

Frequently Asked Questions

Q1 What is the difference between making an application for practising / retention certificate in paper format and via the online platform?

A1 In comparison to application in paper format, 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 will be issued with an electronic version of practising / retention certificate (“e-certificate”) in Portable Document Format (“PDF”) by email. He / she may also request to be provided with a hard copy of the practising / retention certificate (“paper certificate”). Applicant applying in paper format will receive a paper certificate by post.

Q2 What do I need for making an application for practising / retention certificate via the online platform?

A2 Pursuant to regulation 5(1) of the Medical Registration (Miscellaneous Provisions) Regulation, Cap. 161D, which provides that an applicant for practising / retention certificate has to make a declaration as to whether or not he has been convicted of an offence punishable with imprisonment, in Hong Kong or elsewhere, applicant who applies via the online platform needs to have an ”iAM Smart+” account for digital signing the electronic application form to complete the whole application process. Applicant who does not have an “iAM Smart+” account may fill in the application form electronically but he / she will need to print and sign on the completed application form and then submit it to the Central Registration Office by fax or by post.

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 "iAMSmart+" account, please visit the website of <https://www.iamsmart.gov.hk/en/reg.html>.

Q4 If I fill in the application form electronically but need to submit the completed application form in hard copy to the Central Registration Office because I do not have an "iAM Smart+" account, will I be regarded as having made my application via the online platform and receive an e-certificate?

A4 Yes. An "e-certificate" will be issued to you upon completion of the processing procedures by the Central Registration Office. You may also opt to obtain a paper certificate when filling in the electronic application form.

Q5 If I make my application in paper format without using the online platform, will I obtain an e-certificate?

A5 No. If you wish to obtain an e-certificate, you need to fill in the application form electronically.

Q6 If I receive the notification letter for renewing the practising / retention certificate by post (i.e. in hard copy), can I submit my application via the online platform?

A6 Yes. You may wish to refer to the website link and the QR code as provided in the notification letter for easy access to the online platform.

Q7 Are there any features to verify the authenticity of the e-certificate?

A7 For verification purpose, the e-certificate carries a digital signature and an encrypted QR code. Scanning the QR code will direct the enquirer to the website of the Medical Council where he / she may verify the contents in the e-certificate. Please [click here](#) for a specimen e-certificate and the verification information to be shown.