

eMPF Deactivation and Reactivation



**Mobile App
User Guide**

Preface

This user guide provides step-by-step instructions on how a scheme member can deactivate and reactivate **eMPF** 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:

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: 1.00

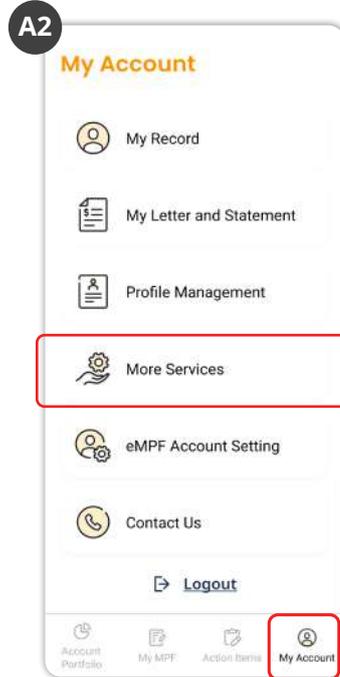
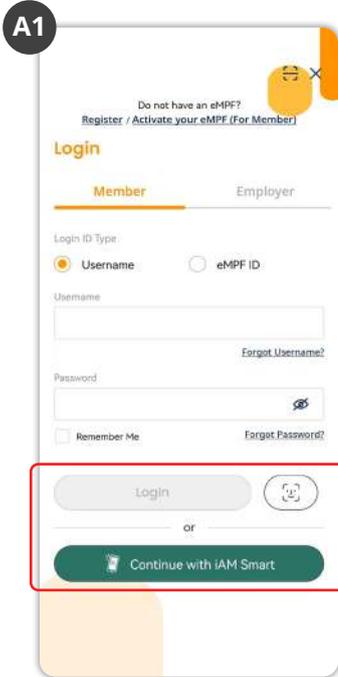
Date : 10 Oct, 2024

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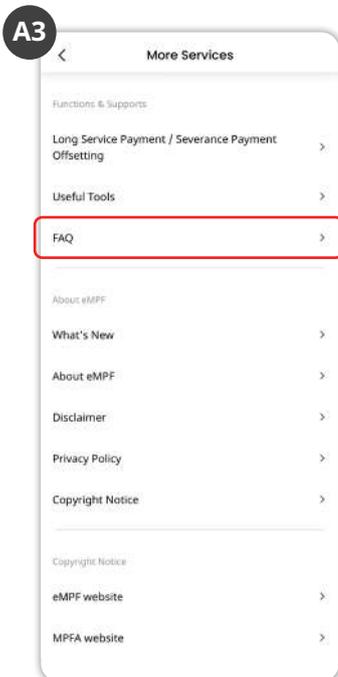
A. Deactivate eMPF

If you would like to temporarily suspend your eMPF, please follow the steps below to access the relevant link.

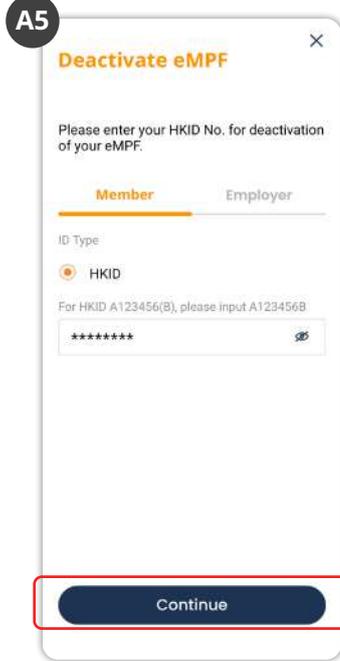
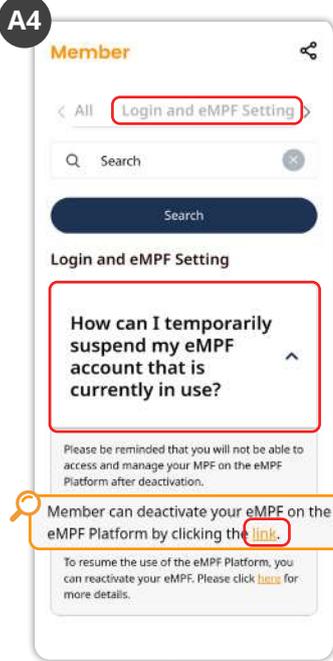


A1 Log in to the eMPF Mobile App.

A2 Tap "My Account" on the menu bar, then tap "More Services".

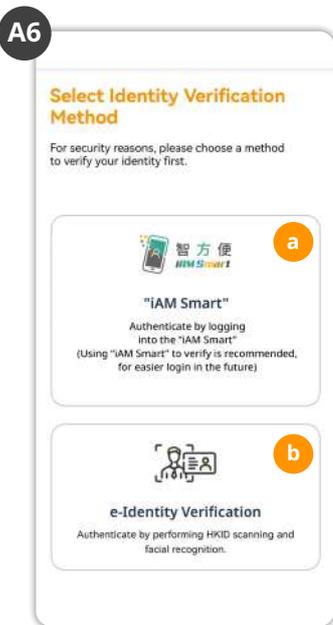


A3 Tap "FAQ".



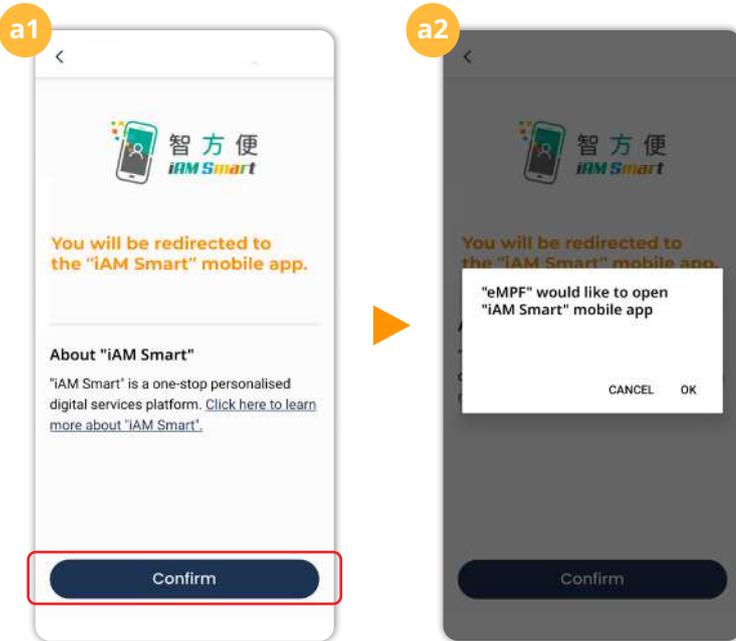
A4 Select “Login and eMPF Setting”, scroll down to expand the question “How can I temporarily suspend my eMPF account that is currently in use?”. Click “link” to deactivate your eMPF.

A5 Fill in HKID and tap **Continue**.



A6 Select an identity verification method: (a) “iAM Smart” or (b) “e-Identity Verification”.

a) Verify with "iAM Smart"



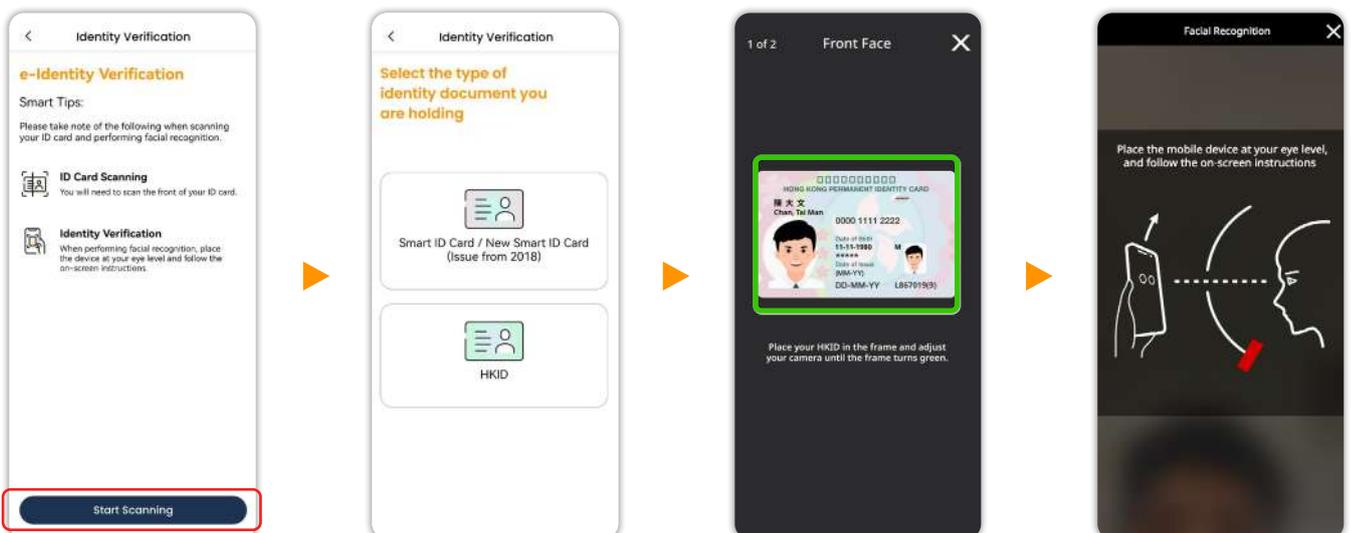
- a1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user.
- a2 Follow the instructions and perform the subsequent steps as indicated on your "iAM Smart" mobile app.

b) Verify with "e-Identity Verification"

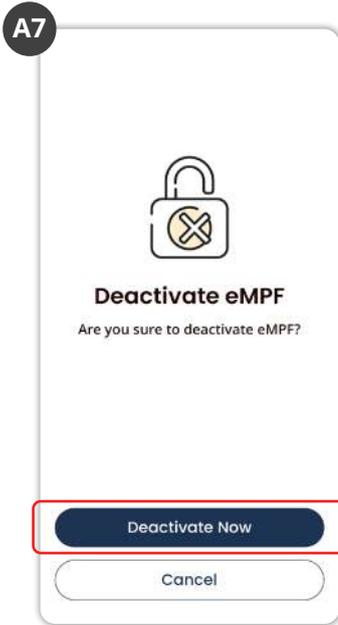


Tips: Please have your HKID card ready for identity verification.

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



► Continue the Deactivation Process via eMPF Mobile App



A7 Tap **Deactivate Now** to proceed with **eMPF** deactivation.

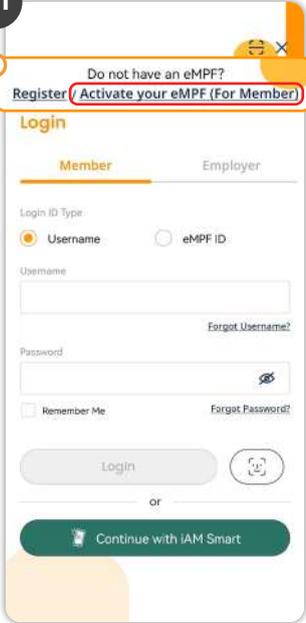
A8 Your **eMPF** has been deactivated successfully.

 **Remarks:** After deactivating **eMPF**, please submit MPF instructions using paper forms. If you are unable to deactivate **eMPF**, please visit any of the **eMPF Service Centres** in person and present your identity documents for further assistance.

B. Reactivate eMPF

If you wish to reactivate your eMPF after deactivation, please follow the steps below.

B1



Do not have an eMPF?
Register / **Activate your eMPF (For Member)**

Login

Member Employer

Login ID Type:
 Username eMPF ID

Username
Forgot Username?

Password
Remember Me Forgot Password?

Login

or

Continue with iAM Smart

B1 Tap **“Activate your eMPF (For Member)”** on the Login page of eMPF Mobile App, then tap **Reactivate**.



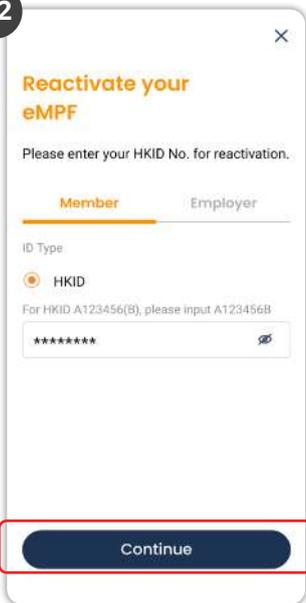
Activate your eMPF (For Member)

If you are new to eMPF, please choose "Activate Now". If you have deactivated your eMPF account before, please choose "Reactivate".

Activate Now

Reactivate

B2



Reactivate your eMPF

Please enter your HKID No. for reactivation.

Member Employer

ID Type:
 HKID

For HKID A123456(B), please input A123456B

Continue

B2 Fill in HKID and click **Continue**.

B3



Select Identity Verification Method

For security reasons, please choose a method to verify your identity first.

a

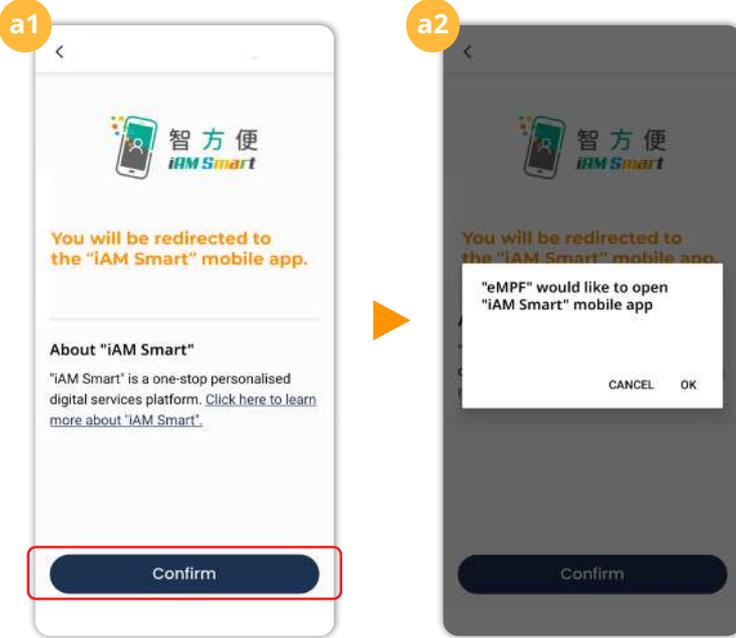
"iAM Smart"
Authenticate by logging into the "iAM Smart"
(Using "iAM Smart" to verify is recommended, for easier login in the future)

b

e-Identity Verification
Authenticate by performing HKID scanning and facial recognition.

B3 Select an identity verification method: **(a) "iAM Smart"** or **(b) "e-Identity Verification"**.

a) Verify with "iAM Smart"



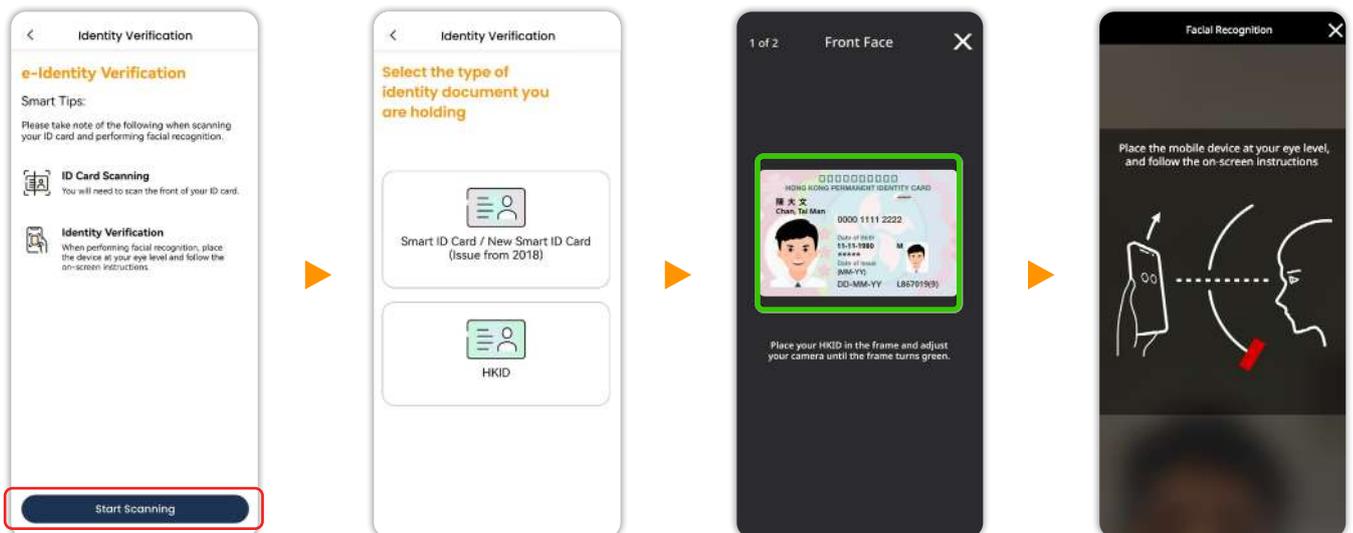
- a1 Download the "iAM Smart" mobile app to your smartphone and register as an "iAM Smart" user.
- a2 Follow the instructions and perform the subsequent steps as indicated on your "iAM Smart" mobile app.

b) Verify with "e-Identity Verification"

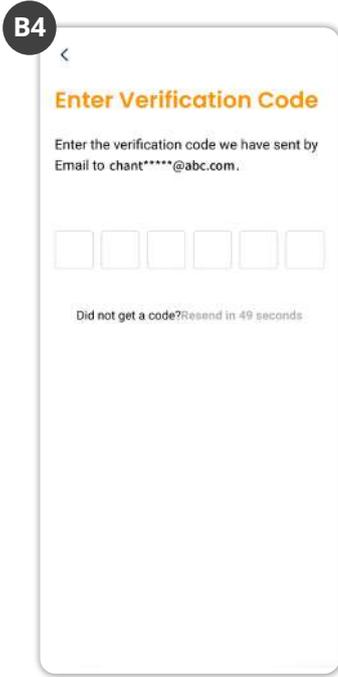


Tips: Please have your HKID card ready for identity verification.

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



▶ Continue the Reactivation Process via eMPF Mobile App



B4 Enter the verification code sent to your email or SMS to proceed with **eMPF** reactivation.

B5 Your **eMPF** has been reactivated successfully, you can log in to **eMPF** to manage your MPF now.

- End -