SFO E-link My Bills Service Registration Guidelines - For Graduates

The guidelines provide pre-requisite requirements and step-by-step instructions on how to register for My Bills Service under SFO E-link.

Pre-requisite Requirements

1. A registered MyGovHK Account

You should have a registered **MyGovHK account** in order to register with **My Bills** service. If you do not have a registered **MyGovHK account**, please visit **GovHK** (http://www.gov.hk/en/residents/) to create an account. You could view a demonstration on account registration at this link: https://www.personalised.gov.hk/content/en/instructions/demo_index.htm

2. ATM/PPS Reference Number of one of your loan account(s)

You should use the 12-digit **ATM/PPS Reference Number** to register with **My Bills** service. The ATM/PPS Reference Number could be found in the **Registration for SFO E-link My Bills Service letter** issued to you.

ATM/PPS Reference Number shown on Registration for SFO E-link My Bills Service letter

在職家庭及學生資助事務處
學生資助處
九龍長沙灣道三〇三號
長沙灣政府合署十一樓

WORKING FAMILY AND STUDENT FINANCIAL ASSISTANCE AGENCY
STUDENT FINANCE OFFICE
11/F, Cheung Sha Wan Government Offices,
303 Cheung Sha Wan Road, Kowloon

隨函另附上本信函的中文譯本，歡迎參閱。

XXX XXX XXX
XXX
XXX
XXX

本處檔號	OUR REF.:	
來函檔號	YOUR REF.:	
電　話	TEL NO.:	2155 8126 / 2150 6247
傳　真	FAX NO.:	2111 9150
電　郵	EMAIL:	csu_sfo@wfsfaa.gov.hk

X XXX 2015

Dear Sir/Madam,

Registration for SFO E-link My Bills Service

Loan Scheme:	XXX
Educational Institution:	XXX
Course Name:	XXX
ATM/PPS Reference Number:	XXXXXXXXXXXX

    With a view to facilitating better financial management of student loan borrowers, the Student Finance Office (SFO) has implemented the monthly repayment arrangement from the 2013/14 academic year. To be environmentally friendly and to avoid possible non-receipt of postal demand notes and repayment notifications, SFO has been issuing demand notes and repayment notifications in electronic form to student loan borrowers upon the implementation of monthly repayment. Paper demand notes will not be provided.

Registration Steps

Step 1: Go to SFO E-link (http://e-link.wfsfaa.gov.hk/) and select "Register My Bills Service"

Step 2: <u>Redirection to MyGovHK</u>

(1) If you have your registered MyGovHK account, please select **"Yes. I have a registered MyGovHK account"** and click "**Continue**", you will be directed to **MyGovHK** and login with your account name and password. If you have both MyGovHK and iAM Smart accounts, you may also select "Login with iAM Smart". Please use your mobile device with registered iAM Smart account to log in your iAM Smart account, scan the QR code accordingly and log in your MyGovHK account.

MYGOVHK 我的政府一站通

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Welcome to MyGovHK

Log into MyGovHK

One-stop access
Use "iAM Smart" instead of username and password to access multiple government online services all in one go.

▶ Learn more

[Login with "iAM Smart"]

▶ **Login with username and password**
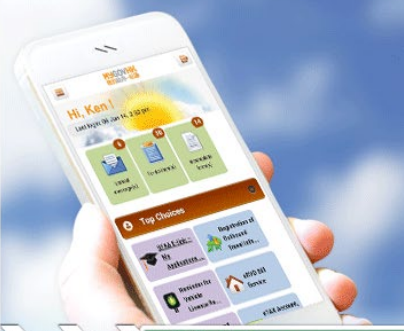
▶ Can't log in?

▶ Cancel login

New to MyGovHK?

[**Create Account**]

▶ Activate account

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iAM Smart   🌐 English ∨

< Back to online service

Log in with iAM Smart :

1. Please open iAM Smart App in your mobile

2. Tap the scan button in iAM Smart App

[⊟ Scan QR Code]

3. Scan the QR Code

(2) If you do not have a registered MyGovHK Account, please select **"No. I have not yet registered MyGovHK for an account"** and click **"Continue"**, you will be directed to create an account with **MyGovHK**. Click **"Create Account"** button to start creating your account. (You may refer to item 1 of the above "**Pre-requisite Requirements**" for further details)

Step 3: <u>Input Your Account Particulars</u>

You need to provide the following account particulars and information.

(1) Your Hong Kong Identity Card Number (HKID);

(2) An **ATM/PPS Reference Number of one of your loan accounts** (You may refer to item 2 of the above "**Pre-requisite Requirements**" for further details); and

(3) You can opt to receive SMS notification by providing us your mobile phone number. An SMS will be sent to your registered mobile phone number upon issuance of demand note.   If there is change of mobile phone number, you are also required to update your mobile phone number through **"My SMS"**.

SFO E-link

My Bills Registration

FAQs →

Help Desk →

Online Feedback Form →

Student Finance Office →

GovHK's Update Your Address Record Online →

Step 1 Input account particulars (Field(s) with * is/are mandatory)

(1) **Student Loan Applicant**
Starting from the 2015/16 Academic Year, if you would like to accept the loan offered/apply for the loan, you are required to register for **My Bills** service at **SFO E-link** by following the instruction on the notification of result of TSFS/ FASP/ NLSFT/ NLSPS or the acknowledgement of ENLS application issued to you.

Quarterly Demand Notes Repayer
Electronic demand notes are identical with the paper demand notes but in Acrobat PDF file format. To help saving paper and to be environmentally friendly, SFO will stop sending you postal demand notes after your successful registration of **My Bills** service. The registration is irrevocable and you are unable to request for postal demand notes after the registration.

Monthly Demand Notes Repayer
For monthly demand notes repayer, SFO will issue monthly demand notes to you in electronic form through the **SFO E-link My Bills** service. No postal demand notes will be sent to you. You are required to create an account with MyGovHK and then register with **SFO E-link My Bills** service to view, print and download the monthly demand notes in Acrobat PDF file format.

(2) If your MyGovHK account has not been logged into for a period of 36 months, MyGovHK will terminate your account, which makes you no longer have access to SFO E-link - My Bills service.**To avoid account termination, you should log in your MyGovHK account regularly.**

(3) Besides, if there is/are person(s) or Indemnifier(s) who has/have been executing repayment responsibility on your behalf, you need to execute the responsibility of notifying these persons the repayment arrangement and details upon your successful registration for My Bills service.

HKID
(Please fill your HKID No in the box provided.
First Box: 1 or 2 alphabet(s)
Second Box: 6-digit number
Third Box: 1- digit number or 1 alphabet): *

⬚ ⬚ (⬚)

Registration Type: *

◯ Link-up Code ◯ ATM / PPS Payment Reference No. ◯ Loan Reference No. (for FASP, NLSFT, NLSPS or ENLS only)

◯ Loan Reference No. (for TSFS only)

Link-up Code *(Link-up Code shown on notification of result/ acknowledgement of ENLS application)/*
ATM/PPS Payment Reference No. *(12-digit number as shown at the top right corner of demand note)/*
Loan Reference No. *(Loan Reference No. shown on Letter of Commencement of Repayment or Repayment Schedule, please do not input "D/N Reference No"):* *

⬚

Do you wish to receive SMS notification?: *

⦿ Yes ◯ No

Mobile Phone Number: *

⬚

Please Re-enter Mobile Phone Number for Verification: *

⬚

Points to note:
(1) You may provide the ATM/PPS Payment Reference No. or the Loan Reference No. of any one of the loan scheme you applied during registration. Once the service is linked up, information of all loan schemes will be available.
(2) Registered users would receive repayment notifications in their MyGovHK account upon issuance of demand notes. On top of this, you could also opt to receive SMS notification.If you have opted to receive SMS notification, you are required to notify SFO future update of your mobile phone number through the Settings of SFO E-link.
(3) The existence of default situation of certain loan accounts may cause failure of account registration.
(4) If you are registering with the Link-up Code, you will be able to access your loan account information and receive electronic demand notes when you commence loan repayment.

Next

Step 4: <u>Review of Information</u>

(1) You need to check the account particulars and ensure that they are correct. You can click **"Back"** to edit/change your account particulars.

(2) Read the **Terms of Use**.

(3) After reading the Terms of Use,

- Check the box **"I have read, understood and agreed with the above terms of use and agreed that SFO will issue electronic demand notes through my MyGovHK account and SFO E-link My Bills service and I will not receive postal demand notes."** and

- Check the box **"I have understood and agreed that if my MyGovHK account has not been logged into for a period of 36 months, MyGovHK will terminate my account, which makes me no longer have access to SFO E-link - My Bills service. To avoid account termination, I will log in the above MyGovHK account regularly."**

(4) Click **"Confirm and Send"** to complete the application.

Step 5: <u>Save or Print "Acknowledgment of Receipt"</u>

You may save or print the Acknowledgment of Receipt for future reference.

Step 6: <u>Receive "Confirmation Message"</u>

The registration will be completed within 3 working days. A message will be sent to your MyGovHK message box when it is completed.

Failure of Registration

If the account particulars or information you provided is incorrect, it would cause failure of the registration.   A message informing you of the unsuccessful registration will be sent to your MyGovHK message box.   Please register again by following Steps 1 to 6 above with the correct information.

Important Notes

1. For monthly repayers, the Student Finance Office (SFO) will only issue monthly demand notes to you in electronic form through the **SFO E-link My Bills** service. No postal demand notes will be sent to you.   In this regard, you are required to create an account with MyGovHK and then register with the **SFO E-link My Bills** service to view, print and download the monthly demand notes.

2. If you have other existing repaying loan accounts with the SFO which are repaying on quarterly basis, monthly repayment arrangement is not applicable to you until further notice.

3. If there is/are person(s) or indemnifier(s) who has/have been executing repayment responsibility on your behalf, you need to execute the responsibility of notifying these persons the repayment arrangement and details upon your successful registration for **SFO E-link My Bills service**.

Assistance

If assistance is required during registration, please contact our 1823 Call Centre helpdesk hotline 183 5500 or email us at e-link_sfo@wfsfaa.gov.hk.