

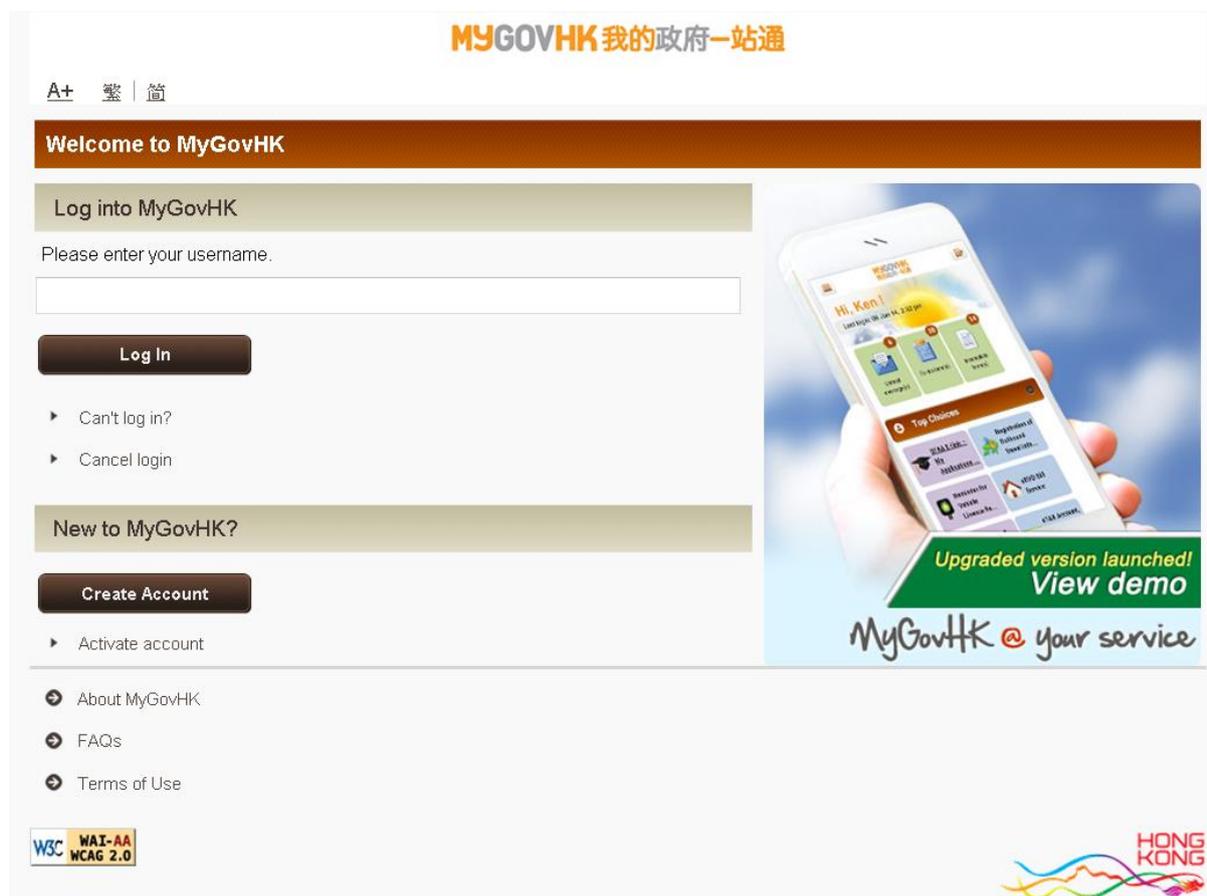
## SFO E-link – My Bills Service Registration Guidelines- For Student Loan Applicant

The guidelines provide pre-requisite requirements and step-by-step instructions on how to register with 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 MyGovHK (<http://www.gov.hk/en/residents/>) to create an account. You could view a demonstration on account registration at this link: <http://www.gov.hk/en/about/helpdesk/demo/mygovhk/>.



The screenshot displays the MyGovHK website interface. At the top, the logo 'MYGOVHK 我的政府一站通' is visible. Below the logo, there is a navigation bar with 'A+' and '繁 | 簡' options. The main content area is titled 'Welcome to MyGovHK' and features a 'Log into MyGovHK' section with a text input field for the username and a 'Log In' button. Below this, there are links for 'Can't log in?' and 'Cancel login'. A 'New to MyGovHK?' section contains a 'Create Account' button and a link to 'Activate account'. On the right side, there is a promotional banner for the 'Upgraded version launched! View demo' featuring a hand holding a smartphone displaying the MyGovHK mobile app interface. The banner also includes the text 'MyGovHK @ your service'. At the bottom left, there are logos for 'W3C WAI-AA WCAG 2.0' and 'HONG KONG'.

## 2. A Link-up Code

You should use a Link-up Code to register with **My Bills** service. The Link-up code could be found in your notification of result under the Tertiary Student Finance Scheme – Publicly-funded Programmes (TSFS) /Financial Assistance Scheme for Post-secondary Students (FASP) /Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT) /Non-means-tested Loan Scheme for Post-secondary Students (NLSPS), or the acknowledgement of Extended Non-means-tested Loan Scheme (ENLS) application issued to you.

### Link-up Code shown on notification of result under the TSFS /NLSFT /FASP /NLSPS

<b>2015/16 Academic Year Academic Year</b> <b>Notification of Result of Application for Financial Assistance</b> <b>under the Tertiary Student Finance Scheme - Publicly-funded Programmes (TSFS)</b> <b>and Offer of Loan under the Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT)</b>	
I wish to inform you that processing of your application for the financial assistance under the TSFS for the 2015/16 academic year has been completed and the result is as follows:	
Tuition fee grant	: \$13,050.00
Academic expenses grant	: \$0.00
Loan under TSFS	: \$10,240.00
NLSFT Loan	: \$42,100.00
The payment of financial assistance under the TSFS, if any, will be arranged in two equal instalments (Note 1). The first instalment of the tuition fee grant and the academic expenses grant will be paid to your bank account within 3 weeks. The second instalment will normally be paid during December 2015 to February 2016 (Note 2).	
If you would like to accept the TSFS and / or NLSFT loan(s), you are required to click "SFO E-link – My Bills" service at this Office's website at <a href="http://e-link.wfsfaa.gov.hk">http://e-link.wfsfaa.gov.hk</a> and login your "MyGovHK" account, then proceed to register for "SFO E-link – My Bills" service by using the <b>Link-up CodeXXXXXXXX</b> . Please print the acknowledgement of receipt / confirmation message as the proof of successful registration and submit it together with the loan documents to this Office for processing of your loan application. If assistance is required during registration, please contact 1823 Call Centre helpdesk hotline at 183 5500.	

### Link-up Code shown on the acknowledgement of ENLS application

<b>Extended Non-means-tested Loan Scheme (ENLS)</b> <b><u>Points to Note for SFO E-Link "My Bills" Service Registration</u></b>	
Applicant's Name _____	Applicant's HKID _____
Acknowledgment No. _____	<b>**Link-up Code _____**</b>
To register for "My Bills" service, you need the followings:	
1. A registered MyGovHK account Please go to <a href="http://www.gov.hk/mygovhk">http://www.gov.hk/mygovhk</a> to apply for a MyGovHK account; and	
2. Link-up Code	
Then follow the steps below for registration of "My Bills" service:	
1. Please go to SFO E-link at <a href="https://e-link.wfsfaa.gov.hk">https://e-link.wfsfaa.gov.hk</a> and select "Register My Bills Service".	
2. Login with your MyGovHK account.	
3. Input the account particulars with "link up code" as registration type.	
4. After sending out the account particulars, an acknowledgement of receipt will be sent to you and your registration will be handled by SFO. Normally, the registration will be completed within 3 working days. A message will be sent to your MyGovHK message box when the registration is successfully completed.	
5. Please print the acknowledgement of receipt / message of complete registration and submit it together with the other required documents to this Office for processing of your loan application.	
<b>*Please note that the Office will only process your loan application under ENLS after you submitted the acknowledgement of receipt / message of complete registration.*</b>	

## Registration Steps

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



SFO E-link

My Applications →

My Bills →

My Application Status →

My Options - Commencement of Loan Repayment →

Financial Calculators →

Partial/Lump Sum Repayment Request →

Deferment of Loan Repayment Application →

Settings →

FAQs →

Help Desk →

Student Finance Office →

GovHK's Update Your Address Record Online



**SFO E-link**  
Student Finance Office  
Working Family and Student Financial Assistance Agency  
The Government of the Hong Kong Special Administrative Region  
Integrated Online Service of Student Financial Assistance

**First Time Login to My Bills? Please refer to the [registration guidelines \(in Adobe PDF file\)](#). Your registration process will be completed within 3 working days.**

**(A) Student Loan Applicant (Starting from the 2015/16 Academic Year)**

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 **SFO E-link My Bills** service by following the instruction on the notification of result of Tertiary Student Finance Scheme – Publicly-funded Tertiary Programmes (TSFS), Financial Assistance Scheme for Post-secondary Students (FASP), Non-means-tested Loan Scheme for Full-time Tertiary Students (NLSFT) and Non-means-tested Loan Scheme for Post-secondary Students (NLSPS) or the acknowledgement of Extended Non-means-tested Loan Scheme (ENLS) application issued to you.

Please print the acknowledgement of receipt/confirmation message as the proof of successful registration and submit it together with the loan documents and other documentary evidence to the Student Finance Office (SFO) for processing of your loan application.

**(B) Registration for Receiving Electronic Demand Notes of Student Loans for Graduates**

For graduates, 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. Please read the [Points to Note](#) for details.

**Please note that if you have other existing repaying loan accounts with SFO which are repaying on quarterly basis, monthly demand note repayment is not applicable to you until further notice.**

Please also refer to the [how to use My Bills guide](#) for viewing Demand Note and repaying loan account information in **My Bills** Service.

**(C) Existing Quarterly Demand Note Loan Repayer**

For Existing Quarterly Demand Note Loan Repayer, you could receive quarterly electronic demand notes by using **My Bills** Service at **SFO E-link**. 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. Please read the [Points to Note](#) for details.

Please also refer to the [how to use My Bills guide](#) for viewing Demand Note and repaying loan account information in **My Bills** Service.

**Register My Bills Service**

## Step 2: Redirection to MyGovHK

- (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.
- (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)

**SFO E-link**

### Registration for My Bills

Registration is easy. Please answer the simple question below and then follow the instructions to proceed with the online registration. The registration will take approximately 10 minutes. Registration notification results will be sent to your MyGovHK message box within 3 working days.

Question : Do you have a registered MyGovHK account? \*

- Yes. I have a registered MyGovHK account** – You will be directed to login MyGovHK. Login your MyGovHK with your account name and password. After logging in please provide your link-up code/loan account and personal information to complete the online registration.  
[\[Click here on how to find your link-up code/loan account information\]](#)
- No. I have not yet registered MyGovHK for an account** – You will be directed to create an account with MyGovHK. Click **Create Account** button to start creating your account. You may view the [demonstration](#) on how to open an account under MyGovHK. After creating account, you will then be directed to **SFO E-link My Bills** page. Please provide your link-up code/loan account and personal information to complete the online registration.  
[\[Click here on how to find your link-up code/loan account information\]](#)

Cancel Continue

**MYGOVHK 我的政府一站通**

A+ 鑿 | 簡

### Welcome to MyGovHK

Log into MyGovHK

Please enter your username.

**Log In**

- ▶ Can't log in?
- ▶ Cancel login

New to MyGovHK?

**Create Account**

- ▶ Activate account



Upgraded version launched!  
**View demo**

MyGovHK @ your service

W3C WAI-AA WCAG 2.0

HONG KONG



#### Step 4: Review of Information

- (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) 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.**” after reading the Terms of Use.
- (4) Click “**Confirm and Send**” to complete the application.

SFO E-link

**My Bills Registration**

FAQs →

Help Desk →

Student →

Finance Office

GovHK's Update Your Address Record Online

Step 2 Confirm and send application

MyGovHK Account XXXXXXXXXXXX

HKID XXXXXXX(X)

Registration Type **Link-up Code**

Code/Number XXXXXXXX

Receive SMS Notification **Yes**

Mobile Phone Number XXXXXXXX

**Terms of Use**

The following are the terms and conditions for the Use of SFO E-link ("the Terms"). The Government agrees to provide services of SFO E-link and you, as the user, agree to use the services of the SFO E-link in accordance with the Terms set out herein.

**SFO E-link**

2. SFO E-link is a website of an integrated online service delivery platform which its user may use any of the services provided therein ("service") in accordance with the Terms set out herein.

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.

Back **Confirm and Send**

## Step 5: Save and Print “Acknowledgment of Receipt”

You should print and bring along the acknowledgment of receipt/confirmation message as described in Step 6 below together with a complete set of loan documents, for submission to the Student Finance Office (SFO). You may also save it for future reference.

 SFO E-link

My Bills  
Registration

Step 3

**Acknowledgment of Receipt**

**Your registration application was sent out.**  
It normally takes 3 working days for the link-up process between your SFO loan account(s) and your MyGovHK account. A message will be sent to your MyGovHK message box when the link-up process is completed. If you do not receive our message after 3 working days, please contact us through [e-link\\_sfo@wfsfaa.gov.hk](mailto:e-link_sfo@wfsfaa.gov.hk).

Registration Details

Registration Date / Time (DD/MM/YYYY HH:MI:SS)	<b>27/04/2015 18:23:08</b>
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Profile Information

MyGovHK Account	XXXXXXXXXX
HKID	XXXXXXXX(X)
Receive SMS Notification	<b>Yes</b>
Mobile Phone Number	XXXXXXXX

Account Information

Registration Type	<b>Link-up Code</b>
Code/Number	XXXXXXXX

I agree 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.

You are recommended to Save or Print a copy of this page for reference.

SavePrint

Before successful Linkup, you can use other SFO e-Services without login.

Back to Other Services

## Step 6: Receive and Print “Confirmation Message”

The registration will be completed within 3 working days. A message will be sent to your MyGovHK message box when it is completed. You should print and bring along the confirmation message together with a complete set of loan documents, for submission to the SFO.

Select My... **MYGOVHK 我的政府一站通**

Home > My Messages

**Inbox**

Inbox messages will be automatically and permanently removed in 2 years.

Refresh

My Reminders

My General Messages **02**

**SFO E-link - My Bills (UAT) Linked Up**  
15:48

Enjoy the Many Personalised Features at MyGovHK Now!  
21/04

1-2 of 2

**MYGOVHK 我的政府一站通**

**Inbox: My General Messages**

**Subject:** SFO E-link - My Bills (UAT) Linked Up

[Show Details](#)

Hi, xxxx

You have successfully linked up SFO E-link - My Bills (UAT) account with your MyGovHK account. The service has been added to My Frequently Used Services under My Online Services.

From now on, you can access the service via MyGovHK.

If you wish to delink the service from your MyGovHK account, you can go to My Frequently Used Services, click "Edit" and then "Delink" beside the service.

If you have individual username and password for the service account, please also keep them safely. When MyGovHK is inaccessible, you can still use the individual username and password for the service account to access the service through GovHK or the departmental website.

MyGovHK Management Team

### **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**

With a view to facilitating better financial management of loan borrowers, the SFO has started to implement the monthly repayment arrangement by phases. First phase of implementation covers loan borrowers who have obtained loan(s) under the financial assistance/loan scheme(s) administered by the SFO from 2012/13 onwards and without any loan accounts repaying with the quarterly repayment arrangement under the SFO. Under the monthly repayment arrangement, the SFO would issue monthly demand notes and notifications to loan borrowers through MyGovHK and SFO E-link in electronic form. Paper demand note will not be provided. Loan borrowers are required to register with MyGovHK and SFO E-link My Bills service when they apply for loan(s). The registration with SFO E-link My Bills service is irrevocable and loan borrowers are unable to request for postal demand notes after the registration.

### **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](mailto:e-link_sfo@wfsfaa.gov.hk).