



"iAM Smart" Sandbox Programme

"iAM Smart" Registered Users
4,367,000+

"iAM Smart"-enabled Online Services and e-Forms
1,417+

TOP NEWS

"iAM Smart" Reaches 10 Million Downloads with Growing Adoption of New Features



Building on the success of "iAM Smart", which exceeded 4.3 million registered users and 10 million accumulated app downloads as of March 2026, the platform continues to strengthen its position as a one-stop personalised digital services platform by introducing new features and service integrations. The platform now records daily usage of over 180,000 and provides access to more than 1,400 online services from government, public and private organisations, as well as government e-Forms.

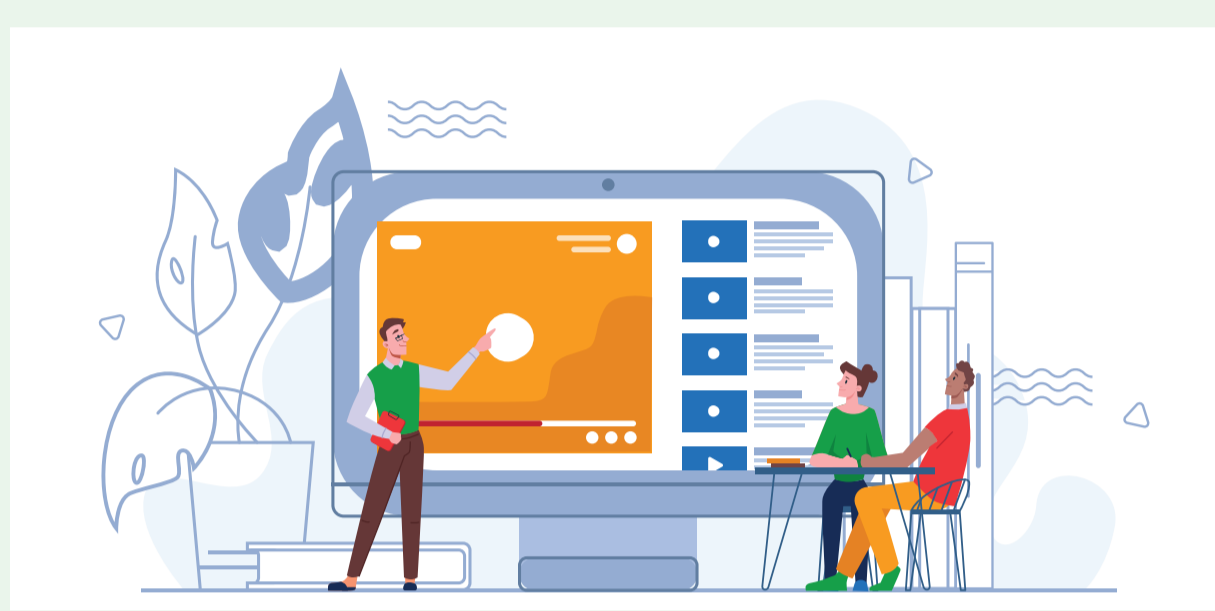
A key recent enhancement is the introduction of "Step-up Authentication", which has been successfully adopted by the Hongkong and Shanghai Banking Corporation Limited (HSBC) for the small and medium-sized enterprise (SME) loan application to complete the identity verification process for online loan applications in a secure and reliable manner. The eMandatory Provident Fund Platform (eMPF) also plans to require applicants to undergo additional verification using the "Step-up Authentication" function of "iAM Smart" in the process of applying for MPF funding withdrawal, to further enhance security of the eMPF platform and safeguard users' interests. To support sector-wide understanding, a webinar for introducing Step-up Authentication to the banking sector was held in February 2026, attracting more than 200 participants. This initiative further strengthens identity verification accuracy and better protect citizens against impersonation and fraud.

In parallel, the bill and payment function in the "Personal Assistant" page has been expanded to support Hong Kong Electric and Towngas, providing users with a convenient one-stop platform to view and settle utility bills seamlessly.

Meanwhile, the digital document function will be extended to include digital certificates from commercial organisations. This enhancement enables residents to securely store, retrieve and manage both government and private sector documents within "iAM Smart".

With these enhancements, "iAM Smart" continues to evolve into a comprehensive platform that promotes secure identity authentication, seamless e-service delivery, and a usercentric experience across

"iAM Smart" Sandbox Training Materials Now Available Online



The "iAM Smart" Sandbox Programme Online Training Materials were officially launched on the Sandbox website in January 2026. Developed as a comprehensive self-learning platform, the training materials support technical professionals in integrating "iAM Smart" into online services.

The training resources provide practical guidance on implementing "iAM Smart" Application Programming Interfaces (APIs), including encryption requirements and step-by-step integration for key functions such as authentication, e-ME form filling, and digital signing.

Participants can conveniently watch training videos and download presentation decks to strengthen their expertise in "iAM Smart" and accelerate integration efforts.

<https://iamsmart.cyberport.hk/online-training-materials/>



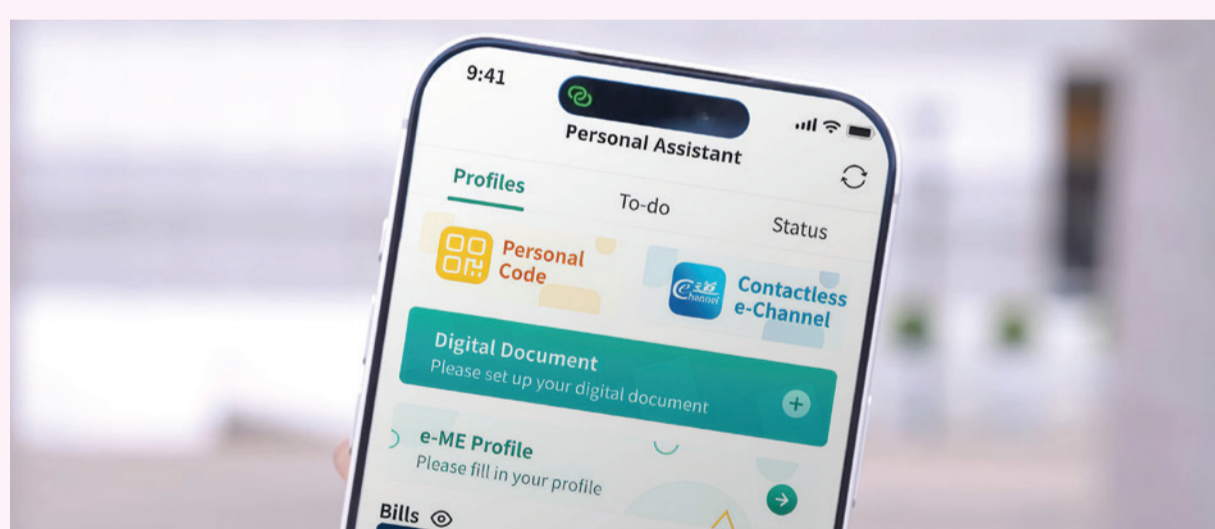
SUCCESS STORY



Savills Property Management Limited

Savills Property Management Limited has successfully integrated the "iAM Smart" Personal Code into its property management services, delivering a more efficient, secure, and faster visitor registration process that enhances privacy protection while elevating the overall user experience. Through the "iAM Smart" Sandbox Programme, in collaboration with the Digital Policy Office and Cyberport, Savills has taken an active role in bringing the government's digital identity platform into real-world property management scenarios.

Since November 2025, the Personal Code has been adopted across multiple government sites managed by Savills, including Revenue Tower, Immigration Tower, Wanchai Tower, North Point Government Offices and several disciplined services quarters. Users can present their "iAM Smart" Personal Code, displayed in the form of a QR code, for admission to premises as visitors, without the need to disclose unnecessary personal data by presenting an identity card. This initiative marks a significant step forward in advancing Hong Kong's smart city vision and demonstrates how public-private collaboration can drive digital transformation to deliver greater convenience and benefits to society.



Television Programme "Scoop"(東張西望) broadcast by Television Broadcasts Limited ("TVB")

The "iAM Smart" mobile app was featured on the flagship television programme "Scoop" (東張西望), broadcast by Television Broadcasts Limited (TVB), on 16 March 2026. The broadcast highlighted the important role of "iAM Smart" in supporting Hong Kong's fast-paced lifestyle with convenience, security, and privacy protection. The segment showcased new features of "iAM Smart", including Step-up Authentication for improving security of online services, Personal Code for visitor registration, and the Personal Assistant page for accessing digital documents, bills and payments conveniently.

<https://youtu.be/CHVfNBc1w8?si=hUZ0PxP0rwKSTfj3>



UPCOMING

A One-stop Platform for Seamless Integration

To streamline adoption and enhance accessibility, the new "iAM Smart" Integrated Portal for Online Service Providers ("Integrated Portal") will be launched in 2026.

The Integrated Portal is designed as a one-stop platform, offering enhanced support and simplified access to resources. Public and private organisations will be able to submit Sandbox applications online directly through the portal, replacing the current email process.

In addition, the portal will provide expanded capabilities: organisations can grant access to the Sandbox environment for Proof-of-Concept (PoC) testing, not just documentation as before. It will also feature a Knowledge Base and helpdesk services, ensuring a more comprehensive and efficient integration journey.

Most importantly, the Integrated Portal enables us to deliver a faster response to Online Service Providers, further strengthening collaboration

DO YOU KNOW

Can teenagers register for "iAM Smart"?

- Yes, all Hong Kong residents aged 11 to 17 with a valid Hong Kong Identity Card (HKID) are eligible. The consent of their parent or guardian is required so as to ensure the registrant understands the terms of use and personal information collection statement of "iAM Smart".

What are the pre-requisites for adopting the "iAM Smart" Personal Code?

- Organisations that adopt the "iAM Smart" Personal Code should equip with QR code scanners or tablets capable of verifying the digital signature embedded in the Personal Code using the pre-installed public certificate. In addition, a secure backend property management system is required to safely store personal data (including hash values for person identification), manage access rights, and maintain activity logs. Furthermore, organisations must ensure compliance with the Personal Information Collection Statement and Privacy Policy Statement requirements under the Personal Data (Privacy) Ordinance ("PDPO"). For detailed information on the "iAM Smart" Personal Code, as well as the reference list of IT service suppliers supporting the adoption of "iAM Smart" Personal Code, please visit the "iAM Smart" Sandbox Programme website (<https://iamsmart.cyberport.hk/iam-smart-personal-code/>).

For enquiries on "iAM Smart" Sandbox Programme, please contact us via ...



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