

"iAM Smart" Sandbox Programme

"iAM Smart" Registered Users
4,914,000+

"iAM Smart"-enabled Online Services and e-Forms
1,423+

TOP NEWS

DPO's "iAM Smart" Wins Hong Kong E-Governance Project of the Year - Smart Government award at Asia Pacific GovMedia Awards 2026



The Digital Policy Office's "iAM Smart" one-stop personalised digital services platform won the Hong Kong E-Governance Project of the Year - Smart Government award at the GovMedia Awards 2026 ceremony (July 9). Photo shows Chief Systems Manager (Data Applications), Mr Patrick Lai (centre), and Systems Manager (Data Applications), Mr Hernon Tsang (right), attending the ceremony to receive the award.

The "iAM Smart" one-stop personalised digital services platform won the Hong Kong E-Governance Project of the Year - Smart Government award at the GovMedia Awards 2026 ceremony held in Singapore on 10 July 2026. This award recognises the DPO for its leveraging of technology to drive governance transformation as well as for delivering more efficient, transparent and citizen-centric government services.

The award-winning "iAM Smart" has successfully integrated over 1 400 online services from the Government and public and private organisations, as well as government e-forms, achieving a "single portal for online government services". The platform now provides convenient services covering various aspects of daily life to over 4.9 million users in Hong Kong. To strengthen cybersecurity and guard against identity theft, "iAM Smart" has introduced the "Step-up Authentication" function for key processes of online services. By combining facial verification with Near Field Communication technology to read the Hong Kong Identity Card's chip data and matching it against the records of the Immigration Department, the platform prevents identity fraud at source and enhances the security of online services.

The GovMedia Awards celebrate the outstanding achievements of government projects and initiatives in the Asia-Pacific region and recognise public organisations that demonstrate leadership, creativity and impact in public services.

DPO and PMSA jointly organise seminar on application of "iAM Smart" Personal Code in property management



The Digital Policy Office (DPO) and the Property Management Services Authority (PMSA) jointly organised a Continuing Professional Development seminar (July 23) titled "Adoption of 'iAM Smart' Personal Code in the Property Management Industry: New Directions for Digital Transformation and Privacy Compliance". Photo shows the Assistant Commissioner (Data Applications) of the DPO, Mr Brian Sun, delivering welcoming remarks for the seminar.

The DPO and the Property Management Services Authority (PMSA) on July 23 jointly organised a Continuing Professional Development Seminar titled "Adoption of 'iAM Smart' Personal Code in the Property Management Industry: New Directions for Digital Transformation and Privacy Compliance". More than 100 property management industry representatives attended on-site while more than 3 400 viewers watched the live broadcast online.

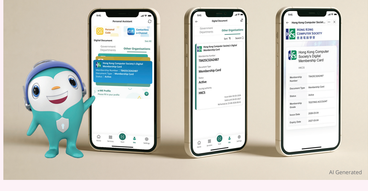
Frontline property management personnel are frequently required to carry out visitor registration during their daily operations, which involves collecting and handling a large amount of personal data. The "iAM Smart" Personal Code function introduced by the DPO precisely provides an innovative solution that supports identity verification while balancing privacy protection. The "iAM Smart" Personal Code allows citizens to display anonymous personal identity information in the format of a QR code via the "iAM Smart" app, assisting property management enterprises in easily achieving privacy compliance goals.

At present, more than 200 residential estates, government buildings and commercial buildings across the territory have adopted the "iAM Smart" Personal Code to support visitor registration or access control facilities.

The DPO expressed the hope that the property management industry will continue to innovate, actively embrace digital technology and make good use of the "iAM Smart" functions, and flexibly integrate technology into property management services to jointly build a safer, more convenient and more efficient smart city for Hong Kong residents.

SUCCESS STORY

Hong Kong Computer Society Integrates its Digital Membership Card into "iAM Smart"



AI Generated

The Hong Kong Computer Society (HKCS) has become the first professional organisation in Hong Kong to integrate its membership card into the "iAM Smart".

All HKCS members are able to add their digital membership cards to the Digital Document under the Personal Assistant page of the "iAM Smart" mobile application now.

HKCS members can simply present their digital membership cards through the "iAM Smart" mobile application for attending events organised by the Society or industry partners, as well as enjoying member benefits, eliminating the need to carry physical cards and offering a more convenient experience.

Founded in 1970, the Hong Kong Computer Society (HKCS) is a recognised non-profit professional organisation focused on developing Hong Kong's Information Technology (IT) profession and industry. Their members come from a broad spectrum of Hong Kong's IT community, from corporations to like-minded individuals, all coming together to raise the profile and standards of the IT profession and industry.

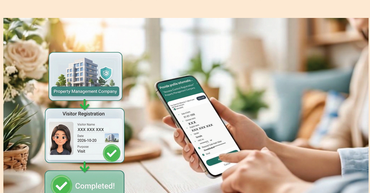
The successful adoption by HKCS demonstrates how professional bodies can leverage "iAM Smart" to digitalise membership credentials and enhance the overall member experience. Other professional bodies are encouraged to explore integrating their digital documents, such as membership cards, certifications or other credentials, into "iAM Smart". This will provide members with a secure and convenient way to access and present their digital document for purpose such as event participation, professional recognition and credential verification, while promoting greater convenience and accelerating the wider adoption of digital documents across the sector.

UPCOMING

"iAM Smart" Personal Code Enhancement – Supporting Remote Pre-Registration

We're pleased to announce that the e-ME Form Filling function will be enhanced later this year to support retrieval of "iAM Smart" Personal Code data for remote pre-registration for common scenarios such as access control, visitor registration, and event check-in.

With this enhancement, users will no longer need to register their "iAM Smart" Personal Code on-site beforehand. This will save users time, reduce on-site administrative steps, and deliver a smoother, more convenient experience while enabling identity verification with better privacy protection.



AI Generated

DO YOU KNOW

What should I do if I receive a message or email with a suspicious hyperlink claiming to be from "iAM Smart" ?

- If you receive a message or email with a suspicious hyperlink claiming to be from "iAM Smart", please stay vigilant. Do not click the hyperlink or provide your personal information. The legitimate website of "iAM Smart" is https://www.iamsmart.gov.hk. For enquiries, please call the "iAM Smart" hotline at 182 123 or email enquiry@iamsmart.gov.hk .

How long is the implementation cycle for adopting the "iAM Smart"?

- Based on past experience, the adoption cycle generally ranges from three to six months. The actual timeframe depends on several factors, including the complexity of the business processes, the features utilised, system upgrade requirements, team expertise, and resource allocation.