

Immigration Department Mobile Application enhanced with Network Data Call function for 1868 Hotline

The Immigration Department (ImmD) announced today (March 31) the introduction of a new Network Data Call function for the 1868 Hotline on the Immigration Department Mobile Application (ImmD Mobile App). The new function enables residents to call the 24-hour 1868 Hotline of the Assistance to Hong Kong Residents Unit (AHU) using network data.

With the widespread use of network data calls, the ImmD has further utilised information technology to allow residents in distress or in need of assistance outside Hong Kong to call the 1868 Hotline using network data through the above new function on the ImmD Mobile App, in addition to making phone calls to (852) 1868.

Residents can download or update to the latest version of the ImmD Mobile App for free from Apple App Store, Google Play, Huawei AppGallery or the Homepage of the ImmD. After which residents can tap "1868 Hotline" under "Popular Services" on the main page, and then tap "Call the 1868 Hotline (Network Data Call)". After reading and accepting the Terms and Conditions, tap "Call" to contact the staff of the AHU.

ImmD reminds that residents may be charged by their mobile network service providers for the use of mobile data when calling the 1868 Hotline using network data. Residents are advised to make enquiries in advance with their mobile network service providers for charge details.

The link for downloading or updating the ImmD Mobile App can be found on the ImmD's webpage at www.immd.gov.hk/eng/mobile/index.html. For details, please visit the ImmD's webpage at www.immd.gov.hk/eng/faq/index.html.