



Frequently Asked Questions

Migration of User Account under Former System

Q1. How to migrate my former e-services accounts to the e-Services Portal?

Answer: Migration of registered users of different e-services of former system to the e-Services Portal will be automatic. You can continue using your registered accounts of former system for accessing the e-Services Portal but you will need to change your password and follow some steps at the first logon to convert your accounts for the new system.

Q2. I have e-Registry account, e-Search account and Special Account for access to Protected Information. Can I migrate the three e-services accounts in one go? Can I migrate them separately?

Answer: Yes. You can migrate your former accounts of different services and merge them into a single unified account for accessing the services in the new e-Services Portal in one go or keep separate accounts for e-Search Services and one account for e-Filing Services together with Access to WI/PI Services.

Please see the step-by-step demonstrations on migration of existing registered accounts to the new e-Services Portal provided under the “Electronic Services>Implementation of Revamped Integrated Companies Registry Information System (ICRIS)” section of the CR’s website (www.cr.gov.hk).

Q3. I have an Individual e-Registry account and Company e-Search account. Can I merge them into a single unified account?

Answer: No. Accounts with different user types cannot be merged into a single unified account.

Q4. I have two principal e-Search accounts. Can I migrate and merge them into a single unified account?

Answer: No. Accounts with same type of service cannot be merged into a single unified account.

December 2023