



Usage Guide for Filling in Online Questionnaire



Census and Statistics Department
Hong Kong Special Administrative Region Government

Table of Contents

Page

1. Welcome to Online Questionnaire and Online Appointment System	1
2. New User.....	2
2.1 Login Procedures for New Users.....	2
2.2 Account Activation for Online Questionnaire and Online Appointment System.....	4
2.2.1 Read Terms and Conditions	4
2.2.2 Confirm Address	5
2.2.3 Provide Account Information	6
2.2.4 Complete Registration	7
2.3 Fill in Online Questionnaire (for Households Subject to Simple Enumeration)	8
2.3.1 Provide Quarters Information (for Households Subject to Simple Enumeration)...8	
2.3.2 Provide Household Member Information (for Households Subject to Simple Enumeration)	10
2.3.3 Select a Household Member to Fill in Online Questionnaire (for Households Subject to Simple Enumeration)	12
2.3.4 Fill in Online Questionnaire (for Households Subject to Simple Enumeration)...13	
2.3.5 Complete Filling in Online Questionnaire for a Household Member (for Households Subject to Simple Enumeration)	15
2.3.6 Continue Filling in Online Questionnaires for Other Household Members (for Households Subject to Simple Enumeration)	16
2.4 Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)	17
2.4.1 Provide Quarters Information (for Households Subject to More Detailed Enquiry)	17
2.4.2 Provide Household Member Information (for Households Subject to More Detailed Enquiry)	19
2.4.3 Select a Household Member to Start Filling in Online Questionnaire (for Households Subject to More Detailed Enquiry)	21
2.4.4 Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)	22
2.4.5 Complete Filling in Online Questionnaire for a Household Member (for Households Subject to More Detailed Enquiry)	25
2.4.6 Continue Filling in Questionnaires for Other Household Members (for Households Subject to More Detailed Enquiry)	26

2.5	Submit Online Questionnaire.....	27
2.6	Session Timeout.....	30
3.	Existing User	31
3.1	Login Procedures for Existing Users	31
3.2	Fill in Online Questionnaire (for Households Subject to Simple Enumeration)	31
3.3	Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)	31
3.4	Submit Online Questionnaire.....	31
3.5	Change Account Settings	32
3.6	Forgot Password.....	33
3.6.1	For Users who Have Provided a Contact Phone Number that Can Receive SMS	34
3.6.2	For Users who Have Provided a Contact Phone Number that Cannot Receive SMS	36
3.7	Account Reactivation.....	36
4.	Separate Account	38
4.1	Activate Separate Account.....	38
4.2	Fill in Online Questionnaire	38
4.3	Merge with Main Account	38
5.	Minimum System Requirements	40

1. Welcome to Online Questionnaire and Online Appointment System

- 1.1 Starting from 9:00 a.m. on 23 June 2021, all households issued with a notification letter on the 2021 Population Census can fill in and submit online questionnaire to the Census and Statistics Department (C&SD) through the Online Questionnaire and Online Appointment System.
- 1.2 Enter the website <https://www.census2021.gov.hk/en/>.
- 1.3 Click “Online Questionnaire”.



2. New User

2.1 Login Procedures for New Users

2.1.1 Click “New User” on the homepage of the Online Questionnaire and Online Appointment System.

The screenshot shows the homepage of the 2021 Population Census system. At the top, there is a header with the logo and the text '2021 人口普查 Population Census'. Below the header, there is a navigation bar with 'Terms and Conditions' and 'Help' links. The main content area contains a welcome message and instructions for new users. At the bottom, there are two buttons: 'New User' (circled in red) and 'Existing User'.

English 繁體 简体 A A

2021 人口普查 Population Census

Terms and Conditions
Help

2021 Population Census

Welcome to use this system to (1) fill in the online questionnaire or (2) make an appointment for face-to-face interview.

If you have not registered an account, please click "**New User**", and then enter the Household Reference No., Account No. and Activation Key, which are printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) to complete the registration.

If you have completed the registration, please click "**Existing User**" to log in.

To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.

Should you have any enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

New User Existing User

Hotline: 18 2021
Copyright © 2021 All rights reserved.

2.1.2 Enter “Household Reference No.,” “Account No.” and “Activation Key” printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) issued by C&SD, as well as the “Verification Code” shown in the picture on the screen to log in to the system. If the user finds the verification code unclear to read, the user may generate a new verification code by clicking “🔄” or generate an audio verification code by clicking “🔊”.

The screenshot shows the registration page for the 2021 Population Census. The form fields for 'Household Reference No.', 'Account No.', 'Activation Key', and 'Verification Code' are circled in red. Below the form, there are two buttons: 'Online Questionnaire' (circled in red) and 'Interview Appointment Booking'.

English 繁體 简体 A A

2021 人口普查 Population Census

Terms and Conditions
Help

Registration (New user)

Please enter your (1) Household Reference No., (2) Account No. and (3) Activation Key, which are printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) sent to you, and also the (4) verification code shown in the picture below.

Household Reference No. :
Account No. :
Activation Key :
Please enter the verification code shown in the picture :

Online Questionnaire Interview Appointment Booking

If you have already completed the registration (**Existing User**), please click "**here**" to log in.

To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.


For enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

- Fill in “Household Reference No.,” “Account No.,” “Activation Key” and “Verification Code”.
- Click “Online Questionnaire” to enter the system.

- 2.1.3 Alternatively, users can use mobile phones or mobile tablets to scan the QR code printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) and the system will fill in the Household Reference No., Account No. and Activation Key automatically. The subsequent procedures will be the same as entering the system through website.

QR code printed on the notification letter (for households subject to more detailed enquiry):

<p>Please activate your online questionnaire and complete it on or before 6 July 2021 through scanning the QR code on the right or through the thematic website of the 2021 Population Census (www.census2021.gov.hk) using the information on the right.</p>	<p>Household Reference No. : 0007031680001-01-0</p> <p>Account No. : 01</p> <p>Activation Key : 1111-2222-1111</p> 
---	--

QR code printed on the paper questionnaire (for households subject to simple enumeration):


ONLINE QUESTIONNAIRE

If you wish to complete the questionnaire online, please activate your online questionnaire and complete it **on or before 6 July 2021** through scanning the QR code below or through the thematic website of the 2021 Population Census (www.census2021.gov.hk) using the information below:


① Household Reference No.: 0007031780001-01-0

② Account No.: 01

③ Activation Key: 1111-2222-1111



“Household Reference No.”, “Account No.” and “Activation Key” are automatically filled in:



Registration (New user)

Please enter your (1) Household Reference No., (2) Account No. and (3) Activation Key, which are printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) sent to you, and also the (4) verification code shown in the picture below.


Household Reference No. :

0007031780001 - 01 - 0

Account No. : 01

Activation Key : -

Please enter the verification code shown in the picture :



Online Questionnaire

Interview Appointment Booking

2.2 Account Activation for Online Questionnaire and Online Appointment System

2.2.1 Read Terms and Conditions

Terms and Conditions	Terms and Conditions
Help	<p>1. 2021 Population Census ("Census")</p> <p>The Commissioner for Census and Statistics (the "Commissioner") must take a census of population from 23 June 2021 to 4 August 2021 (both dates inclusive) in accordance with Section 3 of the Census and Statistics (2021 Population Census) Order (Cap 316Z) (the "Order").</p> <p>2. Delivery of schedules in the form of electronic records ("online questionnaires")*</p> <p>For the purpose of taking the Census, the Commissioner will deliver schedules to specified persons in accordance with Section 12 of the Census and Statistics Ordinance (Cap 316) (the "Ordinance").</p> <p>By virtue of Section 12(3) of the Ordinance and Section 5A(2) of the Electronic Transactions Ordinance (Cap 553) ("ETO"), an online questionnaire (i.e. a schedule under Section 12 of the Ordinance) may be delivered to a designated information system for completion by the specified persons.</p> <p>3. Choosing to complete an online questionnaire</p> <p>By choosing to use this website ("System Website") to complete the online questionnaire, you hereby agree and accept that –</p> <p>(a) the System Website is the designated information system to which a census officer may serve the online questionnaire to you for the purpose of delivery of a schedule to a specified person by virtue of Section 12(3) of the Ordinance and Section 5A(2) of the ETO; and</p> <p>(b) the online questionnaire (which is a schedule delivered for the purpose of Section 12 of the Ordinance) has been delivered to and received by you.</p> <p>4. Obligations for completing an online questionnaire</p> <p>You are obliged under the Ordinance to provide the necessary information to complete the online questionnaire as a schedule delivered to you under Section 12 of the Ordinance.</p> <p>Under Section 13(1) of the Ordinance, any person to whom a schedule is delivered under Section 12 of the Ordinance shall complete the schedule or cause it to be completed to the best of his knowledge and belief by providing the information specified, in the manner and within the time indicated, in such schedule and shall thereafter return it in the manner and within the time specified therein. By virtue of Section 23(1) of the Ordinance and Section 113C of the Criminal Procedure Ordinance (Cap 221), a person who contravenes Section 13 (1) of the Ordinance commits an offence and is liable to a fine of \$2000.</p> <p>Under Section 16 of the Ordinance, any person who enters or causes to be entered in any schedule required to be completed under the Ordinance any particular which he knows to be false or which he does not believe to be true commits an offence and is liable under Section 23(2) of the Ordinance to a fine of \$5000 and to imprisonment for 6 months.</p> <p>5. Privacy policy</p> <p>The Census and Statistics Department of the Hong Kong Special Administrative Region ("C&SD") is concerned to ensure that all personal data submitted through the System Website is handled in accordance with the relevant provisions of the Personal Data (Privacy) Ordinance (Cap 486) (http://www.pcpd.org.hk/english/data_privacy_law/ordinance_at_a_Glance/ordinance.html).</p> <p>6. Provision of information</p> <p>The information (including text, numbers and any other information in whatever formats) provided by you on or via the System Website, including information saved in the System Website but not yet submitted, will be collected and used by C&SD on matters related to the Census and will not be transferred other than for the performance of its functions under the Ordinance. C&SD must destroy all completed schedules collected or received by census officers for the Census and all copies of the schedules not later than 22 June 2022. The System Website uses Transport Layer Security (TLS) protocol to encrypt information during network transmission to protect your information.</p> <p>Moreover, subject to Section 22 of the Ordinance (i.e. Census and Statistics Ordinance (Cap 316))(if applicable), you have a right to request access to and correction of your personal data held by C&SD under Sections 18 and 22 of the Personal Data (Privacy) Ordinance (Cap 486). You may seek access to or correction of the personal data by addressing your request to the Data Controlling Officer, C&SD, 21/F, Wanchai Tower, 12 Harbour Road, Wan Chai, Hong Kong. Please note that a written authorization will be required if you wish another person (including the person who has provided data on your behalf) to make a data access request or data correction request on your behalf.</p> <p>7. Disclaimer</p> <p>The information provided by C&SD on the System Website is for a general, indicative purpose only. The Government of the Hong Kong Special Administrative Region (the "Government") will not be liable for any errors in, omissions from, or misstatements or misrepresentations (whether express or implied) concerning, any such information, and will not have or accept any liability, obligation or responsibility whatsoever for any cost, liability, loss, destruction or damage (including without limitation consequential cost, liability, loss, destruction or damage) howsoever arising from or in respect of any use or misuse of, reliance on, inability to use, or seeking the assistance of a third party to use, the information delivered on or via the System Website.</p> <p>The Government does not warrant or represent that the System Website or any information transmitted from the Government to you through the System Website is free of computer viruses. If the device you use for using the information from the System Website has been infected with computer viruses, you will be exposed to the risk of information leakage. You are advised to perform virus scanning before using the information from the System Website. The Government shall not be liable for any cost, liability, loss, destruction or damage howsoever arising out of or in relation to any transmission from you to the Government or vice versa over the internet.</p> <p>The System Website may provide or assist in providing links to other websites through its webpages. Provision of, or assistance in providing, any links at the System Website to any third-party website does not give rise to any statement, representation or warranty, express or implied, that the Government agrees with, approves, recommends or endorses the contents of any such third-party websites. The provision of, or assistance in providing, any links at the System Website to any third-party website shall not constitute any form of co-operation or affiliation with the Government of any such third parties or external websites.</p> <p>The Government will not have or accept any liability, obligation or responsibility whatsoever for any cost, liability, loss, destruction or damage (including without limitation consequential cost, liability, loss, destruction or damage) howsoever arising from or in respect of any use or misuse of, reliance on or inability to use, the contents of any such third-party website delivered via the System Website. You should refer to the terms and conditions of each such third-party website when using such website.</p> <p>8. Intellectual property rights notice</p> <p>The contents available on the System Website, including but not limited to all text, graphics, drawings, diagrams, photographs and other materials are subject to intellectual property rights which are either owned by the Government or have been licensed to the Government by the owner(s) of intellectual property rights of such contents to deal with and/or sub-license such contents for the purposes of all activities contemplated herein. Prior written consent of C&SD is required if you want to reproduce, distribute or otherwise use the contents of the System Website in any way or for any purpose other than printing or making copies of the contents of the System Website for your personal record. Please contact C&SD by e-mail (census2021@censtatd.gov.hk) for obtaining prior written consent. The Government reserves the right to withdraw the above permission given herein at any time without any prior notice to you.</p> <p>For the avoidance of doubt, the permission mentioned in the paragraph above does not extend to any materials contained in any third-party website linked with the System Website or any contents on the System Website the intellectual property rights of which belong to a third party. Authorisation or permission to reproduce, distribute or otherwise use such contents would need to be obtained from the owners of the intellectual property rights concerned.</p> <p>9. Waiver</p> <p>No forbearance, delay or indulgence by either party in enforcing the provisions of these Terms and Conditions shall prejudice or restrict the rights of that party nor shall any waiver of a party's rights operate as a waiver of any subsequent breach and no right, power or remedy herein conferred upon or reserved for either party is exclusive of any other right, power or remedy available to that party and each such right, power or remedy shall be cumulative.</p> <p>10. Severability</p> <p>In the event that any provision of these Terms and Conditions not being of a fundamental nature is held to be illegal, invalid or unenforceable, such provision shall be deemed to have been deleted without affecting the legality, validity or enforceability of the remaining provisions of these Terms and Conditions.</p>

11. Laws and jurisdiction

These Terms and Conditions shall be construed and interpreted in accordance with the laws of the Hong Kong Special Administrative Region ("Hong Kong") in relation to any matters arising out of these Terms and Conditions. You also agree to submit to the jurisdiction of the Hong Kong Courts.

These Terms and Conditions have been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

* For the avoidance of doubt, this online questionnaire is to be treated as a schedule for the purposes of the Census and Statistics Ordinance (Cap 316).

a ☐ I have read and agree to the Terms and Conditions above.

b

- a) If the user agrees to the above Terms and Conditions, click the checkbox “I have read and agree to the Terms and Conditions above”.
- b) Click “Next” to proceed to the next step.

2.2.2 Confirm Address

If the address information is correct, please select the first choice “The address information has been checked and confirmed. I want to activate the account now.”. Then, click “Continue”.

Terms and Conditions
Help

Registration (New user)

Household Reference No. : 0007031780001 - 01 - 0

Account No. : 01

Confirm Address

Before activation, please check the address information of this account as shown below. Only the following persons can use this account for responding to the 2021 Population Census.

(i) Persons who are residing in this unit of quarters / vessel concerned (no matter whether it is owner-occupied, rented or occupied by any other forms of tenure); or

(ii) The person in charge (e.g. the owner or the authorised agent) if this unit of quarters / vessel is unoccupied.

ESTATE
STREET
DISTRICT, KOWLOON

(Note: The above address information may not necessarily be in a commonly used format.)

a ☒ The address information has been checked and confirmed. I want to activate the account now.

☐ The address information cannot be verified at this moment. I want to activate the account later.

☐ I am neither residing in this unit of quarters / vessel concerned nor a person in charge.

b

If necessary, please contact the Census Service Centre (Hotline: 18 2021) for assistance.


Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

Note: Address confirmation is part of the account activation process. If the user does not click “Continue” on this page and quits the system, he/she will be required to activate his/her account as a “New User” again by entering “Household Reference No.”, “Account No.”, “Activation Key” and “Verification Code”.

2.2.3 Provide Account Information

The user can follow the system instructions to activate the account step by step. According to the information provided by the user, the system will instantly display questions that the user is required to answer.

The screenshot shows the 'Account Settings' form. At the top, there are links for 'Terms and Conditions' and 'Help'. The form is divided into two main sections: 'Contact Person' and 'Account Name and Password Settings'. In the 'Contact Person' section, there are fields for 'Title', 'Name / Preferred name', 'Contact phone no.', 'Email address', and 'Preferred language for communication in the future'. A red circle labeled 'a' highlights a blue information icon (i) next to the 'Contact Information' text. A red circle labeled 'b' highlights the 'Contact phone no.' field. In the 'Account Name and Password Settings' section, there are fields for 'Account name (Optional)', 'New password', and 'Confirm new password'. A red circle labeled 'c' highlights the 'New password' field.

- Click  to read the supplementary notes.
- Fill in information of the “Contact Person”.
- Set up “Account Name” (optional) and “password”.

The screenshot shows the 'Password Reset Settings' form. It contains a section for setting up a security question and answer. A red circle labeled 'd' highlights the 'Please choose a question' section, which includes a dropdown menu with the option 'What was your childhood nickname?' and a text input field for the answer. A red circle labeled 'f' highlights the 'Save' button at the bottom of the form.

- If the user provides a contact phone number that can receive SMS, the user has to set up a security question and the corresponding answer.

Note: If the user provides a contact phone number that can receive SMS, the user will receive a “One-time Passcode” SMS when he/she has forgotten the password. The user has to enter the passcode on the screen and answer the security question he/she has previously set up for user authentication. The user will then be able to reset the account password.

- e) If the user provides a contact phone number that cannot receive SMS, the user has to provide his/her email address and create a password hint.

Note: The system will send the password hint to the user via email in case the user has forgotten the password. However, the hint is **not** the password and it cannot help the user reset the password.

- f) Click “Save” to proceed to the next step.

2.2.4 Complete Registration

- a) Click “OK” to start filling in online questionnaire.

2.3 Fill in Online Questionnaire (for Households Subject to Simple Enumeration)

2.3.1 Provide Quarters Information (for Households Subject to Simple Enumeration)

Account Settings
Online Appointment
Terms and Conditions
Help

Last login attempt: 16 Apr 2021 16:42:39
Result: Successful
[Please log out before you leave]

Household Reference No. : 0007031780001 - 01 - 0 Account No. : 01

This questionnaire consists of 2 parts.

Part 1: Quarters Profile

Please fill in the quarters profile

a [Go to Questionnaire](#) Not Yet Started

a) Click “Go to Questionnaire” to fill in Part 1: Quarters Profile of the questionnaire.

Fill in Questionnaire
Account Settings
Online Appointment
Terms and Conditions
Help

Quarters Information

Household Reference No.: 0007031780001 - 01 - 0 Account No.: 01

Address: [Redacted] ESTATE [Redacted] STREET [Redacted] DISTRICT, KOWLOON

Household

A1. Are there any persons living in this unit of quarters?

☐ (1) Usually with persons living

☐ (2) Occasionally with persons living

b ☒ (3) Can be used as residence but currently unoccupied

☐ (4) Non-residential use only

Continue Back

Message from webpage

?

Please confirm whether this unit of quarters can be used as residence but is currently unoccupied or it is for non-residential use only. Census officers may visit this unit of quarters later to verify the information.

c [OK](#) Cancel

- b) If “(3) Can be used as residence but currently unoccupied” or “(4) Non-residential use only” is selected in A1, the system will remind the user that census officers may visit this unit of quarters later to verify the information.
- c) Click “OK” to confirm the selected answer. Then, the user may check the information provided, click “Print/Save Questionnaire” if required and submit the questionnaires. Click “Back” to amend the questionnaire if necessary.

Household

A1. Are there any persons living in this unit of quarters?

☒ (1) Usually with persons living

☐ (2) Occasionally with persons living

☐ (3) Can be used as residence but currently unoccupied

☐ (4) Non-residential use only

A2. How many households are living in this unit of quarters?
(A household consists of a group of persons who live together and make common provision for essentials for living (e.g. meals and daily expenses). These persons are not necessarily related to each other. A person living alone is also regarded as a household.)

☒ (1) Only one household

☐ (2) More than one household

A3. How many persons are there in your household?

a) Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis) (Please include live-in workers in Item (b))

person(s)

b) Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)

person(s)

c) Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (i.e. reference moment) (If there is more than one household living in this unit of quarters, please DO NOT include members of the other households and their visitors.)

person(s)

Total (= (a) + (b) + (c))

person(s)

DO NOT include:

(i) Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021

(ii) Visitors to Hong Kong holding Two-way Permit or other travel documents

- d) If “(1) Usually with persons living” or “(2) Occasionally with persons living” is selected in A1, the user is required to answer A2 & A3.
- e) Fill in A3(a) the number of persons usually living here, A3(b) the number of live-in workers and A3(c) the number of other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021.

Quarters information (For private housing only)

B1. Saleable floor area
Count only the area occupied exclusively by your household, excluding bay window, garden, flat roof and parking space.

Please select the range.

☐ <70 square feet (<7 square metres)

☐ 70-139 square feet (7- <13 square metres)

☐ 140-209 square feet (13- <20 square metres)

☐ 210-419 square feet (20- <39 square metres)

☐ 420-699 square feet (39- <65 square metres)

☐ ≥700 square feet (≥65 square metres)

B2. Is this unit of quarters a subdivided unit?
(Subdivided units are formed by splitting a unit of quarters into two or more units after completion. These units are typically small in area and have direct access to a shared passageway, stairs or the street. Tenants of some subdivided units have to pay water and/or electricity charges to the property owner or landlord.)

☐ (1) Yes

☐ (2) No

B3. Does your household share a letter box with other households?

☐ (1) My household has an individual letter box.

☐ (2) My household shares a letter box with other households.

☐ (3) My household does not have a letter box.

- f) If the unit of quarters is a private housing, the user is required to answer the quarters information in B1, B2 and B3.
- g) Click “Continue” after completing the current page. The information entered on the page will be transmitted to the server for storage.

Part 1: Quarters Profile

Please fill in the quarters profile

Completed

- h) Then, the system will return to the main page and “Completed” will be shown accordingly in Part 1: Quarters Profile.

2.3.2 Provide Household Member Information (for Households Subject to Simple Enumeration)

Part 2: Particulars of household members

1. Please list **all members in your household** in the grid below.

Please **include** the following persons (if any):

- a. Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis)
- b. Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)
- c. Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (If there is more than one household living in this unit of quarters, please DO NOT include members of the other households and their visitors.)

DO NOT include

- i. Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021
- ii. Visitors to Hong Kong holding Two-way Permit or other travel documents

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Action	Fill in questionnaire
01	Mr.	Wong Tai Man		Go to Questionnaire Filling
02	Ms.	Ho Ling Ling	Remove Member	Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box ☐

Print / Save Questionnaire

Submit

Please provide accurate information. All information of individual persons or households will be treated in strict confidence.

- a) Fill in basic information of all household members.
- b) If necessary, click “Add Member” or “Remove Member” to edit the number of household members.
- c) If a household member wants to provide information separately, the user may apply for a “Separate account” for this member by checking the box next to “Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box.”.

Note on “Separate account” application:

Person serial no.	Title	Name / Preferred name	Separate account	Way of receiving separate account activation details	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	<input type="checkbox"/>			Go to Questionnaire Filling
02	Ms.	Ho Ling Ling	<input type="checkbox"/>	<input checked="" type="radio"/> Phone No. 98764321 <input type="radio"/> Email address	Remove Member	Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	<input type="checkbox"/>	<input type="radio"/> Phone No. <input type="radio"/> Email address	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☒

- (1) Provide the contact telephone number (that can receive SMS) or email address of the household member requiring separate account. Check the corresponding box in the “Separate account” column.

Message from webpage

A separate account will be provided for this household member. Are you sure to continue?

OK Cancel

- (2) After clicking “OK”, the system will deliver the “Account No.” and “Activation Key” of the separate account to the member concerned via SMS or email. The separate account holder should enter the “Household Reference No.” printed on the paper questionnaire of Account No. 01, as well as the “Account No.” and “Activation Key” of the separate account to log in to the system. The procedures are similar to those of “New User”. Please refer to Section 2.1 for details.
- (3) Household member with a person serial no. of “01” must use the main account (i.e. Account No. 01) to provide information.

2.3.3 Select a Household Member to Fill in Online Questionnaire (for Households Subject to Simple Enumeration)

c

Person serial no.	Title	Name / Preferred name	Action	Fill in questionnaire
01	Mr.	Wong Tai Man		Go to Questionnaire Filling
02	Ms.	Ho Ling Ling		Filling
03	Mr.	Wong Siu Ming	Remove Member	Go to Questionnaire Filling

a & b

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☐

- When a questionnaire for a household member has not been completed, “Filling” will be shown in the “Fill in questionnaire” column for this member.
- Click “Go to questionnaire” to start filling in the questionnaires for household members concerned.
- Separate accounts will have different “Account Numbers”, which are all “02” or above. Holder of the main account (i.e. Account No. 01) cannot edit or read the data provided in separate accounts.

2.3.4 Fill in Online Questionnaire (for Households Subject to Simple Enumeration)

The user can follow the system instructions to fill in online questionnaire step by step. According to the information provided by the user, the system will instantly display questions that the user is required to answer.

Fill in Questionnaire [Please log out before you leave]

Account Settings Household Reference No.: 0007031780001 - 01 - 0 Account No.: 01

Online Appointment Name / Preferred name: (01) Mr. Wong Tai Man

Terms and Conditions

Help

1 Demographic and Social Characteristics (Part 1) 2 Demographic and Social Characteristics (Part 2)

Demographic and Social Characteristics (Part 1)

C3. Sex

-- Please Select --

C4. Year and month of birth (In Western reckoning)

(i). Year -- Please Select --

(ii). Month -- Please Select --

C5. Usual accommodation in Hong Kong at present

-- Please Select --

Save and Continue

- a) The questionnaire comprises two sections, namely “Demographic and Social Characteristics (Part 1)” and “Demographic and Social Characteristics (Part 2)”. The online questionnaire provides auto-skipping function. According to the information provided by the user, the system will automatically guide the user to answer the required questions.

Fill in Questionnaire [Please log out before you leave]

Account Settings Household Reference No.: 0007031780001 - 01 - 0 Account No.: 01

Online Appointment Name / Preferred name: (01) Mr. Wong Tai Man

Terms and Conditions

Help

1 Demographic and Social Characteristics (Part 1) 2 Demographic and Social Characteristics (Part 2)

Demographic and Social Characteristics (Part 1)

C3. Sex

Answer cannot be empty.

-- Please Select --

C4. Year and month of birth (In Western reckoning)

(i). Year 1966

(ii). Month June

C5. Usual accommodation in Hong Kong at present

(1) This unit of quarters

Save and Continue

Note (1)

- b) Click “Save and Continue” to proceed to the next page; or click the section header above (i.e. “1 Demographic and Social Characteristics (Part 1)” and “2 Demographic and Social Characteristics (Part 2)”) to the specified page.

c

1 Demographic and Social Characteristics (Part 1) 2 **Demographic and Social Characteristics (Part 2)**

Demographic and Social Characteristics (Part 2)

C6. Place of birth
(01) Hong Kong

C7a. Does this person belong to one ethnic group only? ⓘ
(2) No

C7b(i). Please select the first ethnic group of this person.
⚠ (R167) The "Second ethnic group" should not be duplicated with the "First ethnic group" (C7).
(01) Chinese

C7b(ii). Please select the second ethnic group of this person.
⚠ (R167) The "Second ethnic group" should not be duplicated with the "First ethnic group" (C7).
(01) Chinese

Note (2)

C8. Has this person been living in Hong Kong for 7 years or more?
(Exclude any period of absence from Hong Kong for 6 consecutive months or more. If a person is under 7 years of age, please choose 'No'.)
(1) Yes

C9. Resident status ⓘ
(1) Hong Kong Permanent Resident

C10. In the first half of 2021 (i.e. from 1 January 2021 to 30 June 2021), what was the total amount of time this person stayed overnight in Hong Kong?
(1) 3 months to 6 months

C11. Was this person in Hong Kong at 3 a.m. on 30 June 2021 (i.e. reference moment)?
(1) Yes

c Save and Continue Back **c & d**

- c) The information entered on each page will be transmitted to the server for storage only after the user has clicked “Save and Continue” or the section header. Before clicking these buttons, if the user clicks “Back”, “Logout” or close the webpage, the information provided on the current page just now **will not be saved** in the system. The user will have to enter the concerned information again during his/her next login.
- d) If necessary, click “Back” to edit the information provided on the previous page; or, click the section header to navigate to amend information provided on different pages.

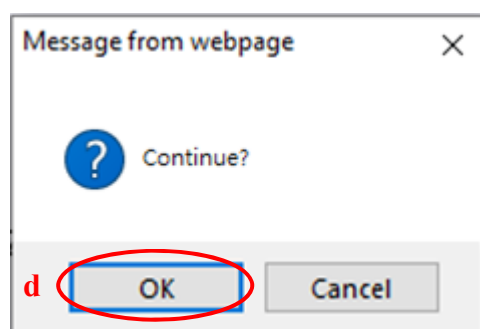
Notes: (1) The user cannot proceed to the next page if he/she does not answer all questions on the current page. After clicking “Save and Continue”, red “⚠ Answer cannot be empty” error messages will be displayed on top of the answer choice menu or the answer box of unanswered questions.

(2) ⚠ Red error messages will be displayed on top of erroneous answers. The “Section Headers” related to the error will also turn red.

2.3.5 Complete Filling in Online Questionnaire for a Household Member (for Households Subject to Simple Enumeration)

The user can check the information provided after completing the questionnaire for a household member.

- Click “Back” to amend the answers if necessary.
- Click “Print / Save” to print / save the completed questionnaire.
- Click “Continue” to complete the questionnaire for a household member after confirming the answers.



- Click “OK” to confirm the completion of questionnaire for a household member.

2.3.6 Continue Filling in Online Questionnaires for Other Household Members (for Households Subject to Simple Enumeration)

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Action	Fill in questionnaire
01	Mr.	Wong Tai Man		Go to Questionnaire Completed
02	Ms.	Ho Ling Ling	Remove Member	Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☐

- a) After completing the questionnaire for a household member, “Completed” will be shown accordingly in the “Fill in questionnaire” column. The user can still click “Go to Questionnaire” to amend the answers if necessary.
- b) If the user has to fill in questionnaires for other household members in the same account, the user can click “Go to Questionnaire” for the members concerned.
- c) After completing the questionnaires for all household members, the user can submit the questionnaire. For details, please refer to Section 2.5.

2.4 Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)

2.4.1 Provide Quarters Information (for Households Subject to More Detailed Enquiry)

Account Settings
Online Appointment
Terms and Conditions
Help

Last login attempt: 16 Apr 2021 16:42:39
Result: Successful
[Please log out before you leave]

Household Reference No. : 0007031680001 - 01 - 0 Account No. : 01

This questionnaire consists of 2 parts.

Part 1: Quarters Profile

Please fill in the quarters profile

a [Go to Questionnaire](#) Not Yet Started

- a) Click “Go to questionnaire” to start filling in Part 1: Quarters Profile of the questionnaire.

Quarters Information

Household Reference No.: 0007031680001 - 01 - 0 Account No.: 01

Address: [Redacted] ESTATE [Redacted] STREET [Redacted] DISTRICT, KOWLOON

Unit of Quarters

Q2a. Is this unit of quarters a merged unit combining with any other unit of quarters?

☒ (1) Yes
☐ (2) No

b Q2b. Full addresses of all other units of quarters that have been merged with this unit

Attachments

Q3a. Are there any attachments (e.g. rooftop / back lane structures)?

☒ (1) Yes
☐ (2) No

Q3b. Are there any persons living in these attachments?

☒ (1) Yes
☐ (2) No

c Number of rooftop structures with persons living therein: [Input field]
Number of back lane structures with persons living therein: [Input field]
Number of other attachments with persons living therein: [Input field]

c [Input field]

Household

Q4. Are there any persons living in this unit of quarters?

☐ (1) Usually with persons living
☐ (2) Occasionally with persons living
☒ (3) Can be used as residence but currently unoccupied
☐ (4) Non-residential use only

d

Continue Back

- b) If “(1) Yes” is selected in Q2a, please provide the full addresses of all other units that have been merged with the listed address.
- c) If “(1) Yes” is selected in Q3b, please provide number of the attachments with persons living therein.

Message from webpage

Please confirm whether this unit of quarters can be used as residence but is currently unoccupied or it is for non-residential use only. Census officers may visit this unit of quarters later to verify the information.

e [OK](#) Cancel

- d) If “(3) Can be used as residence but currently unoccupied” or “(4) Non-residential use only” is selected in Q4, the system will remind the user that census officers may visit this unit of quarters later to verify the information.
- e) Click “OK” to confirm the selected answer, then the user may check the information provided, click “Print/Save Questionnaire” if required and submit the questionnaires; click “Back” to amend the questionnaire if necessary.

Household

f Q4. Are there any persons living in this unit of quarters?
☒ (1) Usually with persons living
☐ (2) Occasionally with persons living
☐ (3) Can be used as residence but currently unoccupied
☐ (4) Non-residential use only

Q5. Type of household?
☒ (1) Domestic
☐ (2) Collective

Q6. Is there only one household living in this unit of quarters?
 (A household consists of a group of persons who live together and make common provision for essentials for living (e.g. meals and daily expenses). These persons are not necessarily related to each other. A person living alone is also regarded as a household.)
☐ (1) Yes
g ☒ (2) No
 household(s) in total

Q7. How many persons are there in your household?

h a) Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis) (Please include live-in workers in Item (b))
 person(s)

b) Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)
 person(s)

c) Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (i.e. reference moment) (If there is more than one household living in this unit of quarters, please DO NOT include members of the other households and their visitors.)
 person(s)

Total (= (a) + (b) + (c))
 person(s)

DO NOT include:
 (i) Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021
 (ii) Visitors to Hong Kong holding Two-way Permit or other travel documents

i

- f) If “(1) Usually with persons living” or “(2) Occasionally with persons living” is selected in Q4 and “(1) Domestic” is selected in Q5, the user is required to answer Q6.
- g) If “(2) No” is selected in Q6, please provide the number of households living in this unit of quarters.
- h) Fill in Q7(a) Persons usually living here, Q7(b) Live-in workers and Q7(c) Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021.
- i) Click “Continue” after completing the number of household members in Q7. The information entered on the page will be transmitted to the server for storage.

Part 1: Quarters Profile

Please fill in the quarters profile

Go to Questionnaire **Completed** **j**

- j) Then, the system will return to main page and “Completed” will be shown in Part 1: Quarters Profile accordingly.

Note: If this unit of quarters is a merged unit, the user should ensure that he/she understands the definition of a “Merged Unit” (i.e. unit of quarters formed by merging two or more units together). If the presence of “Merged Units” is confirmed, please provide the full addresses of all other units of quarters that have been merged with the listed address to facilitate census officers to follow up.

2.4.2 Provide Household Member Information (for Households Subject to More Detailed Enquiry)

Part 2: Particulars of household members

1. Please list **all members in your household** in the grid below.

Please **include** the following persons (if any):

- Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis)
- Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)
- Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (If there is more than one household living in this unit of quarters, please **DO NOT** include members of the other households and their visitors.)

DO NOT include:

- Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021
- Visitors to Hong Kong holding Two-way Permit or other travel documents

2. Then click **“Go to Questionnaire”** to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head***	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		Go to Questionnaire Filling
02	Ms.	Ho Ling Ling	(02) Spouse	<input type="checkbox"/>	Remove Member	Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	(15) Others (please spec Friend	<input type="checkbox"/>	Remove Member	Go to Questionnaire Filling

a & c

b Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box ☐ **d**

Print / Save Questionnaire

Submit

Please provide accurate information. All information of individual persons or households will be treated in strict confidence.

*** Household member "01" is defined as the household head in default. If there are other household heads as well, please check the box under the "Household head" column for the persons concerned.

- Fill in basic information of all the members living in the household.
- If necessary, click “Add Member” or “Remove Member” to edit the number of household members.
- If the “Relationship to the household head” is “(15) Others (please specify)”, please specify the “Relationship to the household head”.
- If a household member wants to provide information separately, the user may apply for a “Separate account” for this member by checking the box next to “Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box”.

Note: The contact person reported on the “Account Settings” page is defined as the “Household head” by default. If the “Household head” is another household member, please revise the title and the name / preferred name of “Person serial no. 01” accordingly.

Note on “Separate account” application:

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head***	Separate account	Way of receiving separate account activation details	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			Go to Questionnaire Filling
02	Ms.	Ho Ling Ling	(02) Spouse	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="radio"/> Phone No. 98764321 <input type="radio"/> Email address	Remove Member	Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend	<input type="checkbox"/>	<input type="checkbox"/>	<input type="radio"/> Phone No. <input type="radio"/> Email address	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☒

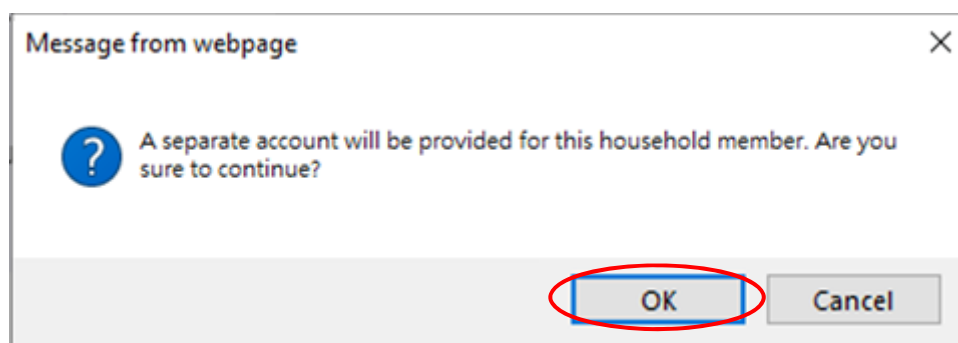
Print / Save Questionnaire

Submit

Please provide accurate information. All information of individual persons or households will be treated in strict confidence.

*** Household member "01" is defined as the household head in default. If there are other household heads as well, please check the box under the "Household head" column for the persons concerned.

- (1) Provide the contact telephone number (that can receive SMS) or email address of the household member requiring separate account. Check the corresponding box in the “Separate account” column.



- (2) After clicking “OK”, the system will deliver the “Account No.” and “Activation Key” of the separate account to the member concerned via SMS or email. The separate account holder should enter the “Household Reference No.” printed on the household notification letter of Account No. 01, as well as the “Account No.” and “Activation Key” of the separate account to log in to the system. The procedures are similar to those of “New User”. Please refer to Section 2.1 for details.
- (3) Household member with a person serial no. of “01” must use the main account (i.e. Account No. 01) to provide information.

2.4.3 Select a Household Member to Start Filling in Online Questionnaire (for Households Subject to More Detailed Enquiry)

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head***	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		a & b Go to Questionnaire Filling
02	Ms.	Ho Ling Ling	(02) Spouse			Go to Questionnaire Filling
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend	<input type="checkbox"/>	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☐

- When a questionnaire for a household member has not been completed, “Filling” will be shown in the “Fill in questionnaire” column for this member.
- Click “Go to Questionnaire” to start filling in the questionnaires for household members.
- Separate accounts will have different “Account Numbers”, which are all “02” or above. Holder of the main account (i.e. Account No. 01) cannot fill in or read the data saved in separate accounts.

2.4.4 Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)

The user can follow the system instructions to fill in online questionnaire step by step. According to the information provided by the user, the system will automatically display questions that the user is required to answer.

Fill in Questionnaire	[Please log out before you leave]	
Account Settings	Household Reference No.: 0007031680001 - 01 - 0	Account No.: 01
Online Appointment	Name / Preferred name: (01) Mr. Wong Tai Man	Relationship to the household head: (01) Ourselves
Terms and Conditions		
Help		

1 Quarters and Household Information (Cont.) 2 Demographic and Social Characteristics (Part 1) 3 Demographic and Social Characteristics (Part 2) 4 Educational Characteristics 5 Economic Characteristics (Part 2)

Quarters and Household Information (Cont.)

a

Q8. Is this unit of quarters a subdivided unit?
(Subdivided units are formed by splitting a unit of quarters into two or more units after completion. These units are typically small in area and have direct access to a shared passageway, stairs or the street. Tenants of some subdivided units have to pay water and/or electricity charges to the property owner or landlord.)

(2) No

Q9. Does your household share a letter box with other households?

(3) My household does not have a letter box

Q10a(i). Does your household occupy the whole unit of quarters?
If this unit of quarters is a subdivided unit and is occupied by this household only, please select (1)

(1) Yes

Q10a(ii) Number of rooms in this unit of quarters.

Living / dining rooms: 2

Kitchens: 1

Bathrooms / toilets: 1

Bedrooms: 2

Other rooms: 0

Q11a. Total saleable floor area (excluding bay window, garden, flat roof and parking space)

Unit of measure -- Please Select --

Saleable floor area:
(R252) Please enter an integer from 1 to 9998; if greater than or equal to 9998, please enter 9998.

Q12. Is this accommodation owned or rented by your household?

-- Please Select --

Q16a. Does your household have to pay rates, Government rent and management fee for this unit of quarters (in HK\$)?

-- Please Select --

Save and Continue

Note (1)

Fill in Questionnaire	[Please log out before you leave]	
Account Settings	Household Reference No.: 0007031680001 - 01 - 0	Account No.: 01
Online Appointment	Name / Preferred name: (03) Mr. Wong Siu Ming	Relationship to the household head: (15) Others (please specify)
Terms and Conditions		
Help		

1 Demographic and Social Characteristics (Part 1) 2 Demographic and Social Characteristics (Part 2) 3 Demographic and Social Characteristics (Part 3) 4 Educational Characteristics 5 Economic Characteristics (Part 1) 6 Economic Characteristics (Part 2)

Demographic and Social Characteristics (Part 1)

a

P3. Who is the spouse of this person?

None of the above

P4a. Who is the mother of this person?

None of the above

P4b. Who is the father of this person?

None of the above

P5. Sex

Answer cannot be empty

-- Please Select --

P6a. Year and month of birth (In Western reckoning)

(i). Year 1988

(ii). Month August

P7. Marital status

(1) Never married

P8. Usual accommodation in Hong Kong at present

(1) This unit of quarters

Save and Continue

Note (2)

- a) The questionnaire comprises eight sections, namely “Quarters and Household Information”, “Demographic and Social Characteristics (Part 1)”, “Demographic and Social Characteristics (Part 2)”, “Demographic and Social Characteristics (Part 3)”, “Demographic and Social Characteristics (Part 4)”, “Educational Characteristics”, “Economic Characteristics (Part 1)” and “Economic Characteristics (Part 2)”. The “Quarters and Household Information” section is required to be completed by the household head (i.e. Person serial no. 01) only. Thus, the first question for the household head is “Q8”, while that for other household members is “P3”. The online questionnaire provides auto-skipping function. According to the information provided by the user, the system will automatically guide the user to answer the required questions.

Fill in Questionnaire [Please log out before you leave]

Account Settings Household Reference No.: 0007031680001 - 01 - 0 Account No.: 01
Online Appointment Name / Preferred name: (03) Mr. Wong Siu Ming Relationship to the household head: (15) Others (please specify)
Terms and Conditions
Help

1 Demographic and Social Characteristics (Part 1) 2 Demographic and Social Characteristics (Part 2) 3 Demographic and Social Characteristics (Part 3) 4 Educational Characteristics
5 Economic Characteristics (Part 1) 6 Economic Characteristics (Part 2)

Economic Characteristics (Part 2)

P46. In the past year (from July 2020 to June 2021), did this person receive the following types of other cash income?
(May select more than one answer)

(R180) This person received an "Old age allowance / old age living allowance" (P46(07)). He / she should be "Aged 65 or above" (P6a and P6b)

☐ (01) Rent income (from land, properties or vehicles, etc.)
☐ (02) Dividend and interest
☐ (03) Regular / monthly pensions
☐ (04) Insurance annuity benefits (Not including HKMC Annuity Plan)
☐ (05) Annuity payment from HKMC Annuity Plan
☐ (06) Comprehensive Social Security Assistance (CSSA)
☒ (07) Old Age Allowance / Normal Old Age Living Allowance / Higher Old Age Living Allowance
☐ (08) Normal Disability Allowance / Higher Disability Allowance
☐ (09) Regular contribution from persons not living here (local or abroad)
☐ (10) Regular contribution from charities
☐ (11) Working Family Allowance
☐ (12) Individual-based Work Incentive Transport Subsidy
☐ (13) Public Transport Fare Subsidy (i.e. Transport subsidy collected with Octopus)
☐ (14) Education-related government subsidies
☐ (15) Other government subsidies
☐ (16) None of the above

P47. Please fill in the corresponding amount of cash income in HK\$.

(07) Old Age Allowance / Normal Old Age Living Allowance / Higher Old Age Living Allowance (June 2021)
(1) Old Age Allowance (\$1,475)

Save and Continue Back

- b) Click “Save and Continue” to proceed to the next page; or, click the above section header (e.g. “1 Quarters and Household Information”, “2 Demographic and Social Characteristics (Part 1)” and “3 Demographic and Social Characteristics (Part 2)”, etc.) to navigate to pages the user wishes to visit.
- c) The information entered on each page will be transmitted to the server for storage only after the user has clicked “Save and Continue” or the section header. Before clicking these buttons, if the user clicks “Back”, “Logout” or close the webpage, the information provided on the current page just now **will not be saved** in the system. The user will have to enter the concerned information again during his/her next login.
- d) If necessary, click “Back” to edit the information provided on the previous page; or, click the above section header to navigate to amend information provided on different pages.

Fill in Questionnaire
Account Settings
Online Appointment
Terms and Conditions
Help

[Please log out before you leave]
Household Reference No.: 0007031680001 - 01 - 0
Name / Preferred name: (03) Mr. Wong Siu Ming
Account No.: 01
Relationship to the household head: (15) Others (please specify)

1 Demographic and Social Characteristics (Part 1) 2 Demographic and Social Characteristics (Part 2) 3 Demographic and Social Characteristics (Part 3) 4 Educational Characteristics
5 Economic Characteristics (Part 1) 6 Economic Characteristics (Part 2)

Economic Characteristics (Part 1)

P28. Did this person perform any work for pay or profit in the week from 24 June 2021 to 30 June 2021? Please include any work of one hour or over. ⓘ

(2) No

P29. Did this person have a job or business in the week from 24 June 2021 to 30 June 2021?
("Having a job" means having a definite arrangement for full-time or part-time work, for pay or profit, in cash or in kind, including work on an irregular schedule. A job includes part-time tutoring and temporary work in the specified 7-day period, but does not include voluntary work, family business without pay, home-making, studying and any portfolio investment with no business activities.)

(2) No

P30. Was this person an unpaid family worker in the week from 24 June 2021 to 30 June 2021?

(2) No

P31. Was this person readily available for work in the week from 24 June 2021 to 30 June 2021?

(2) No

P32. What was the main reason for being not available for work in the week from 24 June 2021 to 30 June 2021? ⓘ

(06) Retirement / Old age

P45. In June 2021, how much were this person's earnings from his /her main employment and all other employment (in HK\$)?
(Including housing allowance, employment-related cash allowance (e.g. attendance bonus, overtime allowance, education allowance and meal allowance), and without deducting MPF contributions.)

Note (4) (C211) Hint: The "Amount of earnings" (P45) is usually at least HK\$500 but less than HK\$75,000. Please amend if necessary.

5000000

Save and Continue Back

- Notes: (1) ⚠ Red instructions are displayed on top of the answer box of questions requiring the entry of numerical answers. If the user has entered an invalid answer, the answer will not be saved. The user needs to enter an answer again.
- (2) The user cannot proceed to the next page if he/she does not answer all questions on the current page. After clicking "Save and Continue", red "⚠ Answer cannot be empty" error messages will be displayed on top of the answer choice menu or the answer box of unanswered questions.
- (3) ⚠ Red error messages will be displayed on top of erroneous answers. The "Section Headers" related to the error will also turn red.
- (4) 💡 Green hints will be displayed on top of answers that may be invalid. The user may amend the concerned answers if necessary.

2.4.5 Complete Filling in Online Questionnaire for a Household Member (for Households Subject to More Detailed Enquiry)

The user can check the information provided after completing the questionnaire of a household member.

[Please log out before you leave]

This page contains your questionnaire data.
If you need to print or save it, please keep it in safe custody.

Household Reference No.:	0007031680001 - 01 - 0	Account No.:	01
Name / Preferred name:	(01) Mr. Wong Tai Man	Relationship to the household head:	(01) Ownself

Latest Updated Time: 29/04/2021 12:17:36

Questionnaire for this household member has been completed. Please check the answers. Please click "Continue" if the answers are correct or click "Back" for amendment.

Q8. Is this unit of quarters a subdivided unit?
(Subdivided units are formed by splitting a unit of quarters into two or more units after completion. These units are typically small in area and have direct access to a shared passageway, stairs or the street. Tenants of some subdivided units have to pay water and/or electricity charges to the property owner or landlord.)
(2) No

Q9. Does your household share a letter box with other households?
(2) My household shares a letter box with other households

Q10a(i). Does your household occupy the whole unit of quarters?
If this unit of quarters is a subdivided unit and is occupied by this household only, please select (1)
(1) Yes

Q10a(ii) Number of rooms in this unit of quarters.

Living / dining rooms:
2

Kitchens:
1

Bathrooms / toilets:
1

Bedrooms:
2

Other rooms:
0

P46. In the past year (from July 2020 to June 2021), did this person receive the following types of other cash income?
(May select more than one answer)
(07) Old Age Allowance / Normal Old Age Living Allowance / Higher Old Age Living Allowance

P47. Please fill in the corresponding amount of cash income in HK\$.

(07) Old Age Allowance / Normal Old Age Living Allowance / Higher Old Age Living Allowance (June 2021)
(1) Old Age Allowance (\$1,475)

This page contains your questionnaire data.
If you need to print or save it, please keep it in safe custody.

c Continue **b** Print / Save **a** Back

The information provided via Online Questionnaire is accessible to authorised persons only.

- Click "Back" to amend the answers if necessary.
- Click "Print / Save" to print / save the completed questionnaire.
- Click "Continue" to complete the questionnaire for a household member after confirming the answers.

Message from webpage

? Continue?

d OK Cancel

- Click "OK" to confirm the completion of questionnaire for a household member.

2.4.6 Continue Filling in Questionnaires for Other Household Members (for Households Subject to More Detailed Enquiry)

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head***	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		Go to Questionnaire Completed
02	Ms.	Ho Ling Ling	(02) Spouse			Filling
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend	<input type="checkbox"/>	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☐

- After completing the questionnaire for a household member, “Completed” will be shown accordingly in the “Fill in questionnaire” column. The user can still click “Go to Questionnaire” to amend the answers if necessary.
- If the user has to fill in questionnaires for other household members in the same account, the user can click “Go to Questionnaire” for the members concerned.
- After completing the questionnaires for all household members, the user can submit the questionnaire. For details, please refer to Section 2.5.

2.5 Submit Online Questionnaire

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head***	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		Go to Questionnaire Completed
02	Ms.	Ho Ling Ling	(02) Spouse	<input type="checkbox"/>	Remove Member	Go to Questionnaire Completed
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend	<input type="checkbox"/>	Remove Member	Go to Questionnaire Completed

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box. ☐

Print / Save Questionnaire

Submit

Please provide accurate information. All information of individual persons or households will be treated in strict confidence.

*** Household member “01” is defined as the household head in default. If there are other household heads as well, please check the box under the “Household head” column for the persons concerned.

- After completing the questionnaires for all household members, household can click “Print/Save Questionnaire” to save the questionnaire data if required.
- Please remember to click “Submit” to submit all the completed questionnaires to C&SD.

English 繁體 简体 A A Logout

Account Settings
Online Appointment
Terms and Conditions
Help

Household Reference No. : 0007031680001 - 01 - 0 Account No. : 01

Last login attempt: 16 Apr 2021 16:42:39
Result: Successful
[Please log out before you leave]

This questionnaire consists of 2 parts.

Part 1: Quarters Profile

Please fill in the quarters profile

Go to Questionnaire Completed

Part 2: Particulars of household members

1. Please list **all members in your household**

Please **include** the following persons:

- Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis)
- Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)
- Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (If there is more than one household living in this unit of quarters, please DO NOT include members of the other households and their visitors.)

DO NOT include:

- Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021
- Visitors to Hong Kong holding Two-way Permit or other travel documents

Message from webpage

All questionnaires have been completed. Please click “OK”. Then, please click “Submit” to submit the questionnaires. If you wish to log out your account now and submit the questionnaires later, please click “Cancel”.

OK Cancel

- After completing the questionnaires for all household members, when the user clicks “Logout”, the system will remind the user to submit the questionnaires. The user can click “OK” in the reminder message dialogue box, and then click “Submit” to submit the questionnaires. On the other hand, the user can click “Cancel” in the reminder message dialogue box to log out the account and submit the questionnaires later.

Part 2: Particulars of household members

1. Please list **all members in your household** in the grid below.

Please **include** the following persons (if any):

- Persons usually living here (include those temporarily away at 3 a.m. on 30 June 2021, e.g. persons living, working or studying in places other than Hong Kong but frequently returning to Hong Kong on a periodic basis or non-periodic basis)
- Live-in workers (e.g. foreign domestic helpers / chauffeurs / gardeners)
- Other relatives and friends in this unit of quarters at 3 a.m. on 30 June 2021 (If there is more than one household living in this unit of quarters, please DO NOT include members of the other households and their visitors.)

DO NOT include:

- Inmates staying in homes for the aged, nursing homes, psychiatric hospitals, infirmaries, convalescent hospitals, institutions under the Social Welfare Department, prisons and other correctional facilities at 3 a.m. on 30 June 2021
- Visitors to Hong Kong holding Two-way Permit or other travel documents

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Relationship to the household head ***	Household head ***	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		Go to Questionnaire Completed
02	Ms.	Ho Ling Ling	(02) Spouse	<input type="checkbox"/>	Remove Member	Go to Questionnaire Completed
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend	<input type="checkbox"/>	Remove Member	Go to Questionnaire Filling

Add Member

There is/are 3 person(s) in this household.

Note: Information of all household members can be filled in and viewed by the account holder(s). If separate account is required for any household members to fill in the information separately, please check the box: ☐

Print / Save Questionnaire


d 

- d) If the user has not completed the questionnaires for all household members, the user will not be able to submit the questionnaires even after clicking “Submit”.

Note on “Separate account”:

The main account (i.e. Account No. 01) user must ensure that users of all accounts (including the main account and all relevant separate accounts) have completed all the questionnaires in their accounts before clicking “Submit” to submit the questionnaires.

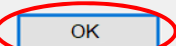
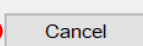
Message from webpage

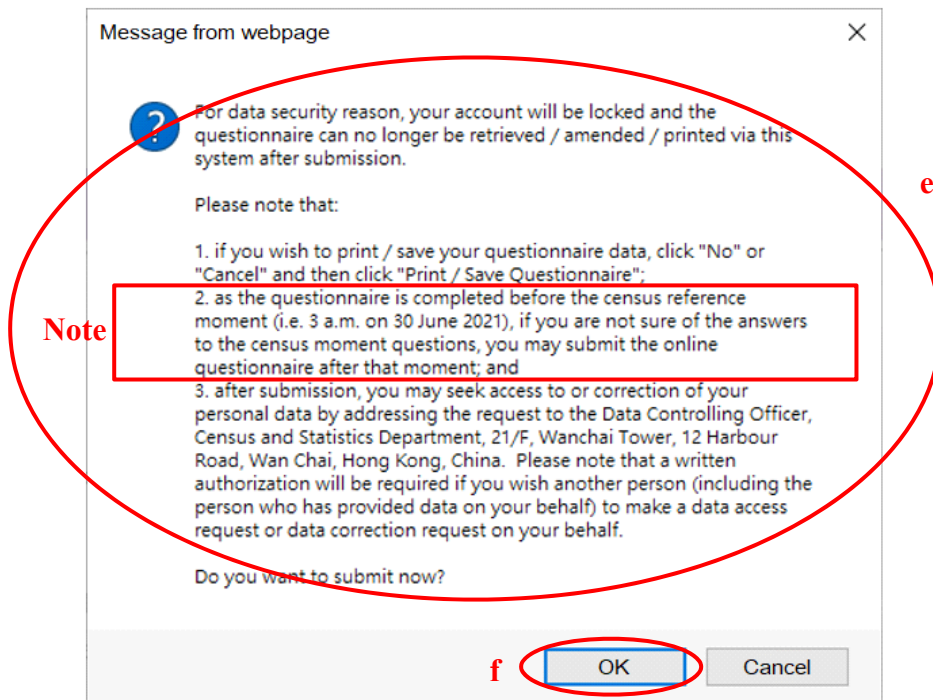
 For data security reason, your account will be locked and the questionnaire can no longer be retrieved / amended / printed via this system after submission.

Please note that:

1. if you wish to print / save your questionnaire data, please click “No” or “Cancel” and then click “Print / Save Questionnaire”; and
2. after submission, you may seek access to or correction of your personal data by addressing the request to the Data Controlling Officer, Census and Statistics Department, 21/F, Wanchai Tower, 12 Harbour Road, Wan Chai, Hong Kong, China. Please note that a written authorization will be required if you wish another person (including the person who has provided data on your behalf) to make a data access request or data correction request on your behalf.

Do you want to submit now?

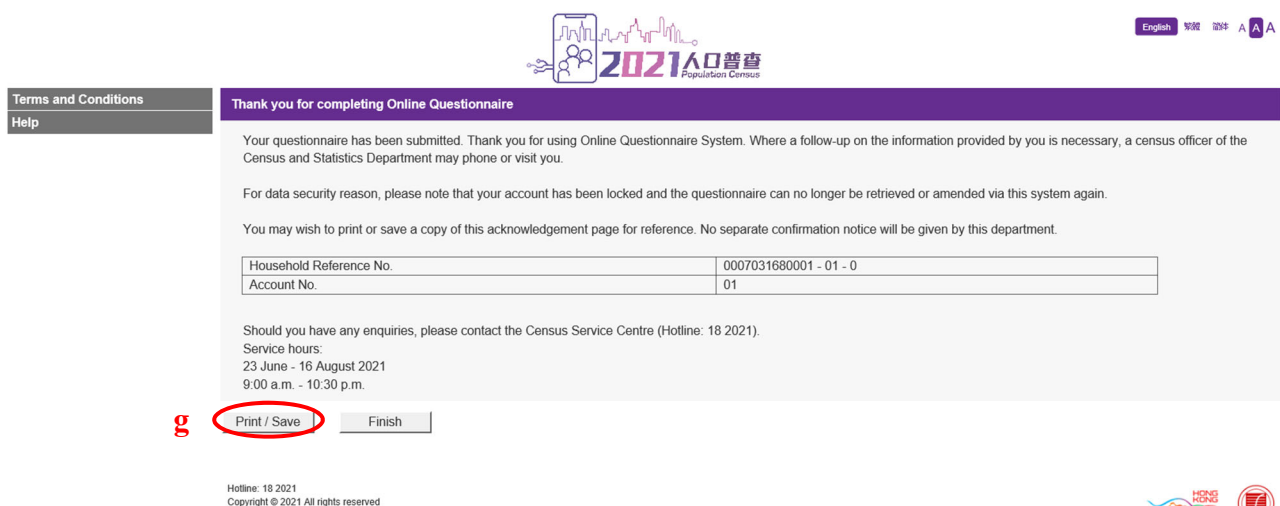
f  



e) After clicking “Submit”, the system will remind the user that the questionnaire data cannot be retrieved, amended or printed via the system after submission.

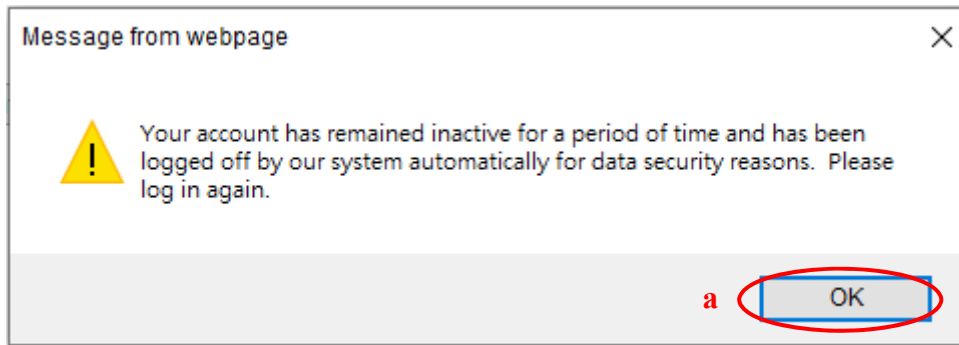
f) Click “OK” to confirm submission of online questionnaire.

Note: If the user submits the completed questionnaire before the census reference moment (i.e. 3 a.m. on 30 June 2021), the content of the message from webpage is slightly different.



g) After submitting online questionnaire, the system will display the acknowledgement page. Users may click “Print / Save” to print / save this page for records.

2.6 Session Timeout



- a) If the account has remained inactive for a period of time, the system will remind the user that the account has been logged off automatically by the system for data security reasons. If the user wishes to continue filling in online questionnaire, the user has to log in the account again: user who **has not completed the account registration** before session timeout occurs is required to log in the account as “**New Users**” (please refer to Section 2.1), while user who **has finished the account registration** before session timeout occurs is required to log in the account as “**Existing Users**” (please refer to Section 3.1).

3. Existing User

3.1 Login Procedures for Existing Users

English 繁體 简体 A A

2021 Population Census

Welcome to use this system to (1) fill in the online questionnaire or (2) make an appointment for face-to-face interview.

If you have not registered an account, please click "New User", and then enter the Household Reference No., Account No. and Activation Key, which are printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) to complete the registration.

If you have completed the registration, please click "Existing User" to log in.

To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.

Should you have any enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

New User Existing User

a) Click "Existing User".

Terms and Conditions Help

Login (Existing user)

Please enter your (1) Household Reference No. and Account No. (or Account Name), (2) password and the (3) verification code shown in the picture below to log in.

Household Reference No. : 0007031780001 - 01 - 0

Account No. : 01

Account Name :

Password : Forgot password

Please enter the verification code shown in the picture.

1144

Online Questionnaire Interview Appointment Booking

If you have not yet registered your account (New User), please click "here" to complete your account registration.

To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.

For enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

b) Enter "Household Reference No." and "Account No." (or "Account Name").

c) Enter "Password".

d) Enter "Verification Code".

e) Click "Online Questionnaire" to enter the system.

3.2 Fill in Online Questionnaire (for Households Subject to Simple Enumeration)

Please refer to Section 2.3 for details.

3.3 Fill in Online Questionnaire (for Households Subject to More Detailed Enquiry)

Please refer to Section 2.4 for details.

3.4 Submit Online Questionnaire

Please refer to Section 2.5 for details.

3.5 Change Account Settings

a **Account Settings**

Online Appointment
Terms and Conditions
Help

Household Reference No. : 0007031780001 - 01 - 0 Account No. : 01

This questionnaire consists of 2 parts.

Part 1: Quarters Profile

Please fill in the quarters profile

Go to Questionnaire **Completed**

Last login attempt: 16 Apr 2021 16:42:39
Result: Successful
[Please log out before you leave]

a) Click “Account Settings” on the menu.

Account Settings

Household Reference No. : 0007031780001 - 01 - 0 Account No. : 01

Contact Person

Title : Mr.
Name / Preferred name : Wong Tai Man

Contact Information (This information will also be used for retrieval of forgotten password or account reactivation. Please click [i](#) for details.)

Contact phone no. : 98764321
(for non-local number, please enter + [country code] [area code, if any] [phone no.])

Can the above phone no. receive SMS? (If you do not provide a contact phone no. that can receive SMS, you cannot reset your forgotten password.)

☒ Yes ☐ No

Email address :

Preferred language for communication in the future : ☐ Traditional Chinese ☐ Simplified Chinese ☒ English

Password Settings

Setting Requirements
Password must contain 8-12 characters. It must contain upper-case letters (A-Z), lower-case letters (a-z) and numbers (0-9) and it must not contain any symbols.

Old Password :

New password :

Confirm new password :

Password Reset Settings

Please set up your security question and answer for user authentication during the password reset process.

☒ Please choose a question

What was your childhood nickname?

☐ Create your own question

Please enter the corresponding answer

SIU MING

Please keep your password properly. Your account will be frozen after five consecutive login failures and you will need to reset your password. If you fail to reset your password, you will have to reactivate your account, which will erase all information provided for security reasons.

Save

Password Hint Settings

The system will send a password hint to your email address in case you have forgotten your password. However, you cannot reset your password with this hint. If you wish to use the function to reset your forgotten password, please provide a contact phone no. that can receive SMS above.

Password hint :

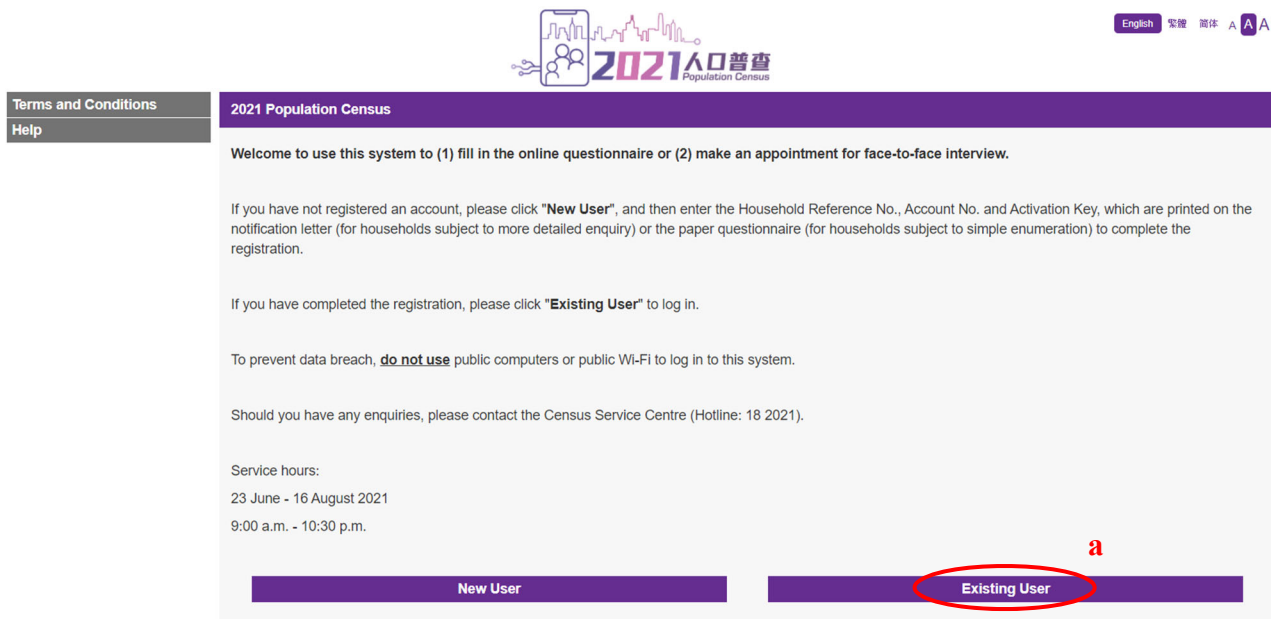
Please keep your password properly. Your account will be frozen after five consecutive login failures and you will have to reactivate your account, which will erase all information provided for security reasons.

Save

- b) Enter “Old Password”, “New Password” and “Confirm New Password” in “Password Settings” if the user wishes to change the password.
- c) The steps of editing “Contact Person” information, “Password Reset Settings” and “Password Hint Settings” are similar to those of filling in “Account Settings” information by “New Users”. Please refer to Section 2.2.3 for details.
- d) Click “Save” to confirm the changes.

3.6 Forgot Password

The user may apply for password retrieval if he/she has forgotten the account password or experienced five consecutive login failures.



English 繁體 简体 A A

2021 Population Census

Welcome to use this system to (1) fill in the online questionnaire or (2) make an appointment for face-to-face interview.

If you have not registered an account, please click "**New User**", and then enter the Household Reference No., Account No. and Activation Key, which are printed on the notification letter (for households subject to more detailed enquiry) or the paper questionnaire (for households subject to simple enumeration) to complete the registration.

If you have completed the registration, please click "**Existing User**" to log in.

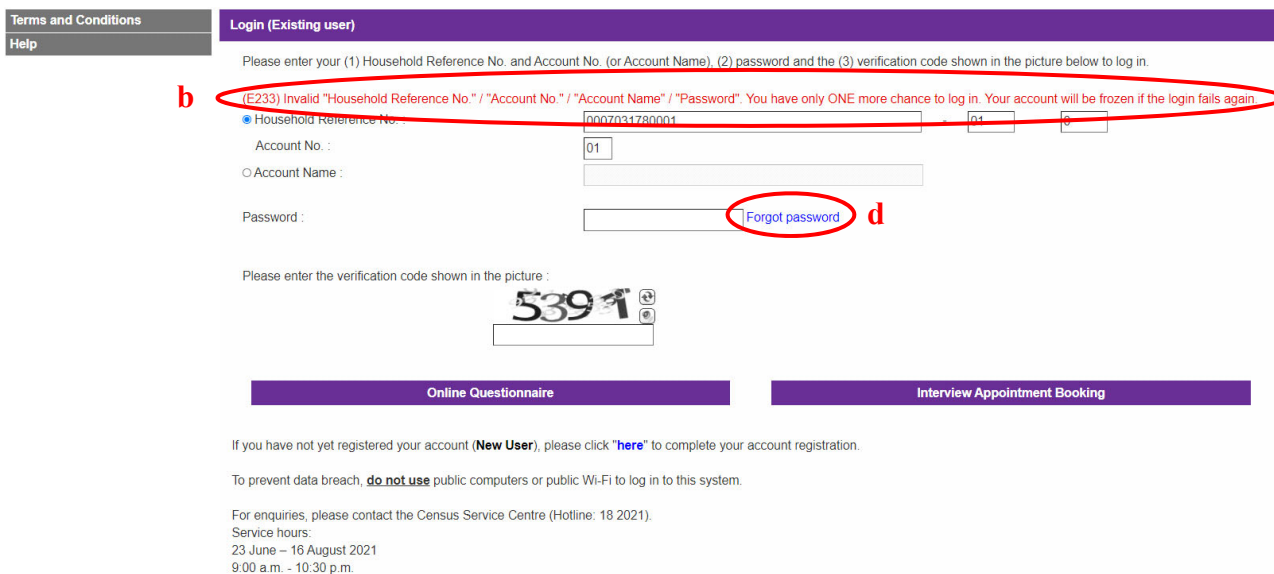
To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.

Should you have any enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

New User **Existing User** **a**

a) Click "Existing User".



Terms and Conditions
Help

Login (Existing user)

Please enter your (1) Household Reference No. and Account No. (or Account Name), (2) password and the (3) verification code shown in the picture below to log in.

b (E233) Invalid "Household Reference No." / "Account No." / "Account Name" / "Password". You have only ONE more chance to log in. Your account will be frozen if the login fails again.

☒ Household Reference No. :

Account No. :

☐ Account Name :

Password : **Forgot password** **d**

Please enter the verification code shown in the picture :

Online Questionnaire **Interview Appointment Booking**

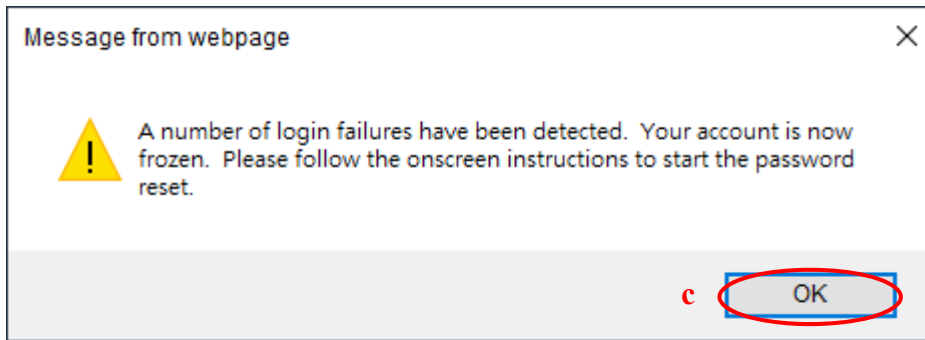
If you have not yet registered your account (**New User**), please click "**here**" to complete your account registration.

To prevent data breach, **do not use** public computers or public Wi-Fi to log in to this system.

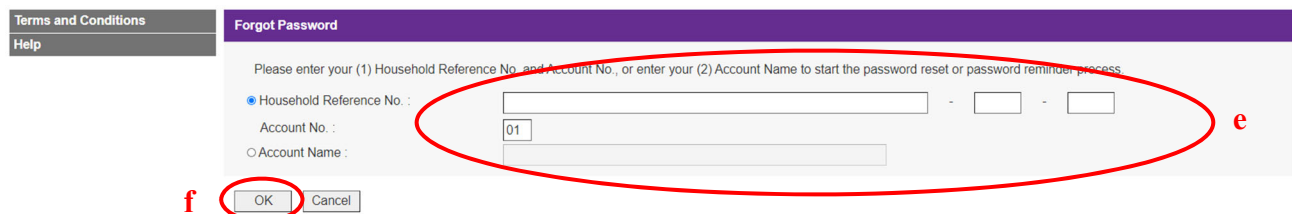
For enquiries, please contact the Census Service Centre (Hotline: 18 2021).

Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

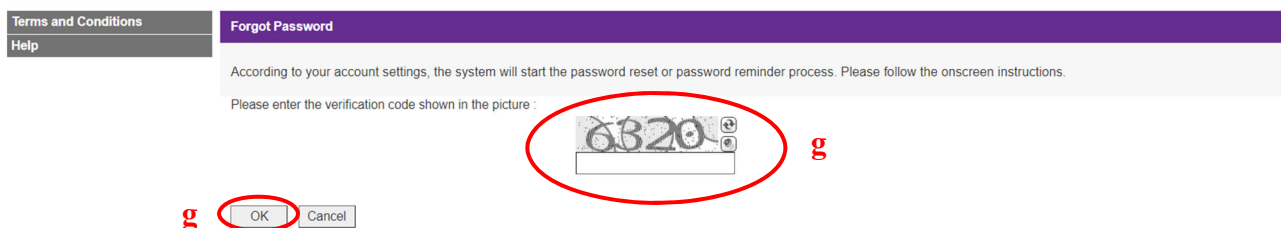
- b) When the user has entered a wrong password for four times, the system will remind the user that he/she has "only ONE more chance to log in". If the user fails to log in again, his/her account will be frozen and the system will automatically initiate the password retrieval process.



- c) Click "OK" to proceed to Step "e".
- d) If the user has forgotten password, click "Forgot Password" to start the password retrieval process.

A screenshot of the "Forgot Password" form. The form has a purple header bar with "Forgot Password" and a sidebar with "Terms and Conditions" and "Help". The main content area says: "Please enter your (1) Household Reference No. and Account No. or enter your (2) Account Name to start the password reset or password reminder process." There are three input fields: "Household Reference No.:" (with a dropdown arrow), "Account No.:" (with "01" entered), and "Account Name:". Below these fields are "OK" and "Cancel" buttons. The "OK" button is circled in red and labeled with a red 'f'. The entire input area is circled in red and labeled with a red 'e'.

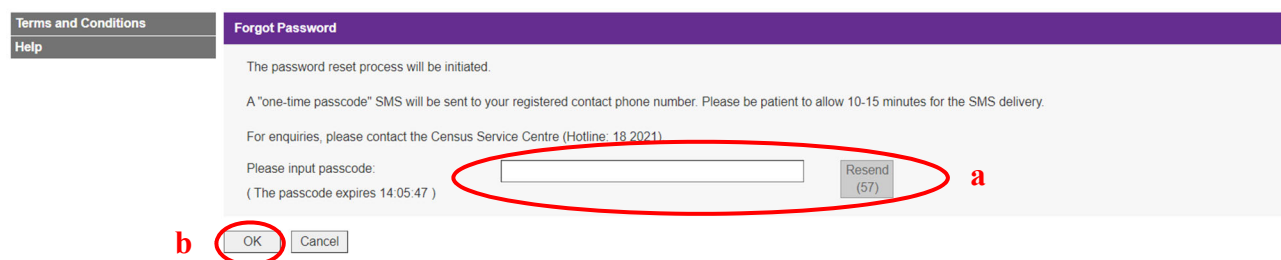
- e) Enter "Household Reference No." and "Account No." (or "Account Name"), which should be the same as those provided during account activation.
- f) Click "OK" to proceed to the next step.

A screenshot of the verification code screen. It has a purple header bar with "Forgot Password" and a sidebar with "Terms and Conditions" and "Help". The main content area says: "According to your account settings, the system will start the password reset or password reminder process. Please follow the onscreen instructions." Below this, it says: "Please enter the verification code shown in the picture:". There is a small image showing a verification code "6820" and a "Resend" button. Below the image is an input field for the code. The "Resend" button is circled in red and labeled with a red 'g'. The input field is circled in red and labeled with a red 'g'.

- g) Enter the "Verification Code" shown in the picture and then click "OK". According to account settings, the system will initiate the password reset or password reminder process.

3.6.1 For Users who Have Provided a Contact Phone Number that Can Receive SMS

The system will send a "One-time Passcode" SMS to the registered contact phone number of the user to help the user reset the password.

A screenshot of the one-time passcode screen. It has a purple header bar with "Forgot Password" and a sidebar with "Terms and Conditions" and "Help". The main content area says: "The password reset process will be initiated." Below this, it says: "A 'one-time passcode' SMS will be sent to your registered contact phone number. Please be patient to allow 10-15 minutes for the SMS delivery." Below this, it says: "For enquiries, please contact the Census Service Centre (Hotline: 18 2021)." Below this, it says: "Please input passcode:" followed by an input field and a "Resend (57)" button. Below the input field is an "OK" button, which is circled in red and labeled with a red 'b'. The "Resend (57)" button is circled in red and labeled with a red 'a'.

- a) Enter "One-time Passcode" displayed in the SMS.
- b) Click "OK" to proceed to the next step.

c) Answer the “Security Question” (set up by the user during account activation).

d) Click “OK” to proceed to the next step.

e) After authenticating the identity of the user, the user can reset the password.

f) The user may also amend “Password Reset Settings”. Please refer to Section 2.2.3 for details.

g) Click “Save” to reset the password.

h) The account will be frozen if the user repeatedly enters the wrong answer to the security question.

i) Click “OK” to proceed to “Account Reactivation”. Please refer to Section 3.7 for details.

Note: The account has been frozen. The user cannot log in to the system again under normal procedures.

3.6.2 For Users who Have Provided a Contact Phone Number that Cannot Receive SMS

The system will send a “Password Hint” email to the user.

- a) Click “OK” to return to the “Existing User” login page. The user can try to recall the password by referring to the “Password Hint” and log in to the system again.

Note: For users who have previously provided a contact phone number that cannot receive SMS in Account Settings (Please refer to Section 2.2.3), if they have experienced five consecutive login failures, they cannot log in to the system again even if the user can recall the password by referring to the “Password Hint”. Please refer to Section 3.7 for details.

3.7 Account Reactivation

If the user fails to reset the password or fails to recall the password after referring to the password hint, the user can proceed to “Account Reactivation”.

- a) Enter “Household Reference No.” and “Account No.” (or “Account Name”), which should be the same as those provided during account activation.
- b) Click “OK” to proceed to the next step.

- c) Check the box to accept account reactivation and the erasure of all information provided.
- (Note: After reactivating the main account (i.e. Account No. 01), all information provided (including all information provided in the main account and all relevant separate accounts) will be erased. On the other hand, after reactivating a separate account (i.e. Account No. 02 or above), all information provided in that separate account will be erased.)
- d) If the user provided a contact phone number that can receive SMS in Account Settings, please input the registered “Contact phone no.”.
- e) If the user provided a contact phone number that cannot receive SMS in Account Settings, please input the registered “Email address”.
- f) Click “OK” to proceed to the next step, or click “Back” to return to the “Existing User” login page.

Terms and Conditions
Help

Account Reactivation

For security reasons, all information (including all separate accounts) provided will be erased after account reactivation.

☒ I would like to reactivate my account now and erase all information saved in my account and all the concerned separate accounts.

Please enter registered phone number :

For enquiries, please contact the Census Service Centre (Hotline: 18 2021).
Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

Hotline: 18 2021
Copyright © 2021 All rights reserved

Message from webpage
Please confirm if you wish to reactivate your account.

HONG KONG

- g) Click “OK” to confirm to reactivate the account, or click “Cancel” to return to the current page.

Terms and Conditions
Help

Account Reactivation

Your account is now reactivated.

A new activation key has been sent to your registered contact phone number via SMS or to your registered email address. Please be patient to allow few minutes for the key delivery.

For enquiries, please contact the Census Service Centre (Hotline: 18 2021).

- h) Click “OK” to go to the “New User” login page. The user may enter the new “Activation Key” sent by the system via SMS or email to log in to the Online Questionnaire and Online Appointment System as a “New User”.

4. Separate Account

4.1 Activate Separate Account

The “Account No.” and “Activation Key” of the separate account will be delivered to the separate account user by C&SD via SMS or email. Then, the separate account user may use the newly received “Account No.” and “Activation Key”, as well as the “Household Reference No.” printed on the household notification letter sent to the household head (i.e. Account No. 01 user) to activate his/her Online Questionnaire and Online Appointment System account. Please refer to Sections 2.1 and 2.2.3 for details.

4.2 Fill in Online Questionnaire

Please refer to Section 2.3 (For households subject to simple enumeration) or Section 2.4 (For households subject to more detailed enquiry) for details.

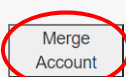
After completing the questionnaire, click “Logout” and inform the main household OQ account holder that the user has completed the questionnaire. When the main household OQ account holder submits the questionnaire, his/her questionnaire will be submitted together.

4.3 Merge with Main Account

2. Then click “Go to Questionnaire” to continue filling in the questionnaire of each household member.

Person serial no.	Title	Name / Preferred name	Relationship to the household head *** ⓘ	Household head*** ⓘ	Action	Fill in questionnaire
01	Mr.	Wong Tai Man	(01) Ownself	<input checked="" type="checkbox"/>		Filling
02	Ms.	Ho Ling Ling	(02) Spouse	<input type="checkbox"/>	Go to Questionnaire	Filling
03	Mr.	Wong Siu Ming	(15) Others (please specify) Friend			Filling

a



[Print / Save Questionnaire](#)

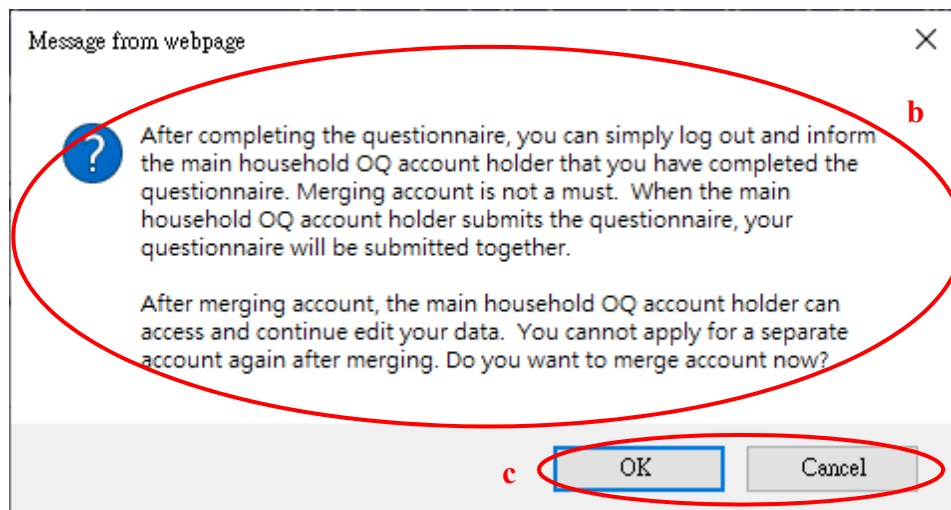
Please provide accurate information. All information of individual persons or households will be treated in strict confidence.

After completing the questionnaire, please click “Logout” and inform the main household OQ account holder that you have completed the questionnaire. When the main household OQ account holder submits the questionnaire, your questionnaire will be submitted together.

If required, you can click “Merge Account” to transfer all the data from your separate account to the main household OQ account and authorise the main household OQ account holder to access and continue to edit your data. You cannot apply for a separate account again after merging.

*** Household member “01” is defined as the household head in default. If there are other household heads as well, please check the box under the “Household head” column for the persons concerned.

- a) After activating the separate account, if required, the separate account user can click “Merge Account” to transfer all the data from his/her separate account to the main account (i.e. Account No. 01). The Account No. 01 user (i.e. the household head) is then authorised to access to and edit the data provided by that separate account user, who cannot apply for a separate account again after merging.



- b) The system will remind the user that data cannot be separated again after merging the accounts.
- c) Click “OK” to confirm merging, or click “Cancel” to return to the current page.

Terms and Conditions
Help

Thank you for completing Online Questionnaire

Your questionnaire has been submitted. Thank you for using Online Questionnaire System. Where a follow-up on the information provided by you is necessary, a census officer of the Census and Statistics Department may phone or visit you.

For data security reason, please note that your account has been locked and the questionnaire can no longer be retrieved or amended via this system again.

You may wish to print or save a copy of this acknowledgement page for reference. No separate confirmation notice will be given by this department.

Household Reference No.	0007031680001 - 01 - 0
Account No.	02

Should you have any enquiries, please contact the Census Service Centre (Hotline: 18 2021).
Service hours:
23 June - 16 August 2021
9:00 a.m. - 10:30 p.m.

Print / Save Finish

- d) After merging, the system will display the acknowledgement page. Users may click “Print / Save” to print / save this page for records.

Note: The separate account is then locked and the user will be unable to log in again.

5. Minimum System Requirements

Internet Browsers

Internet Explorer 11

Firefox 76.0

Google Chrome 81.0

Safari 12.0 (Mac)

Microsoft Edge 83

Mobile Device Operating Systems

iOS 12

Android 9

The user is recommended to use the latest versions of internet browsers and operating systems for best effects.