

# **Online Licence Application Tracking Facility (ATF)**

## **What is the ATF?**

The ATF is designed to provide a platform for licence / Outside Seating Accommodation applicants to check the status of their applications through the internet, submit relevant documents or plans and access the correspondence sent by Food and Environmental Hygiene Department (FEHD) through the platform.

## **What is the scope of the ATF?**

The ATF provides status information for the following applications :

- General Restaurant Licence
- Light Refreshment Restaurant Licence
- Marine Restaurant Licence
- Food Factory Licence
- Bakery Licence
- Factory Canteen Licence
- Frozen Confection Factory Licence
- Fresh Provision Shop Licence
- Milk Factory Licence
- Siu Mei and Lo Mei Shop Licence
- Cold Store Licence
- Composite Food Shop Licence
- Places of Public Entertainment Licence
- Outside Seating Accommodation Permission
- Swimming Pool Licence

## **Who can access the ATF?**

FEHD will provide the access information to the applicant by sending a login name and password to his / her correspondence address as indicated in the application form.

## **How to access the ATF?**

The website of the ATF is <https://www.licensing.gov.hk>. The applicant can use the login name and password issued by FEHD to log onto the system.

## How to check the status information?

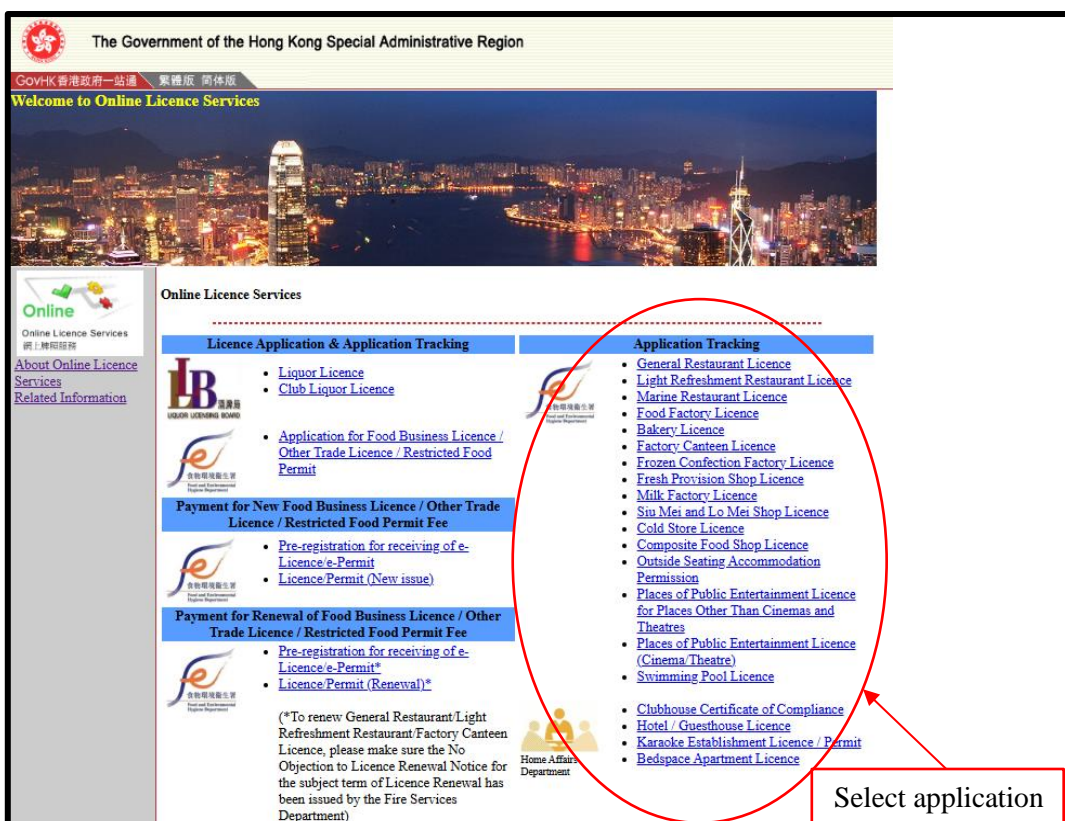
### Step 1

Enter the website by clicking the link and select language.



### Step 2

Click the application you are applying for.



### Step 3

#### For Individual Application Account Login

Login your individual application account. Enter the login name and password you received from FEHD for the progress of individual application.

The screenshot displays the 'On-line Licence Application Tracking' website. The header includes the title and a 'Date of Enquiry:' field. The main content area features the FEHD logo and a login section with fields for 'Login Name' and 'Password', a 'Forgot Password?' link, and a 'Login' button. Below this is an 'Or' separator, followed by a 'Login with IAM Smart' button and a 'More Info' link. Further down is a 'Register a Centralized Login Account for Multiple Licence Applications' section with a 'Register' button and a note. A 'NEWS' sidebar is on the left. At the bottom, there is a 'Participating Departments' section with logos for the Buildings Department and the Hong Kong Housing Authority, and an 'Enquiry and Support' link.

On-line Licence Application Tracking

Help | FAQ

Date of Enquiry:

食物環境衛生署  
Food and Environmental Hygiene Department

NEWS

Login Name:

Password:

[Forgot Password?](#)

Or

[More Info](#)

Register a Centralized Login Account for Multiple Licence Applications

(Note: You are not required to key in the Login Name and Password above.)

Note:

- Normally, the date of and comments on an action will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.
- The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
- For the latest and detailed information about an application, please contact the Case Manager/Officer directly.

Participating Departments

Buildings Department

香港房屋委員會  
Hong Kong Housing Authority

[Enquiry and Support](#)

## For Login with iAM Smart

- (i) Click the “Login with iAM Smart” button, then the browser will redirect to an “iAM Smart” authentication page.

The screenshot shows the 'On-line Licence Application Tracking' (ATF) website. At the top, there is a header with the title and a 'Date of Enquiry' field. The main content area features the Food and Environmental Hygiene Department logo. Below the logo, there is a login section with fields for 'Login Name' and 'Password', a 'Forgot Password?' link, and a 'Login' button. A red circle highlights the 'Login with iAM Smart' button, which is accompanied by a mobile phone icon and a 'More Info' link. Below this, there is a 'Register' button and a note about registering a centralized login account. At the bottom, there is a 'Note' section with three bullet points and a 'Participating Departments' section with logos for the Police, Fire Services, and Hong Kong Housing Authority. A link for 'Enquiry and Support' is also present.

On-line Licence Application Tracking

Date of Enquiry: [Help](#) | [FAQ](#)

Food and Environmental Hygiene Department

NEWS

Login Name:   
Password:   
[Forgot Password?](#)  
[Login](#)

Or

[Login with iAM Smart](#) [More Info](#)

[Register a Centralized Login Account for Multiple Licence Applications](#)  
[Register](#)

(Note: You are not required to key in the Login Name and Password above.)

Note:

- Normally, the date of and comments on an action will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.
- The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
- For the latest and detailed information about an application, please contact the Case Manager/Officer directly.

Participating Departments

[Enquiry and Support](#)

- (ii) Follow the instructions on the “iAM Smart” authentication page and scan the QR code with your mobile.

The screenshot shows the 'iAM Smart' authentication page. At the top, there is a header with the 'iAM Smart' logo and a language selector set to 'English'. Below the header, there is a 'Back to online service' button. The main content area is titled 'Log in with iAM Smart' and contains three numbered steps: 1. Please open iAM Smart App in your mobile, 2. Tap the scan button in iAM Smart App, and 3. Scan the QR Code. A large QR code is displayed on the right side of the page. A 'Scan QR Code' button is located between the second and third steps.

iAM Smart

English

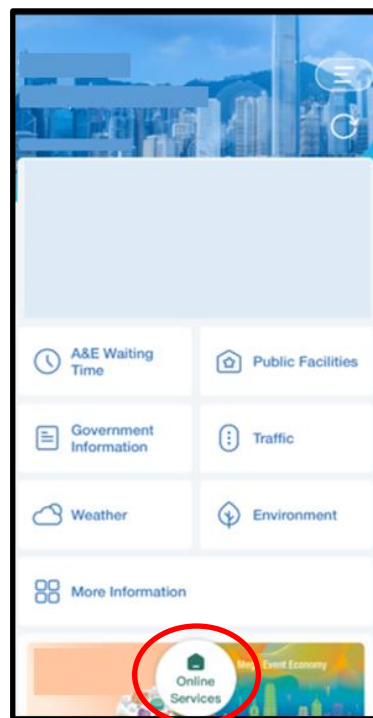
< Back to online service

Log in with iAM Smart :

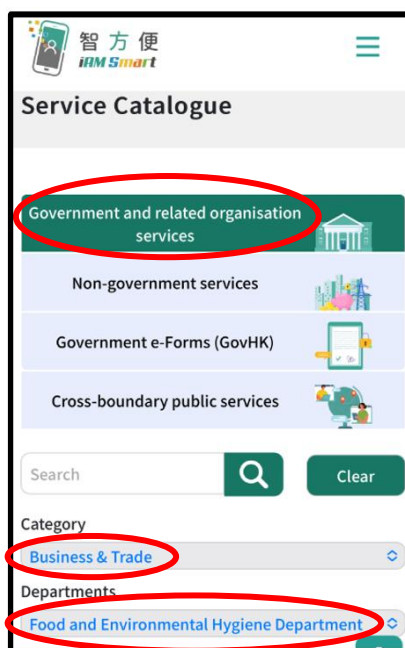
1. Please open iAM Smart App in your mobile
2. Tap the scan button in iAM Smart App
3. Scan the QR Code

[Scan QR Code](#)

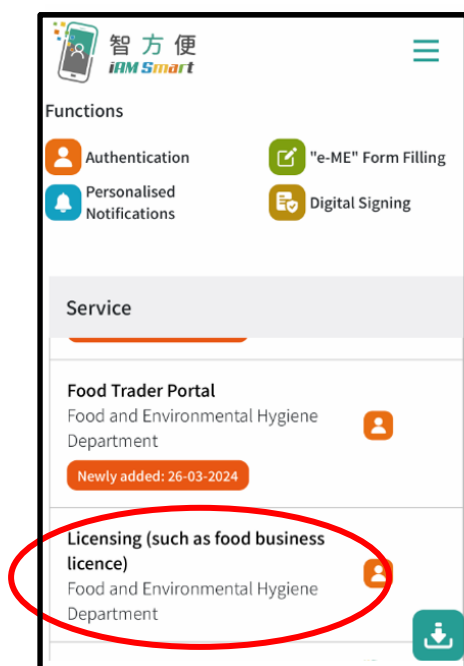
- (iii) Login to “iAM Smart” authentication page and select “Online Services”.



- (iv) Select “Government and related organisation services”, then select “Business & Trade” and “Food and Environmental Hygiene Department”.



(v) Select “Licensing (such as food business licence)”.



(vi) Enter the login name and password to link up with “iAM Smart”.

The screenshot shows the 'On-line Licence Application Tracking' page. At the top, there's a header with 'On-line Licence Application Tracking' and links for 'Help' and 'FAQ'. Below the header, there's a message: 'This is the first time you log in to the "On-line Licence Application Tracking Facility" through "iAM Smart". Please log in to your existing account to link up with "iAM Smart".' In the center, there's a login form with fields for 'Login Name:' and 'Password:', a 'Forgot Password?' link, and 'Login' and 'Cancel' buttons. Below the form, there's a 'Note:' section with three bullet points. At the bottom, there's a 'Participating Departments' section with logos for the Housing Department, Police, and Hong Kong Housing Authority. A link for 'Enquiry and Support' is at the bottom right.



## Create New Centralized Login Account

- (i) If you want to manage multiple applications in one single account and do not have one yet, you may click on the “Register” button to create a centralized login account yourself.

The screenshot shows the 'On-line Licence Application Tracking' website. The header includes 'Help | FAQ'. The main content area features the Food and Environmental Hygiene Department logo. On the left is a 'NEWS' section. The central part has a login form with fields for 'Login Name' and 'Password', a 'Forgot Password?' link, and a 'Login' button. Below this is an 'Or' separator, followed by a 'Login with iAM Smart' button and a 'More Info' link. A red circle highlights the 'Register a Centralized Login Account for Multiple Licence Applications' link and the 'Register' button below it. A note states: 'Note: You are not required to key in the Login Name and Password (above.)'. At the bottom, there is a 'Participating Departments' section with logos for Buildings, Police, and Hong Kong Housing Authority, and an 'Enquiry and Support' link.

On-line Licence Application Tracking

Help | FAQ

Food and Environmental Hygiene Department

NEWS

Login Name:

Password:

[Forgot Password?](#)

Or

[More Info](#)

**Register a Centralized Login Account for Multiple Licence Applications**

Note: You are not required to key in the Login Name and Password (above.)

Note:

- Normally, the date of and comments on an action will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.
- The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
- For the latest and detailed information about an application, please contact the Case Manager/Officer directly.

Participating Departments

Buildings Police Hong Kong Housing Authority

[Enquiry and Support](#)

- (ii) Input all the required information and click the “Register” button to create a new centralized login account.

The screenshot shows the 'Centralized Login Account Registration' form. The header includes 'Help | FAQ' and 'Date of Enquiry'. The main content area has a title bar 'Centralized Login Account Registration' and a prompt: 'Please provide the following information for the registration'. Below this is the Food and Environmental Hygiene Department logo. The form fields are: 'Login Name', 'Password', 'Confirm Password', and 'Email Address'. Below the fields are three bullet points: '- Login name must be at least 5 characters long.', '- The password must be composed of at least 6 characters including at least one alphabet and at least one number.', and '- No space is allowed in the Login Name, Password or Email Address.' At the bottom are 'Register' and 'Close' buttons.

On-line Licence Application Tracking

Help | FAQ

Date of Enquiry

Centralized Login Account Registration

Please provide the following information for the registration

Food and Environmental Hygiene Department

Centralized Login Account Registration

Login Name:

Password:

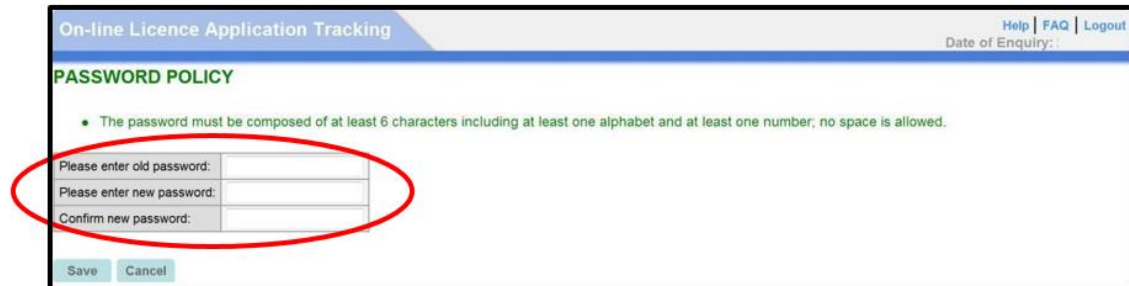
Confirm Password:

Email Address:

- Login name must be at least 5 characters long.
- The password must be composed of at least 6 characters including at least one alphabet and at least one number.
- No space is allowed in the Login Name, Password or Email Address.

## **Change Password**

Change the password of your individual application account at your first login as requested.



On-line Licence Application Tracking

Help | FAQ | Logout

Date of Enquiry: .

**PASSWORD POLICY**

- The password must be composed of at least 6 characters including at least one alphabet and at least one number; no space is allowed.

Please enter old password:

Please enter new password:

Confirm new password:

Save Cancel

*Note :*

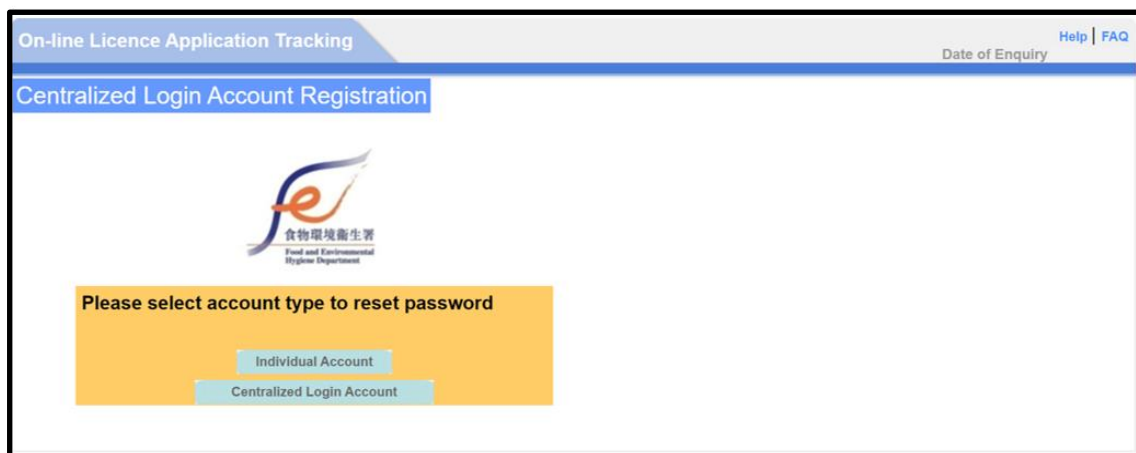
- (1) *At your first login of the individual application account, the password issued by FEHD must be changed for security reasons.*
- (2) *For Centralized Login Account, you are advised to change the login password of each individual application account before registration of the Centralized Login Account. Otherwise, the registered individual application account will be automatically detached if you have changed the password later on.*



## Forget Password

### For Individual Application Account

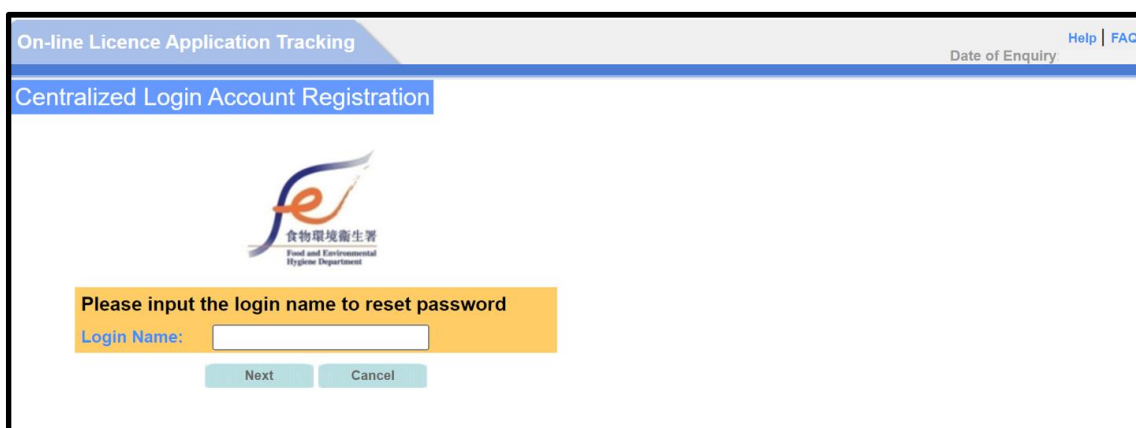
You may make a request to the ATF system administrator to reset your password if you have forgotten the password of your individual application account.



The screenshot shows a web interface for 'On-line Licence Application Tracking'. The page title is 'Centralized Login Account Registration'. It features the logo of the Food and Environmental Hygiene Department (FEHD). Below the logo, there is a yellow box with the text 'Please select account type to reset password'. Under this box, there are two buttons: 'Individual Account' and 'Centralized Login Account'. The 'Individual Account' button is highlighted. In the top right corner, there are links for 'Help' and 'FAQ', and a 'Date of Enquiry' field.

### For Centralized Login Account

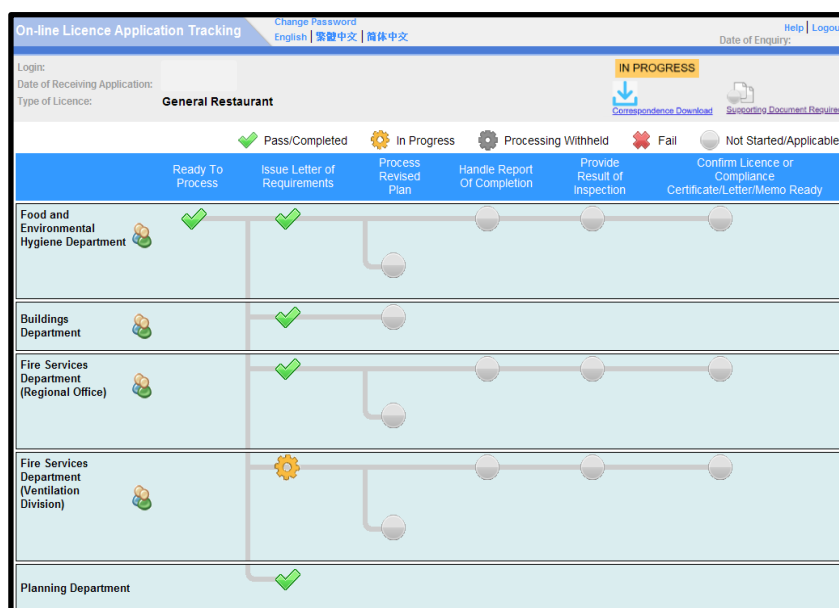
You can reset the password yourself if you have forgotten the password of your centralized login account and you will receive the reset password email after the submission.



The screenshot shows a web interface for 'On-line Licence Application Tracking'. The page title is 'Centralized Login Account Registration'. It features the logo of the Food and Environmental Hygiene Department (FEHD). Below the logo, there is a yellow box with the text 'Please input the login name to reset password'. Under this box, there is a text input field labeled 'Login Name:'. Below the input field, there are two buttons: 'Next' and 'Cancel'. In the top right corner, there are links for 'Help' and 'FAQ', and a 'Date of Enquiry' field.

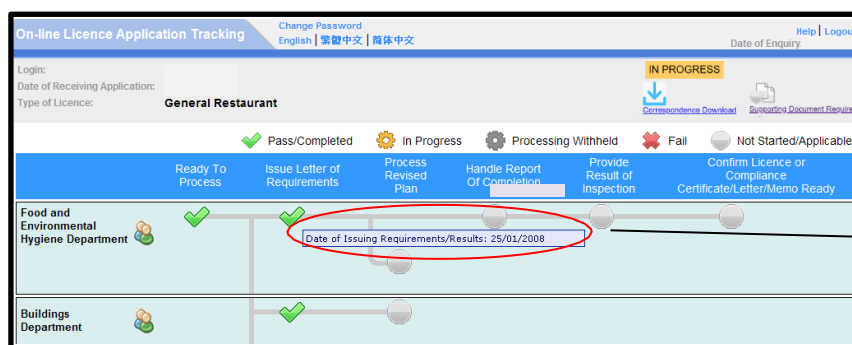
## Step 4

View the overall status of your application.



## Step 5

Move your mouse pointer over the status icons to view the relevant dates.



Move your mouse pointer over the icon and the relevant information will be displayed.

## Step 6

Click the “Case Officer” icon to access the page with contact information for the Case Managers / Officers and the supervisors of the respective departments.

The screenshot shows the 'On-line Licence Application Tracking' interface. The top navigation bar includes 'On-line Licence Application Tracking', 'Change Password', and language options (English, 繁體中文, 簡體中文). The main area displays a progress bar with stages: Ready To Process, Issue Letter of Requirements, Process Revised Plan, Handle Report Of Completion, Provide Result of Inspection, and Confirm Licence or Compliance. Below this, a table lists departments: Food and Environmental Hygiene Department and Buildings Department. A red circle highlights the 'Case Officer' icon in the Food and Environmental Hygiene Department row. A callout box points to this icon with the text: 'Click any one of the Case Officer icons.' Another callout box notes: '(Note : The icon will only be displayed when a Case Manager / Officer has been assigned to the application.)'

The detailed view of the Case Officer information is shown below:

Case Reference:	Food and Environmental Hygiene Department	Buildings Department	Fire Ser (Re
<b>Case Manager/Officer:</b>	CHAN KA YEE	David LO Kwok Wai	
<b>Tel No.:</b>	2879 5715	2626 1754	
<b>eMail:</b>	<a href="mailto:kychan@fehd.gov.hk">kychan@fehd.gov.hk</a>	<a href="mailto:kwlo@bd.gov.hk">kwlo@bd.gov.hk</a>	<a href="mailto:sso_ro">sso_ro</a>
<b>Supervisor:</b>	LING Mee-bo	LI Yam-ye	
<b>Tel No.:</b>	2879 5739	2626 1240	
<b>eMail:</b>	<a href="mailto:mbling@fehd.gov.hk">mbling@fehd.gov.hk</a>	<a href="mailto:yyl@bd.gov.hk">yyl@bd.gov.hk</a>	<a href="mailto:ado_ro">ado_ro</a>
<b>Responsible Office:</b>	Hong Kong & Islands (LO)	BD(LU)	
<b>Office Address:</b>	8/F, Lockhart Road Complex, 225 Hennessy Road, Wan Chai, Hong Kong - Hong Kong and Islands Licensing Office	12th floor, Pioneer Centre, 750 Nathan Road, Kowloon - Licensing Unit	

## Step 7

Click the icon of “Supporting Document Required” to access the page with a list of supporting documents required for the application to upload documents and view the status of receipt and comments by FEHD.

The screenshot shows the 'On-line Licence Application Tracking' interface. At the top, there are links for 'Change Password', 'English', '繁體中文', and '簡體中文'. Below this, there are tabs for 'Case Enquiry', 'Registered Application', 'Case Status', 'System Configurations', and 'User Management'. The 'Case Status' tab is selected. The 'Login' section shows 'Date of Receiving Application:' and 'Type of Licence: General Restaurant'. A yellow 'IN PROGRESS' button is visible. A red circle highlights the 'Supporting Document Required' icon. Below this, there are status indicators: 'Pass/Completed' (green checkmark), 'In Progress' (yellow gear), 'Processing Withheld' (grey gear), 'Fail' (red X), and 'Not Started/Applicable' (grey circle). The main area shows a progress bar for three departments: Food and Environmental Hygiene Department, Buildings Department, and Fire Services Department (Regional Office). Each department has a progress bar with stages: 'Ready To Process', 'Issue Letter of Requirements', 'Process Revised Plan', 'Handle Report Of Completion', 'Provide Result of Inspection', and 'Confirm Licence or Compliance Certificate/Letter/Memo Ready'.

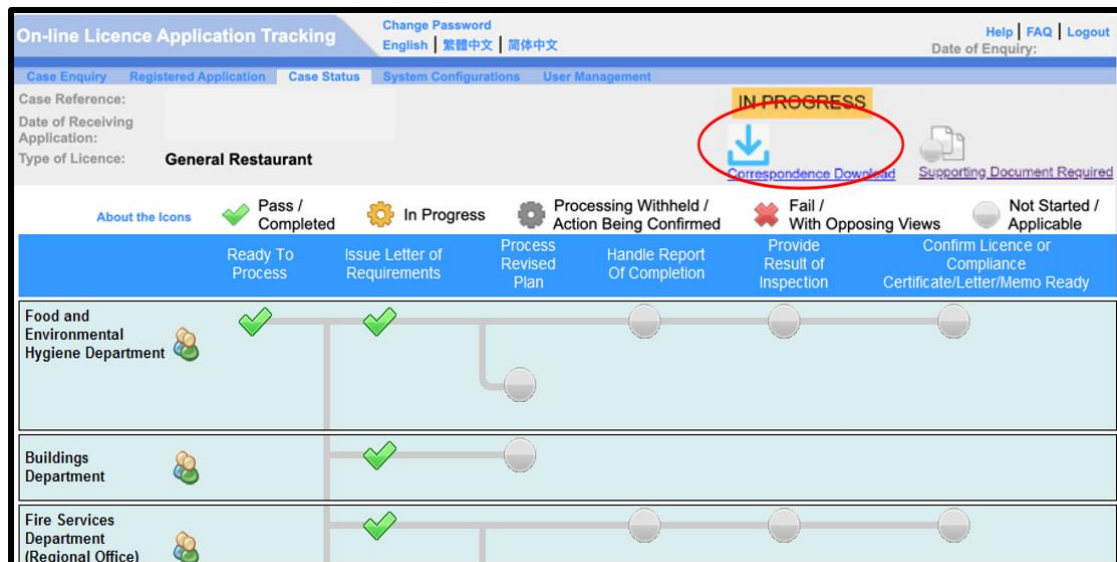
The screenshot shows the 'On-line Licence Application Tracking' interface with the 'Supporting Document Required' page. The 'Case Reference' section shows a list of documents with their status and upload dates. A red circle highlights the 'Back' button at the bottom left. Below the table, there is a warning message: 'Warning: The applicant should keep the original copies and produce for verification by the concerned government department(s) upon request.' followed by footnotes: '\* If a document is submitted more than once, only progress and receipt date of the latest submission are shown.' and '# The file size limit of document is 15MB, acceptable file format are .pdf, .doc, .docx, .jpg, .jpeg, .png. # If the document submission is made after the office hours of FEHD Licensing Offices, it will be treated as having been submitted on the following working day.'

Status*	Receipt Date*	Document Type	Upload*	Submission History	Last Submission Date Time
Not Required	15/06/2023	Supplier's Certificate for air conditioning	Upload	Show	15/06/2023 18:17
Not Required	04/07/2022	Communal / Allocated Toilet Certificate with location plan and toilet layout plan	Upload	Show	04/07/2022 18:00
Not Required	05/07/2022	Certificate of Compliance and Certificate of Completion for gas installation	Upload	Show	05/07/2022 15:11
Not Required	12/07/2022	WR1 / WR2 with supporting document for electrical installation	Upload	Show	12/07/2022 12:40
Not Required	01/07/2022	Certificate of Compliance for Cat.1 of BD / HD's requirements			
Not Required		Certificate of Compliance for Cat.2 with supporting document of BD / HD's requirements			
Not Required	30/03/2023	Certification of Food Business Premises Free of Unauthorized Building Works (UBW) for Full Licence Application (Form UBW-2) with connecting documents (Form FEHB 191)	Upload	Show	30/03/2023 15:30
Not Required	30/03/2023	Hygiene Manager Training Course Certificate	Upload	Show	30/03/2023 15:00
Not Required	06/07/2022	Hygiene Supervisor Training Course Certificate		Show	05/07/2022 21:42
Not Required	17/03/2023	Siu Mei & Lo Mei Food source supplier's certificate		Show	17/03/2023 23:40
Not Required		Catalogue / information on the filtration and disinfection system of fish tank			
Not Required		Certificate on communal sump and pump facilities with location plan			
Not Required		Certificate on communal grease trap with location plan			
Not Required		Certificate from owner / management office on use of common area			
Not Required		Fire Services Certificate			
Not Required		Letter of Compliance for Ventilating System			
Not Required		Declaration on compliance with Government lease conditions (Form FEHB 192)			
Not Required		Ventilating System Plan			
Not Required		Layout Plan			

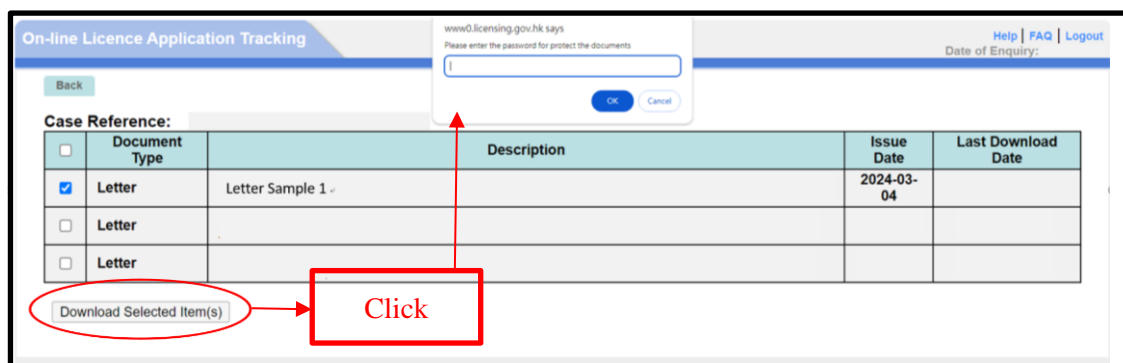
(Warning : The applicant should keep the original copies and produce for verification by the concerned government department(s) upon request.)  
 # In case the aforesaid certificates and documents in relation to the application submitted through the system, they will be handled on the following working day.

## Step 8

Click “Back” and then click the icon of “Correspondence Download” to access the page with a list of correspondences for viewing.



Select the document and download it with input of the password issued by FEHD.



## **Email Notification of Progress of Application**

To keep applicants who have registered their email address updated of the progress of their applications, the ATF will send email notifications to inform applicants of the progress of major milestones of the application, including preliminary screening of proposed plans, referral of application/plans to relevant departments for comments, comments from relevant departments, issue of letter of requirements and approval of application, etc.

## **Important Notes**

1. Normally, information will be updated to the Licence Application Tracking Facility (ATF) within three working days after the action is taken by the concerned officers.
2. The information updated by the concerned officers will be posted to the ATF website on a daily basis and remains static during the days.
3. For the latest and detailed information about an application, please contact the Case Manager / Officer directly.

## **Contact the ATF System Administrator**

Office hours : Monday to Friday (except Public Holidays)

9:00 a.m. - 1:00 p.m.

2:00 p.m. - 6:00 p.m.

**Email :** atfadmin@fehd.gov.hk

**Telephone :** 2867 5084

**Fax :** 2522 8271

**Mailing address :** Room 4504, 45/F, Queensway Government Offices,  
66 Queensway Road, Hong Kong