eMPF 積金易

eMPF Login Setting

Mobile App User Guide

Preface

This user guide provides step-by-step instructions on how a scheme member can manage his/her **eMPF** login settings 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
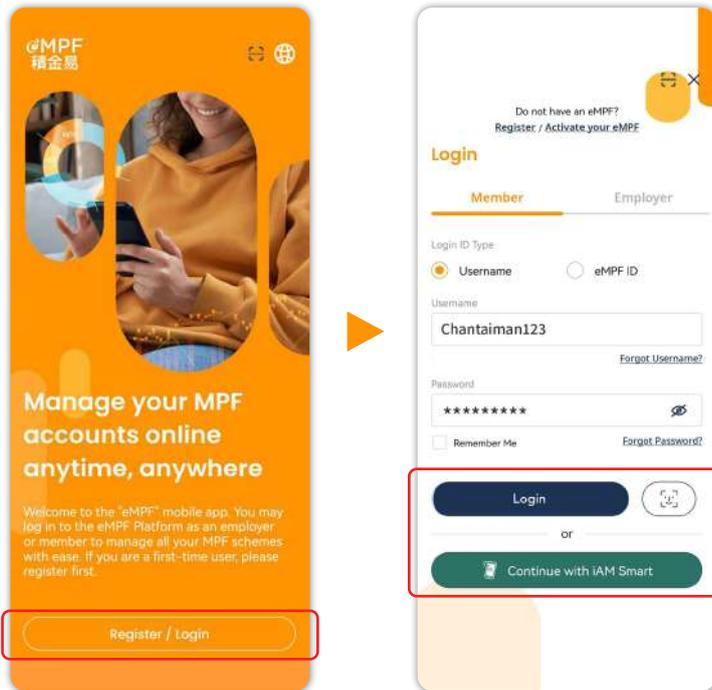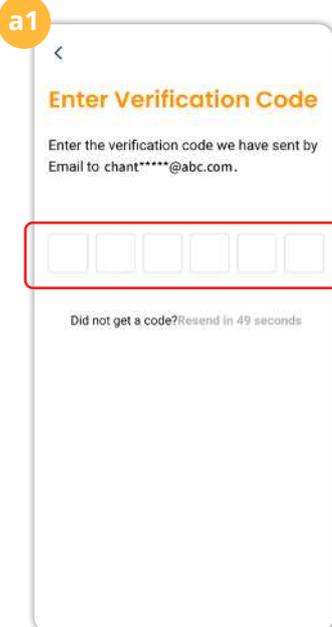Date　　: 12 Jun, 2024

Contents

A. Log in to eMPF Mobile App

A1 Open the **eMPF** Mobile App and tap **Register / Login** . Select the **Member tab**, then log in with one of the following methods:

(a) Log in with **username** and **password**;
(b) Log in with **eMPF ID** and **password**;
(c) Log in with **"Biometric Authentication"**; or
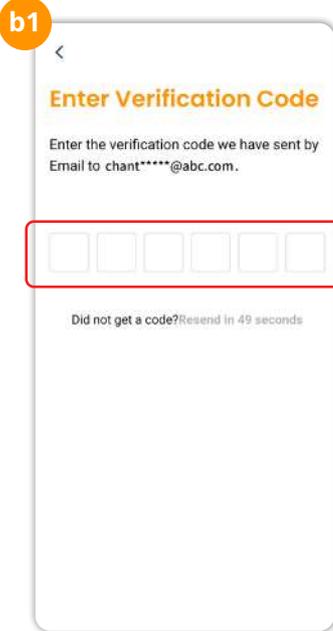**(d)** Log in with **"iAM Smart"**.

a) Log in with username and password

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

b) Log in with eMPF ID and password

b1

Enter Verification Code

Enter the verification code we have sent by Email to chant*****@abc.com.
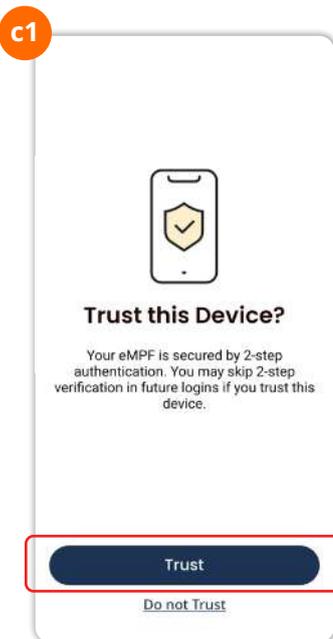
Did not get a code?Resend in 49 seconds

b1 Enter the verification code sent to your registered **mobile phone number** or **email address**. If you do not get a code, you may choose to resend by SMS or email.

c) Log in with "Biometric Authentication"

c1

Trust this Device?

Your eMPF is secured by 2-step authentication. You may skip 2-step verification in future logins if you trust this device.

Trust

Do not Trust

c1 After logged in with **username** or **eMPF ID** and **password**, follow the instructions on the screens to add as trusted device and set up **Biometric Login** accordingly.

Tips: If you skip to set up the Biometric Authentication, you can tap **"My Account"** on the menu bar after logged in, select **"eMPF Account Setting"** and tap **"Biometric Login"**. Follow the instructions to perform the subsequent steps as indicated on the screen.
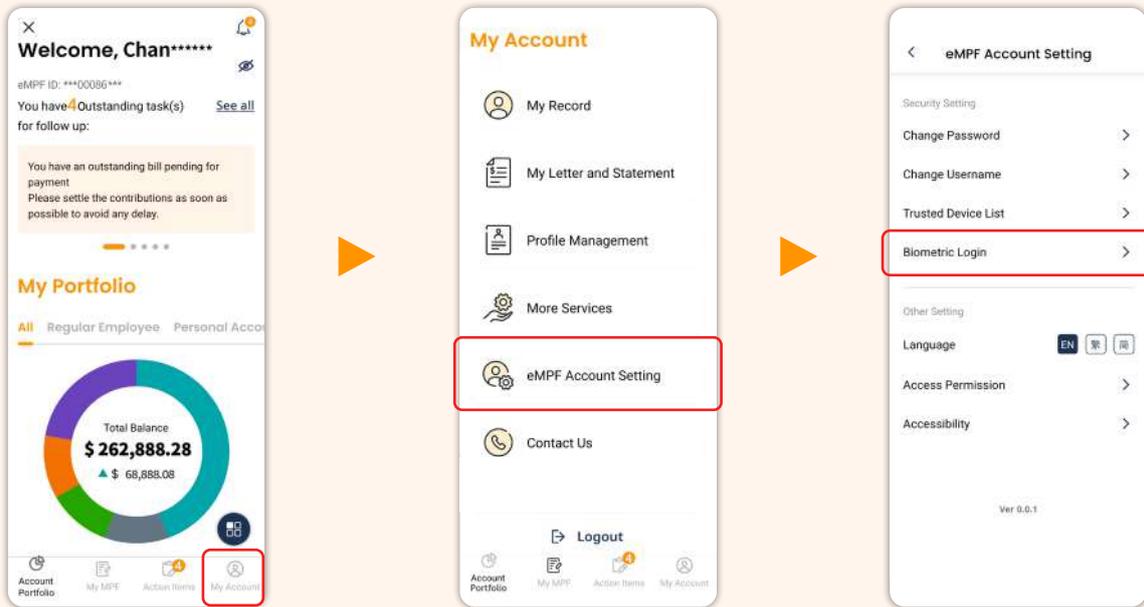
d) Log in with "iAM Smart"
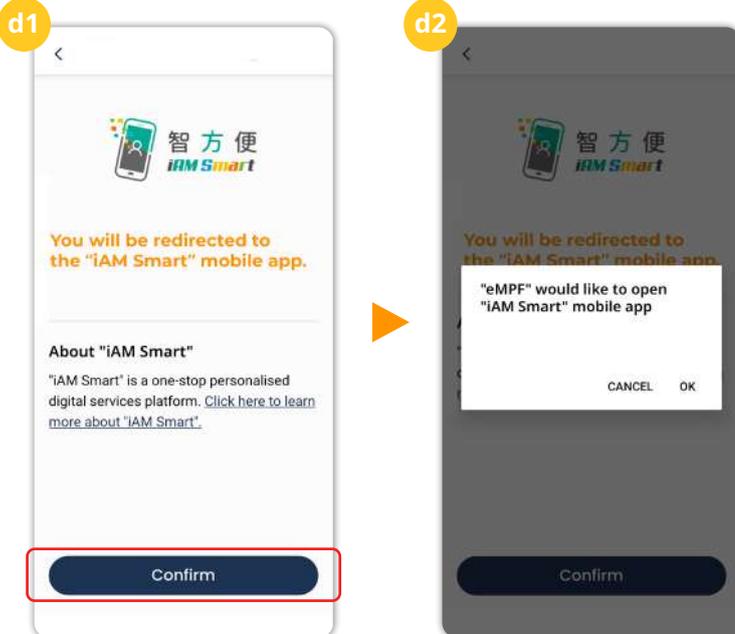
d1 Download the **"iAM Smart"** mobile app to your smartphone and register as an **"iAM Smart"** user.

d2 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

B. Forgot Username or eMPF ID

B1

B1 Tap **"Forgot Username?"** or **"Forgot eMPF ID?"**.

B2

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

a) Verify with "iAM Smart"

a1

You will be redirected to the "iAM Smart" mobile app.

About "iAM Smart"

"iAM Smart" is a one-stop personalised digital services platform. Click here to learn more about "iAM Smart".

Confirm

a2

You will be redirected to the "iAM Smart" mobile app.
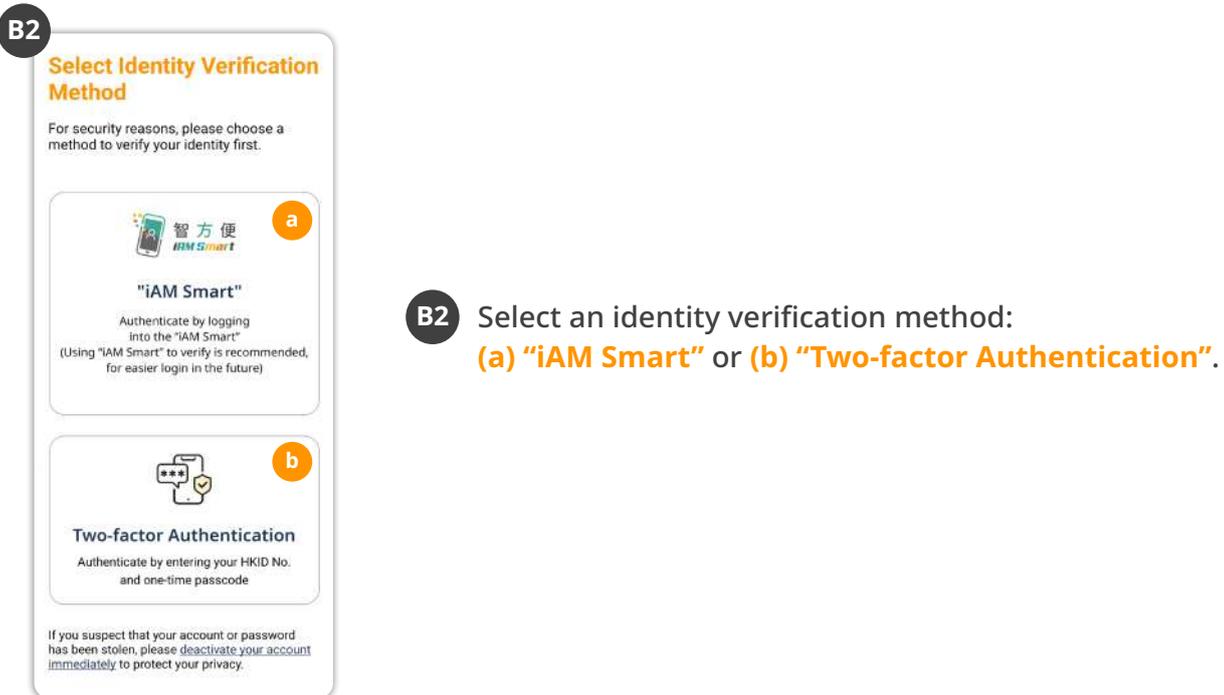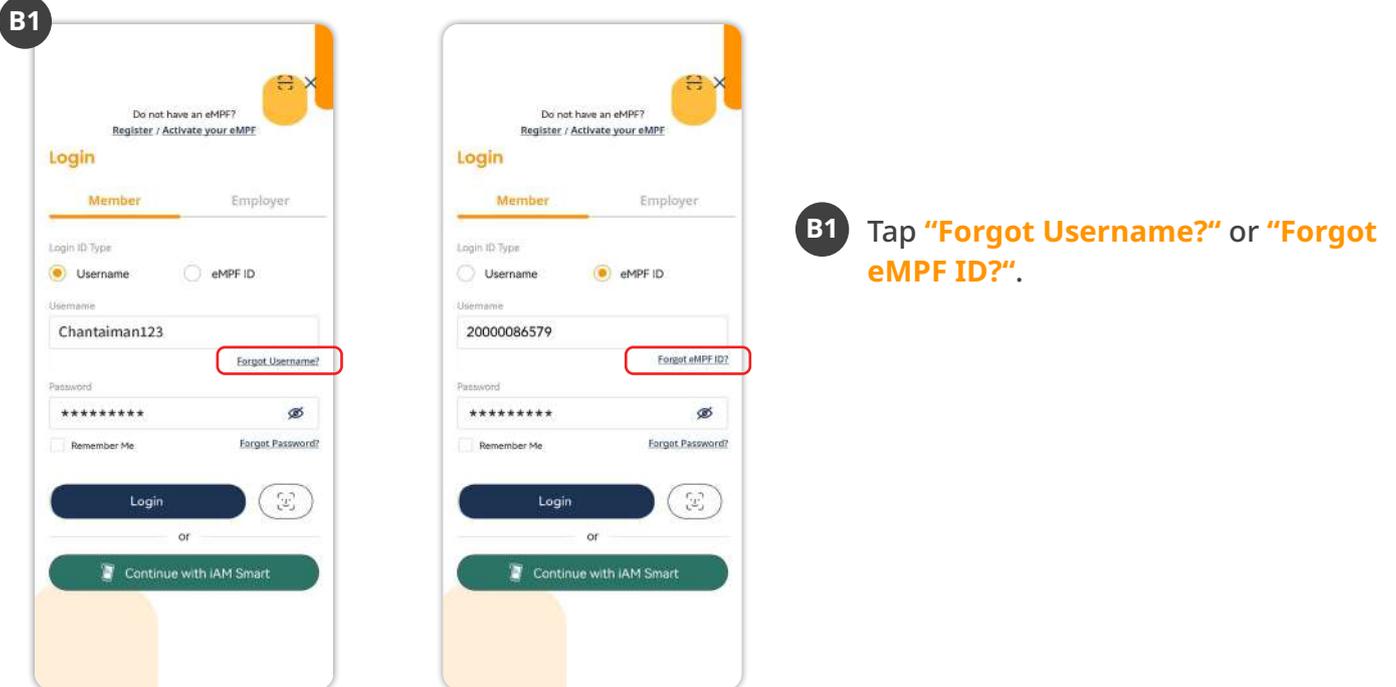
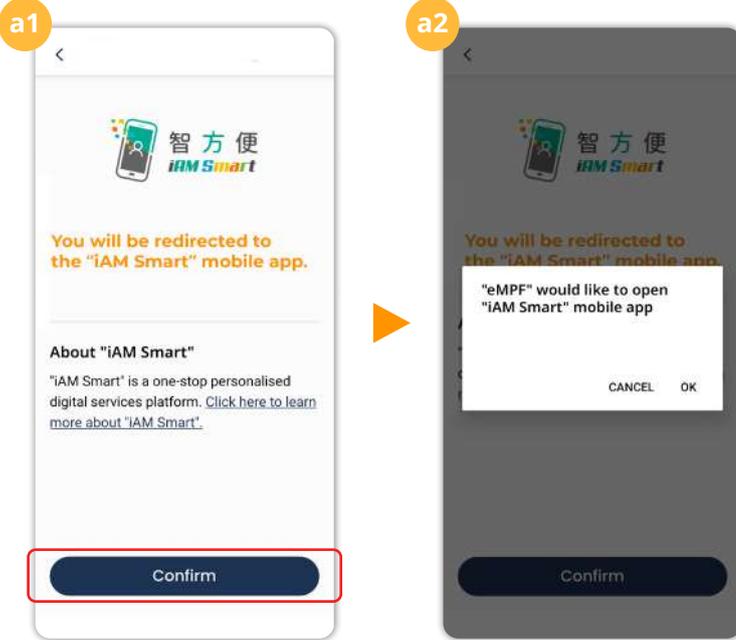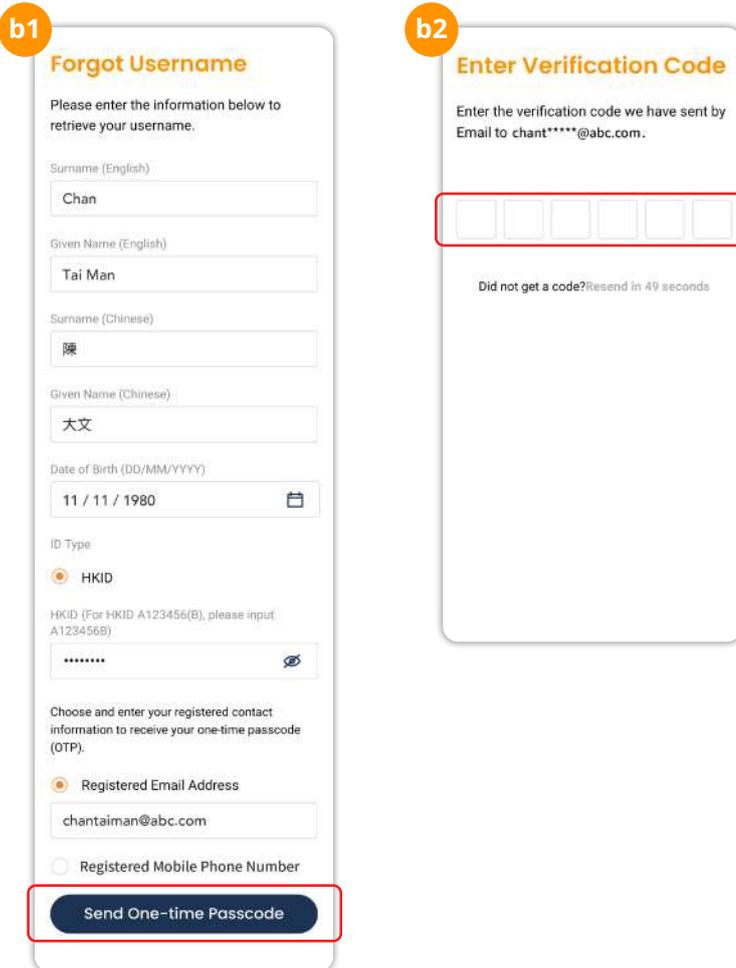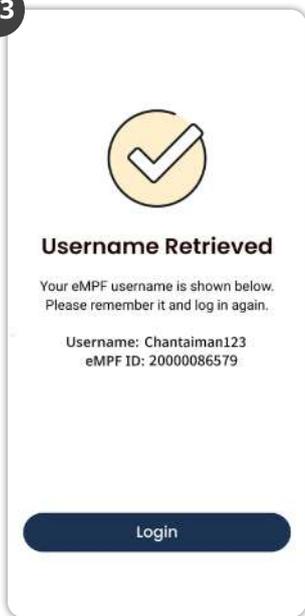"eMPF" would like to open "iAM Smart" mobile app

CANCEL   OK

Confirm

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 "Two-factor Authentication"

b1

Forgot Username

Please enter the information below to retrieve your username.

Surname (English)
Chan

Given Name (English)
Tai Man

Surname (Chinese)
陳

Given Name (Chinese)
大文

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

ID Type
⦿ HKID

HKID (For HKID A123456(B), please input A123456B)
••••••••

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

⦿ Registered Email Address
chantaiman@abc.com

◯ Registered Mobile Phone Number

Send One-time Passcode

b2

Enter Verification Code

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

Did not get a code? Resend in 49 seconds

b1 Fill in your **English Name**, **Chinese Name**, **Date of Birth**, **HKID number** and your registered **email address** or **mobile phone number**, then tap **Send One-time Passcode**.

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

B3

Username Retrieved

Your eMPF username is shown below.
Please remember it and log in again.

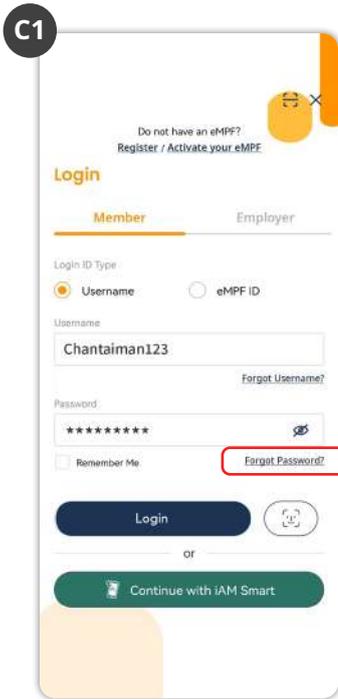Username: Chantaiman123
eMPF ID: 20000086579

Login

B3 Your **username** and **eMPF ID** has been successfully retrieved. Please use this **username** or **eMPF ID** to log in.
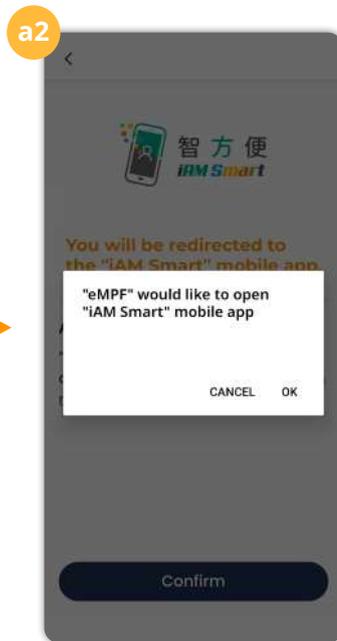
C. Forgot Password

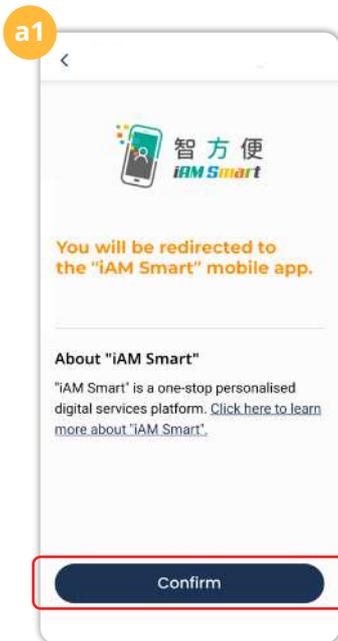**C1** Tap **"Forgot Password?"**.

C2 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 Follow the instructions and perform the subsequent steps as indicated on your **"iAM Smart"** mobile app.

b) Verify with "Two-factor Authentication"

b1

Forgot Password

Please enter the information below to reset your password.

Surname (English)

Chan

Given Name (English)

Tai Man

Surname (Chinese)

陳

Given Name (Chinese)

大文

Date of Birth (DD/MM/YYYY)

11 / 11 / 1980

ID Type

◉ HKID

HKID (For HKID A123456(B), please input A123456B)

••••••••

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

◉ Registered Email Address

chantaiman@abc.com

○ Registered Mobile Phone Number

Send One-time Passcode

b2

Enter Verification Code

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

Did not get a code? Resend in 49 seconds

b1 Fill in your **English Name**, **Chinese Name**, **Date of Birth**, **HKID number** and your registered **email address** or **mobile phone number**, then tap **Send One-time Passcode**.

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

C3

‹

Reset Password

Please enter your new password.

New Password

••••••••••

⊘ At least 10 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

••••••••••

Confirm

C4

Password Updated

Your password has been updated successfully. Please use your new password to log in.
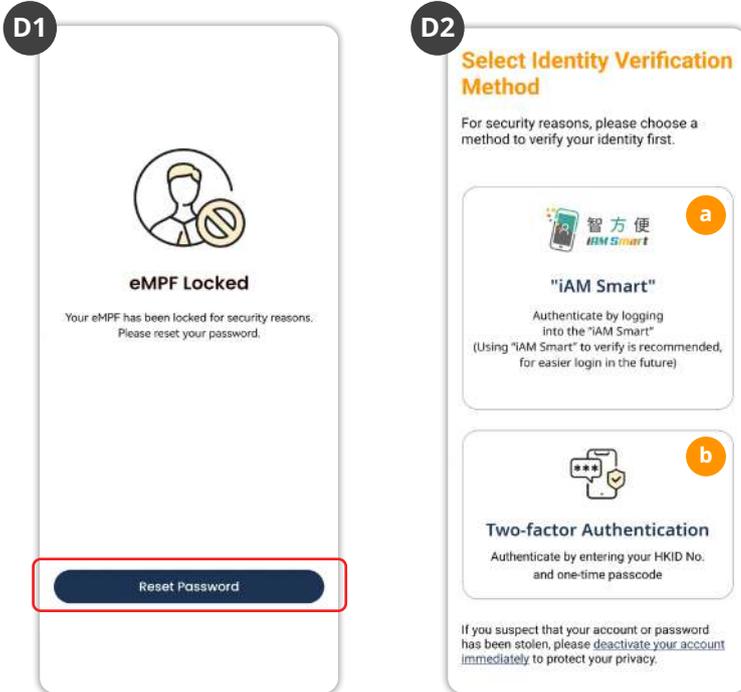
Login

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

C4 Your **password** has been successfully updated. Please use the **new password** to log in.
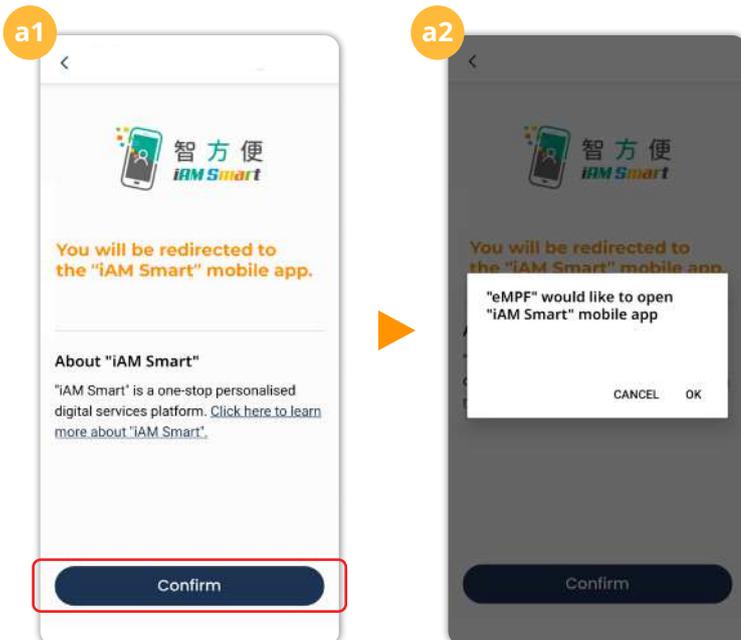
D. Unlock eMPF

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

D1

eMPF Locked

Your eMPF has been locked for security reasons. Please reset your password.

Reset Password

D2

Select Identity Verification Method

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

智方便
iAM Smart

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 HKID No. and one-time passcode

If you suspect that your account or password has been stolen, please deactivate your account immediately to protect your privacy.

D1 Tap **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

智方便
iAM Smart

You will be redirected to the "iAM Smart" mobile app.

About "iAM Smart"

"iAM Smart" is a one-stop personalised digital services platform. Click here to learn more about "iAM Smart".

Confirm

a2

智方便
iAM Smart

You will be redirected to the "iAM Smart" mobile app.

"eMPF" would like to open "iAM Smart" mobile app

CANCEL   OK

Confirm

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 "Two-factor Authentication"

b1

Forgot Password

Please enter the information below to reset your password.

Surname (English)

Chan

Given Name (English)

Tai Man

Surname (Chinese)

陳

Given Name (Chinese)

大文

Date of Birth (DD/MM/YYYY)

11 / 11 / 1980

ID Type

⦿ HKID

HKID (For HKID A123456(B), please input A123456B)

••••••••

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

⦿ Registered Email Address

chantaiman@abc.com

◯ Registered Mobile Phone Number

Send One-time Passcode

b2

Enter Verification Code

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

Did not get a code?Resend in 49 seconds

b1 Fill in your **English Name**, **Chinese Name**, **Date of Birth**, **HKID number** and your registered **email address** or **mobile phone number**, then tap **Send One-time Passcode**.

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

D3

<

Reset Password

Please enter your new password.

New Password

••••••••••

✓ At least 10 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

••••••••••

Confirm

D4

✓

Password Updated

Your password has been updated successfully. Please use your new password to log in.
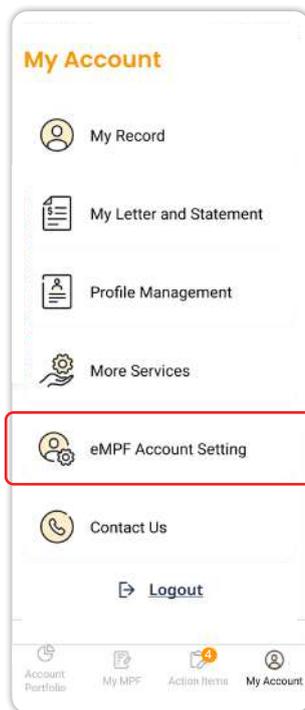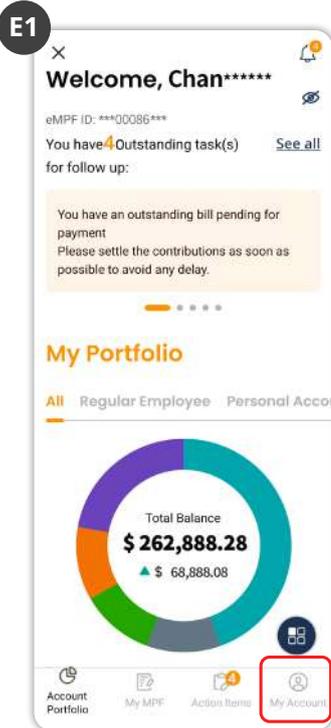
Login

D3 Enter a new password and tap **Confirm**.

D4 Your **eMPF** has been successfully unlocked. Please use the **new password** to log in.
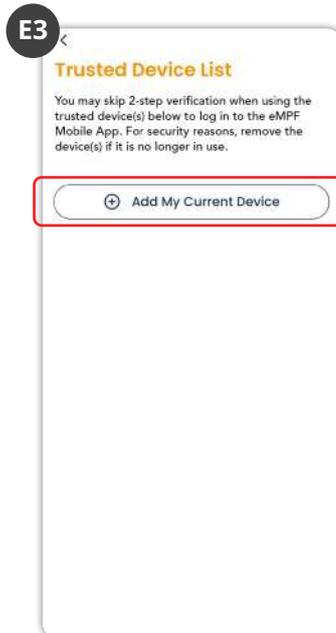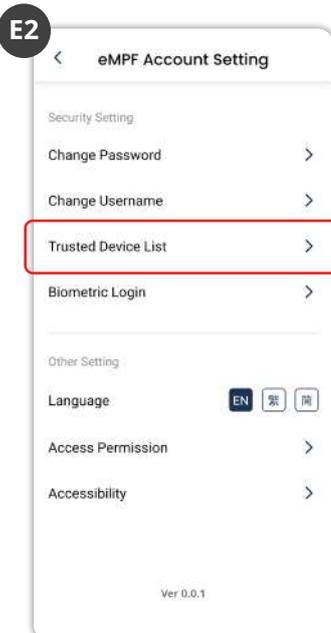
E. Manage Trusted Devices

> If you have added your device as a trusted device, you can skip the Two-factor Authentication for future logins. If you would like to add a trusted device, please refer to steps E1 to E3 below.

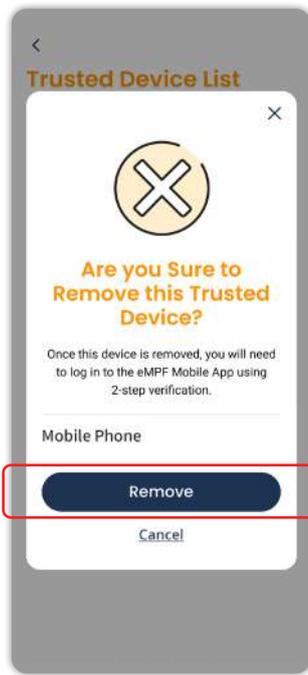> If the trusted device is no longer in use, please refer to steps E1, E2, E4 and E5.
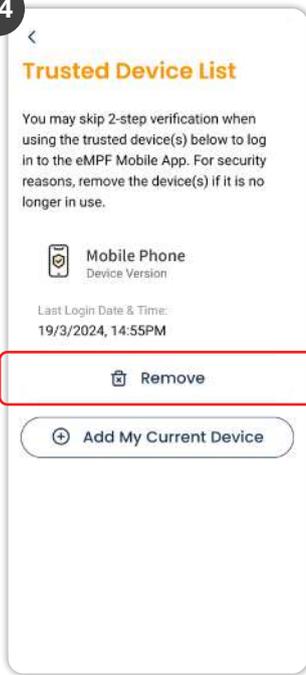
E1

E1 Log in to the **eMPF** Mobile App, tap **"My Account"** on the menu bar, then tap **"eMPF Account Setting"**.

E2

E3

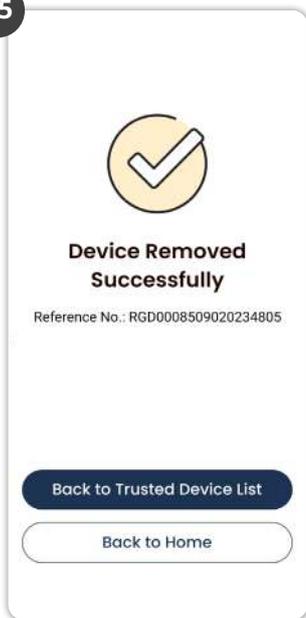**E2** Select **"Trusted Device List"**.

E3 Tap **"Add My Current Device"**.

E4

Trusted Device List

You may skip 2-step verification when using the trusted device(s) below to log in to the eMPF Mobile App. For security reasons, remove the device(s) if it is no longer in use.

Mobile Phone
Device Version

Last Login Date & Time:
19/3/2024, 14:55PM

🗑 Remove

⊕ Add My Current Device

Trusted Device List

✕

Are you Sure to Remove this Trusted Device?

Once this device is removed, you will need to log in to the eMPF Mobile App using 2-step verification.

Mobile Phone

Remove

Cancel

E4 For security concern, you can tap **Remove** to remove any unnecessary trusted device from the list.

E5

Device Removed Successfully

Reference No.: RGD0008509020234805

Back to Trusted Device List

Back to Home

E5 The selected trusted device has been successfully removed.

💡 **Tips:** If the device is removed from the Trusted Device List, Two-factor Authentication is required for future **eMPF** Mobile App login.

– End –