

eMPF Login Setting



**Web Portal
User Guide**

Preface

This user guide provides step-by-step instructions on how an employer can login and manage the eMPF setting 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:

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

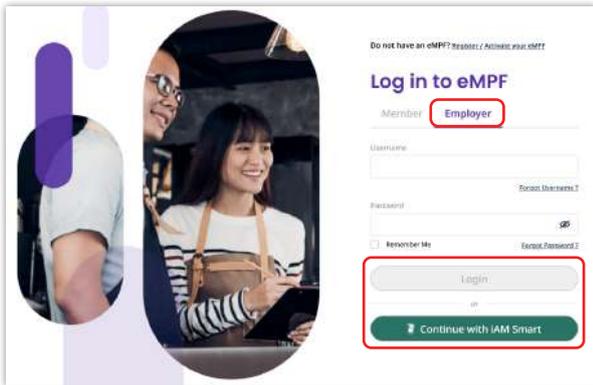
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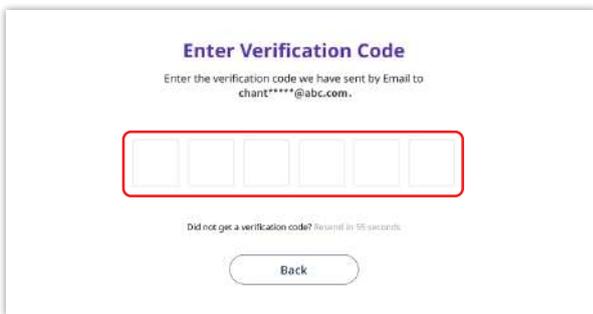
A. Log in to eMPF Web Portal



A1 Go to the **eMPF** Web Portal. Select the **Employer** tab, then log in with one of the following methods:

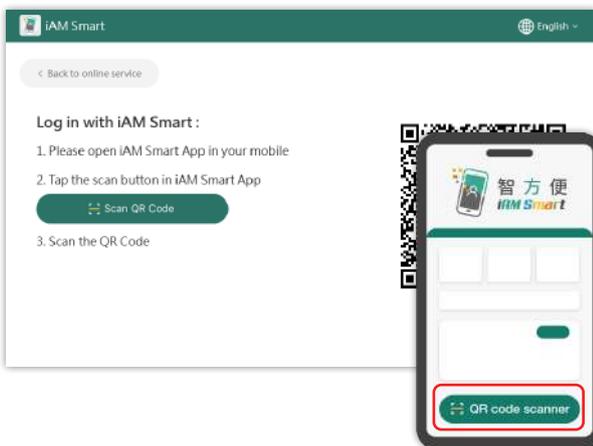
- (a) Log in with **username** and **password**; or
- (b) Log in with **“iAM Smart”**

a) Log in with username and password



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

b) Log in with “iAM Smart”



b1 Download the **“iAM Smart”** mobile app to your smartphone and register as an **“iAM Smart”** user.

b2 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

B1 Click “Forgot Username?”.

Do not have an eMPF Member? Activate your eMPF

Log in to eMPF

Member:

Username:

Password:

Remember Me

or

B2 Select an identity verification method:
(a) “iAM Smart” or
(b) “Two-factor Authentication”.

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 **Two-factor Authentication**
Authenticate by entering your iKID No. and one-time passcode (OTP)

a) Verify with “iAM Smart”

iAM Smart

< Back to online service

Log in with iAM Smart :

1. Please open iAM Smart App in your mobile
2. Tap the scan button in iAM Smart App
3. Scan the QR Code

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 **Chinese and English full name, date of birth, ID No.** and your registered **email address** or **mobile phone number**, then click **Send One-time Passcode (OTP)** .

Forgot Username

Please enter your HKID and registered contact information to retrieve your username.

Surname (English): Given Name (English):

Surname (Chinese): Given Name (Chinese):

Date of Birth (DDMMYYYY):

ID Type: HKID Passport

HKID No. (For HKID No. A2230467, please input A1230468):

Choose and enter your registered contact information to receive your one-time passcode (OTP):

Registered Email Address:

Registered Mobile Phone Number

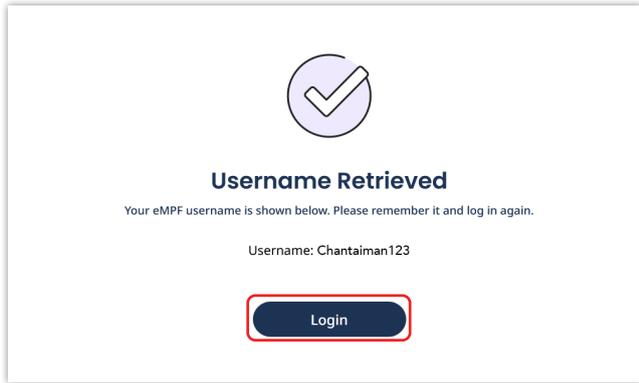
b2 Enter the verification code sent to your selected contact method.

Enter Verification Code

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

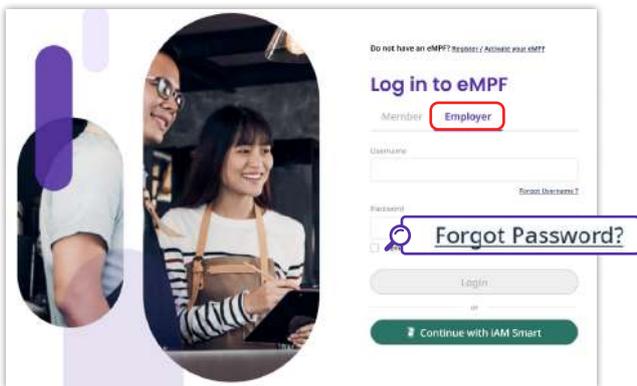
Did not get a verification code? Resend in 55 seconds

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



C. Forgot Password

C1 Click “Forgot Password?”.



Do not have an eMPF? Register / Activate your eMPF

Log in to eMPF

Member: **Employer**

Username:

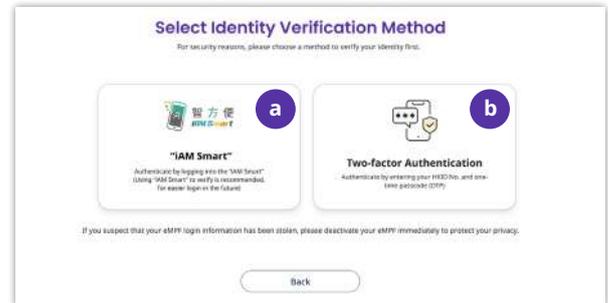
Password:

Forgot Password?

Login

Continue with iAM Smart

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



Select Identity Verification Method

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

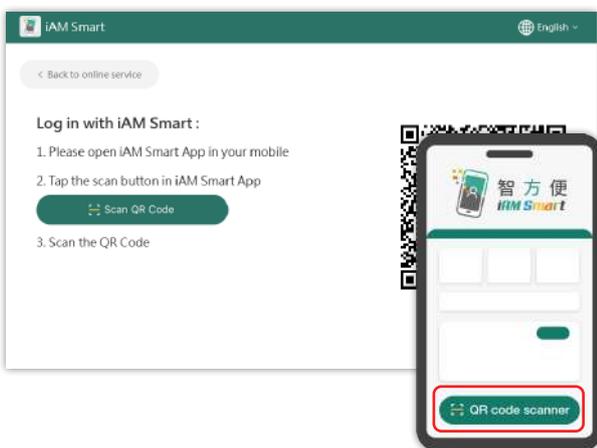
a **iAM Smart**
Authenticate by logging into the iAM Smart App. Using iAM Smart is highly recommended for easier login in the future.

b **Two-factor Authentication**
Authenticate by entering your HKID No. and one-time password (OTP).

If you suspect that your eMPF login information has been stolen, please deactivate your eMPF immediately to protect your privacy.

Back

a) Verify with “iAM Smart”



iAM Smart

English

< Back to online service

Log in with iAM Smart:

- Please open iAM Smart App in your mobile
- Tap the scan button in iAM Smart App
- Scan the QR Code

Scan QR Code

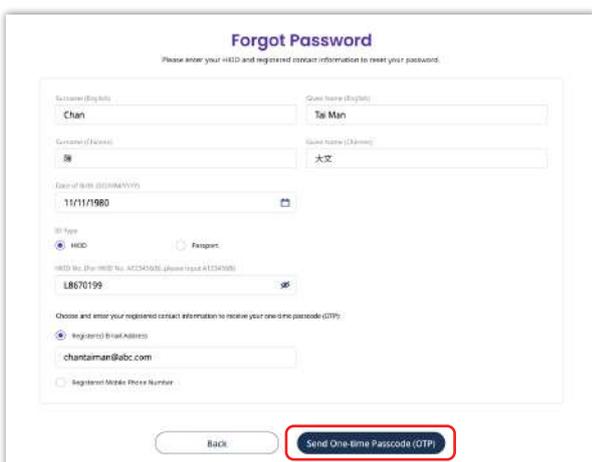
QR code scanner

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 **Chinese and English full name, date of birth, ID No.** and your registered **email address** or **mobile phone number**, then click **Send One-time Password (OTP)**.



Forgot Password

Please enter your HKID and registered contact information to reset your password.

Username (English): (Optional)

Given Name (English): (Optional)

Username (Chinese): (Optional)

Given Name (Chinese): (Optional)

Date of Birth (DDMMYYYY):

HK Type: HKID Passport

HKID No. (HK-HKID No. AT2041621, please input 41234567):

Choose and enter your registered contact information to receive your one-time password (OTP):

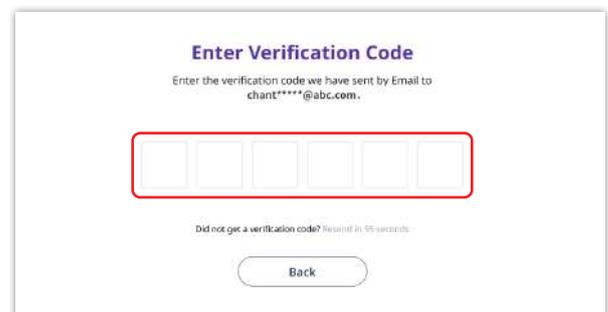
Registered Email Address:

Registered Mobile Phone Number:

Back

Send One-time Password (OTP)

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



Enter Verification Code

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

Did not get a verification code? Resend in 55 seconds

Back

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

Reset Password

To keep your eMPF safe, you will need to change your password every 6 months. 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: [input field] [strength icon]

- 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: !@#%&*~

Confirm New Password: [input field] [strength icon]

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...

Login

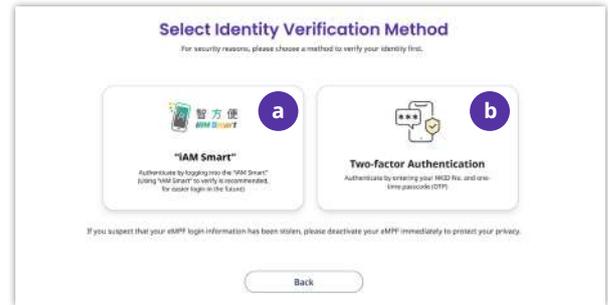
D. Unlock eMPF

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

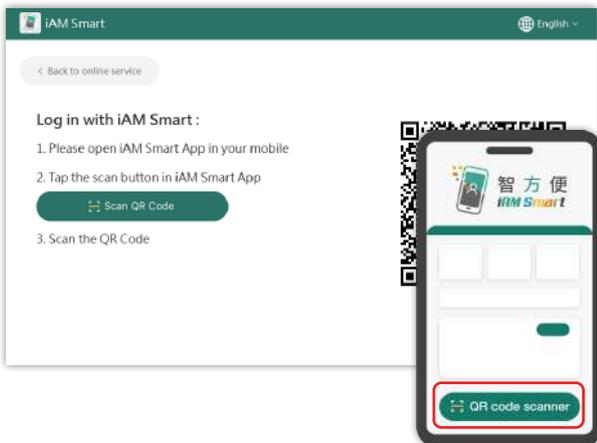
- D1** Click **Reset Password** on the **eMPF Locked** page.



- 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 **Chinese and English full name, date of birth, ID No.** 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**.

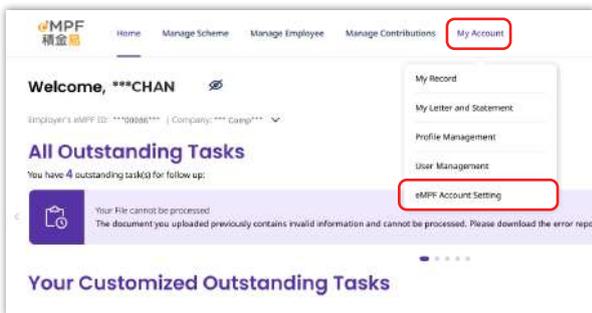
- D4** Your **eMPF** has been unlocked successfully. Please use the **new password** to log in.

E. Manage Trusted Devices

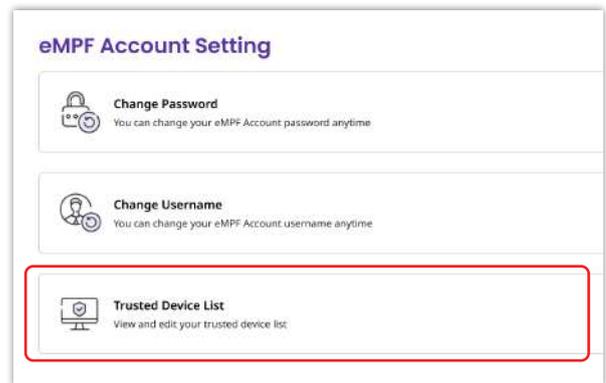
If you have added your device as a trusted device, you can skip the Two-factor Authentication for future logins to **eMPF** mobile app.

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

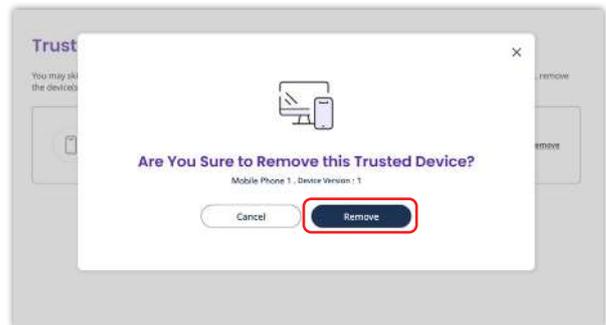
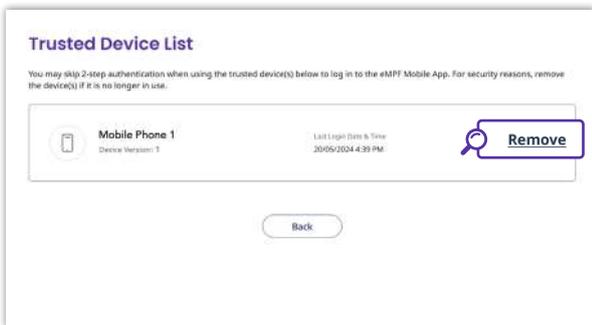
E1 Log in to the **eMPF** Web Portal. Click **“My Account”** on the menu bar and select **“eMPF Account Setting”**.



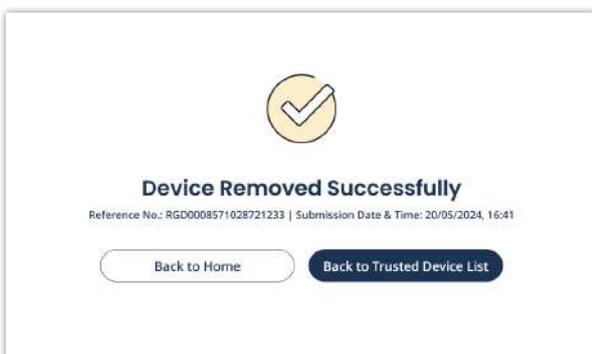
E2 Select **“Trusted Device List”**.



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.



- End -