

Basic Requirements of Using IPD E-Filing Services

Customer ID

- If you wish to be a registered user, please apply for a Customer ID before log in.
- Please refer to “APPLICATION FOR CUSTOMER ID” of our User Guide at <https://efiling.ipd.gov.hk> for details.

Online deposit account

Use Customer ID to open an online deposit account with us to make payment.

Online credit card

The acceptable credit cards include: Visa, Mastercard, JCB, UnionPay.

IT settings

- Combinations of popular Operating Systems and Browsers compatible with us:

	Microsoft Windows 7 / 8	Microsoft Windows 10	Max OS X	Linux
Microsoft Internet Explorer 11.x	Yes	Yes	Not applicable	Not applicable
Microsoft Edge 40.x	Not applicable	Yes	Not applicable	Not applicable
Safari 10.x	Not applicable	Not applicable	Yes	Not applicable
Mozilla Firefox 53.x	Yes	Yes	Yes	Yes
Google Chrome 59.x	Yes	Yes	Yes	Yes

- Devices compatible with us:

	Desktop / Notebook Computers	Tablets	Smartphones
Recommended Minimum Screen Size	15"	9.7"	5.1"
Recommended Minimum Screen Resolution	1920 x 1080	1920 x 1080	1920 x 1080

- A unique e-mail account for each user
- An electronic certificate issued by a Hong Kong recognized certificate authority for Full E-Service Account (if there is additional user, an unique certificate for each additional user)
- Adobe Acrobat Reader (Version 11 or above)

Further details

Please refer to our “User Guide” and “Help” at <https://efiling.ipd.gov.hk>.

Enquiry

Please contact us at 2961 6820.