

1 What is e-Form?

"*Electronic Submission of Forms*" (e-Form) project is a Government initiative to facilitate the public to make electronic submissions to Government and provide more public services online. It enables you to fill-in and submit forms to Government electronically anytime and anywhere for obtaining Government services.



1.1 Benefits of using e-Form

The benefits of using e-Form are:

- **Efficient:** you can fill-in and submit a Government form electronically on an anytime and anywhere basis;
- **Secure:** you can encrypt the form to protect the confidentiality of the information submitted;
- **Authentication:** you can use a digital certificate to sign the form;
- **User-friendly:** there are step-by-step guidelines to help you completing the form.

1.2 Systems requirements

The requirements for the latest version of e-Form program are listed at http://www.digital21.gov.hk/eform/english/using_e_form_04.html.

2 Licensing Information

This e-Form program is exclusively owned by the Government of the HKSAR. The Government of the HKSAR reserves all copyrights and any other intellectual property rights of the program.

The following software libraries are used in the e-Form program:

1. XML4J version 3.1 by Apache Software Foundation
For details, please refer to <http://www.apache.org>.
2. Bouncy Castle Crypto APIs by The Legion Of The Bouncy Castle
For details, please refer to <http://www.bouncycastle.org/license.html>.
3. JAVA by Sun Microsystems, Inc.
For details, please refer to <http://www.java.com/en/download/license.jsp>.

The Government of the Hong Kong Special Administrative Region.

3 Install an e-Form Template

1. **Install e-Form program** (eForm_22.exe). Download the file 'eForm_22.exe' from the website at <http://www.digital21.gov.hk/eform/english/download.html> and double click it to install the e-Form program.
2. **Install e-Form templates** (with file extension ".eft"). **e-Form templates** are files that represent blank forms and can be installed and run in the e-Form program. You can browse and download the list of available e-Forms at the Government Forms Website at <http://www.info.gov.hk/forms>.
 - When you have downloaded an e-Form, you can install the e-Form by one of the following methods,
 - ✧ Double click the downloaded ".eft" file in the Windows Explorer;
 - ✧ Highlight the downloaded ".eft" file in the Windows Explorer, and then press the "Enter" key.
 - When the form has been installed successfully, a message as shown in Figure 3.1 will be displayed to allow you to launch the e-Form application program, i.e. to start filling data into the installed form.

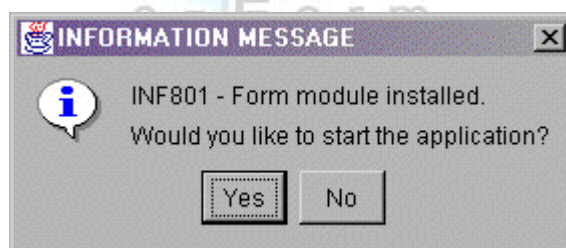


Figure 3.1: Message notification after e-Form template installation

4 Complete an e-Form Document

Once the e-Form program is installed, you can prepare an e-Form document with the following common procedures.

- [Create a blank e-Form document](#) or [Open an existing e-Form document](#)
- [Edit an e-Form document](#) (the form can be re-opened for editing after saving)
- [Attach supporting documents](#) (if required)
- [Digitally sign an e-Form document](#) (if Digitally sign an e-Form document required)
- [Save an e-Form document](#)
- [Encrypt an e-Form document](#)
- [Submit an e-Form document](#)

A graphical depiction of the steps to complete e-Form document is shown in Figure 4.1.

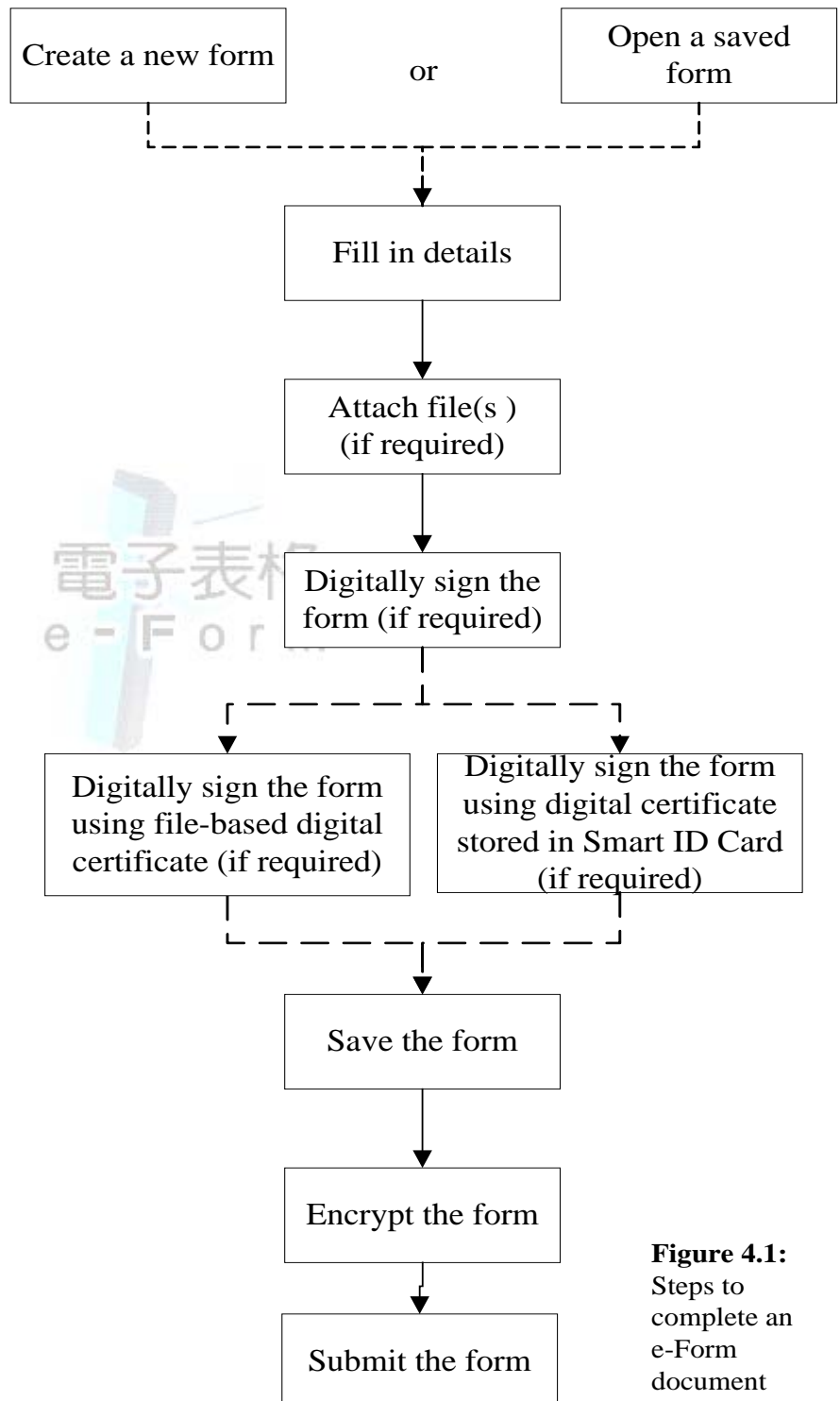


Figure 4.1:
Steps to complete an e-Form document

4.1 Create a blank e-Form document

1. To create a new form, choose **File > New** from the menu bar or click the "□" button on the tool bar.
2. Figure 4.2 shows a window with two sections, "Please select department" and "Then select form". The "Please select department" section is for selecting the department while the "Then select form" section contains all the installed forms of the selected department. When a form is selected, click the "New Form" button to create a new e-Form document. Please refer to Section 3 [Install an e-Form Template](#) for details on obtaining and installing additional forms.

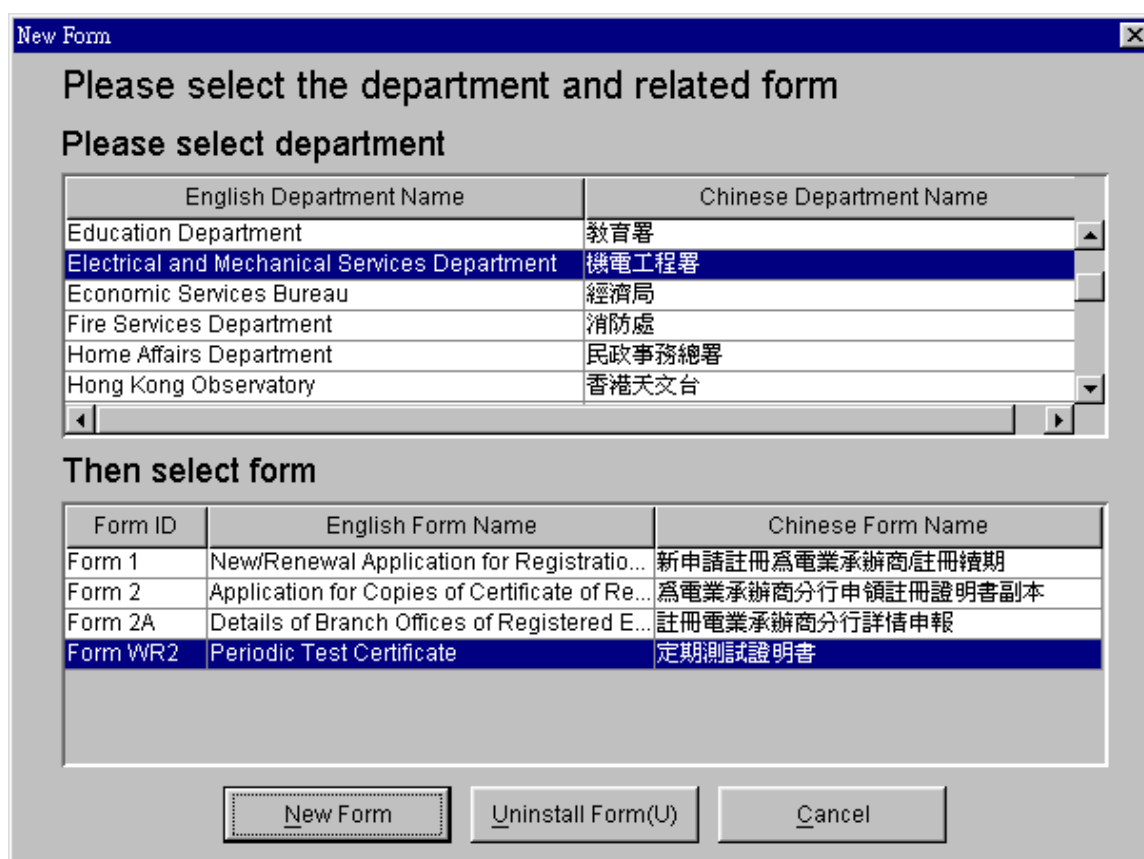


Figure 4.2: Display a list of available blank e-Form

3. If the e-Form program detects that your computer does not have the fonts required by the selected form, a font selection dialog box as shown in Figure 4.3 will be displayed for you to select a replacing font. For example, most of the Chinese and bilingual forms require your computer to have "Ming(for ISO10646)J" font in order to display the Hong Kong Supplementary Character Set (HKSCS) characters on the forms correctly.

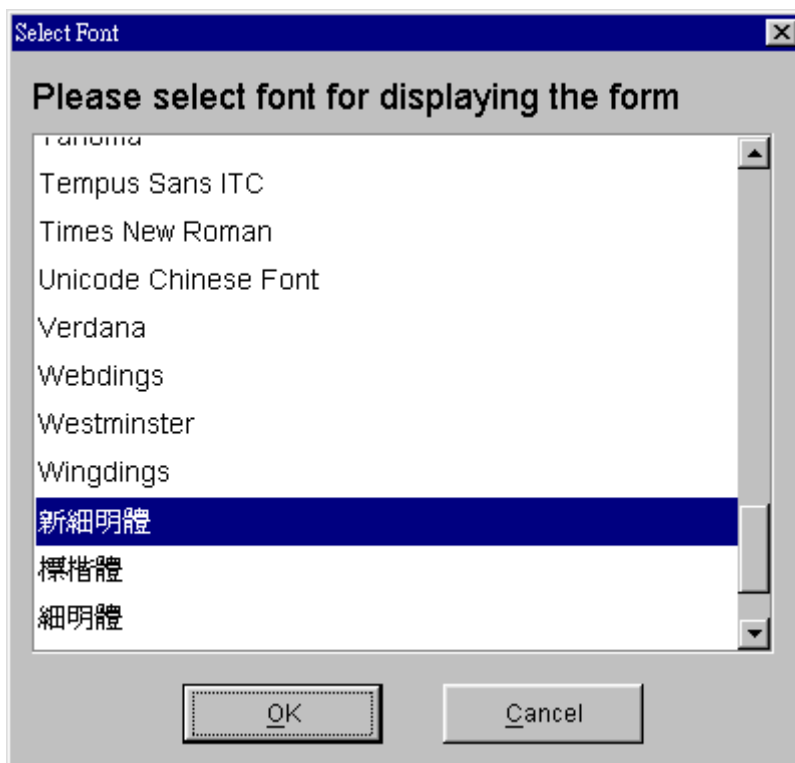


Figure 4.3: Font selection dialog window

4. If the form requires more than one person to sign (e.g. applicant, parent or guardian of the applicant or other countersigning party), a signing role selection dialog box as shown in Figure 4.4 will be displayed. Please select the appropriate role and click the "OK" button before completing the form.

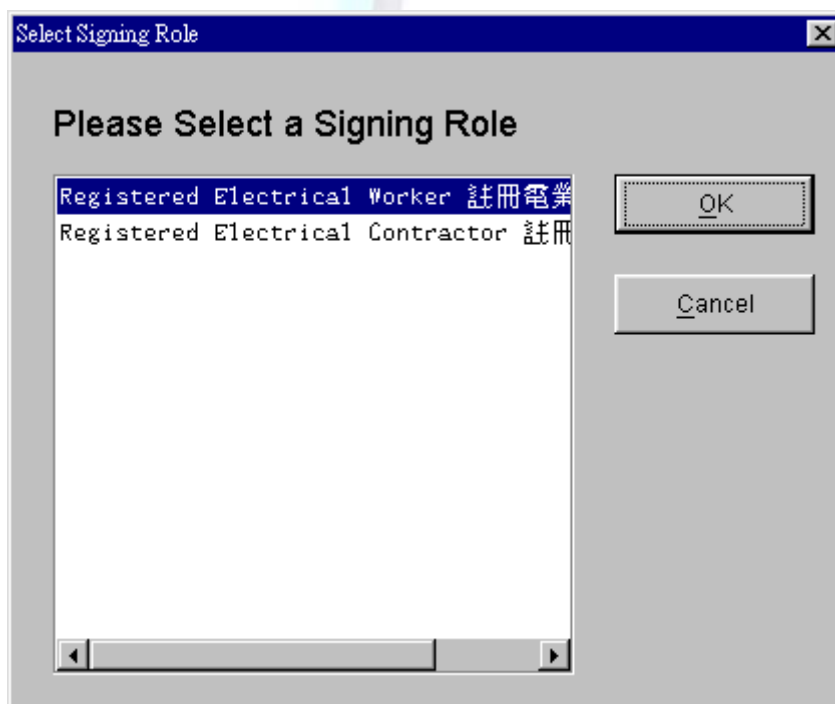


Figure 4.4: Signing role selection dialog box

5. Before creating an e-Form document, the "Important Notes" dialog box will be

displayed. You must read all the content and click the "I Read" button to acknowledge the notes.

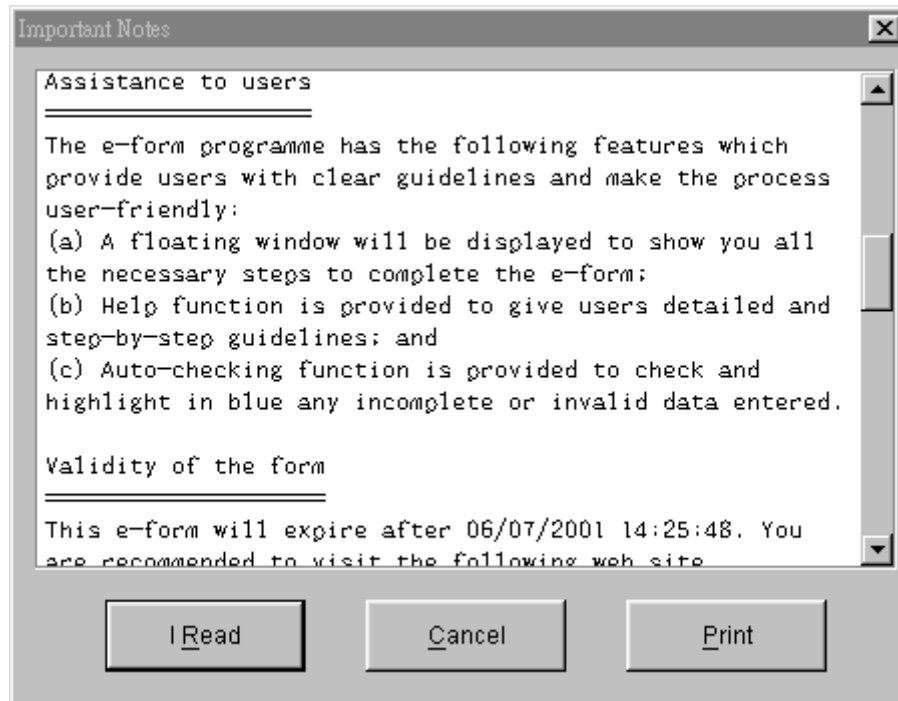


Figure 4.5: Display the important notes of e-Form



4.2 Open an existing e-Form document

1. To open a completed/partially filled form, choose **File > Open** from the menu bar or click the "📁" button on the tool bar. Figure 4.6 shows the "Open" dialog box. Select the desired form file and click the "Open" button to open the form.

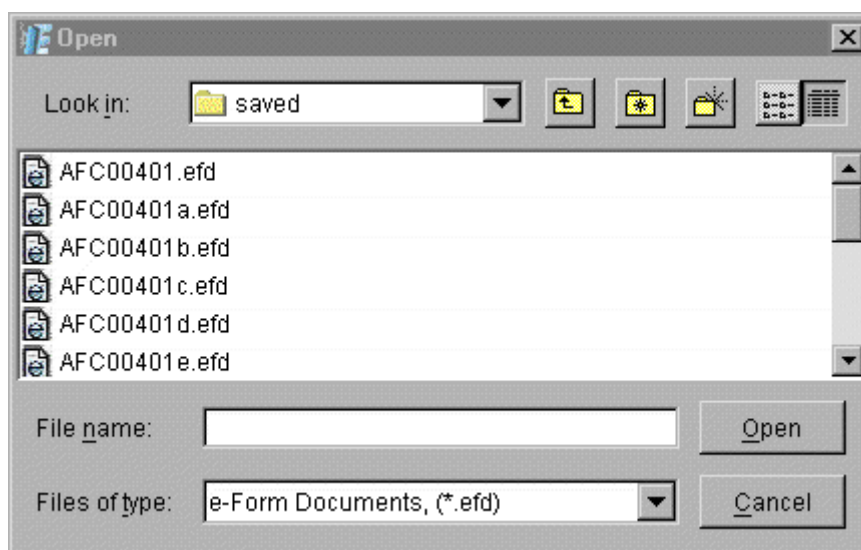


Figure 4.6: Display a list of existing e-Form documents

2. If your computer does not have the fonts required by the selected form, a font selection dialog box (Figure 4.7) will prompt you to select a replacement font. For example, most of the Chinese and bilingual forms require your computer to have "Ming(for ISO10646)J" font in order to display the HKSCS characters on the forms correctly.

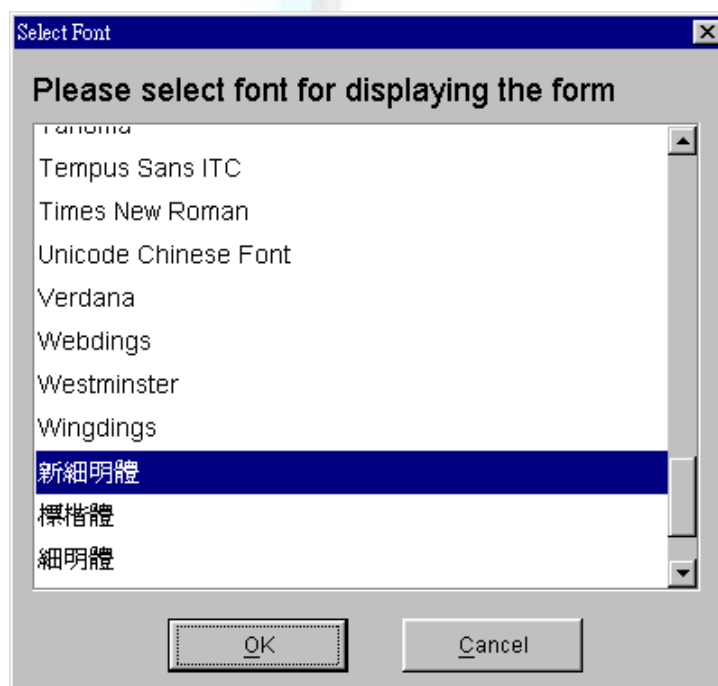


Figure 4.7: Font selection dialog box

3. If the form requires more than one person to sign (e.g., applicant, parent or guardian of

the applicant or other counter-signing party), a signing role selection dialog box as shown in Figure 4.8 will be displayed. Please select the appropriate role and click the "OK" button before completing the form.

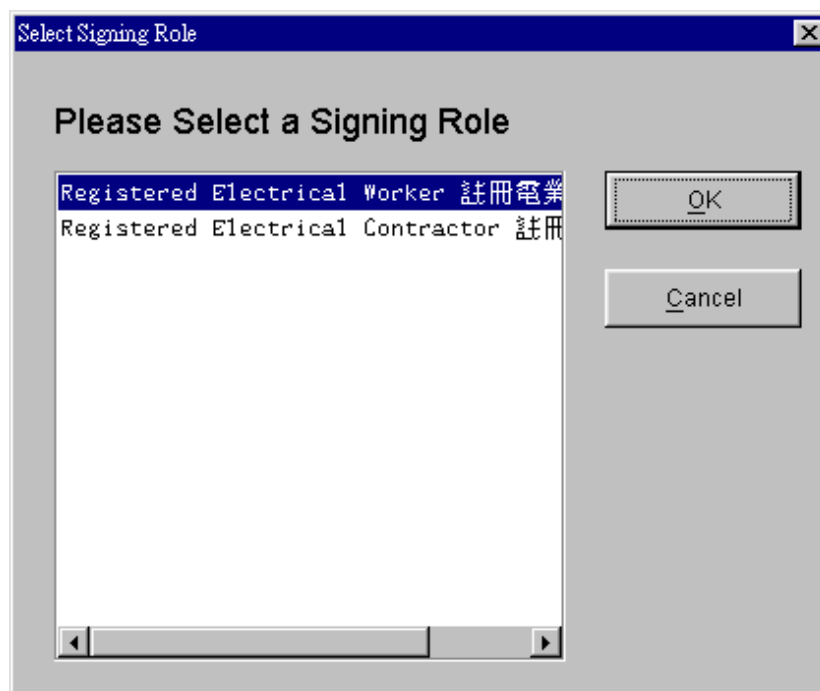


Figure 4.8: Signing role selection dialog box

4. If the form has not been saved with the selected signing role, the "Important Notes" dialog box (Figure 4.9) will be displayed. You must read all the content and click the "I Read" button to acknowledge the notes.

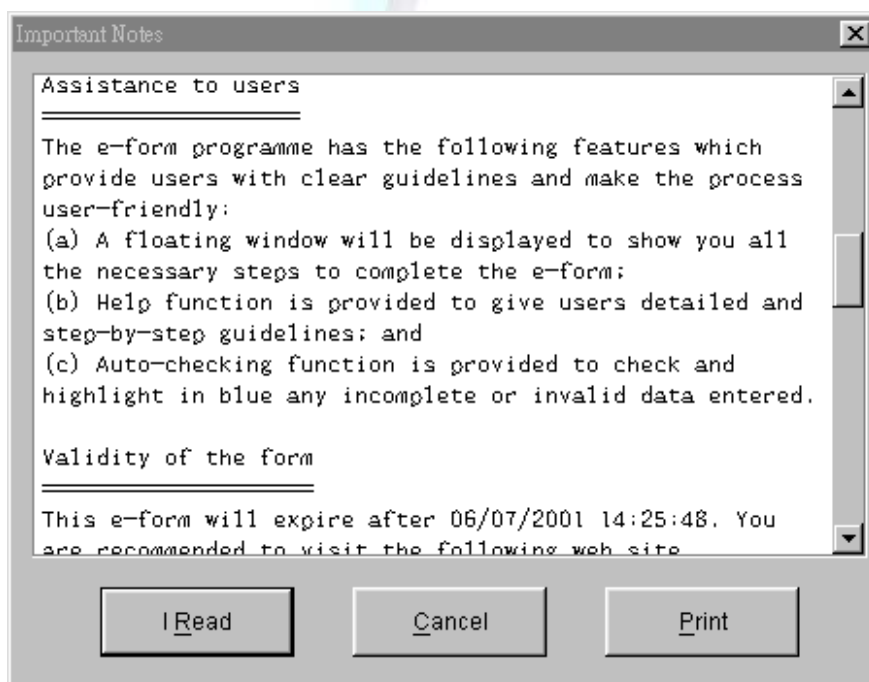


Figure 4.9: Display the important notes of e-Form

4.3 Edit an e-Form document

Start filling in an e-Form document by navigating the cursor to the input fields on the layout. The layout of an e-Form is designed to be similar to the corresponding paper document. You can simply type the data into the input fields. Items marked with asterisks (*) beside the labels are mandatory. The e-Form program has a built-in auto-checking function that will display an error message for any incomplete or invalid data entered into the e-Form. In addition, the file(s) with invalid data will be highlighted in gray. An error message dialog box as shown in Figure 4.10 for any incomplete or invalid data entered into the e-Form.

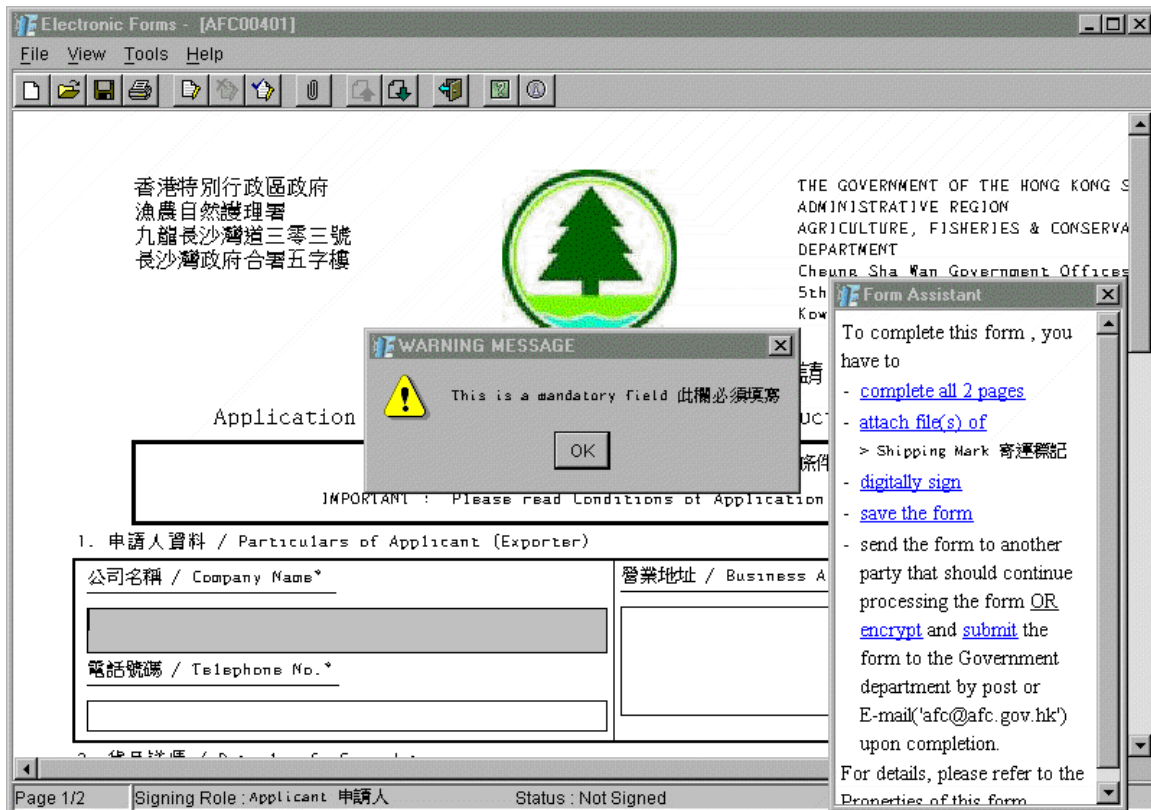


Figure 4.10: Error message notification after field validation

Hints on the checking or required input format(s) for a specific field will be displayed by simply navigating the mouse pointer over the required field.

姓名 Name: *	<input type="text"/>	職銜 Title: *
電話號碼 Tel No.: *	Name of contact person (mandatory) [30 character(s)] 聯絡人姓名 (必須填寫) [30個字元]	
地址 Address: *	<input type="text"/>	

Figure 4.11: Display the helpful hints of a data field

4.4 Attach supporting documents

Subject to individual e-Form requirements, file(s) can be attached to the e-Form document by choosing *Tools > Attachment* from the menu bar or by clicking the “📎” button on the tool bar. An “Attachment Envelope” dialog box as shown in Figure 4.12 will be displayed to indicate the required attachment type for this e-Form document.

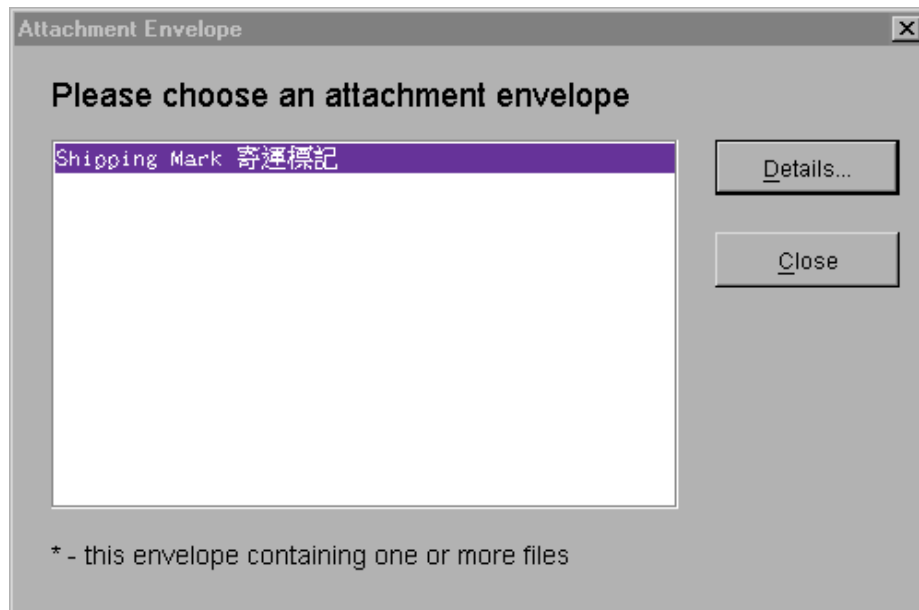


Figure 4.12: Display the attachment envelope

To view/edit an attachment envelope, you can select the desired envelope and click the “Details” button. The contents in the envelope as shown in Figure 4.13 will be displayed in a separate dialog box. You can also perform any of the following actions:

- Click “Add” button will bring up a file dialog box for selecting file(s) as attachment(s);
- Click “Remove” button will remove the selected attachment file(s); and
- Click “Detach” button to extract a file from the attachment envelope to a selected destination directory. Please note that the file will remain untouched in the envelope after the extraction.

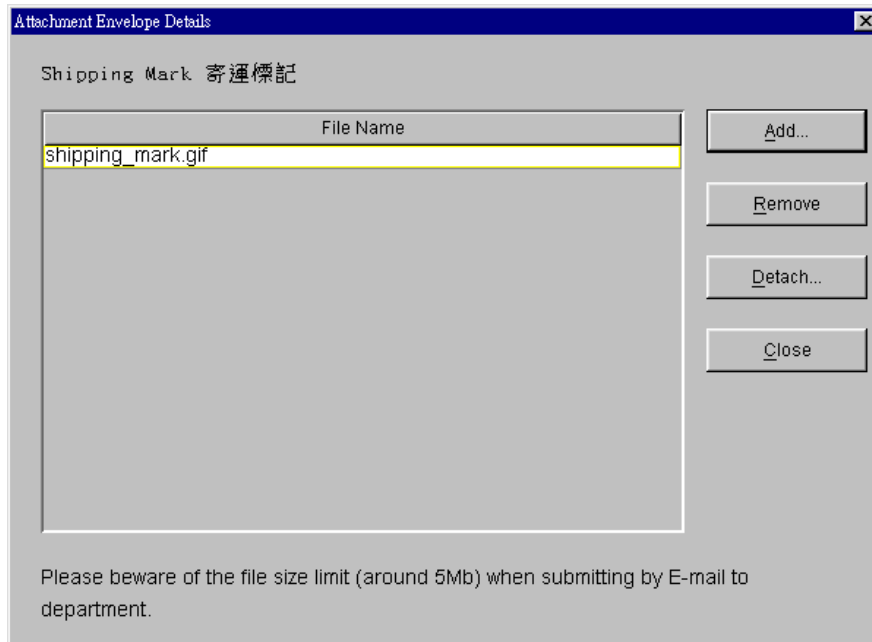


Figure 4.13: Display the attachment envelope details

Note: An “Attachment Envelope” with attachment file(s) as shown in Figure 4.14 will be displayed with an asterisk.

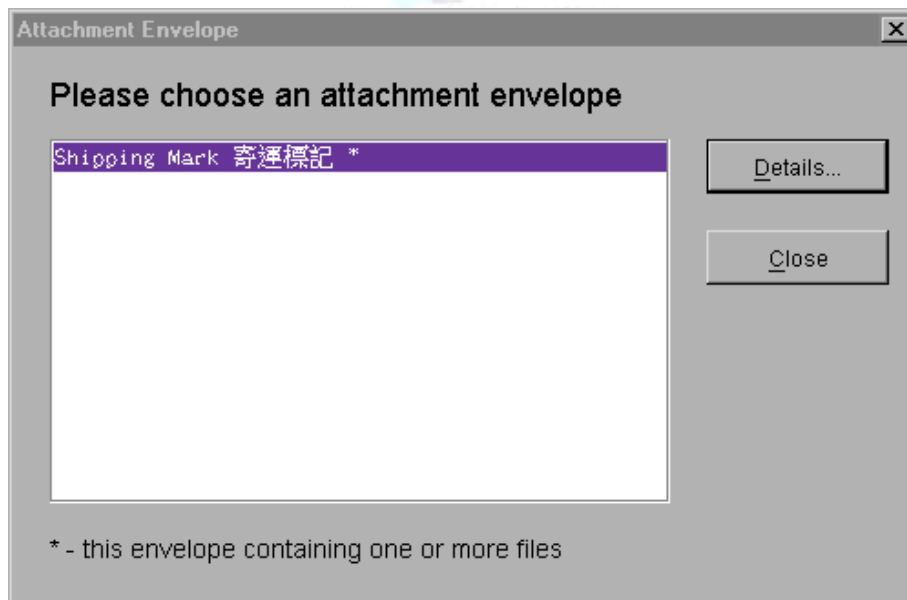


Figure 4.14: Display the attachment envelope details with attachment file(s)

4.5 Digitally sign an e-Form document

Some forms may require digital signing on the completed e-Form document with a valid digital certificate prior to submission.

A valid digital certificate:

1. Should be issued by a recognised Certification Authority (CA);
2. Should not be on the Certificate Revocation List (CRL) issued by the CA; and
3. Should not be expired.

Currently, there are several recognised CAs that issues digital certificates to the public. For details in applying a digital certificate, please visit websites of respective certification authorities listed at https://secure1.info.gov.hk/ogcionew/en/regulation/eto/ca/disclosure_records.htm.

Note that there may be limitations on using digital certificates issued by particular certification authorities for signing some e-Forms. For further information, please refer to the “Important Note” of the e-Forms concerned (please refer to Section 4.1 [Create a blank e-Form document](#) for further information).

Note: Please refer to Section 1.2 [Systems requirements](#) for details of digital certificates and smart card reader (if any).

4.5.1 Sign a document (digital signature)


1. Before you start the signing process, please make sure that you have filled in the form and attached the required file attachments. Choose **Tools > Digital Signing > Sign** from the menu bar or click the “” button on the tool bar to apply a digital signature to the form. The following dialog box as shown in Figure 4.15 will be displayed.



Figure 4.15: Display available format of digital certificate for signing

4.5.1.1 Sign with file-based digital certificate

2. If you want to use file-based digital certificate for digital signing of an e-Form, you should select “*File-based digital certificate*” option in the “*Please select format of digital certificate for signing*” dialog box as shown in Figure 4.15 and click the “*Next*” button.
3. The following dialog box (Figure 4.16) will be shown. Specify the file location of your certificate (in either “.p12” or “.pfx” format).

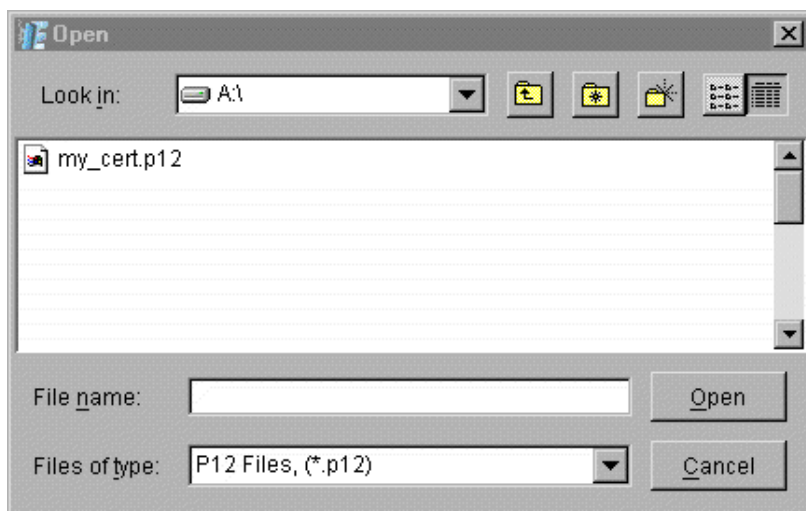


Figure 4.16: Display a list of available digital certificates

4. Enter password of the certificate file. Go to step 9.

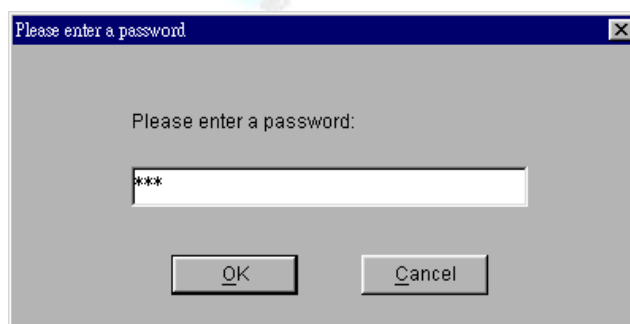


Figure 4.17: Display the password dialog box

4.5.1.2 Sign with digital certificate stored in Smart ID Card

5. If you want to use digital certificate stored in Smart ID Card for digital signing of an e-Form, please select “*Digital certificate stored in a smart card (e.g. Smart ID Card)*” option in the following dialog box as shown in Figure 4.18 and click the “*Next*” button.



Figure 4.18: Display available format of digital certificate

6. Insert your Smart ID card in your smart card reader and select the smart card reader from the available smart card reader list. Then click “*Next*” button.

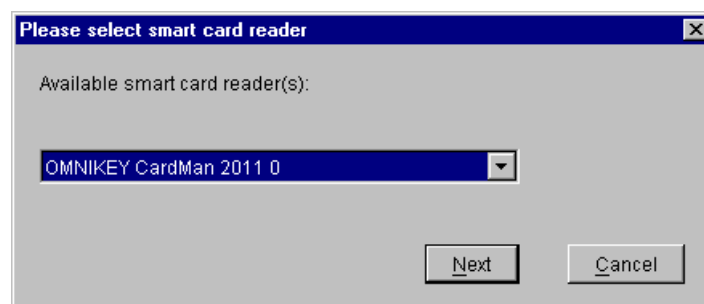


Figure 4.19: Display a list of available smart card reader(s)

7. Enter the password of the Smart Card and click “*OK*”.

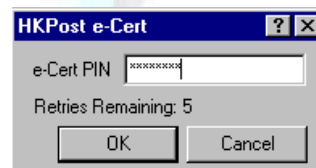


Figure 4.20: Display the password dialog box

8. You can then select the digital certificate and click the “*Sign*” button.



Figure 4.21: Display a list of available digital certificate(s) in the Smart ID card

9. When the digital certificate validation process has completed, a dialog box as shown in

Figure 4.22 containing details of the certificate and the signing date will be displayed. Click “*Yes to digitally sign* the form. The certificate holder name and the signing date will be printed in the signature field of the form depending on the form layout.




Figure 4.22: Message notification about signing an e-Form

4.5.2 Void Digital Signature

A form cannot be modified once it has been signed. If you need to modify a signed form, you should void the signature and sign the form again after the amendment. To void a digital signature:

1. Choose **Tools > Digital Signing > Void** from the menu bar or click “

4.5.3 Verify Digital Signature

Digital signature is automatically verified against the entered data in e-Form application program. The signature status will be shown at the bottom right corner of the application window. Alternatively, you can choose **Tools > Digital Signing > Verify** from the menu bar or click the “

The first column shows the defined signing role(s) and the second column shows the signing status of the corresponding signing role.

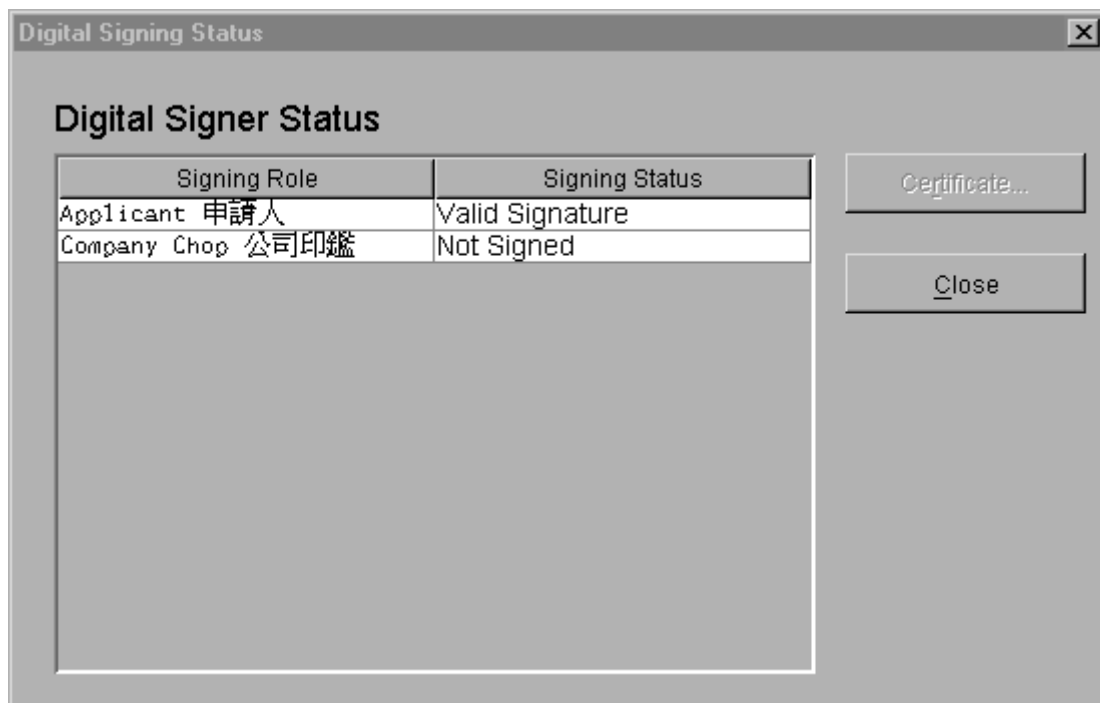


Figure 4.23: Display the status of available signing roles

If a digital signature has been applied for a role, the “*Certificate*” button will be enabled. Click the button to bring up the “*Certificate viewer*” dialog box and the details of the signer certificate as shown in Figure 4.24, e.g., issuer, version, serial number, etc. You may click the “*Export*” button to save the certificate in “.cer” format to verify the certificate using other tools, or click the “*Print*” button to print a hardcopy of the certificate information for retention.

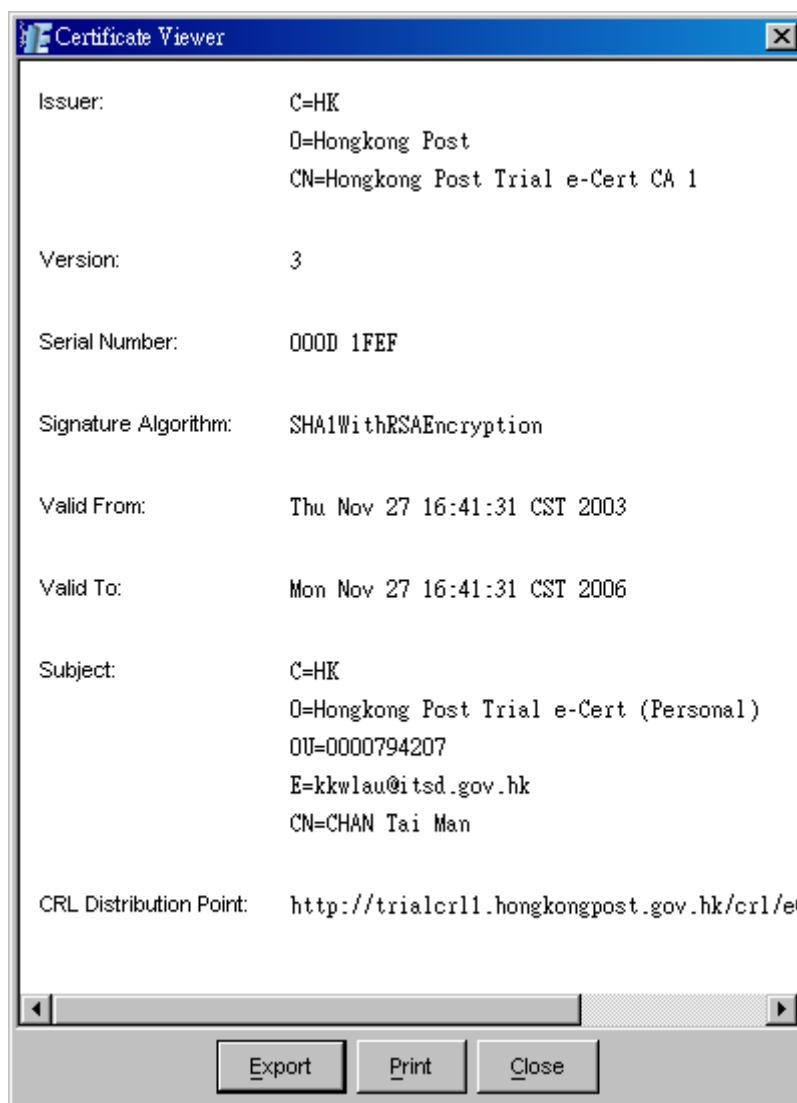


Figure 4.24: Display the details of a signer certificate

4.5.4 Forms that require completion/signing by two or more persons

Some forms may require data entry and signature from two or more persons, for instance, an applicant and his/her parent/guardian. A set of signing roles is defined for each e-Form as shown in Figure 4.25.

For this type of forms, you will be asked to select a particular signing role when you create/open a form. (Please refer to Section 4.1 [Create a blank e-Form document](#) and Section 4.2 [Open an existing e-Form document](#) for details). After you have selected a signing role, you will only be allowed to fill in fields, attach files and digitally sign items associated with your role. The current signing role is displayed on the status bar at the bottom of the e-Form application window.

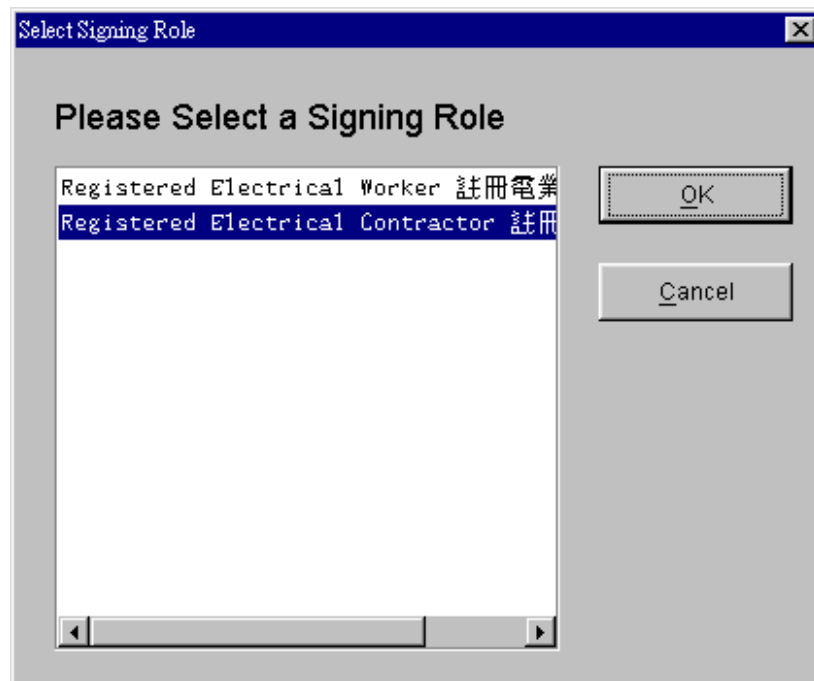


Figure 4.25: Signing role selection dialog window

To change a role while the form is opened, choose **Tools > Select Signing Role** on the menu bar to bring up the role selection dialog. A list of signing roles will be displayed on the left panel of the dialog box. By selecting a role and clicking the “OK” button, the role to complete the current form will be changed. Figure 4.26 indicates that the changed role is shown in the status bar at the bottom of the e-Form application window.

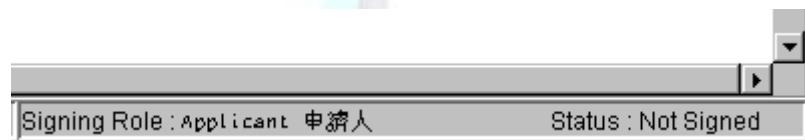



Figure 4.26: Display the signing role and its status

4.6 Save an e-Form document

You may save an e-Form document to a file at any time. The saved form can be opened for viewing and editing later. Please refer to Section 4.2 [Open an existing e-Form document](#) for details. You should save the form upon completion and send it to the corresponding Government bureaux/departments. It is highly recommended to submit an encrypted form to the Government bureaux/departments. (Details are covered in Section 4.7 [Encrypt an e-Form document](#) and 4.8 [Submit an e-Form document](#))

To save a form, choose **File > Save** from the menu bar or click the “” button on the tool bar to display a file selection dialog box as shown in Figure 4.27. The form will be saved in the default folder unless you specify another path. The default “saved” folder is “**\$eForm\saved**”, where **\$eForm** stands for the e-Form program installation directory. Click the “*Save*” button to save the form with an extension “.efd”.

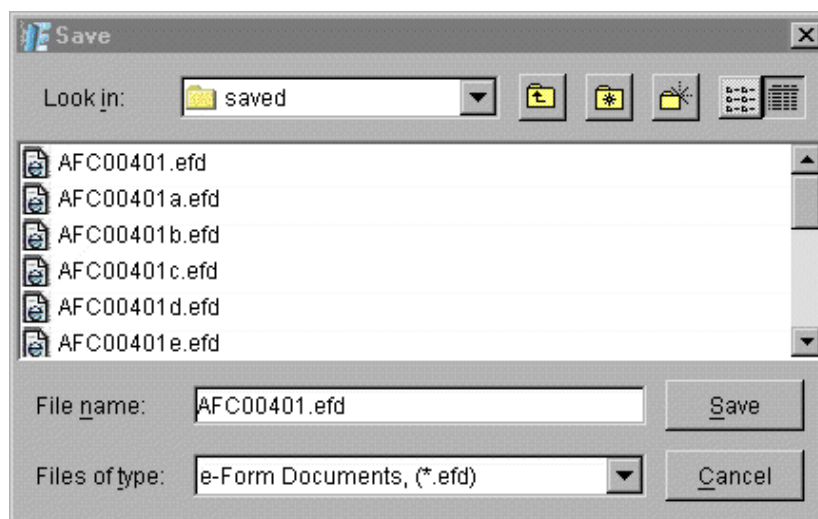


Figure 4.27: Display a dialog box to save the e-Form

4.7 Encrypt an e-Form document

For security purpose, you are highly recommended to encrypt your e-Form document before submitting to the Government. To save the form with encryption, choose **File > Encrypt**. If the form has never been saved before, you will be requested to save the file first. You may click the “OK” button to save and encrypt the file, or click the “Cancel” button if you do not want to save the file now. When the form is encrypted, an information message dialog box as shown in Figure 4.28 with the details of the encrypted file will be displayed. The locations of the original and the encrypted file will be shown. The encrypted file will be saved in the “**\$eForm\encrypted**” folder, where **\$eForm** stands for the e-Form program installation directory. You may submit the encrypted file via electronic mail to the email address stated in the message dialog box or submit a diskette/CD-ROM containing the encrypted file to the receiving Government bureaux/departments by post or in person.

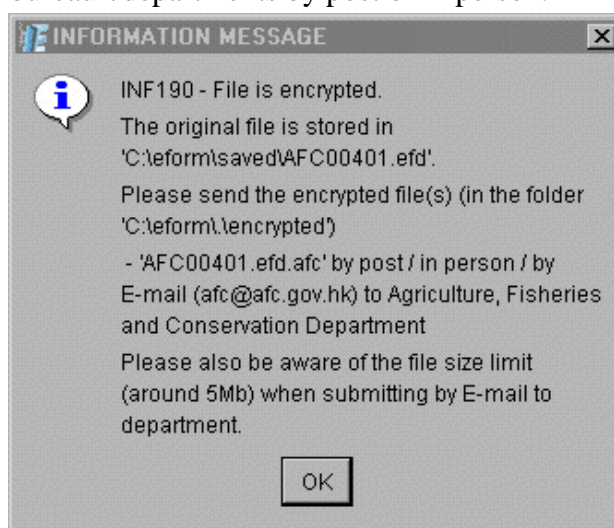


Figure 4.28: Message notification after the encryption and saving of e-Form

A copy of the non-encrypted file with extension “.efd” will also be maintained. However, the file “.efd.<department code>” is encrypted and can only be viewed by the corresponding Government bureaux/departments.

4.8 Submit an e-Form document

Please make sure that you have completed the e-Form document fully before submitting it to the Bureau or Department. If required, please attach all supporting documents and/or sign the form accordingly. (Please refer to Section 4.4 [Attach supporting documents](#) and Section 4.5 [Digitally sign an e-Form document](#) for details.)

The completed form and all attachments may be submitted to the Bureau or Department by emailing to the email address stated in each e-Form.

Alternatively, the form may be saved onto electronic media such as floppy disk or CD-ROM and submitted by post or in person to the address stated in each e-Form.

The maximum file size of the e-Form, including all the attachments, is about 5MB if submitted by e-Mail. Further details can be found in each e-Form.

The Bureaux and Departments reserve the right to reject or ask for re-submission of e-Forms.






5 Other Useful Features

To assist you in completing an e-Form document, the following features are also provided in the e-Form program:

- [Form assistant function](#)
- [Page navigation](#)
- [Print function](#)
- [Uninstall an e-Form](#)
- [Using short-cut keys](#)

5.1 Form assistant function

“Form Assistant” is a floating window which appears on top of your opened e-Form document, showing step-by-step guideline for you to complete an e-Form document. Such information includes number of e-Form document no. of pages, requirements on supporting document to be attached and digital signature.

To close the Form Assistant window, please click “” button. To bring up the Form Assistant window again, select the “*Form Assistant*” function under the “*Help*” pull-down menu or click “” button or “” button on the toolbar.

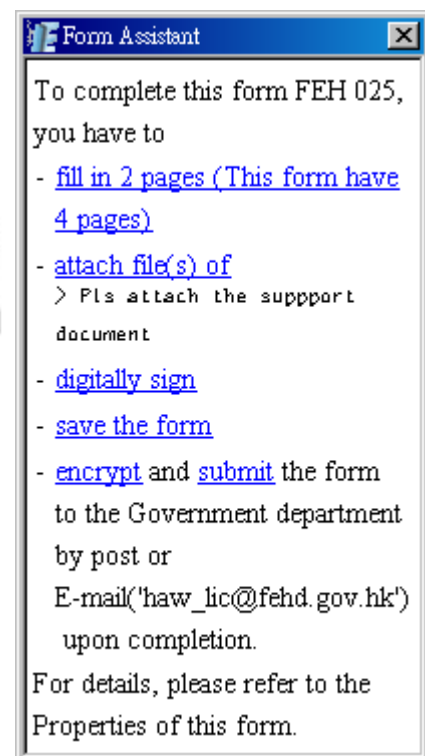




Figure 5.1: Display all details listed in Form Assistant window

5.2 Page navigation

Some e-Form documents may contain multiple pages. You can navigate between pages by choosing one of the following menu options under the “View” menu bar or by using “” or “” buttons on the tool bar:

- Previous Page - Navigate to Previous Page of the e-Form Document
- Next Page - Navigate to Next Page of the e-Form Document
- First Page - Navigate to the First Page of the e-Form Document
- Last Page - Navigate to the Last Page of the e-Form Document
- Goto page - Display a “Page Navigation” dialog box (Figure 5.2) showing a list of available pages of the e-Form documents. To navigate to a specific page, select your desired page and click the “Goto” button.

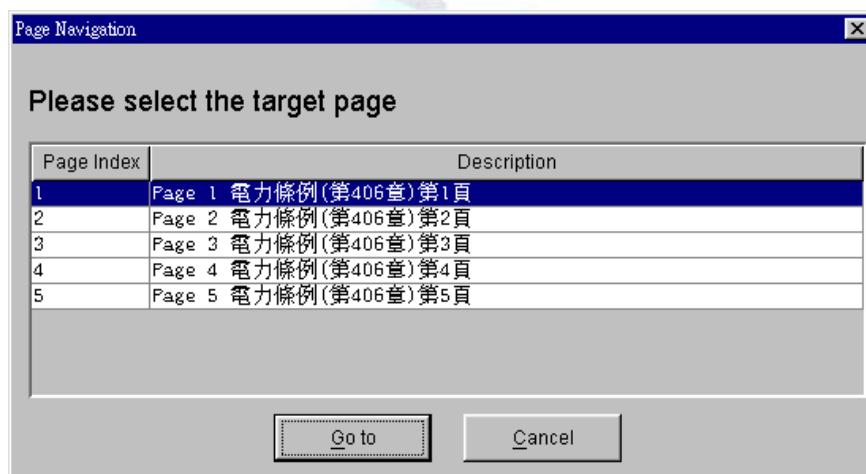



Figure 5.2: Display a list of available pages of the e-Form document

5.3 Print function

A hardcopy of the e-Form document can be printed for retention by choosing **File > Print** from the pull-down menu or by clicking the “” button on the tool bar.

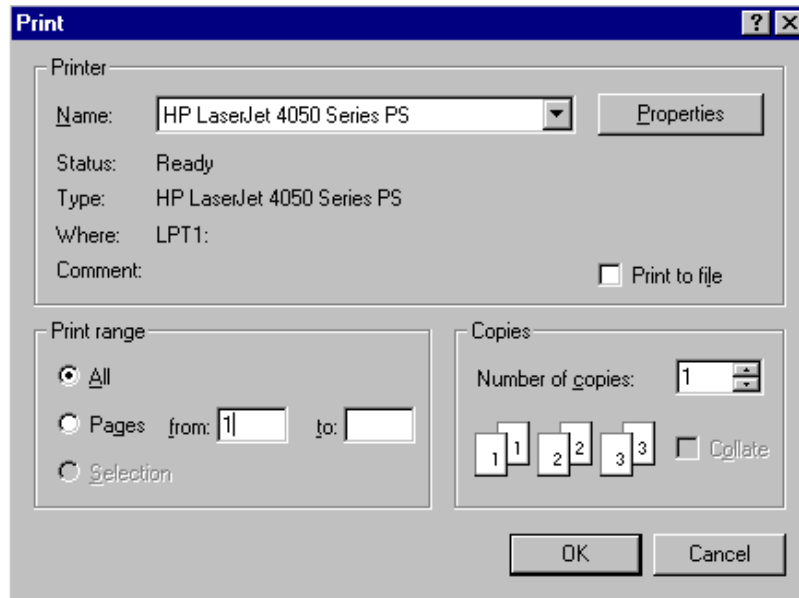



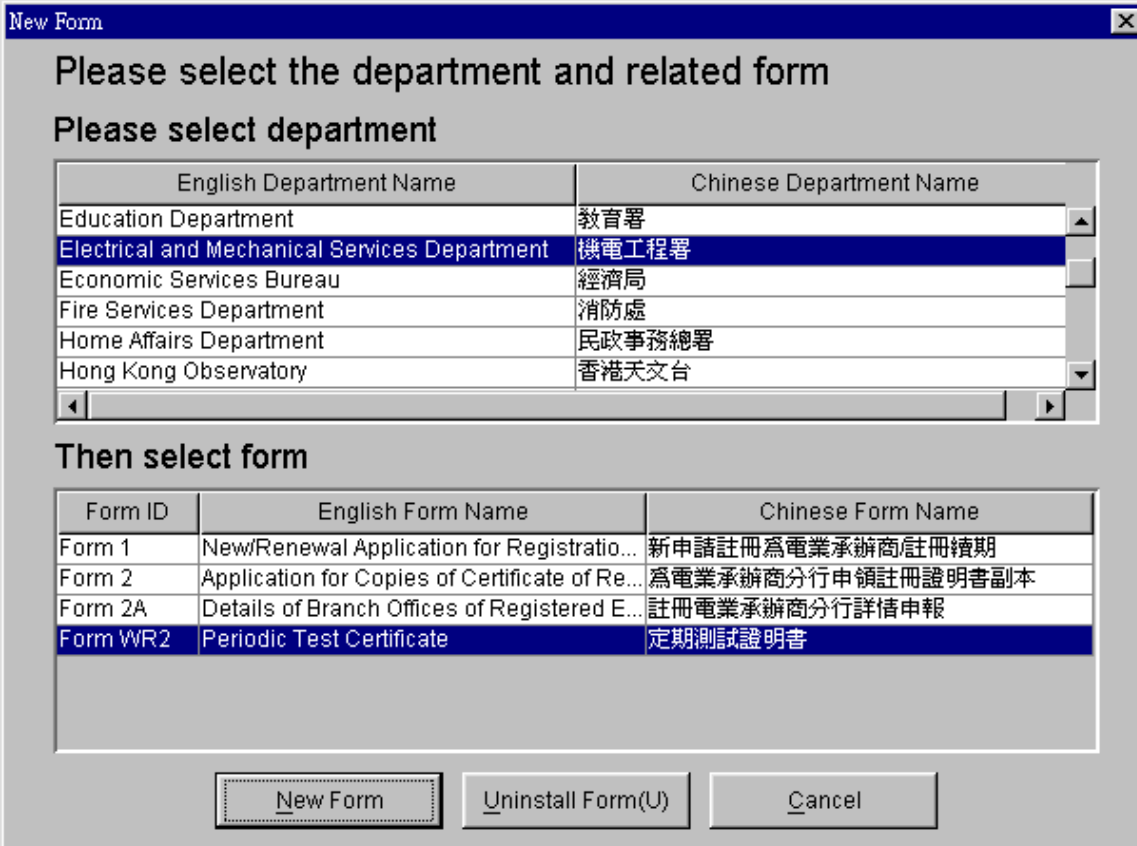
Figure 5.3: Display the printing options

5.4 Uninstall an e-Form

e-Forms will be reviewed and uploaded at regular intervals to ensure that valid and updated forms are available for use. You can always download the latest version of an e-Form at <http://www.info.gov.hk/forms>.

Once you have installed a newer version of an e-Form, its older version in the e-Form program repository would automatically be replaced.

You may also remove an e-Form from the e-Form program repository by choosing **File > New** from the pull down menu or by clicking the  button on the tool bar. When the “New Form” dialog as shown in Figure 5.4 is displayed, highlight the corresponding e-Form and click the “Uninstall Form” button to complete the uninstall process.



Please select the department and related form

Please select department

English Department Name	Chinese Department Name
Education Department	教育署
Electrical and Mechanical Services Department	機電工程署
Economic Services Bureau	經濟局
Fire Services Department	消防處
Home Affairs Department	民政事務總署
Hong Kong Observatory	香港天文台

Then select form

Form ID	English Form Name	Chinese Form Name
Form 1	New/Renewal Application for Registratio...	新申請註冊為電業承辦商/註冊續期
Form 2	Application for Copies of Certificate of Re...	為電業承辦商分行申領註冊證明書副本
Form 2A	Details of Branch Offices of Registered E...	註冊電業承辦商分行詳情申報
Form WR2	Periodic Test Certificate	定期測試證明書

Buttons: **New Form**, **Uninstall Form(U)**, **Cancel**

Figure 5.4: Display a list of available e-Form to be uninstalled

5.5 Using short-cut keys

Convention:

'**Alt+F**' indicates that key '**Alt**' and key '**F**' should be pressed simultaneously.

'**Alt+F-N**' indicates that key '**Alt**' and key '**F**' should be pressed simultaneously and then released. Afterwards, press key '**N**'.

5.5.1 Major functions

Functions	Short-cut Keys
Create a new e-Form Document	Alt+F-N / Ctrl+N
Open an existing e-Form Document	Alt+F-O / Ctrl+O
Close the active e-Form Document	Alt+F-C
Save the active e-Form Document	Alt+F-S / Ctrl+S
Save the active e-Form Document using another filename	Alt+F-A
Encrypt the active e-Form Document	Alt+F-Y
Print the active e-Form Document	Alt+F-P / Ctrl+P
Read Properties of the active e-Form Document	Alt+F-I
Exit the e-Form program	Alt+F-X
Navigate to Previous page of the active e-Form Document	Alt+V-P / Alt+Page Up
Navigate to Next page of the active e-Form Document	Alt+V-N / Alt+Page Down
Navigate to the First page of the active e-Form Document	Alt+V-F / Alt+Home
Navigate to the Last page of the active e-Form Document	Alt+V-L / Alt+End
Navigate to a Specific page of the active e-Form Document	Alt+V-G / Ctrl+G
Sign the active e-Form Document using a Digital Certificate	Alt+T-D-S
Void the Digital Signature of the active e-Form Document	Alt+T-D-I
Verify the Digital Signature(s) of the active e-Form Document	Alt+T-D-V
Attach Supporting Documents to the active e-Form Document	Alt+T-M
Change the Signing Role of the active e-Form Document	Alt+T-R
Call up the Help menu	F1
Call up the Form Assistant floating window	F2
Display General information of the active e-Form Document	Alt+H-A
Navigate to Next active Field Component	Tab / Shift+Tab
Navigate to the Next active Field Component (current focus is on a table field)	Ctrl+Tab / Ctrl+Shift+Tab
Navigate to the Next active Field Component within a table (current focus is on a table field)	Tab / Shift+Tab

5.5.2“New Form” dialog

Functions	Short-cut Keys
Create a new e-Form Document	Alt+N
Uninstall an e-Form from the e-Form program repository	Alt+U
Cancel and Exit the “New Form” Dialog	Alt+C

5.5.3“Page Navigation” dialog

Functions	Short-cut Keys
Navigate to the selected page of the active e-Form Document	Alt+G
Cancel and Exit the “Page Navigation” Dialog	Alt+C

5.5.4“Digital Signing Status” dialog

Functions	Short-cut Keys
View the selected Digital Certificate	Alt+R
Close and Exit the “Digital Signing Status” Dialog	Alt+C

5.5.5“Attachment Envelope” dialog

Functions	Short-cut Keys
Display details of the selected Attachment Envelope	Alt+D
Close and Exit the “Attachment Envelope” Dialog	Alt+C

5.5.6“Attachment” dialog

Functions	Short-cut Keys
Attach a file to the Attachment Envelope	Alt+A
Remove a file from the Attachment Envelope	Alt+R
Detach a file from the Attachment Envelope	Alt+D
Close and Exit the “Attachment” Dialog	Alt+C

5.5.7“Role Selection” dialog

Functions	Short-cut Keys
Change to the selected Signing Role	Alt+O
Cancel and Exit the “Role Selection” Dialog	Alt+C

5.5.8“Important Notes” dialog

Functions	Short-cut Keys
Notify the reading of the Important Notes content	Alt+R
Print the content of Important Notes to printer	Alt+P
Cancel and Exit the “Important Notes” Dialog	Alt+C

