

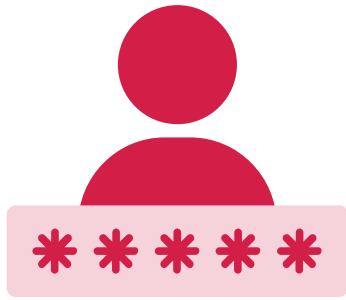


HEALTHIER, LONGER,
BETTER LIVES

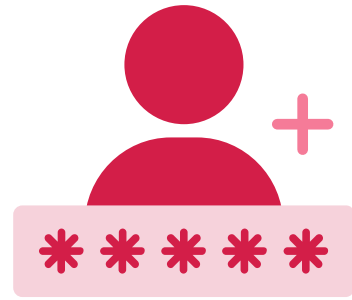
AIA MPF/ORSO/Macau Pension Employer Login User Guide



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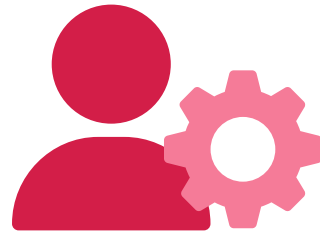
1. Existing employer login



2. New employer first time login

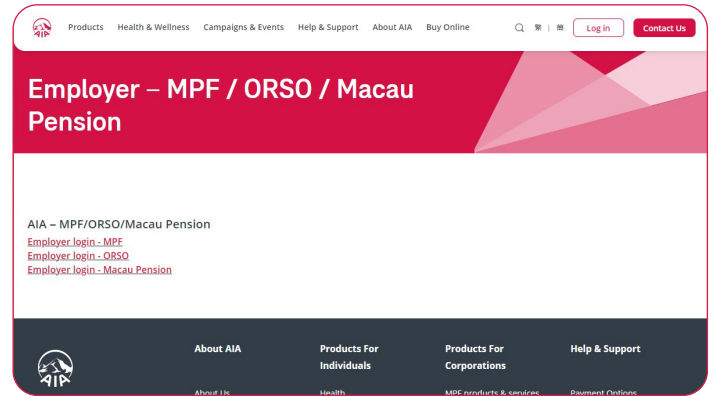
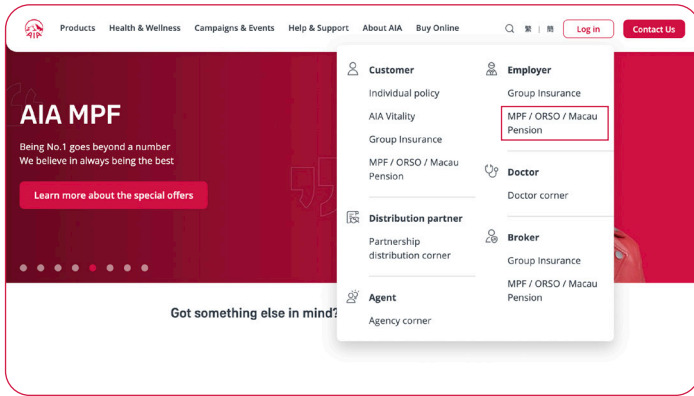


3. Forgot password



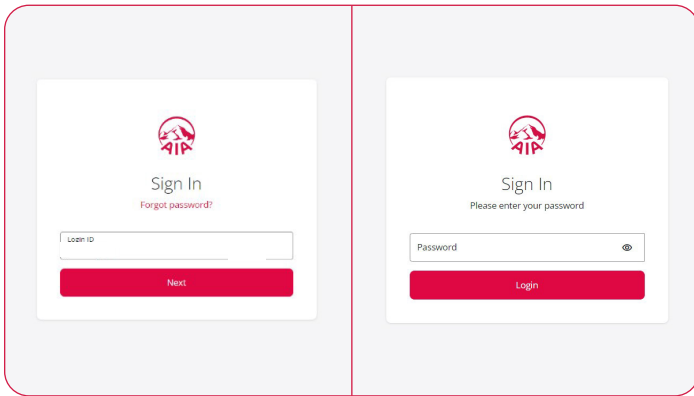
4. Login account maintenance

1. Existing employer login

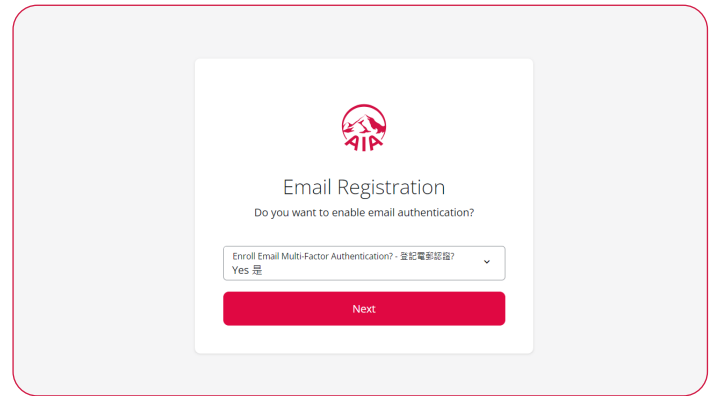


1.1 To log in, visit aia.com.hk and click “Log in” in the top right corner, then click “MPF / ORSO / Macau Pension” under the “Employer” section on the pop-up menu.

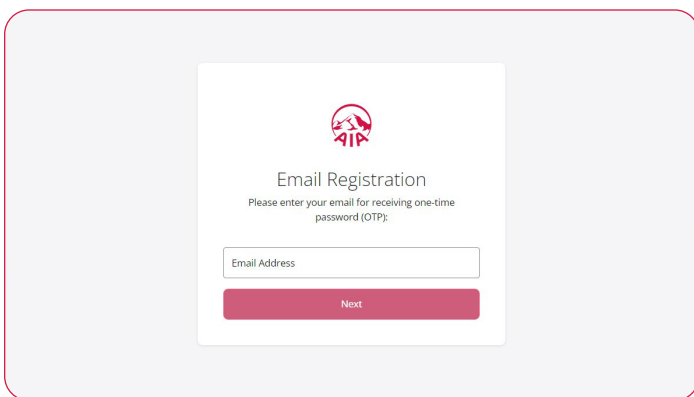
1.2 Choose the portal you want to visit.



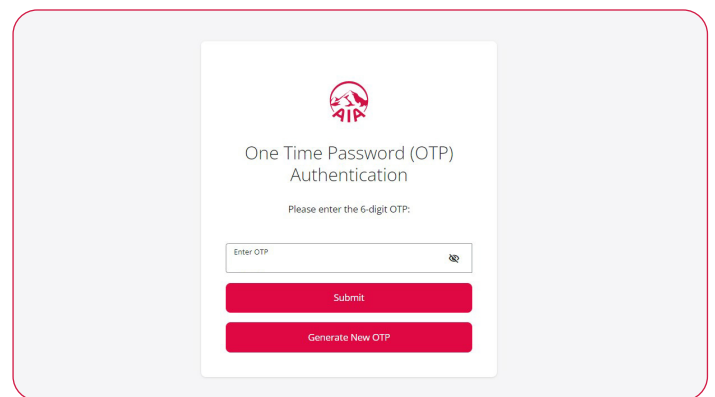
1.3 Sign in using your login credentials.



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



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

Contribution Record^A
By Member

Employer Name:

Plan Number:

Search Criteria

☒ List of Members

☒ All Members

Search by: Name

Staff Code

Department Code

☐ Individual Member

Search by: HKID Card No.

or Passport No.

Submit

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

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.

Sign In
Forgot password?

Login ID

Next

Sign In
Please enter your password

Password

Login

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

Next

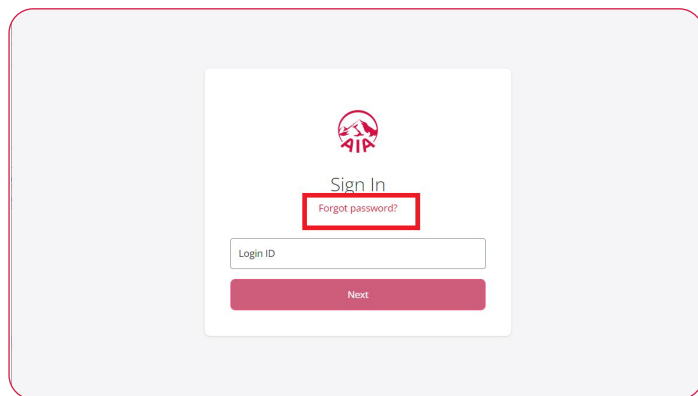
Confirm Password

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



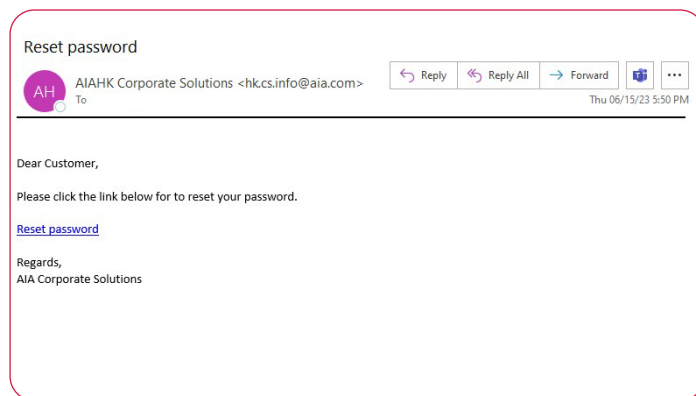
Sign In

Forgot password?

Login ID

Next

3.1 If you have forgotten your password, click “Forgot password”, then enter your Login ID and registered email.



Reset password

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

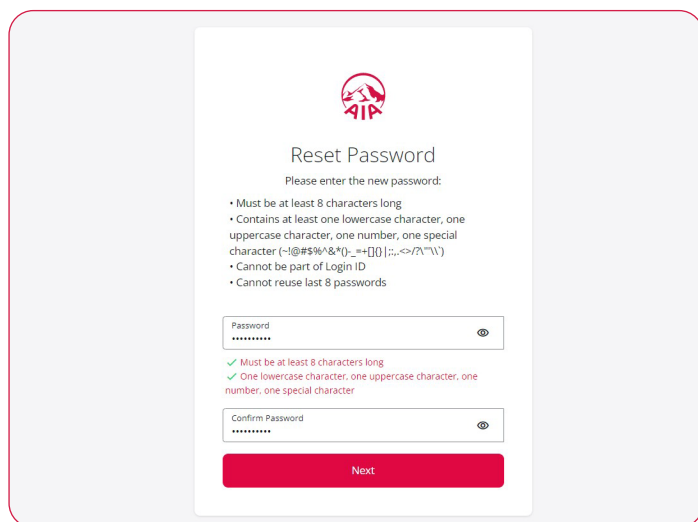
Dear Customer,

Please click the link below for to reset your password.

[Reset password](#)

Regards,
AIA Corporate Solutions

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



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

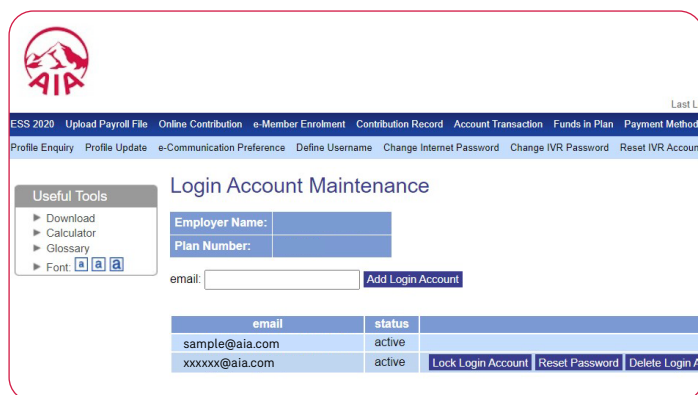
Password

Confirm Password

Next

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

4. Login account maintenance



Useful Tools

Download
Calculator
Glossary
Font

Login Account Maintenance

Employer Name:

Plan Number:


email: [Add Login Account](#)

email	status	
sample@aia.com	active	
xxxxxx@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 2020Upload Payroll FileOnline Contributione-Member EnrolmentContribution RecordAccount TransactionFunds in PlanPayment Methods

Profile EnquiryProfile Updatee-Communication PreferenceDefine UsernameChange Internet PasswordChange IVR PasswordReset IVR Password

Useful Tools

Download

Calculator

Glossary

Font

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”.

AH

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

Reply

Reply All

Forward


Dear Customer,

Please click the link below for MFA registration.

[Finish Registration](#)

Regards,
AIA Corporate Solutions

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

Confirm Password

Next

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




Login Account Registration Completed

Go Login

4.1.4 The Login Account has been registered.

4.2 Lock Login Account



Last Login: 19/07/2023 11:38

ESS 2020Upload Payroll FileOnline Contributione-Member EnrolmentContribution RecordAccount TransactionFunds in PlanPayment MethodsCompany Profile

Profile EnquiryProfile Updatee-Communication PreferenceDefine UsernameChange Internet PasswordChange IVR PasswordReset IVR PasswordLogin Account Maintenance

Login Account Maintenance

Employer Name:

Plan Number:

email:

Add Login Account

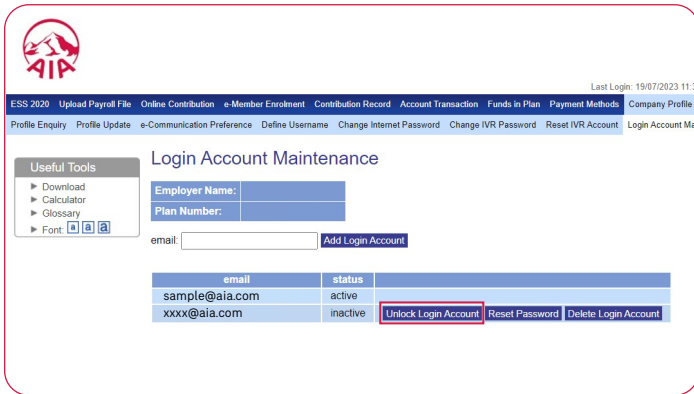
email	status	
sample@aia.com	active	
xxxx@aia.com	active	<div>Lock Login AccountReset PasswordDelete Login Account</div>

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



Useful Tools

- Download
- Calculator
- Glossary
- Font

Login Account Maintenance

Employer Name:

Plan Number:

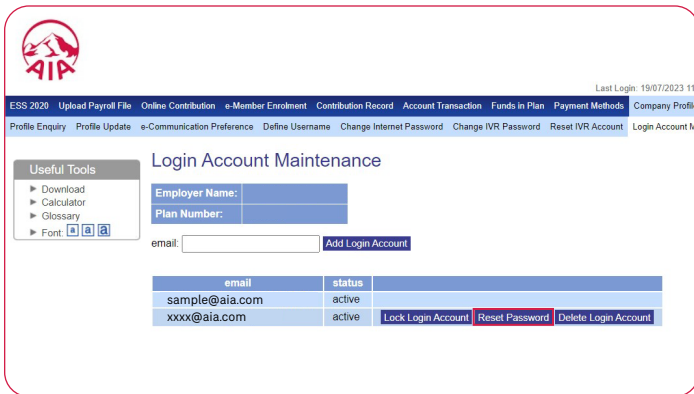
email: Add Login Account

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



Useful Tools

- Download
- Calculator
- Glossary
- Font

Login Account Maintenance

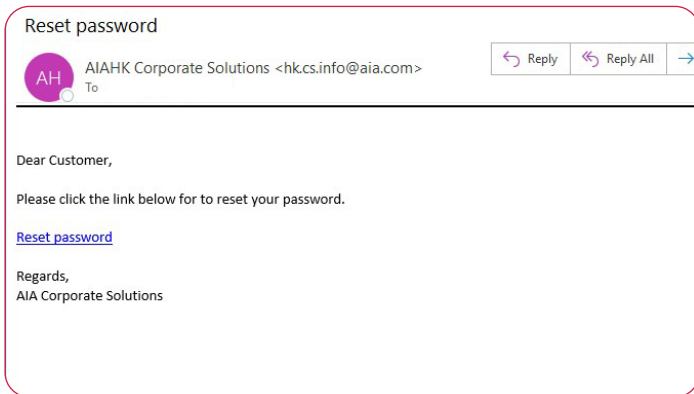
Employer Name:

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.



Reset password

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

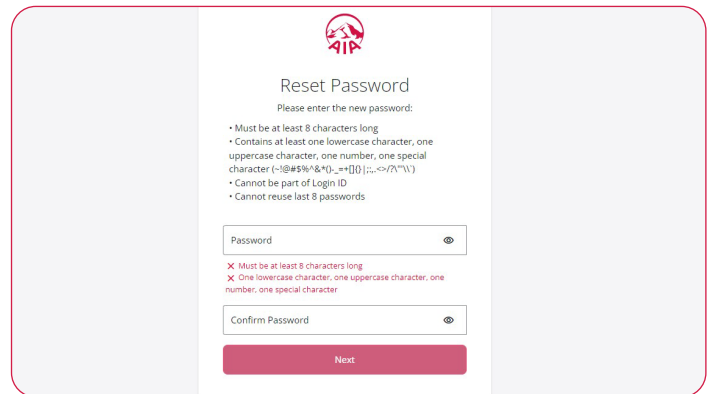
Dear Customer,

Please click the link below for to reset your password.

[Reset password](#)

Regards,
AIA Corporate Solutions

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



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

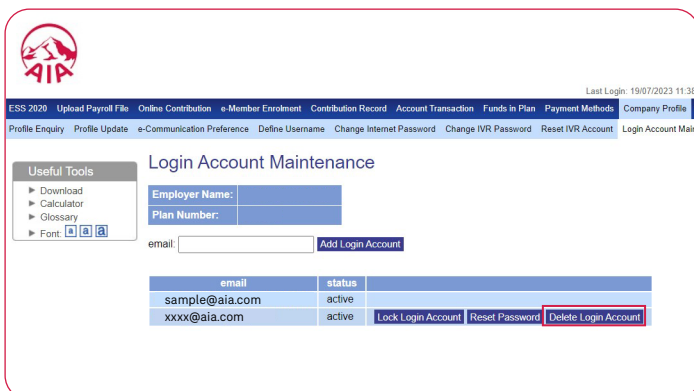
Password

Confirm Password

Next

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

4.5 Delete Login Account user



Useful Tools

- Download
- Calculator
- Glossary
- Font

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.