

## Utilisation of “e-Appointment System for Aided Schools” Frequently Asked Questions

**Q1 How do schools use the “e-Appointment System for Aided Schools” (hereinafter referred to as the “EASAS”) to submit “Appointment Forms of Teaching Staff / Non-teaching Staff in Aided Schools” (hereinafter referred to as “appointment forms”)?**

**A** The Education Bureau (EDB) has launched the EASAS aiming to facilitate aided schools’ submission of appointment forms for teaching and non-teaching staff paid out of Salaries Grant, to streamline the administrative procedures of downloading and submitting paper appointment forms and photocopies to this Bureau, and to accelerate the progress of handling appointment and the workflow of salary assessment.

If the appointee is a user of e-Services Portal, the EASAS will automatically pre-load the appointee’s personal information, including the appointee’s academic qualifications and teaching experience, for the appointee to modify/ update and confirm. Additionally, if appointees, principals and supervisors have registered as “iAM Smart+” users, they can perform digital signing in the EASAS and submit the appointment forms. If supervisors are currently unable to use “iAM Smart+” to perform digital signing, schools may upload the appointment forms signed by supervisors and supervisors then use his / her e-Services Portal account to log in to the EASAS to verify relevant information and submit the appointment forms.

In the event of special circumstances that appointment forms cannot be submitted through the EASAS, schools please contact Teacher Administration 1 Section (2892 5477 or 2892 5818) for assistance.

**Q2 How can schools login to the EASAS?**

**A** Schools can access the School Desk of the EASAS through the CLO. There are three types of designated accounts for aided schools to access the EASAS, including:

Account type	Designated user accounts
School administrator	<ul style="list-style-type: none"> <li>● e-Services Portal accounts : <ul style="list-style-type: none"> <li>➢ Master School Administrator (MSA)</li> <li>➢ Delegated School Administrator (Administrative staff) (DSA(A)) account</li> </ul> </li> <li>● Delegated user accounts in the Common Log-On (CLO) System<sup>Note</sup> : <ul style="list-style-type: none"> <li>➢ e-Services Portal teacher account</li> <li>➢ Training Calendar System (TCS) non-teaching staff</li> </ul> </li> </ul>

	account ➤ CLO self-registered account
The Principal	● e-Services Portal teacher account with principal / acting principal status
The Supervisor	● e-Services Portal school supervisor account

*(Note: Relevant user accounts should be delegated on the Delegation Task page in the CLO)*

Related user manual has been uploaded on the School Desk of the EASAS (at the top right-hand corner of the screen after logging in to the EASAS) for schools' reference.

**Q3 Can schools consider registration with “iAM Smart+” as an appointment requirement for appointees?**

- A** For appointment of staff paid out of the Salaries Grant, aided schools are required to comply with the Code of Aid, relevant circulars and guidelines issued by EDB, and other relevant laws. The EASAS provides schools with convenient electronic services, enhancing the efficiency of processing appointment forms for staff paid out of the Salaries Grant. The use of “iAM Smart+” by appointees for legally binding digital signatures on the EASAS is a procedure for submission of appointment forms, and **should not be regarded as an appointment requirement for teaching and non-teaching staff.**

In the event of special circumstances that digital signature of using the “iAM Smart+” cannot be performed, schools please contact Teacher Administration 1 Section (2892 5477 or 2892 5818) for assistance.

**Q4 The EASAS will automatically pre-load information of the appointee’s academic qualifications and teaching/working experience in the appointment form. Does this mean that the school no longer needs to check the appointee’s information (such as academic qualifications or certificate of service) and confirm the appointee’s entry requirements? In addition, when the school uploads copies of the academic qualifications and teaching/working experience of the appointee, is it not necessary for the principal to sign for confirmation and sign under the words “Certified True Copies”?**

- A** The EASAS provides schools with convenient electronic services, enhancing the efficiency of processing appointment forms for staff paid out of Salaries Grant. However, it does **not replace the appointment procedures of relevant staff.** For employment of staff paid out of Salaries Grant, aided schools are still required to comply with the Code of Aid, relevant circulars and guidelines issued by EDB, and other relevant laws. As employers, schools have the responsibility to review the relevant information provided by appointees and verify its consistency with the appointment particulars on the EASAS.

**Q5 If the appointee fails to complete the biometric authentication due to individual reasons and is unable to register “iAM Smart+” on his/her mobile phone for digital signing, how should the school handle the related appointment?**

**A** To download and use “iAM Smart+” mobile app, the mobile phone must be equipped with biometric authentication. For iOS mobile phone, it should support Face ID or Touch ID. For Android mobile phone, it should run with Android 8.0 or above and supports Fingerprint authentication. For information regarding “iAM Smart”, please refer to the “iAM Smart” webpage (<https://www.iamsmart.gov.hk/>)

In the event of special circumstances that digital signature of using the “iAM Smart+” cannot be performed, schools please contact Teacher Administration 1 Section (2892 5477 or 2892 5818) for assistance.

**Q6 If there is a need to make revisions to the submitted information after submitting the appointment forms through the EASAS, how should schools handle it?**

**A** Supervisors must ensure the information stated in the appointment form is correct (including any revisions that need to be made after the appointment form has been submitted by the school). If schools need to make revisions to the submitted information, EDB will return the relevant form through the EASAS to schools to make the necessary revisions. After the school completes the revision, the supervisor must resubmit the revised appointment form to EDB.

**Q7 Can appointee and schools (including supervisors and principals) use smart phones or tablets to use the EASAS?**

**A** Since not all functions in the EASAS are accessible on smartphones or tablets, appointees and schools (including supervisors and principals) should use **desktop/laptop computers** to log in to the EASAS to fill in and process the appointment forms. EDB will continue to monitor schools’ usage of the EASAS, maintain close communication with the education sector, and constantly review and enhance the EASAS, including considering the possibility of supporting access of the EASAS by a wider range of devices.

**Q8 Can schools submit promotion forms for staff who are paid out of Salaries Grant through the EASAS?**

**A** The EASAS only processes appointment forms for staff paid out of Salaries Grant. For handling matters related to promotion, schools can fill in and submit the relevant electronic forms through the Common Log-On System (<https://clo.edb.gov.hk>). For enquiries, please contact the respective Senior School Development Officer of your district.

**Q9 Are there any security risks when using the EASAS and “iAM Smart+”?**

**A** EDB has been strictly following the security policies and guidelines of the Digital Policy Office (DPO) and the provisions of the Personal Data (Privacy) Ordinance. It will also regularly evaluate and review the operation of the EASAS to ensure that the EASAS is stable, secure and of all personal data collected and/or stored and/or transmitted and/or used are confidential. The “iAM Smart” service not only provides Hong Kong citizens with convenient and reliable digital personal identity, but also strives to ensure that users’ information security and privacy information are effectively protected. The DPO has always complied with the requirements of international certification to manage information security and privacy information, and has obtained ISO/IEC 27001 and ISO/IEC 27701 international standard certifications for information security management system and personal data protection management system respectively, which shows that “iAM Smart+” service has reached international standards in terms of information security and personal data protection.

When using “iAM Smart”, users can use the biometric functions (such as facial pattern or fingerprint recognition) provided by their personal mobile phones to authenticate their identity and log in to online services safely and conveniently. Such biometric data will only be stored in the users’ personal mobile phone, and will not be stored in the “iAM Smart” system. Personal information provided for “iAM Smart” registration and other relevant information voluntarily provided will be encrypted and stored in the government data centre facilities for data security protection. For information regarding security and privacy protection of using “iAM Smart”, please refer to the “iAM Smart” webpage (<https://www.iamsmart.gov.hk/>)