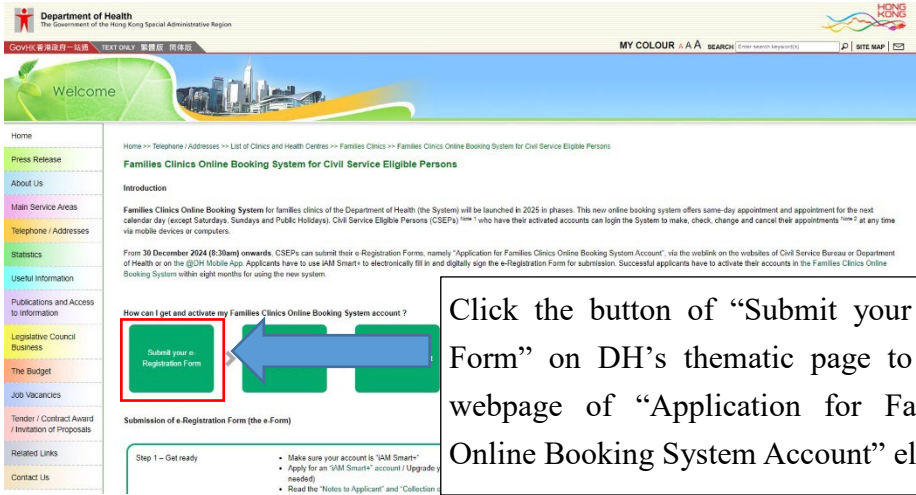
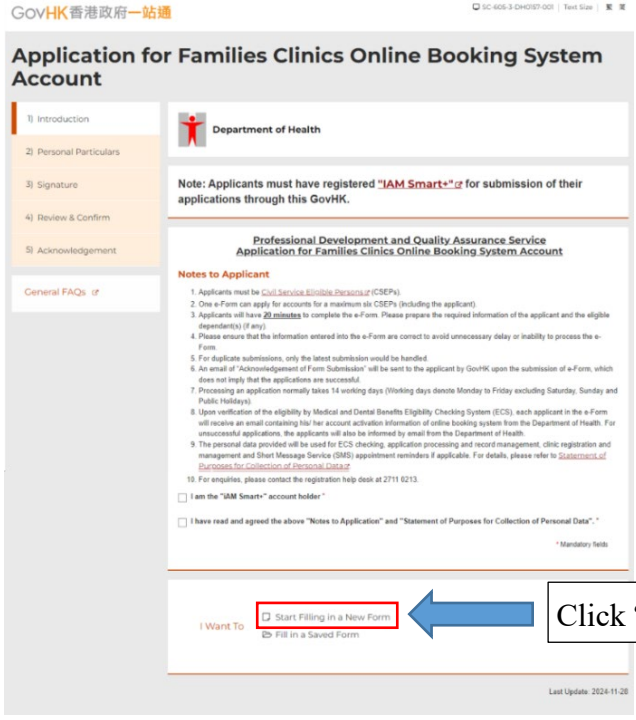


## Step-by-step demonstration of application for account in Families Clinics Online Booking System

**Method A:**    Apply via websites

**Method B:**    Apply “@DH” mobile application

**Method A:**    Application for account in Families Clinics Online Booking System via weblink on the websites of Civil Service Bureau (CSB) or thematic page of Department of Health (DH)

Step 1	Access to the webpage of “Application for Families Clinics Online Booking System Account” electronic form
	<p style="text-align: center;"><b><u>Example: DH’s thematic page</u></b></p>  <p>Click the button of “Submit your e-Registration Form” on DH’s thematic page to access to the webpage of “Application for Families Clinics Online Booking System Account” electronic form.</p>
Step 2	Read the “Notes to Applicant” and prepare "iAM Smart+" account and the required information of the applicant and the eligible dependant(s) (if any) for completing the form.
	 <p>Click “Start Filling in a New Form”.</p>

Step 3

Fill in the electronic form.

The screenshot shows the 'Personal Particulars' section of the application form. The left sidebar contains a progress indicator with steps: 1) Introduction, 2) Personal Particulars (active), 3) Signature, 4) Review & Confirm, and 5) Acknowledgement. Below the sidebar is a 'General FAQs' link. The main form area has a header with the title and a sub-header. Below the sub-header is a 'Form Filling with iAM Smart' button and a 'More Info' link. The form fields include: English Name (Surname and Given Name), Chinese Name, Gender (Male/Female), Date of Birth (YYYY-MM-DD), Hong Kong Identity Card Number (with a dropdown for the last digit), Email Address (with a confirmation field), Mobile Number, and Residential Telephone Number. At the bottom, there are checkboxes for 'Are you a Civil Servant / Retired Civil Servant?' and 'Request Type' (Apply for myself, Apply for myself and Eligible Dependent(s) in the Same Family, Apply for Eligible Dependent(s) in the Same Family). A 'Mandatory fields' note is present. At the bottom right, there are 'Save', 'Back', and 'Next' buttons, and a 'Last Update: 2024-11-19' timestamp. A 'Back To Top' link is at the very bottom.


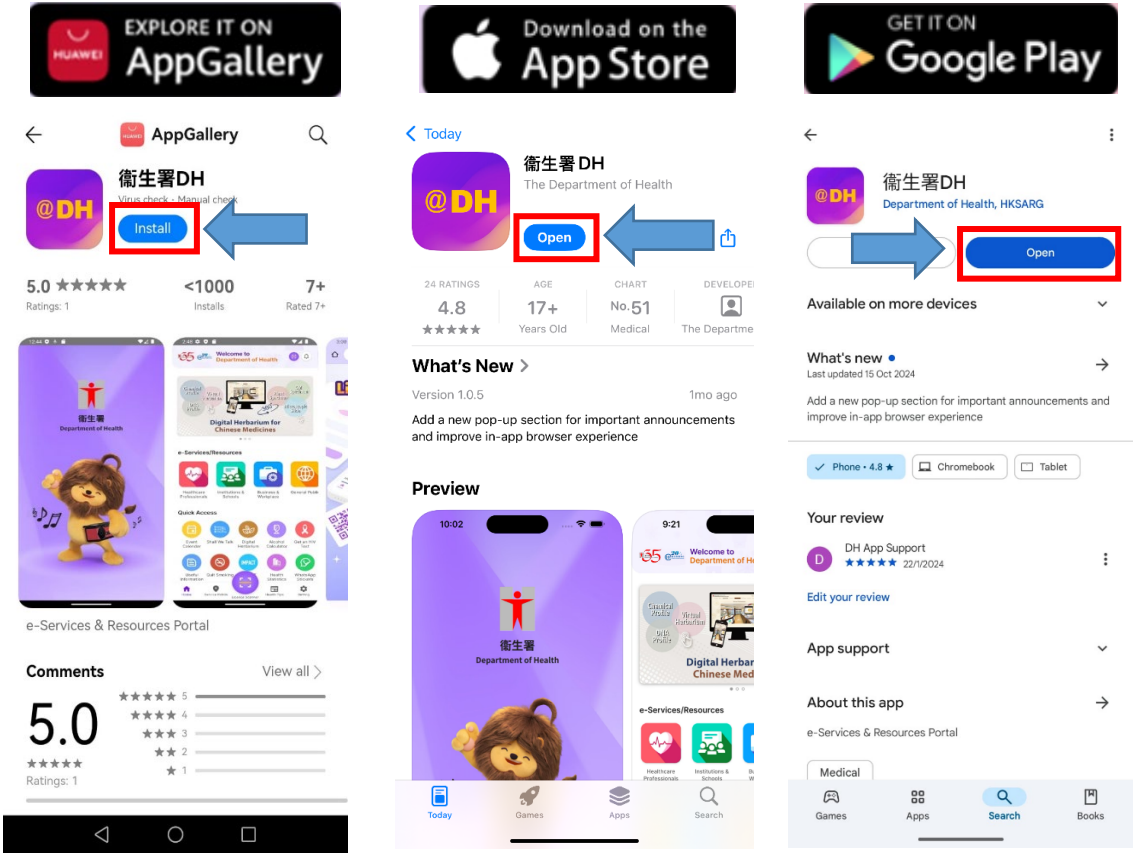
Step 4

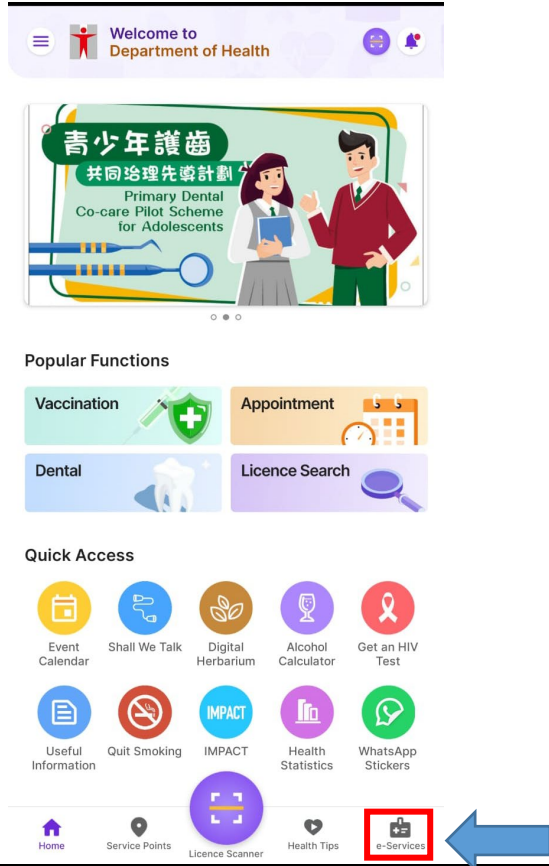
Use “iAM Smart+” to perform digital signing

The screenshot shows the 'Signature' section of the application form. The left sidebar contains a progress indicator with steps: 1) Introduction, 2) Personal Particulars, 3) Signature (active), 4) Review & Confirm, and 5) Acknowledgement. Below the sidebar is a 'General FAQs' link. The main form area has a header with the title and a sub-header. Below the sub-header is a 'Please check the following information and apply signature. You may go back to make changes as needed.' message. The form fields include: English Name (LAM, Hannah), Chinese Name (林曉怡), Gender (Female), Date of Birth (1970-04-14), Hong Kong Identity Card Number (G510452), Email Address (ha\_fm@dh.gov.hk), Mobile Number (12345678), and Residential Telephone Number. At the bottom, there are checkboxes for 'Are you a Civil Servant / Retired Civil Servant?' and 'Request Type' (Apply for myself). A 'Signature' section is at the bottom, with a 'Sign Here' button highlighted by a red box and a blue arrow. A text box next to the arrow says 'Click “Sign Here” to perform digital signing.' At the bottom right, there are 'Save', 'Back', and 'Next' buttons, and a 'Last Update: 2024-11-19' timestamp. A 'Mandatory fields' note is present.

Step 5	Complete and submit the electronic form.
	<div><div>GovHK香港政府一站通</div><div>SC-605-3-DH0157-005   Text Size   繁體</div></div> <div><div><div>Application for Families Clinics Online Booking System Account</div><div><div>1) Introduction</div><div>2) Personal Particulars</div><div>3) Signature</div><div>4) Review &amp; Confirm</div><div>5) Acknowledgement</div></div><div><div>General FAQs</div></div></div><div><div><div>Submission Details</div><div>Thank you for using our e-Form service. Your submission has been received and will be forwarded to the concerned bureau, department or organisation for processing. Please quote the transaction reference number below for future communication related to this submission, including any enquiries or subsequent submission of supporting documents.</div><div><div>Print / Download Submitted Form Record</div></div><div><div>Submission Date and Time (YYYY-MM-DD HH:MM)</div><div>2024-11-20 15:41</div></div><div><div>Transaction Reference Number</div><div>DH01570686TM7MHB</div></div><div><div>Should you have any enquiries, please contact the respective bureau, department or organisation - Professional Development and Quality Assurance Service</div><div>Hotline: 2711 0213</div><div>Email: pdqas_online_booking@dh.gov.hk</div></div><div><div>Remarks: An email of "Acknowledgement of Form Submission" will be sent to the applicant by GovHK upon the submission of e-Form, which does not imply that the applications are successful. Processing an application normally takes 14 working days (Working days denote Monday to Friday excluding Saturday, Sunday and public holidays). Upon verification of the eligibility by ECS, each applicant in the e-Form will receive an email containing his/ her account activation information of online booking system from the Department of Health. For unsuccessful applications, the applicants will also be informed by email from the Department of Health.</div></div></div><div><div>Last Update: 2024-11-19</div><div>Back To Top</div></div></div></div>

**Method B:** Application for Families Clinics Online Booking System Account via “@DH” mobile application

Step 1	<p>Scan this QR code to download “@DH” App.</p> <p><a href="#">Click here</a> for more information.</p>
	
Step 2	<p>Download or Open the “@DH” App.</p>
	 <p>The image displays three screenshots of the @DH app on different mobile app stores. The first screenshot is from the Huawei AppGallery, showing the app's name '衛生署DH' (Department of Health DH) with a 5.0 star rating and an 'Install' button highlighted by a red box and a blue arrow. The second screenshot is from the Apple App Store, showing the app's name '衛生署 DH' (The Department of Health DH) with a 4.8 star rating and an 'Open' button highlighted by a red box and a blue arrow. The third screenshot is from the Google Play Store, showing the app's name '衛生署DH' (Department of Health, HKSARG) with a 4.8 star rating and an 'Open' button highlighted by a red box and a blue arrow. Each screenshot also includes a preview of the app's interface, showing various services and resources available within the app.</p>

Step 3	<p>Tap “e-Service”.</p> 
Step 4	<p>Tap “Application for Families Clinics Online Booking System Account” and follow the steps going forward in <a href="#">Method A &gt; Step 2</a></p>
	