

eMPF Deactivation and Reactivation



**Web Portal
User Guide**



Preface

This user guide provides step-by-step instructions on how a scheme member can deactivate and reactivate **eMPF** on the **eMPF Web Portal**. 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 : 1 Aug, 2025

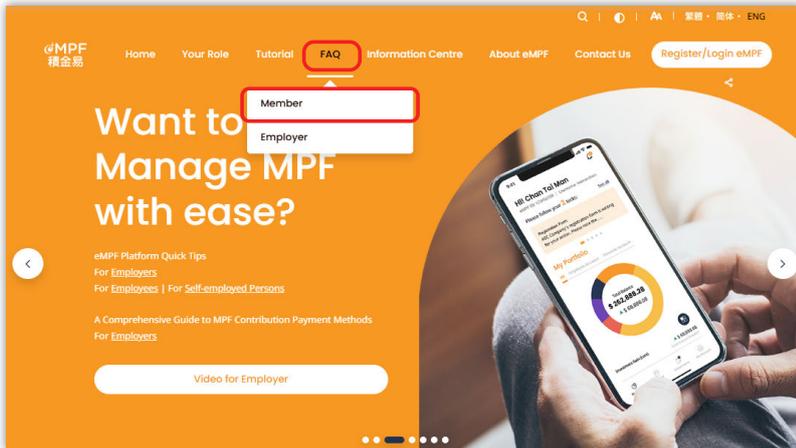
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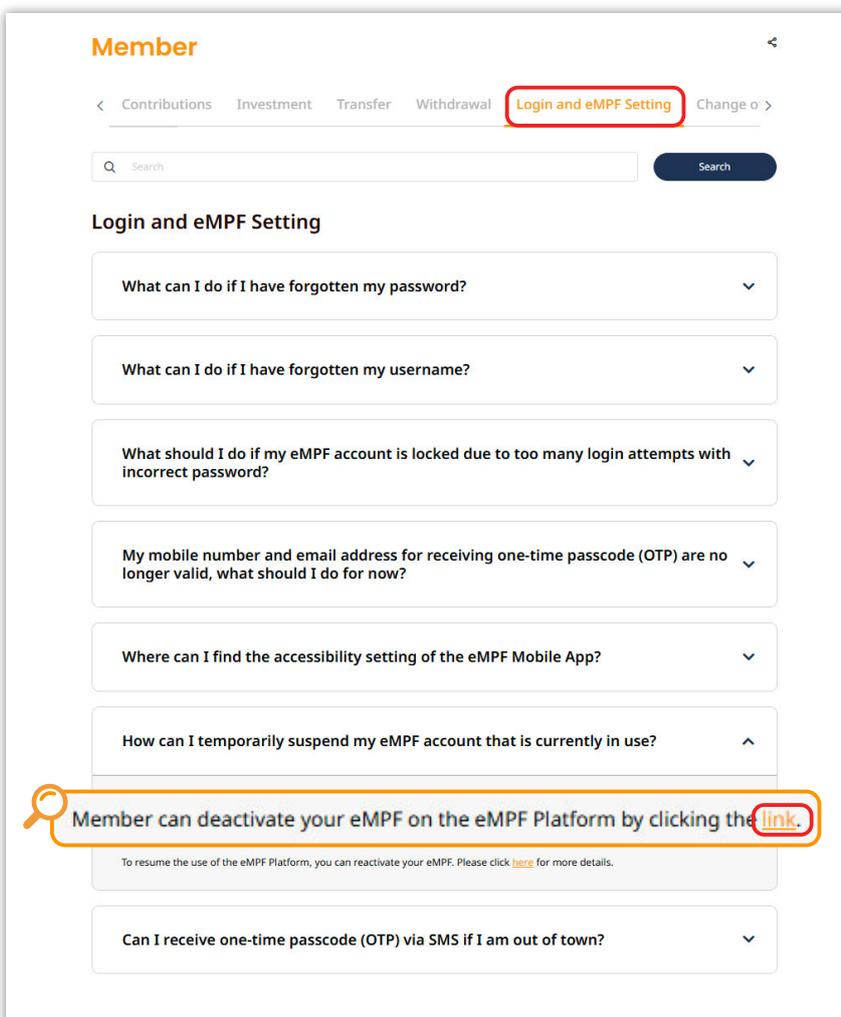
A. Deactivate eMPF

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

- A1** Visit eMPF website www.empf.org.hk. Select “FAQ” on the menu bar, then click “Member”.



- A2** 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.



A3 Fill in HKID No. and click **Continue**.

Deactivate Your eMPF Immediately

Please enter your HKID No. for deactivation of your eMPF.

Scheme Member Employer

ID Document Type

HKID

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

Continue

A4 Select an identity verification method:
(a) "iAM Smart" or (b) "e-Identity Verification".

Select Identity Verification Method

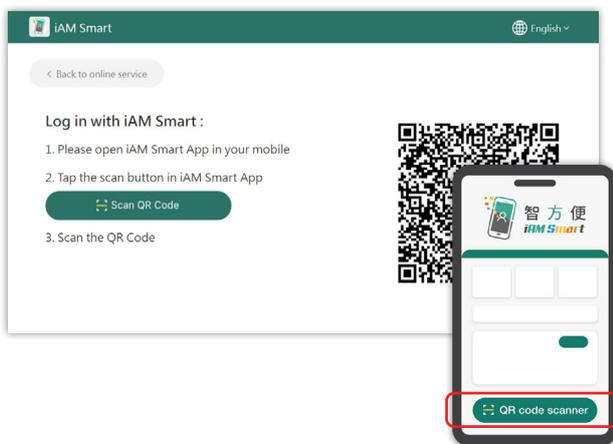
For security reasons, please choose a method to verify your identity first.
(Using "iAM Smart" is recommended for easier login in the future)

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
(HarmonyOS and EMUI are not supported at this moment)
You may need to supplement relevant identity documents for verification purpose.

Back

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.

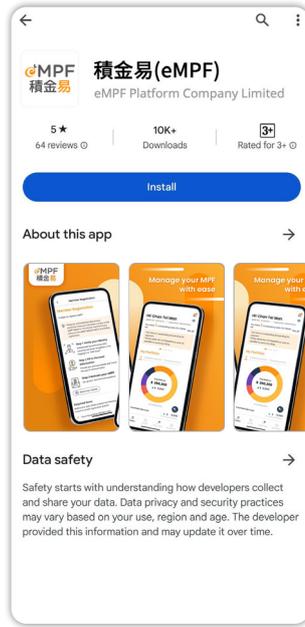


Tips: After you have successfully authorized the connection of **"iAM Smart"** with **eMPF Platform**, please continue the deactivation via **eMPF Web Portal**.

b) Verify with “e-Identity Verification”



(App Store)



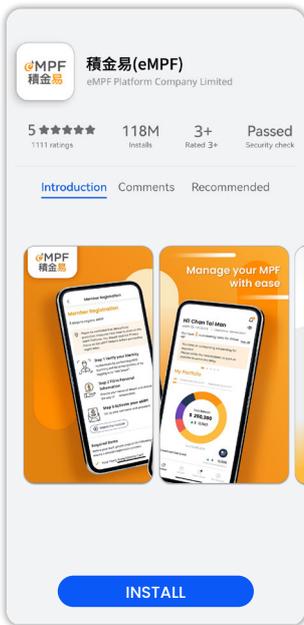
(Google Play)

b1 Search for “eMPF” Mobile App in App Store / Google Play / Huawei AppGallery.



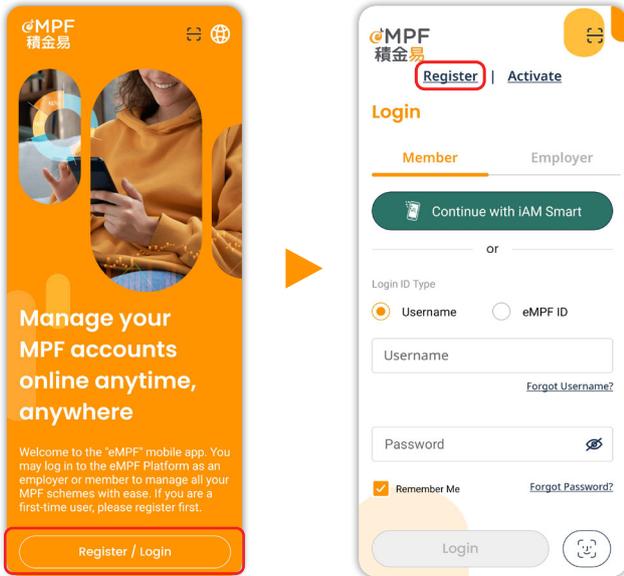
b2 Download the eMPF Mobile App.

b3 Open the eMPF Mobile App after the download is completed.

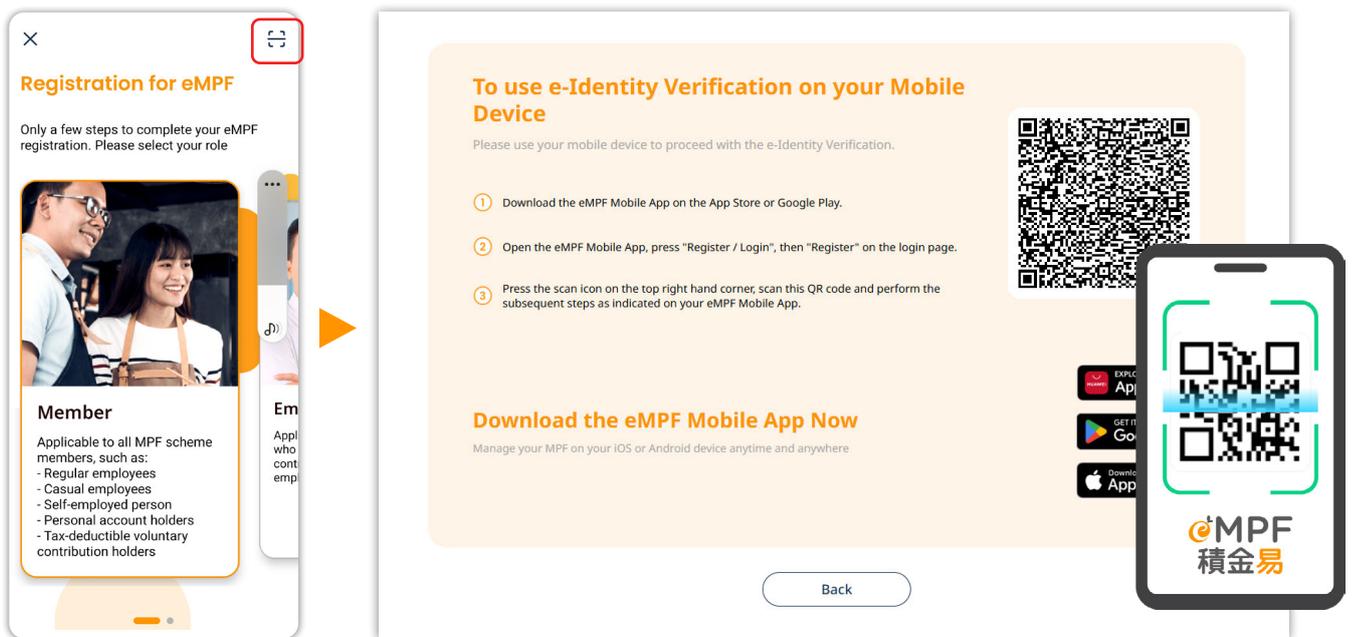


(Huawei AppGallery)

b4 Tap **Register / Login** , then tap **“Register”** on the Login Page to locate the scan icon.

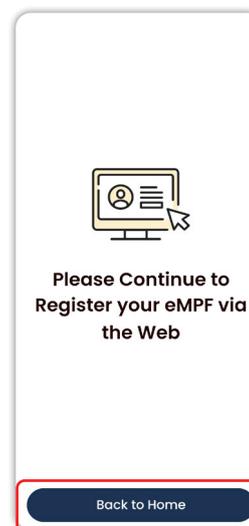
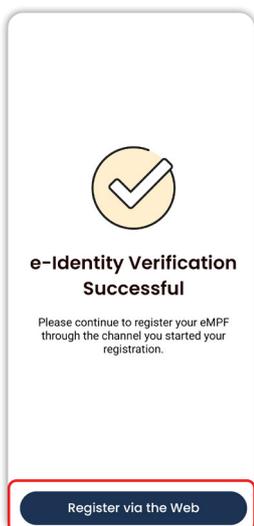
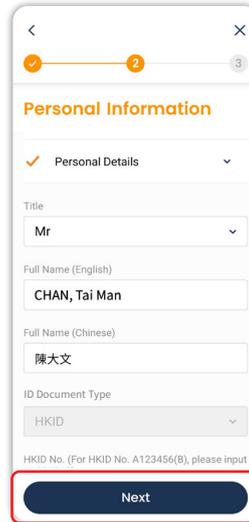
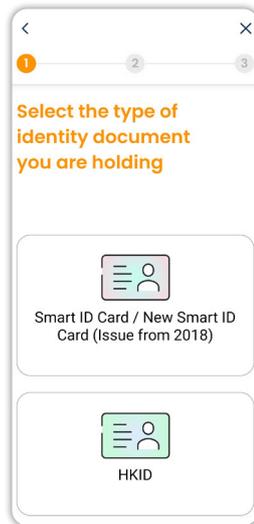
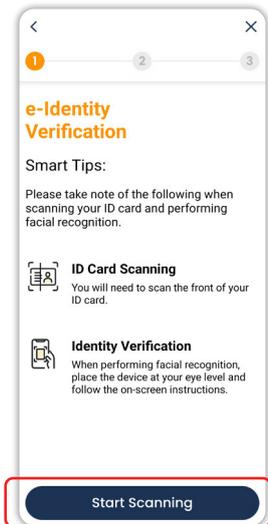


b5 Tap the  on the top right hand corner and scan the QR code on the webpage.



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

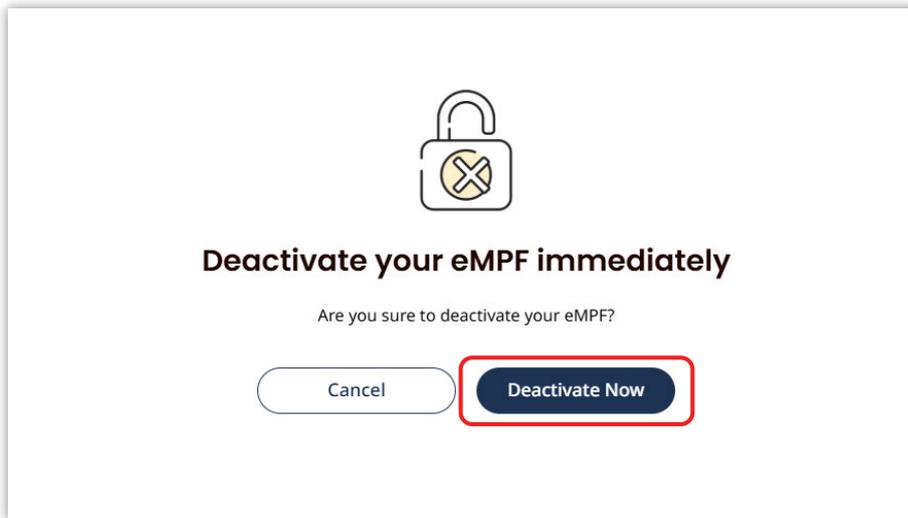
b6 Tap **Start Scanning** and perform the subsequent steps as indicated on your **eMPF Mobile App**.



Tips: Please do not place your HKID card on the table when scanning. Instead, hold the edges of the HKID card and avoid covering any information with your fingers, ensuring a smooth scanning process.

► Continue the Deactivation via eMPF Web Portal

A5 Click **Deactivate Now** to proceed **eMPF** deactivation.

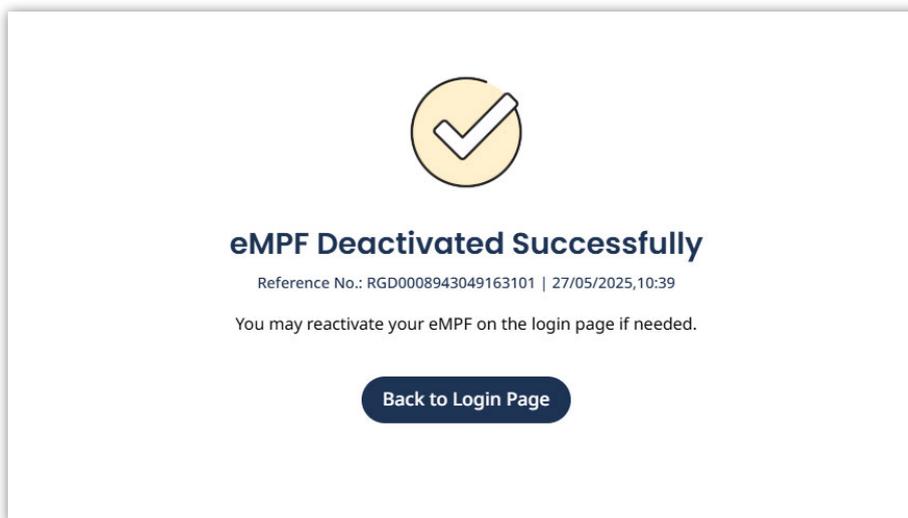




Deactivate your eMPF immediately

Are you sure to deactivate your eMPF?

A6 Your **eMPF** has been deactivated successfully.





eMPF Deactivated Successfully

Reference No.: RGD0008943049163101 | 27/05/2025,10:39

You may reactivate your eMPF on the login page if needed.

 **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** Click **“Activate”** on the Login page of eMPF Web Portal, then click **Reactivate**.

The screenshot shows the eMPF Web Portal login page. At the top, there are two buttons: 'Register' and 'Activate'. The 'Activate' button is highlighted with a red box. Below the buttons is the 'Log in to eMPF' section, which has tabs for 'Member' and 'Employer'. Under the 'Member' tab, there is a 'Continue with IAM Smart' button. Below that, there are fields for 'Login ID Type' (Username or eMPF ID), a 'Username' field (containing 'chantalman123'), a 'Password' field, and a 'Remember Me' checkbox. A 'Login' button is at the bottom. An arrow points to the right, where a second screenshot shows a confirmation screen titled 'Activate your eMPF (For Member)'. It features a padlock icon with a checkmark and the text: 'If you are new to eMPF, please choose "Activate Now". If you have deactivated your eMPF before, please choose "Reactivate"'. There are two buttons: 'Activate Now' and 'Reactivate', with the 'Reactivate' button highlighted by a red box.

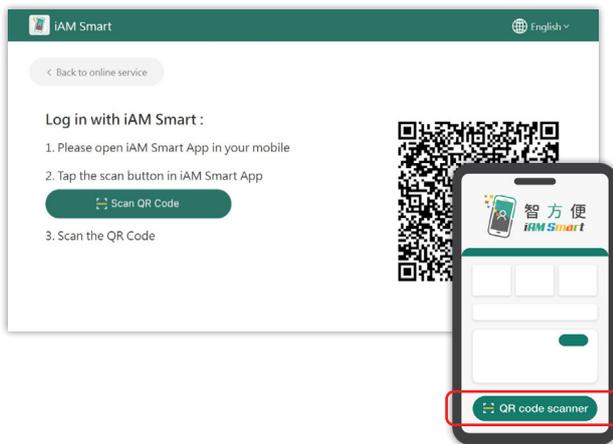
- B2** Fill in HKID and click **Continue**.

The screenshot shows the 'Reactivate your eMPF Account' page. It has tabs for 'Scheme Member' and 'Employer'. Under the 'Scheme Member' tab, there is an 'ID Document Type' section with a radio button selected for 'HKID'. Below that is a text input field for 'HKID No. For HKID No. A123456(B), please input A123456B', which contains a masked password '*****'. A 'Continue' button is at the bottom, highlighted with a red box.

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

The screenshot shows the 'Select Identity Verification Method' page. It has a title and a subtitle: 'For security reasons, please choose a method to verify your identity first. (Using "iAM Smart" is recommended for easier login in the future)'. There are two main options, each in a rounded rectangle. Option (a) is 'iAM Smart', which includes an icon of a smartphone and the text: 'Authenticate by logging into the "iAM Smart" (Using "iAM Smart" to verify is recommended, for easier login in the future)'. Option (b) is 'e-Identity Verification', which includes an icon of a person with a document and the text: 'Authenticate by performing HKID scanning and facial recognition (HarmonyOS and EMUI are not supported at this moment). You may need to supplement relevant identity documents for verification purpose.' At the bottom, there is a 'Back' button.

a) Verify with "iAM Smart"



a1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user.



a2 Tap **QR code scanner** and scan the QR code shown on the webpage and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

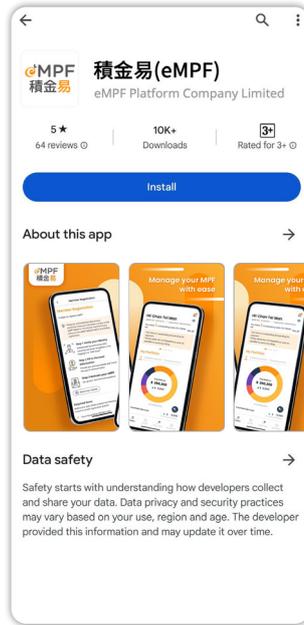


Tips: After you have successfully authorized the connection of **"iAM Smart"** with **eMPF Platform**, please continue the reactivation via **eMPF Web Portal**.

b) Verify with “e-Identity Verification”



(App Store)



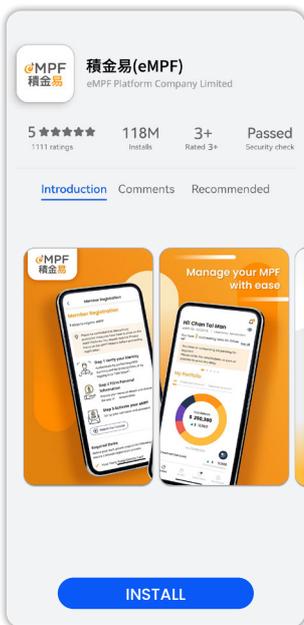
(Google Play)

b1 Search for “eMPF” Mobile App in App Store / Google Play / Huawei AppGallery.



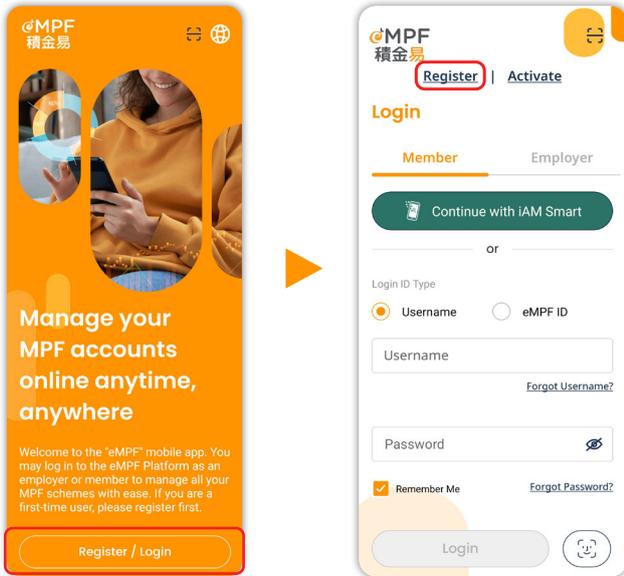
b2 Download the eMPF Mobile App.

b3 Open the eMPF Mobile App after the download is completed.

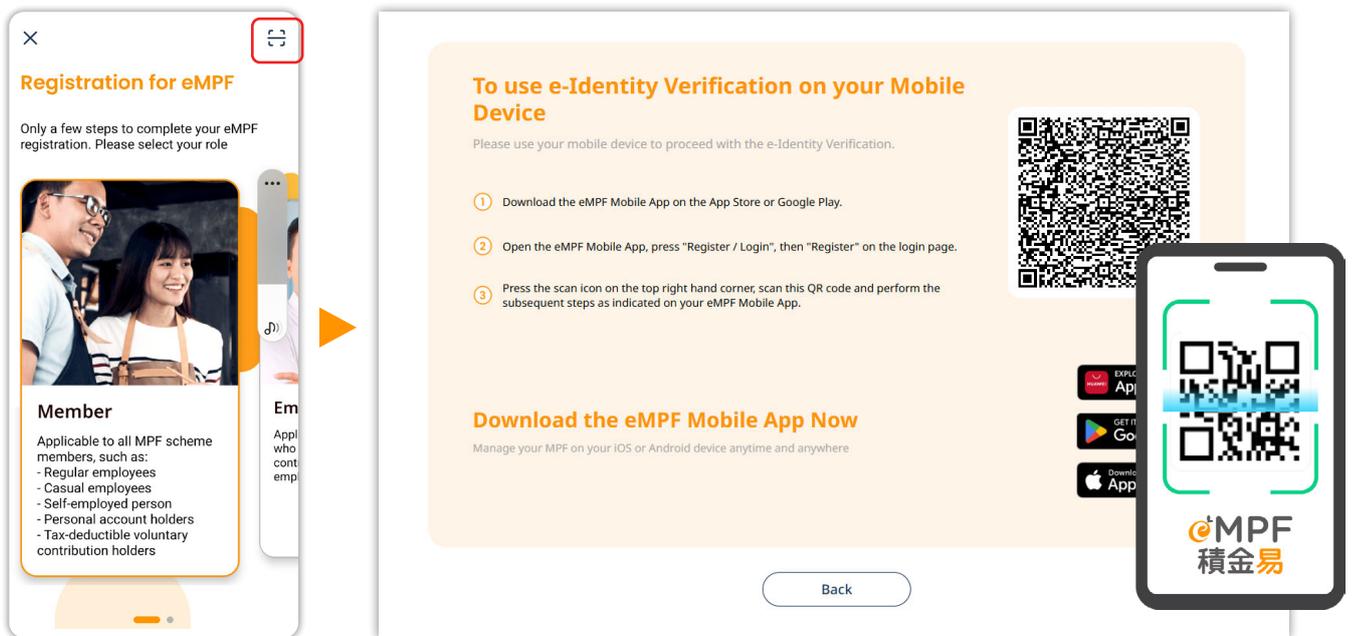


(Huawei AppGallery)

b4 Tap **Register / Login** , then tap **“Register”** on the Login Page to locate the scan icon.

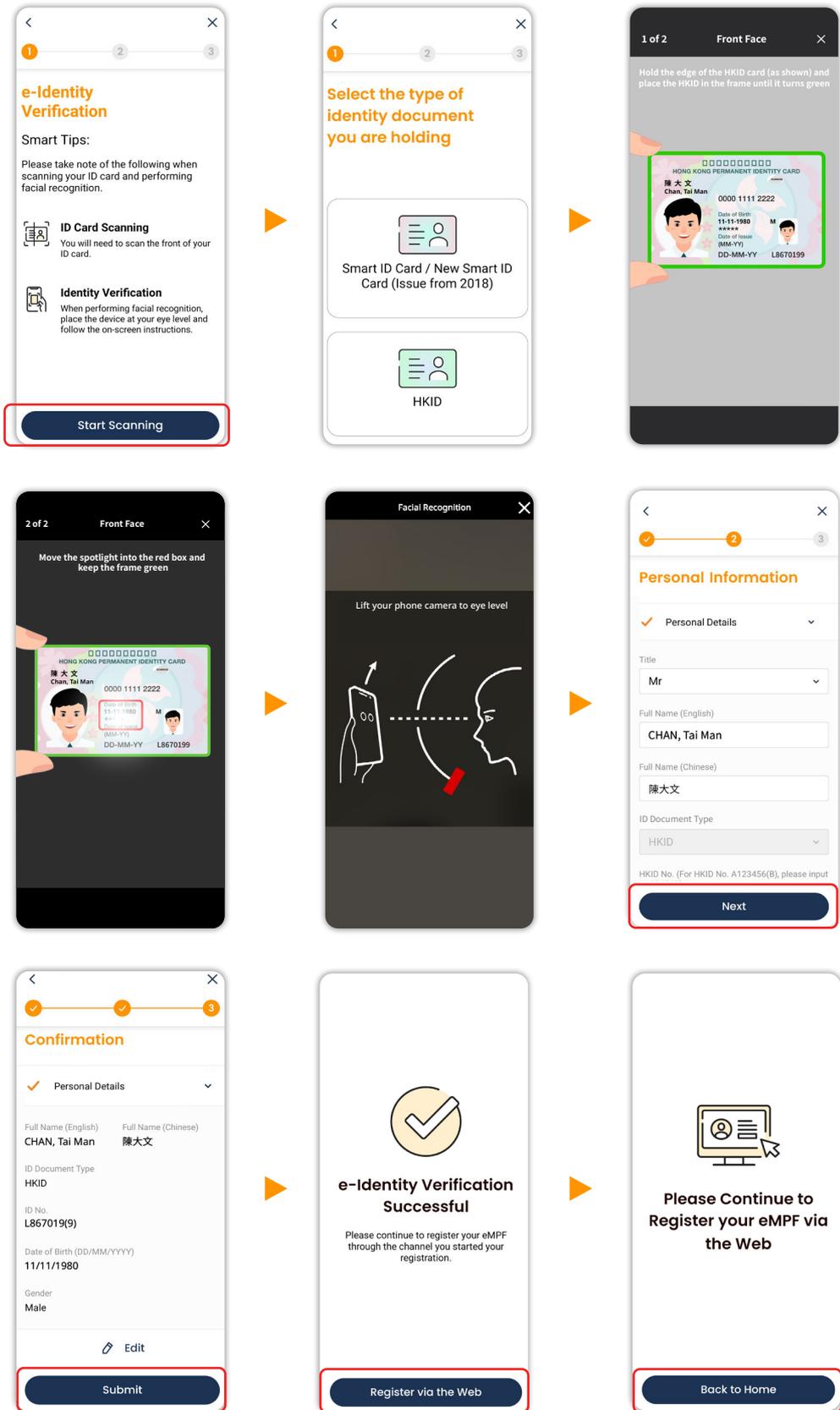


b5 Tap the  on the top right hand corner and scan the QR code on the webpage.



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

b6 Tap **Start Scanning** and perform the subsequent steps as indicated on your **eMPF Mobile App**.



Tips: Please do not place your HKID card on the table when scanning. Instead, hold the edges of the HKID card and avoid covering any information with your fingers, ensuring a smooth scanning process.

▶ Continue the reactivation via eMPF Web Portal

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

Enter Verification Code

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

Did not get a verification code? [Resend in 48 seconds](#)

[Back](#)

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



eMPF Reactivated Successfully

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Please log in to use the eMPF services.

[Login](#)

- End -