Frequently asked questions

- **Do I need to register for an account in order to file a form through the E-Filing System?**

  Some of our web forms are open to all users even without registration. For more information, please click on "One-Time Filers" on the E-Filing home page: https://efiling.ipd.gov.hk.

- **How to apply for an E-Filing account?**

  You will need to submit an application form for creation of E-Filing account. To obtain the application form, please access the E-Filing home page (https://efiling.ipd.gov.hk) and hover over "Apply Now".

- **What type of E-Filing account should I apply for?**

  You may apply for "Basic e-Service Account" or "Full e-Service Account" and select one of the following user types:

  "Owner": If you are an owner of intellectual property rights who wishes to file web forms and written submissions with the Trade Marks Registry, Patents Registry and Designs Registry ("Registries") directly.

  "Agent": If you are an agent authorized by another person to act for that person for handling proceedings before the Registrar of Trade Marks, Registrar of Patents or Registrar of Designs ("respective Registrar").

- **What is the difference between "Basic e-Service Account" and "Full e-Service Account"?**

  You can file most of the web forms of the Registries via the E-filing System if you have a "Basic e-Service Account", or all web forms if you have a "Full e-Service Account". For "Full e-Service Account", you need to have a valid electronic certificate and install it onto your browser in order to open the web forms.

- **What documents do I need to submit together with my application for an E-Filing account?**

  You are required to submit the following document(s) (see *Note*) when you file your application for the following account/user type:

Account/User type	*Examples of acceptable document**
• "Basic e-Service Account" – "Agent" user type • "Full e-Service Account"	• utility bills or invoices (e.g. water, electricity, town gas) issued within the last 3 months; • the latest tax returns or demand notes; or

Account/User type	Examples of acceptable document*
– "Agent" user type	• lease agreement to show where you reside or carry on your business activities in Hong Kong
• "Basic e-Service Account" – "Owner" user type	• utility bills or invoices (e.g. water, electricity, town gas) issued within the last 3 months; • bills or invoices of landline telephone, mobile phone, paid TV, Internet service issued within the last 3 months; • the latest tax returns or demand notes; or • lease agreement as proof of your address in Hong Kong

* The document(s) to be submitted should include <u>(i) the name and address of the applicant of E-Filing account; (ii) the name of issuing department/company/premise owner and (iii) the issue date</u>.

Note: According to the Trade Marks Ordinance, Patents Ordinance, Designs Ordinance and their subsidiary legislation, a residential address or business address in Hong Kong must be filed as an address for service. For an agent, he shall also notify the respective Registrar of the address in Hong Kong where he resides or carries on his business activities.

- **I would like to apply for a "Full e-Service Account". Where can I apply for an electronic certificate?**

  You may apply for an electronic certificate (e-Cert) from one of the recognized Certificate Authorities (CAs) in the Hong Kong Special Administrative Region:
  1. Digi-sign (http://www.dg-sign.com)
  2. Hongkong Post (http://www.hongkongpost.gov.hk)

- **Which type of certificate should I apply for?**

  If you would like to apply for an "Individual" account, you will need to apply for a personal electronic certificate.

  If you would like to apply for a "Firm" account, you will need to apply for an organizational electronic certificate.

- **What are the requirements for a valid electronic certificate?**

  For an Electronic Certificate to be considered as a valid one, all the following criteria must be satisfied:

1. The Certificate is issued by a recognized Certification Authority (CA), either HongKong Post or Digi-Sign. This is required by the Electronic Transactions Ordinance (Cap. 553): https://www.gov.hk/en/residents/communication/infosec/digitalcert.htm.
2. The Certificate type is either Personal or Organizational certificate.
3. The Certificate is current based on the validity period (from-to)
4. The Certificate is not revoked or suspended based on the Certificate Revocation Lists (CRL) of the corresponding CAs.

- **How to install an electronic certificate on my browser?**

  Please follow the steps below for installation of electronic certificate onto your browser.

  Chrome
    1. Open Google Chrome. Open the menu at the top right corner and select **Settings**.
    2. Select **Advanced** > **Manage Certificates**.
    3. Click **Import** to start the Certificate Import Wizard.
    4. Click **Next**.
    5. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).
    6. Select your SSL Certificate (.p12) File and click **Open**.
    7. Click **Next**.
    8. Enter the Password and click **Next**.
    9. Let the Certificate Import Wizard determine the best place for the installation. Click **Next**.
    10. Click **Finish**.
    11. Your digital certificate is now visible in the certificates list and ready for use.

  Mozilla Firefox
    1. Open Mozilla Firefox, click **Tools > Options > Privacy & Security.**
    2. Select **View Certificates.**
    3. Click **Import.**
    4. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).
    5. Select your SSL Certificate (.p12) File and click **Open**.
    6. Enter the Password and click **OK**.
    7. Your digital certificate is now visible in the certificates list and ready for use.

  Microsoft Internet Explorer/Edge
    1. Open Internet Explorer, click **Tools** and select **Internet Options**.
    2. Open the **Content** tab and click **Certificates**.
    3. Click **Import** to start the Certificate Import Wizard.

4. Click **Next**.
5. Click **Browse** to navigate to the location where your certificate file is stored (make sure to choose the option "All Files" to see those with the file extension .p12).
6. Select your SSL Certificate (.p12) File and click **Open**.
7. Click **Next**.
8. Enter the Password and click **Next**.
9. Tick the second option and click **Next**.
10. Click **Finish**.
11. Your digital certificate is now visible in the certificates list and ready for use.

Safari

1. Open Keychain Access. In the **Finder** window, under **Favorites**, click **Applications**, click **Utilities** and then double-click **Keychain Access**.
2. In the **Keychain Access** toolbar, click **File > Import Items**.
3. In the **Keychain Access** window, in the **Destination Keychain** drop-down list, select **System**.
4. Navigate to and select your SSL Certificate (.p12) File and then, click **Open**.
5. In the **Keychain Access** window, enter your admin **Name** and **Password** and then, click **Modify Keychain**.
6. Enter the password in the **Password** box and then click **OK**.
7. Your SSL Certificate is now imported into your System keychain.