

## Frequently Asked Questions

- Q1           What is the difference between making an application for practising certificate through the usual procedures (i.e. settling payment by auto-pay or General Demand Note) and via the online platform?
- A1           In comparison to the conventional means of paying the prescribed fee by Autopay or General Demand Note, the online platform provides applicants with more efficient and convenient services. It enables applicants to settle the prescribed fees by making online payment through some commonly used electronic payment methods. Applicant who makes application via the online platform and has an “**iAM Smart+**” account for digital signing the application may choose to be issued with an electronic version of practising certificate (“e-practising certificate”) in Portable Document Format (“PDF”) by email. He / she may also request to be provided with a hard copy of the practising certificate (“paper practising certificate”). Applicant applying under usual procedures will receive a paper practising certificate by registered post only.
- Q2           How do I obtain an e-practising certificate?
- A2           Applicant who wishes to obtain an e-practising certificate will need to apply via the online platform and have an “iAM Smart+” account for digital signing the electronic application form. The e-practising certificate will be issued to a verified email address provided by the applicant.
- Q3           What is an “iAM Smart+” account?
- A3           “iAM Smart” mobile app is the one-stop personalised digital services platform of the Hong Kong Special Administrative Region Government. “iAM Smart” account is available in two versions, namely “iAM Smart” and “iAM Smart+”. “iAM Smart+” users enjoy the additional function of digital signing which has legal backing for handling statutory documents and procedures. Residents who have Hong Kong Identity Card could download and install “iAM Smart” mobile app and register for “iAM Smart+” online remotely. For further details and registration of “iAM Smart+” account, please visit the website of <https://www.iamsmart.gov.hk/en/reg.html>.
- Q4           If I fill in the application form electronically but I do not have an “iAM Smart+” account, will I receive an e-practising certificate?
- A4           No, only applicant with an “iAM Smart+” account who submit the application via the online application would receive an e-practising certificate.

Q5 If I make my application under the usual procedures without using the online platform, will I obtain an e-practising certificate?

A5 No. If you wish to obtain an e-practising certificate, you need to fill in the application form electronically and have an “iAM Smart+” account for digital signing the electronic application form.

Q6 Are there any features to verify the authenticity of the e-practising certificate?

A6 For verification purpose, the e-practising certificate carries a digital signature and an encrypted QR code. Scanning the QR code will direct the enquirer to the website of the Board where he / she may verify the contents in the e-practising certificate. Please [click here](#) for a specimen e-practising certificate and the verification information to be shown.