OGCIO sets up "iAM Smart" registration service counter in Guangzhou (with photos)

The Office of the Government Chief Information Officer (OGCIO) announced today (August 1) that the first "iAM Smart" registration service counter in Guangzhou has been set up to provide Hong Kong citizens working and living on the Mainland with convenience, allowing them to register for or upgrade to "iAM Smart+" without the need to return to Hong Kong. Users can access over 280 online services from both public and private organisations easily anytime, anywhere.

Starting from today, Hong Kong identity card holders can visit the "iAM Smart" registration service counter located on the second floor of the Guangzhou Municipal Government Service Center, Zhujiang New Town, Guangzhou, during service hours to register for or upgrade to "iAM Smart+". The service counter operates from Monday to Friday, 9am to noon and 1pm to 5pm (except public holidays). For details and registration requirements, please visit the "iAM Smart" thematic website at www.iamsmart.gov.hk/en/reg.html.

A spokesman for the OGCIO expressed heartfelt gratitude to the Government Services and Data Management Bureau (GSDMB) of Guangdong Province for its strong support and said the OGCIO will continue to work with the GSDMB of Guangdong Province to work on the setting up of "iAM Smart" self-registration kiosks at more locations in the Mainland cities of the Guangdong-Hong Kong-Macao Greater Bay Area, with a view to promoting cross-boundary public services in the region.

Since its launch in late 2020, "iAM Smart", a one-stop personalised digital service platform, has more than 2.17 million registrations. Users can authenticate with a single digital identity using their personal mobile phones and access various online services. Popular online services include the Consumption Voucher Scheme, Centralised Organ Donation Register, MyGovHK portal, eTax, Contactless e-Channel, renewal of vehicle licence, eHealth and the two electricity and the gas companies.

The "iAM Smart" mobile app supports iOS and Android mobile phones enabled with biometric authentication. Members of the public can download and use the app for free from Apple App Store, Huawei AppGallery, Google Play or by visiting the "iAM Smart" thematic website at www.iamsmart.gov.hk/en/download.html.