

Major bug fixes / refinements on the E-Filing System

Fixed on	Function / Web Form No.	Description of the issue	Description of the fix / refinement
09/06/2022	Electronic Mail Box		Read messages and notifications are now able to be marked as unread with the “Mark as unread” button.
03/02/2022	“Download” function in Electronic Mail Box		The letters downloaded will now include the letter name, letter sent date and case no./IPD reference no. in the file name for easy reference. Furthermore, if multiple letters are downloaded at the same time, they will no longer be separated in folders, but will be included directly under the zip file downloaded. The file name of the zip file will also be named according to certain search criteria applied, if applicable.
03/02/2022	“Pending Forms”, “Submitted Forms”, “Create Web Forms” and “User Management” pages	When users perform certain actions, e.g. view a submitted form, edit a pending form, and return to the aforementioned pages, the system would reset the number of records per page to 10 and bring the users back to page 1.	After performing such actions, the system will bring the users back to the page the users were viewing. The number of records per page, which the users might have set to 20, 50, 100, would also be retained.
03/02/2022	iAM Smart personalised notification	This function allows users to receive the latest information and messages from e-filing services through iAM Smart mobile application.	Users can login the E-Filing System to enable this feature and receive the latest information and messages in iAM Smart apps.
15/10/2021	iAM Smart integration	<ol style="list-style-type: none"> iAM Smart is applied in our e-filing system to facilitate users of ‘Individual Owner’ and ‘Individual Agent’ account types to login with a single digital identity using their personal mobile phone with iAM Smart mobile application. Form pre-filling for one-time filers with iAM Smart profile information 	<ol style="list-style-type: none"> Users can login the e-filing system by scanning the QR code dedicated for the e-filing system using his/her mobile phone. One-time filers can use their information in e-ME profile (i.e. name, phone number) to fill up with their form submission by pressing “Form filling with iAM Smart e-ME” button.
15/10/2021	Form GE for attaching D6, D7, D9, P1,	Forms D6, D7, D9, P1, P1A, P14, P17, SP1 and SP2 were not	Registered efilers can file Forms D6, D7, D9, P1, P1A, P14, P17,

	P1A, P14, P17, SP1 and SP2 in pdf format	acceptable for electronic filing/communications.	SP1 and SP2 in e-filing using the Form 'GE'.
15/10/2021	CAPTCHA mechanism	The reCAPTCHA mechanism is replaced by hCAPTCHA mechanism.	To apply another CAPTCHA mechanism to improve reliability of captcha service.
15/10/2021	User Satisfaction Survey	To collect users' rating on the utilization of the e-Government services	After public users (i.e. one-time filers) submit and pay a form, a survey on the user's experience in filing the forms in the e-filing system pops up.
15/10/2021	Web form T5		A warning message is added when the filer ticks Part 03(c) and leaves Part 03(d) unticked, or when the filer ticks Part 03(d) and leaves Part 03(c) unticked.
30/04/2021	Browser cache	After a new software release, users may not see updates to the website unless they clear the browser cache manually.	NIS has waived the policy on browser cache- control. Users can see updates to the e-filing website without clearing browser cache manually.
30/04/2021	Online payment		'Union Pay' is added to the payment methods available in online payment by credit card.
06/11/2020	Electronic Mail Box	The "Internal Progress" in Electronic Mail Box does not show the statuses of the trademark cases correctly in some situations.	The statuses of the relevant trademark cases are now correctly reflected in the "Internal Progress" fields.
06/11/2020	Web form P18	The data field in Part 05(b) of web form P18 becomes non-editable once it is saved.	The data field in Part 05(b) of web form P18 is editable until the form is finalised and submitted.
17/07/2020	All web forms	In the "Pending Forms" page, users are not aware of the form language, i.e. the language of the form when it was last saved. If users open and save a form in a different language interface inadvertently, the form language would be changed.	Language indicators are now displayed in the "Pending Forms" page, "Submitted Forms" page, and in web forms to indicate the form language, i.e. the language of the form when it was last saved. Users can switch to the respective language interface before opening a form to avoid changing the form language.
21/06/2019	Email notification	The e-filers were not notified by email after letters or notifications were sent by IPD to the e-filers.	The e-filers will receive notifications by email after letters or notifications are sent by IPD to the e-filers if the option "Yes" for "Email Notification" is selected by the e-filers.
21/06/2019	Monthly statement for	Monthly statements for deposit accounts were not available.	Monthly statements for deposit accounts are available for

	deposit account		download through the "Deposit Account" tab.
09/05/2019	Log in (For Full E-Service Accounts)	When the user tried to log in his/her E-Filing account shortly after log out, the system fails to display the window for selection of electronic certificate. The user is required to close browser and start afresh.	The user is able to perform a login after a logout attempt on the same browser.
09/05/2019	Web-forms T5, T8 and T10	Automatic processing of T5, T8 and T10	Fuzzy logic rules have been applied in comparing the names on web-forms and trade mark records to improve the automatic acceptance rate.
09/05/2019	Web Form P4	The "Lookup" button in Part 07 of the web form "Details of earlier application" section did not perform the data population as expected.	The "Lookup" button in Part 07 of the web form "Details of earlier application" section performs the data population as expected.
09/05/2019	Converted PDF Form P5	The long title of invention, the long new name and address of applicant were truncated in converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Converted PDF Form P7	The contents of Parts 03, 05 and 06 were truncated in the converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Converted PDF Form P8	Some contents of Part 05 were truncated in the converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Web Form P9/P10	The name of applicant was duplicated after clicking the "Lookup" button on a saved draft of the form.	No duplication of the name of applicant is shown.
09/05/2019	Converted PDF Form P13	The long name and address of applicant were truncated in the converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Converted PDF Form P18	The long new name and address of applicant were truncated in the converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Web Form P19	The text(s) entered inside the textbox of "Others (Please specify)" in Part 05(a) of P19 web form disappeared.	The text(s) entered inside the textbox of "Others (Please specify)" in Part 05(a) of P19 web form do(es) not disappear(s).
09/05/2019	Web Form P19	If e-filer entered application number and patent number corresponding to the same case in Part 02 of P19 web form, system allowed such P19 web form to be finalized, paid and submitted.	If e-filer enters application number and patent number corresponding to the same case in Part 02 of P19 web form, system will display a warning message "Application no. and Patent no. correspond to the same case." and will not allow

			such P19 web form to be finalized, paid and submitted.
09/05/2019	Web Form P19 (English form only)	The label of "HONG KONG" was prefilled in Part 06(b) of web Form P19 (English form only).	The label of "HONG KONG" is not prefilled in Part 06(b) of web Form P19 (English form only).
09/05/2019	Web Form P19 (Chinese form only)	The label of "香港" was prefilled in Part 06(b) of web Form P19 (Chinese form only).	The label of "香港" is not prefilled in Part 06(b) of web Form P19 (Chinese form only).
09/05/2019	Converted PDF Form P19 (Chinese form only)	The label of "HONG KONG" was wrongly displayed in Part 06(b) of the converted PDF Form P19 (Chinese form only).	The label of "香港" is correctly displayed in Part 06(b) of the converted PDF Form P19 (Chinese form only).
09/05/2019	Converted PDF Form P19 (Chinese form only)	The address in Part 04 of the converted PDF Form P19 (Chinese form only) was not displayed in correct order.	The address in Part 04 of the converted PDF Form P19 (Chinese form only) is displayed in correct order.
09/05/2019	Converted PDF Form SP3	The long name and address of applicant were truncated in the converted PDF form.	Full information are shown in the converted PDF form.
09/05/2019	Converted PDF Form D5 (Chinese form only)	The registration nos. (Part 02) and the assignee's name and address (Part 05) were missing in the PDF version of Chinese web form D5.	No missing part is found in the PDF version of Chinese web form D5.
24/04/2019	Web Form P19	For change of ownership types of transactions, Part 06 and Part 07 of the web form were occasionally disabled even Part 08 has not yet been filled.	For change of ownership types of transactions, Part 06 and Part 07 of the web form are available to be filled.
05/04/2019	"Submission Details" window	For the field "Submitted and Paid By", the system displayed the username of the Administrative User rather than that of the user who submitted and paid the form.	For the field "Submitted and Paid By", the system displays the username the user who submitted and paid the form.
05/04/2019	Web Form T2	The mark indicators "Mark A", "Mark B", "Mark C" and "Mark D" were not displayed on the web form after the option "Add" in part 04 was selected.	For application relating to series of marks, mark indicators "Mark A", "Mark B", "Mark C" and "Mark D" are displayed after the option "Add" in part 04 is selected.
05/04/2019	Web Form T2	The system failed to display all the trade mark images in part 04 of the web form if more than one representation of trade mark was provided.	All the trade mark images provided in part 04 of the web form can be displayed.

05/04/2019	Web Form T3	The web form did not allow upload of file for attachment in part 09.	The web form allows upload of file for attachment in part 09.
05/04/2019	Web Form T5A	The web form did not allow input of value for the field "Class no(s) Added" in part 03(a).	The web form allows input of value for the field "Class no(s) Added" in part 03(a).
05/04/2019	Web Form T11	The web form did not allow input of more than 15 Trade Mark Nos. in part 02(a).	The limitation of 15 Trade Mark Nos. for part 02(a) has been removed.
05/04/2019	Web Form D1	The pdf version of Form D1 could not show the design no. entered in the form and e-Filer was unable to identify the data for each particular design within the multiple design applications.	The design no. entered in Form D1 can be displayed in the pdf version of Form.
05/04/2019	Web Form D5	Duplicated boxes showing the owner's name were shown in part 03 of D5 Web-form when more than one application/registration no. was entered in part 02.	System enters the correct name(s) of the applicant(s) or registered owner(s) as currently appearing in the application or on the register in Part 03 without duplication.
05/04/2019	Web Form DC	Error message in filing DC form was displayed even though a valid multiple design no. was provided.	Error message is not displayed unless the design no. or multiple design no. provided is not correct.