



China Life MPF Member Online Account Two-Factor Authentication User Guide

Member Online Account for Website & Mobile Apps

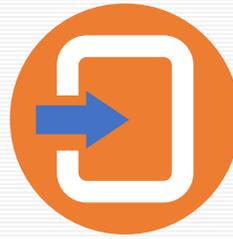
- Same account for website and mobile apps
- **Website:** www.chinalife.com.hk First click “Login” in the top-right-hand corner and then select “Hong Kong MPF” under “Individual”
- **Mobile apps:** Download “China Life MPF” (iOS or Android) and click “Member Login”

What is Two-Factor Authentication (2FA)? When do I need to use 2FA?

- A more secure and reliable identity confirmation method
- For login, a one-time verification code will be sent to your mobile no. or email address held by record of China Life Trustees Limited every time. Verification code (together with the password you have set) is a must to login
- To register online account for first-time* and/or to reset password, verification code is also required to work with your HKID/passport number and date of birth



First-Time Registration



Login



Reset Password

* If you have registered with other China Life MPF account(s) before, no re-registration is needed.



First-Time Registration

Step 1 – Identity Authentication



Member Registration

Identity Authentication Set up your online account Completed

Identity Authentication

HKID/Passport:
Please enter your HKID number. If your HKID number is A123456(7), please enter A1234567.

Birthday:

Verification Code:

[> Login](#)

Click "Register" on login page to enter this page

Enter your HKID/ Passport No. or User ID

Enter your date of birth

Click "Send Verification Code", a one-time verification code will be sent to your mobile no. or email address registered at China Life Trustees Limited

Verification code has been sent to Mobile No 852123***78 **OR** Verification code has been sent to E-Mail: abc****ij@xxxxxx.com

Enter the verification code received

CLT: Your MPF first time registration verification code is 123456. Please enter this code to continue the registration.

Click "Next Step"



First-Time Registration

Step 2 – Set Up Your Online Account

Member Registration



1. Set up your online account

User ID:

(6-20 alphabets or numbers)

Set an user ID for your online account

Password:

(Minimum 8 character; must include at least 1 upper case, 1 lower case letter and 1 number)

Set a password for your online account and enter it again

Confirm Password:

1. Set up your Interactive Voice Response System (“IVRS”) account password

You may call 3999 5555 to check MPF account information after login to IVRS.

To login, you have to input 1) Login ID, and 2) Password:

- 1.) Login ID: Your 6-digit HKID number or your passport number (excluding alphabet).
- 2.) Please set up your IVRS account password in below

Password:

(Must be 6-digit numbers)

Set a password for your Interactive Voice Response System account and enter it again

Confirm Password:

Next Step

Click “Next Step”



First-Time Registration

Step 3 – Completed



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CHINA LIFE TRUSTEES LIMITED

Member Registration



Identity Authentication



Set up your online account



Completed

Completed

Completed

Login

> Login

Login

 中國人壽信託有限公司
CHINA LIFE TRUSTEES LIMITED

Login

Employer Member

Login ID Type:

Login ID:
Please enter your HKID number. If your HKID number is A123456(7), please enter A1234567.

Password:
Please note that if you have a "Login Password to Internet Service" letter, the password on that letter is no longer effective. Please click "Register" in below to set up your account and then login.

Verification Code:

Please download Mobile App "China Life MPF"

 
Apple Android

[> Forget password ?](#) [> Register](#)

You may choose one of the login ID types in below:
1. HKID / passport; or
2. User ID that you have set in registration

Enter your HKID / passport number or User ID

Enter the password you have set in registration

Click "Send Verification Code", a one-time verification code will be sent to your mobile no. or email address registered at China Life Trustees Limited

 Verification code has been sent to Mobile No 852123***78 <input type="button" value="Confirm"/>	OR	 Verification code has been sent to E-Mail: abc****ij@xxxxxx.com <input type="button" value="Confirm"/>
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Enter the verification code received

CLT: Your MPF login verification code is

Click "Login"



Reset Password

Step 1 – Identity Authentication

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Forget Password (Member)

Employer Member

Identity Authentication Reset Password Completed

Identity Authentication

HKID/Passport:

Birthday:

Verification Code:

[> Login](#)

Click "Forget Password" on login page to enter this page

Enter your HKID/ Passport No. or User ID

Enter your date of birth

Click "Send Verification Code", a one-time verification code will be sent to your mobile no. or email address registered at China Life Trustees Limited

Verification code has been sent to Mobile No852123***78

OR

Verification code has been sent to E-Mail: abc****j@xxxxxx.com

Enter the verification code received

CLT: Your MPF account reset password verification code is

Click "Next Step"



Reset Password

Step 2 – Reset Password



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English ▾

Forget Password (Member)



Identity Authentication



Reset Password



Completed

Reset Password

Password:

••••••••

(Minimum 8 character; must include at least 1 upper case, 1 lower case letter and 1 number)

Confirm Password:

••••••••

Next Step

> Login

Set a new password and enter again

Click "Next Step"



Reset Password

Step 3 – Completed



Forget Password (Member)



Identity Authentication



Reset Password



Completed

Completed

Completed

Login

> Login