

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”. You may then select the type of E-Filing account you would like to apply for. For basic e-service account, you will need to submit a proof of address with your application form. For full e-service account, you need to install a valid electronic certificate onto your browser in order to open the application form. Please also note that according to the legislations of Trademarks, Patents and Registered Designs in Hong Kong, you must provide an address for service in Hong Kong. The address for service should be a valid residential address or business address. P.O. box address, “care of” address or email address is not acceptable.

- **I would like to apply for a basic e-service account. What should I submit for proof of address?**

Document, bill or correspondence issued within the last three months from the application date by any of the organizations listed below may be considered as valid proof of address. The document should include the name and address of the applicant, the name of issuing organization and the issue date. Proof of address in photocopy, facsimile copy or digital copy (sent by mobile phone or computer) is acceptable.

1. Bills or invoices issued by utility companies (water, electricity, town gas or domestic piped liquefied petroleum gas (LPG) suppliers)
2. Landline telephone, mobile phone, paid TV, Internet service bills
3. Statements or correspondence issued by banks, licensed money lenders, insurance companies or Mandatory Provident Fund (MPF) Approved Trustees
4. Documents issued by government departments or the Judiciary
5. Valid Business Registration Certificate (Applicable to “Firm” accounts only)

- **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 Hong Kong:

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.