

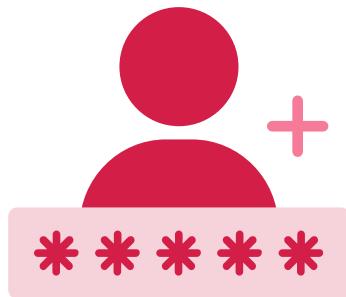
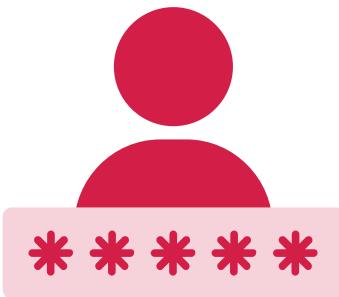


HEALTHIER, LONGER,
BETTER LIVES

AIA MPF/ORSO/Macau Pension Employer Login User Guide



Contents

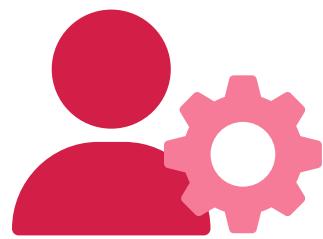


1. Existing employer login

2. New employer first time login

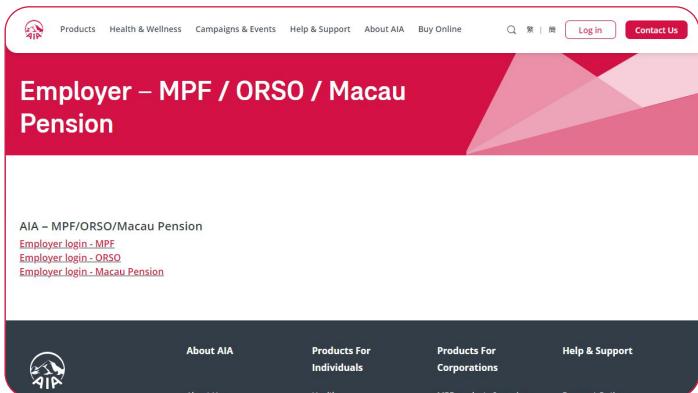
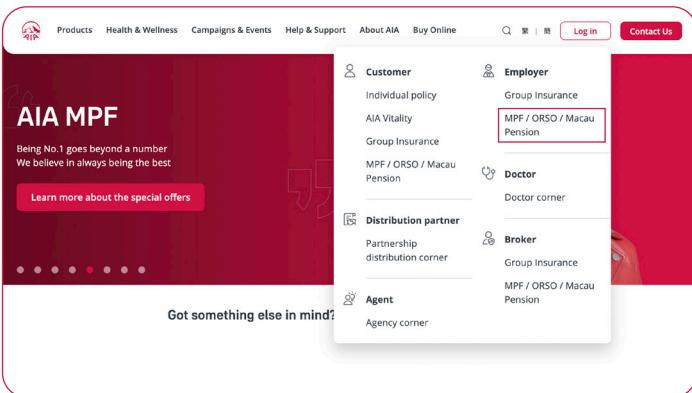


3. Forgot password



4. Login account maintenance

1. Existing employer login



- 1.1** To log in, visit aia.com.hk and click "Log in" in the top right corner, then click "MPF / ORSO / Macau Pension" under the "Employer" section on the pop-up menu.

Two side-by-side screenshots of the 'Sign In' page. Both have a red header with the AIA logo. The first screenshot shows a 'Login ID' input field and a red 'Next' button below it. The second screenshot shows a 'Password' input field with a visibility icon and a red 'Login' button below it.

- 1.3** Sign in using your login credentials.

A screenshot of the 'Email Registration' page. It has a red header with the AIA logo. The main content asks 'Do you want to enable email authentication?'. Below it is a dropdown menu set to 'Yes 是' and a red 'Next' button.

- 1.4** To enable Email Multi-Factor Authentication ("MFA"), select "Yes" from the pull-down menu, then click "Next".

A screenshot of the 'Email Registration' page. It has a red header with the AIA logo. The main content asks 'Please enter your email for receiving one-time password (OTP):' and has an 'Email Address' input field and a red 'Next' button.A screenshot of the 'One Time Password (OTP) Authentication' page. It has a red header with the AIA logo. The main content asks 'Please enter the 6-digit OTP:' and has an 'Enter OTP' input field, a red 'Submit' button, and a red 'Generate New OTP' button.

- 1.5** Enter your preferred email address for email authentication and for receiving the one-time password ("OTP").

- 1.6** Once you receive the OTP via email, enter it as shown, then click "Submit".

Login Device Registration
Please confirm the following before registering this device:

1. The computer in use is not a public computer with latest Operating System and anti-virus updates.
2. You're not using free public WiFi or unencrypted WiFi.
3. The URL domain of the website is *.aia.com, *.aia.com.hk.
4. The browser does not warn for unsafe TLS certificate.

Would you like to register this device? If you choose not to register this device, you may be required to do email authentication again in your next login using this device.

Enroll

Do Not Enroll

The screenshot shows the 'Contribution Record' section of the AIA website. At the top, there are tabs for 'ESS 2020', 'Upload Payroll File', 'Online Contribution', 'e-Member Enrollment', 'Contribution Record', 'Account Transaction', 'Funds in Plan', 'Payment Methods', 'Company Profile', 'e-Statement', and 'e-Alert'. Below the tabs, there are sections for 'Useful Tools' (Download, Calculator, Glossary, Font: A A), 'By Member' (Employer Name: [input], Plan Number: [input]), and 'Search Criteria' (List of Members, All Members selected, Search by Name, Staff Code, Department Code, Individual Member, Search by HKID Card No. or Passport No.). A 'Submit' button is at the bottom right of the search area.

1.7 If this is a trusted device and network, you can click "Enroll" to skip email authentication next time you log in using this device and browser. Otherwise, click "Do Not Enroll".

1.8 You are now logged in.
If you registered this device as a trusted device, you may skip email authentication next time you log in using this device.
Otherwise, email authentication will be required next time you log in using this device.
Your registration will be confirmed via email.

2. New employer first time login

Password for accessing your online account 你的網上賬戶啟用密碼

AIA MPF Services To

Dear Customer,

Thank you for choosing our Services. Your password for accessing online account is as follows. Please change the password the first time you login.

Password: Cal@827354

To best maintain security of your password, please:

- delete this email after memorizing your password.
- do not use your birthday or telephone number as your new password as these can be guessed easily.
- do not disclose your password to anyone.
- change your password regularly.

If you have any questions, please call our Employer Hotline at 2100 1888.

The image contains two side-by-side screenshots of the AIA 'Sign In' page. Both screenshots feature the AIA logo at the top. The left screenshot shows the 'Sign In' section with a 'Forgot password?' link, a 'Login ID' input field, and a red 'Next' button below it. The right screenshot shows the same 'Sign In' section but with a single 'Password' input field and a red 'Login' button below it.

2.1 Check your email for your Login ID and temporary password.
2.2 Please refer to Step 1.1 for instructions.

2.3 To begin, enter your Login ID and temporary password. You will be asked to create a new password.

Change Password

Please enter the new password:

- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character ([!@#\$%^&*()_+=[]{};.,<>?\\\"\\`])
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

Password ×

Confirm Password ×

Next

2.4 Choose a new password that satisfies the criteria shown, then re-enter that password to confirm.

2.5 Please continue with Step 1.5.

3. Forgot password



Sign In

[Forgot password?](#)

Login ID

Next

Reset password

AIAHK Corporate Solutions <hkcs.info@aia.com>

To

Reply | Reply All | Forward | ...

Thu 06/15/23 5:50 PM

Dear Customer,

Please click the link below for to reset your password.

[Reset password](#)

Regards,
AIA Corporate Solutions

- 3.1** If you have forgotten your password, click "Forgot password", then enter your Login ID and registered email.

- 3.2** You will receive an email with a password reset link. Click the link to reset your password.

- 3.3** Choose a new password that satisfies the criteria shown, then re-enter that password to confirm. You will receive confirmation via email.



Reset Password

Please enter the new password:

- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character (~!@#\$%^&*()_=+[]{};:,<>/?\"\\`)
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

Password:

Confirm Password:

Next

4. Login account maintenance



Last Logon

ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods

Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account

Useful Tools

- Download
- Calculator
- Glossary
- Font: A A A

Login Account Maintenance

Employer Name:

Plan Number:

email: Add Login Account

email	status
sample@aia.com	active
xxxxx@aia.com	active

[Lock Login Account](#) [Reset Password](#) [Delete Login Account](#)

To enter the Login Account Maintenance page, click "Company Profile" > "Login Account Maintenance".

This page offers options to add Login Accounts, lock Login Accounts, unlock Login Accounts, reset passwords, or delete Login Accounts.

4.1 Add Login Account



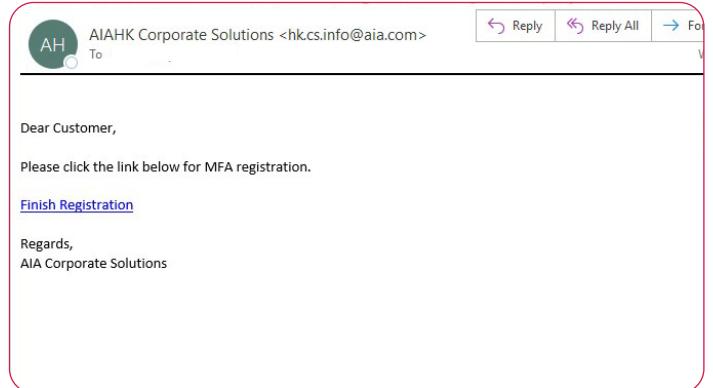
ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods
Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account Login Account Maintenance

Useful Tools
► Download
► Calculator
► Glossary
► Font: A A A

Login Account Maintenance

Employer Name:
Plan Number:
email: Add Login Account

email	status
sample@aia.com	active



- 4.1.1** Enter the email of the Login Account user, then click “Add Login Account”.

- 4.1.2** The new user will receive an email with a registration link.



Set New Password
Please enter the new password:

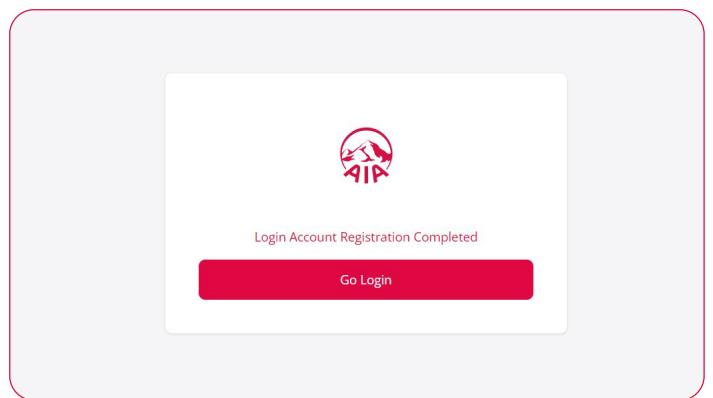
- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character (~@#\$%^&*!_=[]{};,<>/?\"\\`)
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

Password: 

✓ Must be at least 8 characters long
✓ One lowercase character, one uppercase character, one number, one special character

Confirm Password: 

Next



- 4.1.3** Choose a new password that satisfies the criteria shown, then re-enter that password to confirm.

- 4.1.4** The Login Account has been registered.

4.2 Lock Login Account



Last Login: 19/07/2023 11:30

ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods Company Profile
Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account Login Account Maintenance

Useful Tools
► Download
► Calculator
► Glossary
► Font: A A A

Login Account Maintenance

Employer Name:
Plan Number:
email: Add Login Account

email	status
sample@aia.com	active
xxxx@aia.com	active

[Lock Login Account](#) [Reset Password](#) [Delete Login Account](#)

Click “Lock Login Account” next to the appropriate user.

A locked Login Account will be shown as “inactive”.

Locked users will not be able to sign in using their login credentials and will be notified via email.

4.3 Unlock Login Account



Last Login: 19/07/2023 11:33

ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods Company Profile
Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account Login Account Maint

Useful Tools
▶ Download ▶ Calculator ▶ Glossary ▶ Font [A A A]

Login Account Maintenance

Employer Name:
Plan Number:
email: Add Login Account

email	status
sample@aia.com	active
xxxx@aia.com	inactive

Unlock Login Account Reset Password Delete Login Account

Click “Unlock Login Account” next to the appropriate user. An unlocked Login Account will be shown as “active”.

Unlocked users will once again be able to sign in using their login credentials.

4.4 Reset password for other Login Account user



Last Login: 19/07/2023 11:33

ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods Company Profile
Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account Login Account Maint

Useful Tools
▶ Download ▶ Calculator ▶ Glossary ▶ Font [A A A]

Login Account Maintenance

Employer Name:
Plan Number:
email: Add Login Account

email	status
sample@aia.com	active
xxxx@aia.com	active

Lock Login Account Reset Password Delete Login Account

4.4.1 Click “Reset Password” next to the appropriate user.



AIAHK Corporate Solutions <hk.cs.info@aia.com>
To:

Dear Customer,

Please click the link below for to reset your password.

[Reset password](#)

Regards,
AIA Corporate Solutions



Reset Password

Please enter the new password:

- Must be at least 8 characters long
- Contains at least one lowercase character, one uppercase character, one number, one special character (~@#\$%^&*!0.,+={}[];<>/\`~\`)
- Cannot be part of Login ID
- Cannot reuse last 8 passwords

Password (copy)
✗ Must be at least 8 characters long
✗ One lowercase character, one uppercase character, one number, one special character

Confirm Password (copy)

Next

4.4.2 The user will receive an email with a password reset link.

4.4.3 Choose a new password that satisfies the criteria shown, then re-enter that password to confirm.

4.5 Delete Login Account user



Last Login: 19/07/2023 11:38

ESS 2020 Upload Payroll File Online Contribution e-Member Enrolment Contribution Record Account Transaction Funds in Plan Payment Methods Company Profile
Profile Enquiry Profile Update e-Communication Preference Define Username Change Internet Password Change IVR Password Reset IVR Account Login Account Maint

Useful Tools
▶ Download ▶ Calculator ▶ Glossary ▶ Font [A A A]

Login Account Maintenance

Employer Name:
Plan Number:
email: Add Login Account

email	status
sample@aia.com	active
xxxx@aia.com	active

Lock Login Account Reset Password Delete Login Account

Click “Delete Login Account” next to the appropriate user. The user will be notified via email.