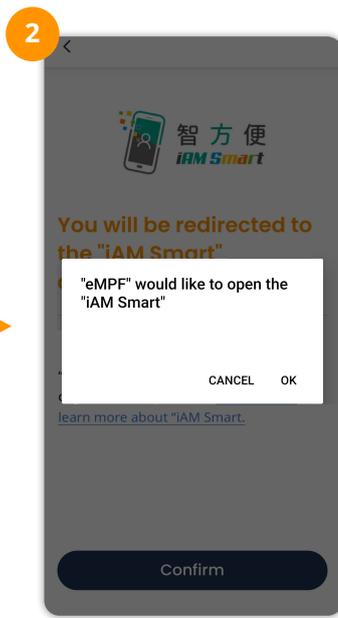
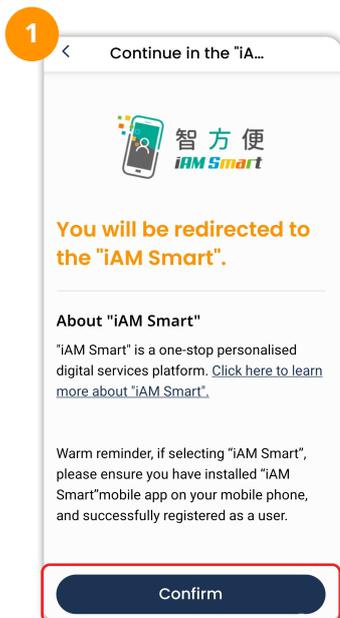
6 Read the notice and tap **Continue**.



7 Read the instructions and tap **Register**.

8 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 Registration via eMPF Mobile App

9

Register

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

.....

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

Gender
Male

✓ Contact Information

✓ Address

✓ Way of Communication

Data is provided by the iAM Smart.

Next



9 After you complete the authentication process via “iAM Smart”, 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**.



Register

✓ Contact Information

Email Address
chantaiman@abc.com Verify

Mobile No. (SMS will be sent to Hong Kong Mobile No. only)
+852 99123456 Verify

Secondary Telephone No. (Optional)
Please

✓ Address

✓ Way of Communication

Data is provided by the iAM Smart.



Enter Verification Code

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

Did not get a code?
Resend in 57 seconds

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.

10

Register

Confirmation

Personal Details

Title: Mr

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

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

ID Document Type: HKID, ID No.: L8670199

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

Contact Information

Email Address: chantaiman@abc.com

Mobile No.: +852 99123456

Address

Residential Address

Country/Region: Hong Kong, China

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

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

Building: ABC Building

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

District: Kwun Tong

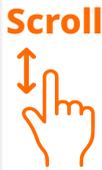
Way of Communication

Preferred Channel of Communication: Email

Preferred Language of Communication: English

Consent text: You are deemed to have given your consent for the provision, use and/or transfer of your personal information for direct marketing purposes in accordance with the Personal Information Collection Statements ("PICS") for eMPF Platform Company Limited ("eMPF PC"). Please choose the button beside "No" below if you do not agree with the provision, use and/or transfer of your personal information for direct marketing purposes in accordance with PICS for eMPF PC.

Buttons: Edit, Submit



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

11

Terms and Conditions

Show Less

By clicking the "Accept" button below, you confirm that:

- 1/ the information given in this application is correct and complete;
- 2/ you understood once your application is submitted, it could not be withdrawn; and
- 3/ you have read and agree to be bound by the Terms & Conditions below.

Buttons: Accept, Decline

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Activate your eMPF

eMPF ID: 20000153153

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. Note: In compliance with the requirements under the Anti-Money Laundering and Counter-Terrorist Financing Ordinance (Cap. 615), we are required to authenticate your identity each time you enrol into an MPF scheme.

You have registered your eMPF successfully, please activate now.

Buttons: Activate Now

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

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

13

Create Username and Password

Username Requirement

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

Password Requirements

- At least 10 characters
- Maximum length is 14 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.

Username

Chantaiman123

Password

.....

Confirm New Password

.....

Confirm

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



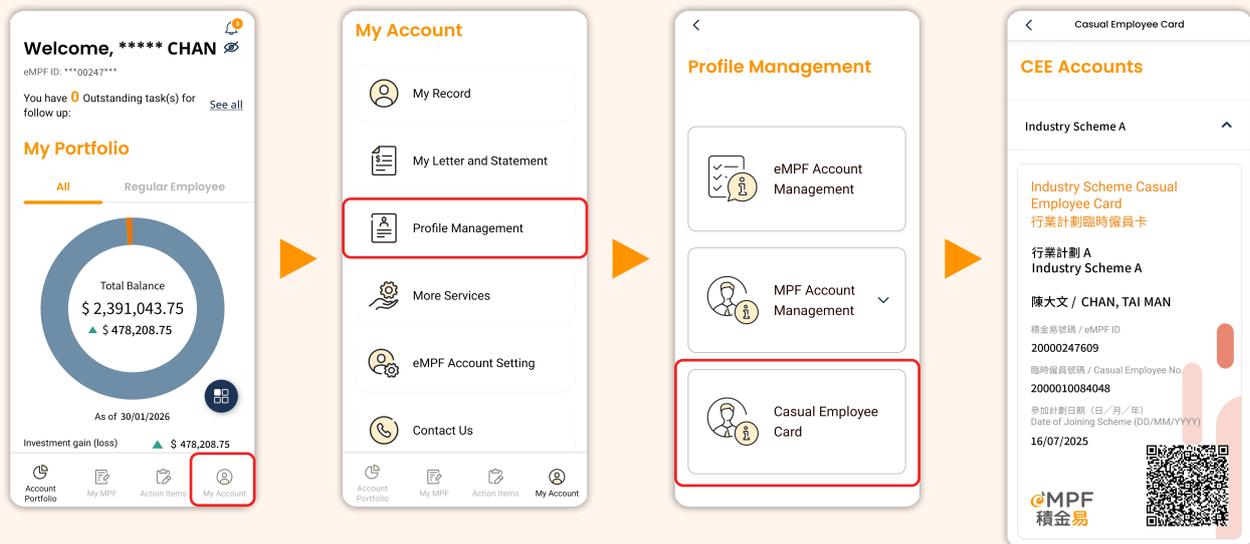
Remarks: You can begin viewing and managing your MPF account(s) through the **eMPF Platform** only after the MPF scheme that you are participating in onboards to the **eMPF Platform**.

If the MPF scheme has already onboarded 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**.



Tips: For casual employees participating in industry scheme, after successfully registering and logging into the **eMPF platform**, please check your Industry Scheme Casual Employee Card for use in future contribution processes and other instructions.

Please tap **"My Account"** on the menu bar, then select **"Profile Management"** and select **"Casual Employee Card"**.



- End -