

# User Access Rights



**Web Portal  
User Guide**

# Preface

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This user guide provides step-by-step instructions on how an employer can perform access right settings on the **eMPF Web Portal**. All screenshots are for illustration purposes only. The actual design of the portal 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 1205-6, 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

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Date : 19 Sep, 2025

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## A. Users' Access Right 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 Terminate Scheme 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 Contribution 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 Report employees' Cessation of Employment button on the "Employee List" 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:**

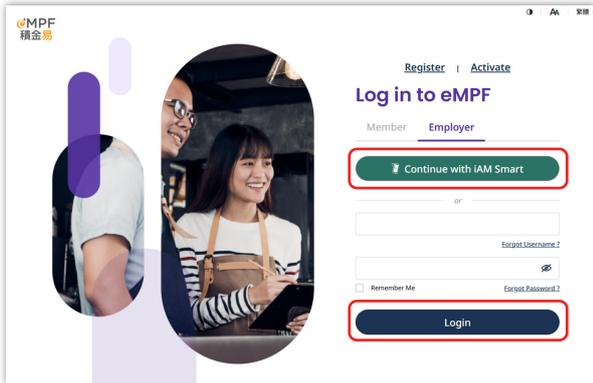
\*Once the option of **"Required Approval"** is chosen under the **"Approval Setting"** for the payroll group(s), employer can assign **"Preparer"** to submit instructions for contribution and/or refund, and **"Approver"** can approve or reject the instructions made by a preparer.

# B. Manage Users' Access Right

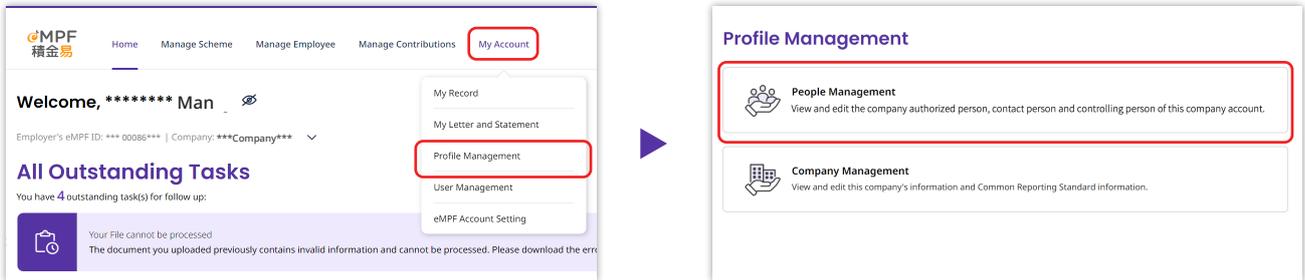
## i) Add New Company Authorized Person

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

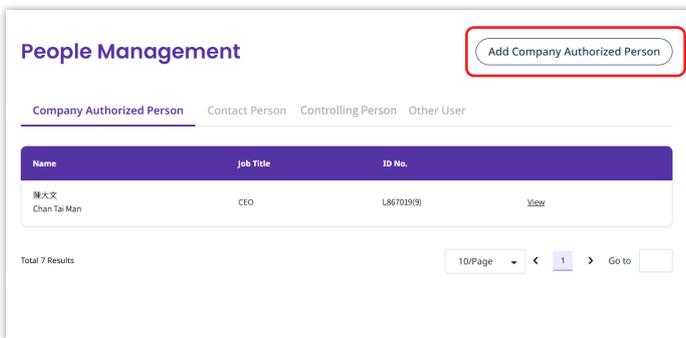
- 1 Go to the **eMPF** Web Portal and log in.



- 2 Select **"Profile Management"** under **"My Account"** on the menu bar, then select **"People Management"**.



- 3 Click **Add Company Authorized Person**.



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

### Add Company Authorized Person

✓ Add Company Authorized Person

**Personal Information**

Title  
 Mr  Ms  Miss  Mrs  Dr  Other

Surname (English)  Given Name (English)   
 Surname (Chinese)  Given Name (Chinese)   
 ID Document Type  ID No.   
 Date of Birth (DD/MM/YYYY)  Nationality   
 Job Title

**Contact Information**

Email Address (Optional)    
 Mobile No.    Telephone No.

**Address**

**Residential Address**

Country / Region  City   
 Flat / Shop / Unit / Suite / Room / Others   Floor (e.g. please input \*12/F)    
 Block / Tower / House / Others   Building   
 Street (street no. and street name)  District   
 Postal Code

**Way of Communication**

Preferred Language of Communication  
 English  Traditional Chinese  Simplified Chinese



**Tips:** Please remember to verify the new **Company AP's email address** and/or **mobile phone number** by clicking 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.

**Contact Information**

Email Address (Optional)    
 Mobile No.    Telephone No.

**Enter Verification Code**

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

Did not get a verification code? Resend in 26 seconds

**5** Upload the supporting document(s) shown on your computer web page, then click **Next**.

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

**7** Read the Terms and Conditions and click **Accept**.

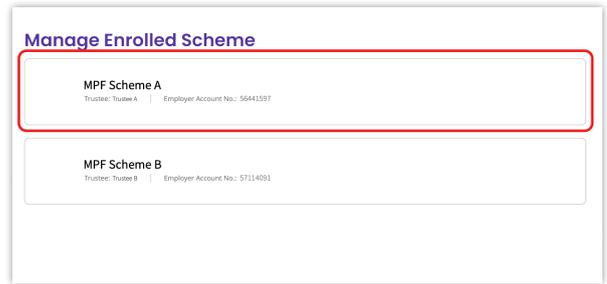
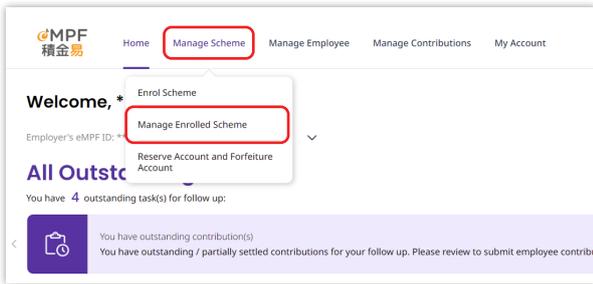
**8** Your request has been successfully submitted.

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

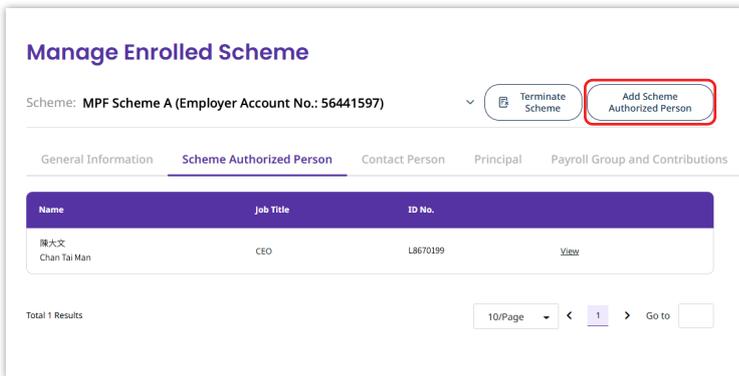
**Remarks:** The access rights for the functions in the Company Control section have already been granted to the newly added Company Authorized Person by default. Therefore, there is no need to select access rights in this section. If you need to choose other desired access rights of the functions, please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

## ii) Add New Scheme Authorized Person

1 Select "Manage Enrolled Scheme" under "Manage Scheme". Then select scheme.



2 Click **Add Scheme Authorized Person**.



**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.

4 Upload the supporting document(s) shown on your computer web page, then click **Next**.



**Tips:** Please remember to verify the new **Scheme AP's email address** and/or **mobile phone number** by clicking 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 Review the information and click **Submit**.

### Confirmation

#### Information Change Details

##### Scheme Authorized Person

**Personal Details**

Title	Surname (English)	Given Name (English)
Ms	Cheung	Yat Sum
Surname (Chinese)	Given Name (Chinese)	ID Document Type
張	一燾	HKID
ID No.	Date of Birth (DD/MM/YYYY)	Nationality
G5560****	01/08/1990	Chinese

Job Title  
Scheme A Manager

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**Contact Information**

Email Address (Optional)	Mobile No.
cheungyatsum@abc.com	+852 99123456

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**Address**

Country / Region	City
Hong Kong, China	
Flat / Shop / Unit / Suite / Room / Others	Floor (e.g. please input "12/F")
Room 3	2 Floor
Block / Tower / House / Others	Building
Block 1	ABC Building
Street (street no. and street name)	District
123 K Road	Kwun Tong
Postal Code	

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**Way of Communication**

Preferred Language of Communication  
English

#### Upload Supporting Documents

**Board resolution**

Board Resolution Copy.jpg 124KB

**HKID Card Copy / Passport Copy**

HKID.jpg 124KB

## 6 Read the Terms and Conditions and click **Accept**.

### Terms and Conditions

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.



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

## 7 Your request has been successfully submitted.

**Change Request Submitted**

Reference No.: DMD030892300192018 | Submission Date & Time: 07/05/2025, 16:55

Remember to submit the certified true copy (CTC) or original copy of Board resolution, HKID Card Copy / Passport Copy in person or by post to the designated PD box.

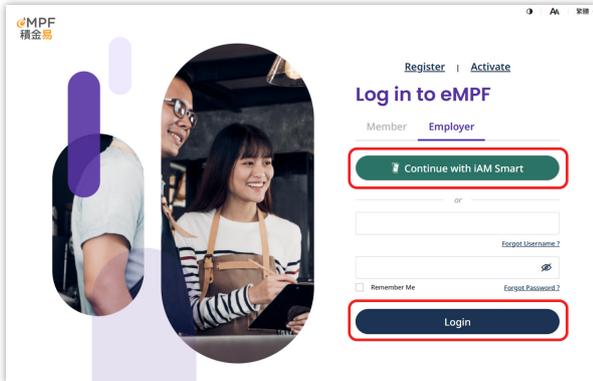


**Remarks:** The access rights for the functions in the Scheme Control and Payroll Group Control sections have already been granted to the newly added Scheme Authorized Person by default. Therefore, there is no need to select access rights in this section. If you need to grant other access rights of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

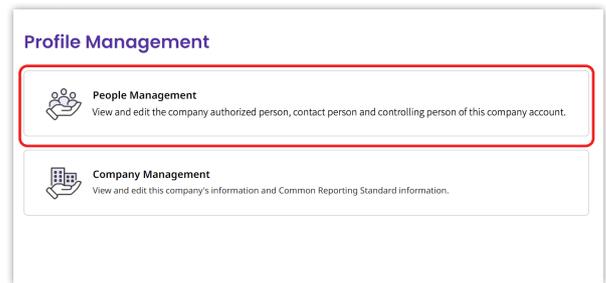
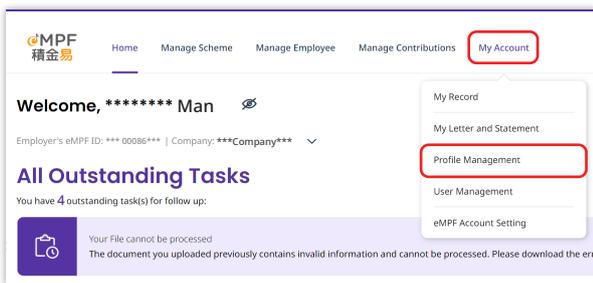
## iii) Add New Other User

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

- 1 Go to the **eMPF Web Portal** and log in.

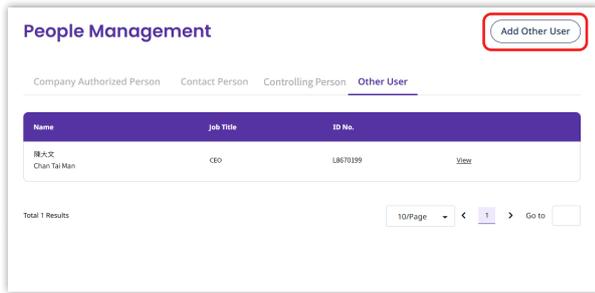


- 2 Select **"Profile Management"** under **"My Account"** on the menu bar, then select **"People Management"**.



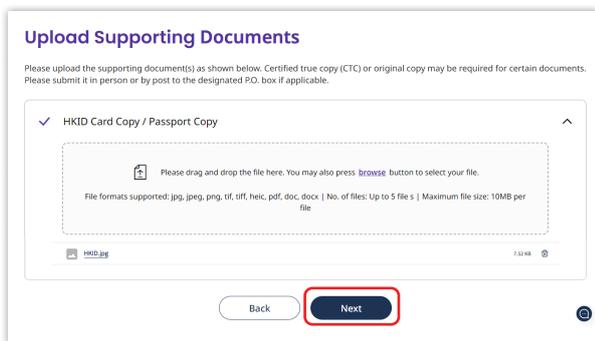
**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.

### 3 Click **Add Other User**.



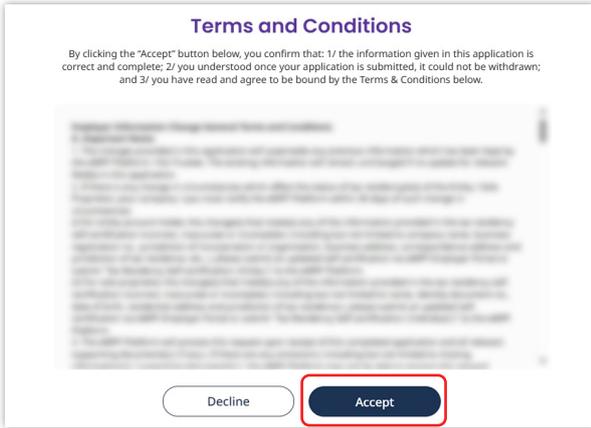
### 4 Fill in the personal information of the new Other User. Click **Save** when finished.

### 5 Upload the supporting document(s) shown on your computer web page, then click **Next**.



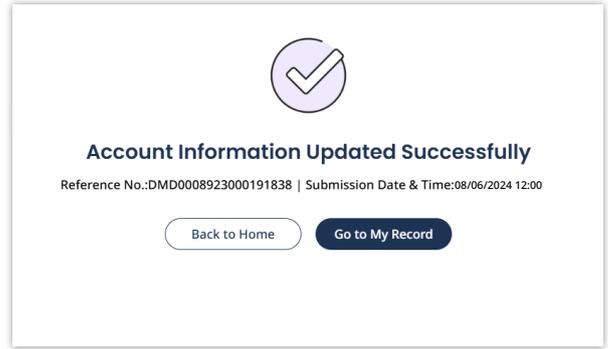
### 6 Review the information and click **Submit**.

7 Read the Terms and Conditions and click **Accept**.



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

8 Your request has been successfully submitted.



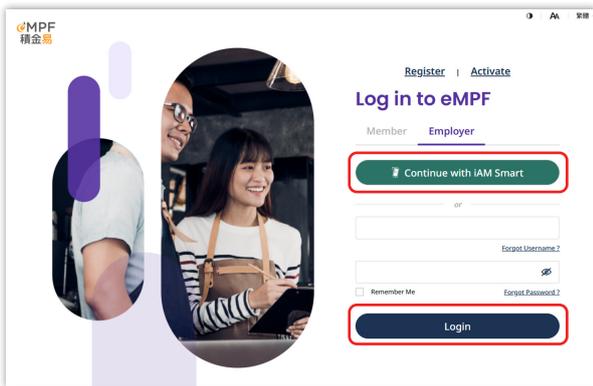
**Remarks:** Please proceed with steps iv) or v) to grant the access rights of the functions to the newly added Other User.

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

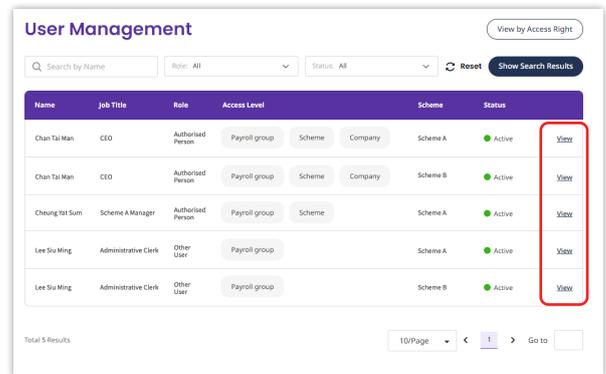
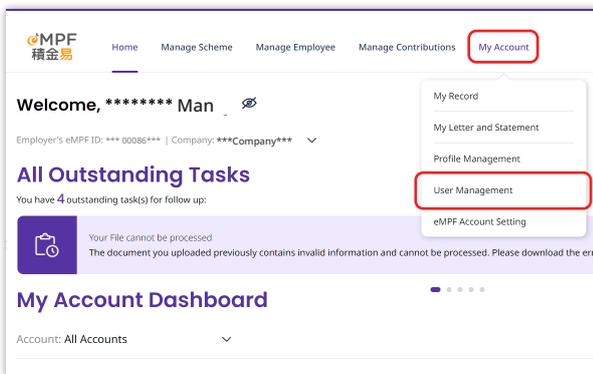
Please note that the following steps are only applicable to manage the existing **Company AP**, **Scheme AP** and **Other User** recorded in the **eMPF Platform**.

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

- 1 Go to the **eMPF Web Portal** and log in.



- 2 Select **"User Management"** under **"My Account"** on the menu bar, then select **"View"** of 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 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, you can update the users' related access rights of the functions based on the sections, MPF scheme(s) and payroll group(s). After completion, click **Save**.

Function	Access Right
Scheme Enrolment	<input checked="" type="checkbox"/> Preparer
Profile Management	<input checked="" type="checkbox"/> Preparer
Company User Management	<input checked="" type="checkbox"/> Preparer
Company Overview	<input checked="" type="checkbox"/> Preparer

Scheme	Access Right	Allow Access
MPF Scheme A	<input checked="" type="checkbox"/>	<input type="checkbox"/>
MPF Scheme B	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Scheme (Payroll Group)	Access Right	Allow Access
MPF Scheme A	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payroll Group 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Payroll Group Management	<input checked="" type="checkbox"/> Preparer	
Employee Termination	<input checked="" type="checkbox"/> Preparer	
Employee Management	<input checked="" type="checkbox"/> Preparer	
Employee Enrolment	<input checked="" type="checkbox"/> Preparer	
Contribution	<input checked="" type="checkbox"/> Preparer <input type="checkbox"/> Approver	
Refund	<input type="checkbox"/> Preparer <input type="checkbox"/> Approver	
Reserve Account and Forfeiture Account	<input checked="" type="checkbox"/> Preparer	
Payroll Group 2	<input type="checkbox"/>	<input type="checkbox"/>



**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.



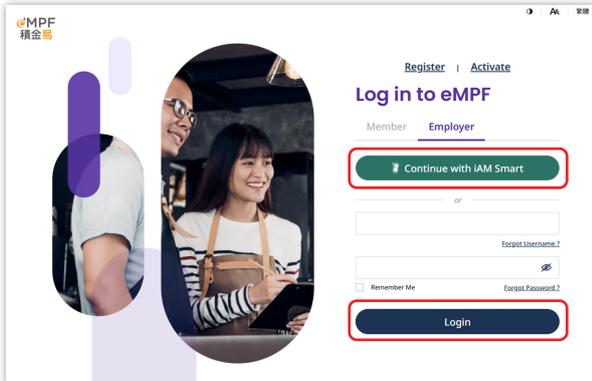
**Remarks:** If the **"Required Approval"** option is selected for the payroll group(s) when enrolling for the MPF scheme, the **"Approver"** option for Contribution and/or Refund will appear for selection.

- 4 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.

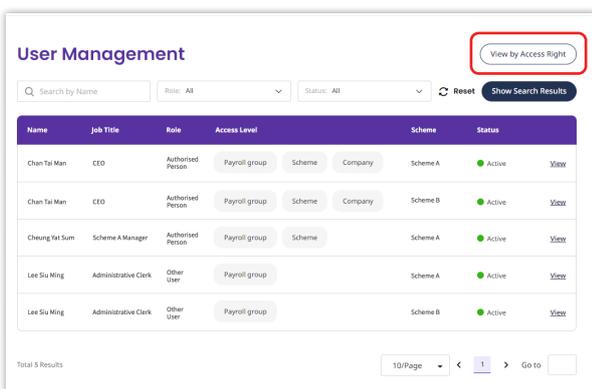
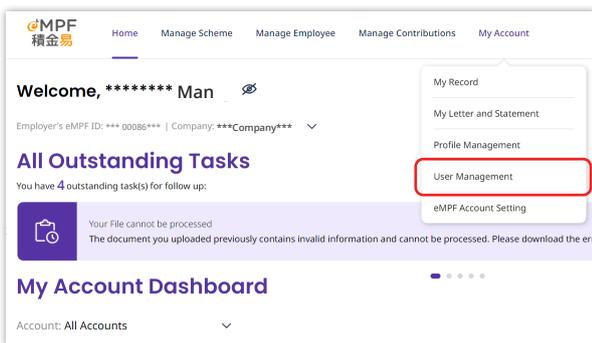
## v) Manage Access Rights of Multiple Users by Function

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.

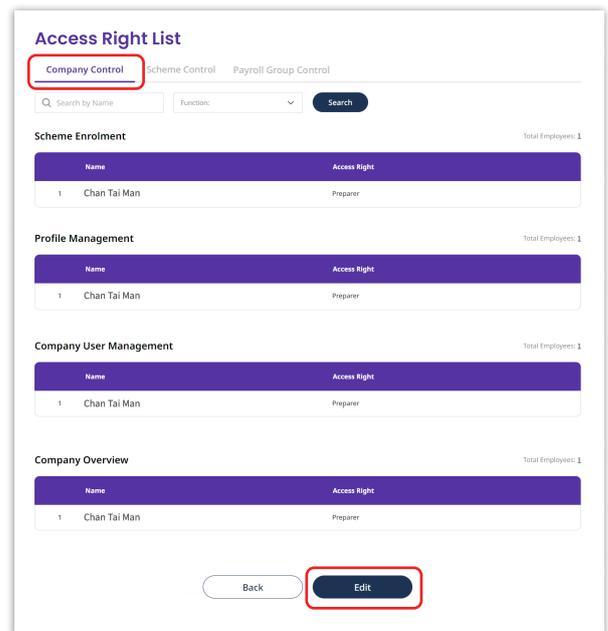
1 Go to the **eMPF** Web Portal and log in.



2 Select **"User Management"** under **"My Account"** on the menu bar, then select **"View by Access Right"**.



3 Click **Edit** under the tab page of the section.

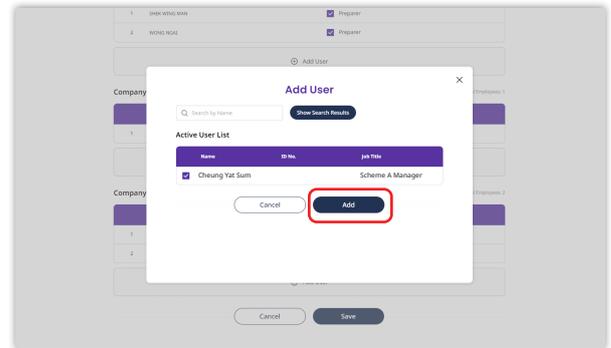
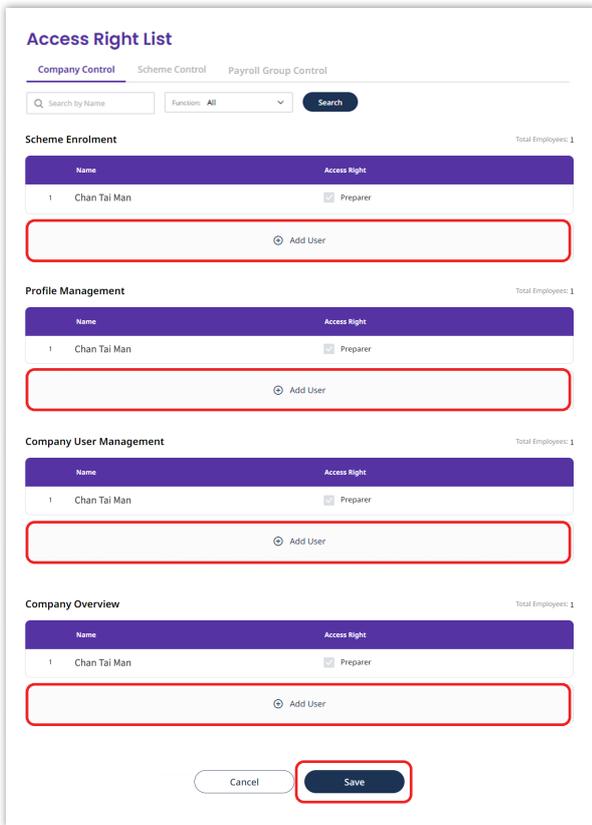


**Tips:** Please be mindful when assigning user access rights, as this may allow users to access sensitive information, including staff salaries, personal data etc.

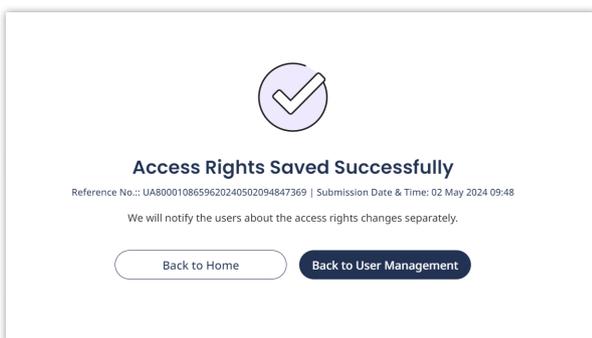
4 By checking or unchecking the boxes under each function, you can add or remove the user's access rights.

If you would like to add an existing user to access a specific function, click **"Add User"** and select the user(s).

When finished, select **Add** on the **Add User** page and click **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 -