

Immigration Department introduces Contactless e-Channel service for Hong Kong residents

The Immigration Department (ImmD) announced today (November 30) that contactless automated immigration clearance for Hong Kong residents (Contactless e-Channel service) will be launched tomorrow (December 1), which will be available to residents at Hong Kong International Airport, Hong Kong-Zhuhai-Macao Bridge and Shenzhen Bay control points. This initiative aims to provide faster, more convenient travel and a more hygienic immigration clearance service for residents.

Hong Kong residents aged 11 or above, who can use the e-Channel service, are eligible to enrol for the Contactless e-Channel service. Eligible Hong Kong residents aged 11 to 17 must enrol with the consent of their parent or legal guardian. Eligible Hong Kong residents can use a smartphone with biometric authentication to download the ImmD's Contactless e-Channel mobile application for enrolment. After successful enrolment with the mobile application, they can generate the encrypted QR code through the mobile application to enter the e-Channel, and then verify their identity with the facial verification technology for automated immigration clearance. Throughout the entire process, there will be no need for them to touch any shared equipment of the e-Channel.

In addition to the above enrolment means, eligible Hong Kong residents may also enrol directly at the Contactless e-Channel (only applicable to persons aged 18 or above) or in person at any of the e-Channel enrolment offices. Enrolled Hong Kong residents may also use their smart identity cards to enter the e-Channel for automated immigration clearance using facial verification technology.

Moreover, residents can still continue to use fingerprint verification technology for automated immigration clearance or traditional counters for immigration clearance.

For details of the Contactless e-Channel service, please visit the ImmD's website at www.immd.gov.hk/cec. For enquiries, please call the enquiry hotline at 2824 6111, fax to 2877 7711 or send an email at enquiry@immd.gov.hk.