



# **Reporting Platform – Mandatory Reporting of Child Abuse**

## **User Manual on Providing Information in Writing on the Reporting Platform**

Social Welfare Department

January 2026

**TABLE OF CONTENTS**

A. Contacting the Authority to Provide Information..... 3

B. Providing Information in Writing on the Reporting Platform ..... 4

**A. Contacting the Authority to Provide Information**

In accordance with the specified way of making a mandatory report of suspected serious child abuse case (mandatory report) to the Authority, i.e. the Hong Kong Police Force (HKPF) or the Family and Child Protective Services Unit (FCPSU) of the Social Welfare Department (SWD), Mandated Reporters (MRs) should first contact the Authority by phone (including the 999 Emergency Call Centre) or in person when making a mandatory report following the requirements of the Mandatory Reporting of Child Abuse Ordinance (the Ordinance) and then provide information in writing to the Authority. Please refer to Chapter 3 of the Guide for Mandated Reporters (the Guide) and Annexes 5 and 6 of the Guide for more information of the specified way of making a mandatory report and the lists of police stations and FCPSUs for reference.

During the call or report in person to the Authority, the MR should provide a mobile phone number for authentication to enable the provision of information in writing in a safe and secure way. With the MR's mobile phone number, officers of the HKPF or FCPSU would send an authentication code (Access Code) through Short Message Service (SMS) and confirm with the MR by the first four alphabets of his/her Access Code. The Authority may also keep contact with the MR through the mobile phone number for follow-up actions if necessary.

## B. Providing Information in Writing on the Reporting Platform

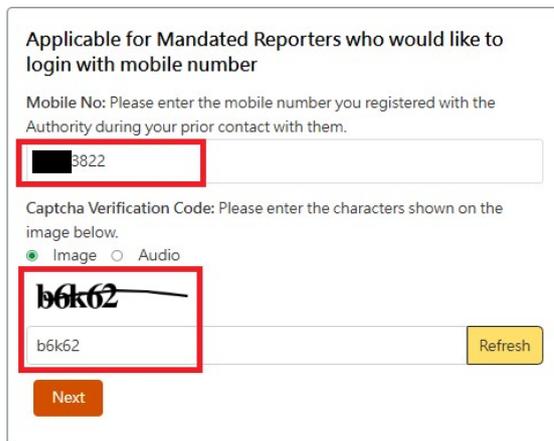
1. MR can access the Reporting Platform by this link: <https://www.mrr.gov.hk>



The screenshot shows the top navigation bar of the Reporting Platform. It includes the logo on the left, the title "Reporting Platform - Mandatory Reporting of Child Abuse" in the center, and a language dropdown menu set to "English" on the right. Below the navigation bar is a "Welcome Remarks" section. The text explains the platform's purpose and provides instructions for mandated reporters. Two buttons are highlighted with red boxes: "Continue" for mandated reporters and "Exit" for non-mandated reporters.

2. Click “Continue” => “Start to Report” => “Confirm” after reading the Terms and Conditions.
3. Enter the mobile number you registered with the Authority, e.g. xxxx3822, in below, and the CAPTCHA shown and click “Next”.

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.



This screenshot shows a form for mandated reporters who want to login with a mobile number. It includes a text input field for the mobile number (partially filled with "3822"), a CAPTCHA verification section with an image of the code "b6k62" and a corresponding text input field (filled with "b6k62"), and a "Next" button.



This screenshot shows a form for mandated reporters who have an iAM Smart account and want to link new case(s) or access existing case(s). It features a "Continue with iAM Smart" button.

- Under “Access Code”, select the four alphabets as confirmed earlier with the Authority during the phone call or in person contact and enter the six digits of the Access Code as received via the latest SMS (please refer to step A) and click “Next”.

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

Alphabets

digits

Access Code:

XFBF - 219039

Next

- Receive another SMS of One-time Passcode from #MRR, e.g. [NWMJ-\\*\\*\\*330](#). Do not share it with anyone. Enter the six digits in the space and click “Login”. Click “Resend OTP” to request for a new One-time Passcode when an SMS has not been received.

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

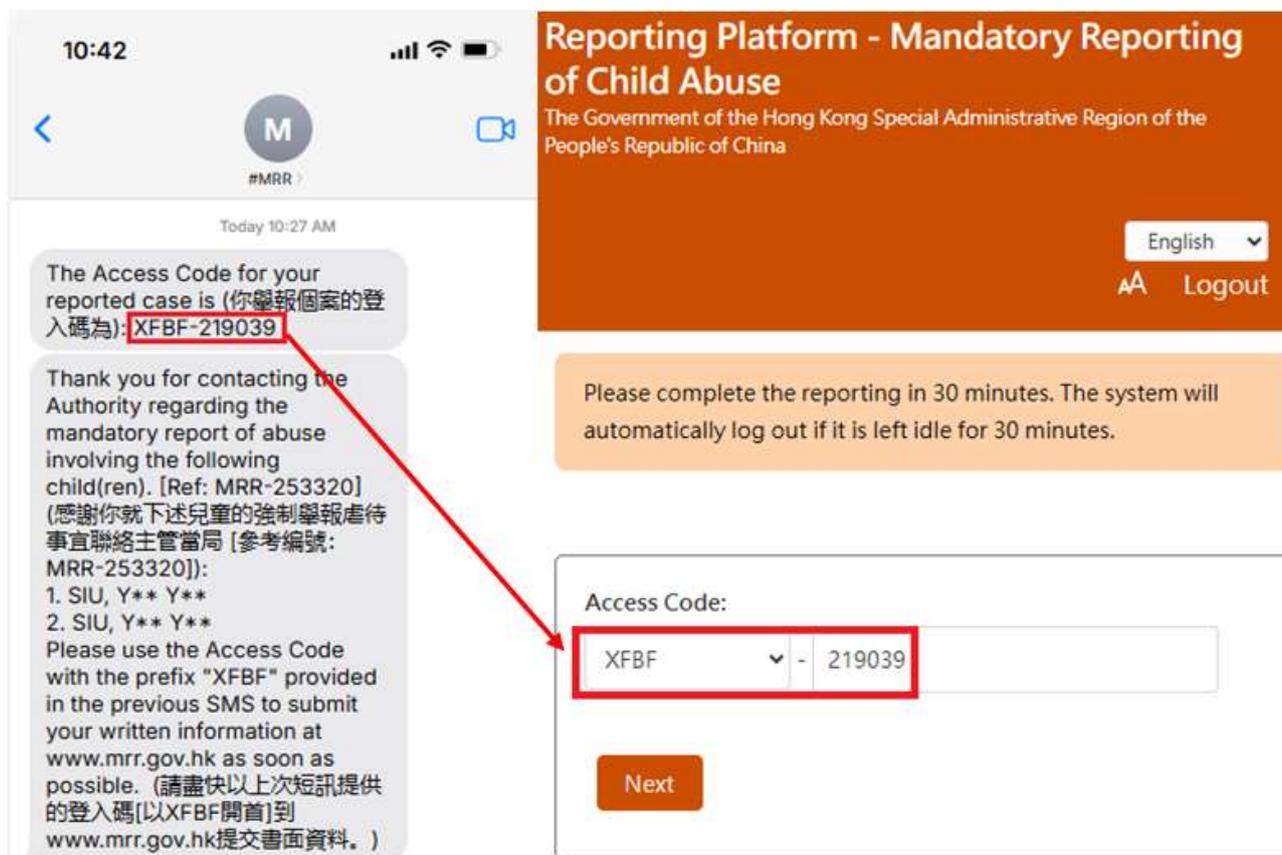
OTP

NWMJ- [ ] [ ] [ ] 3 3 0 Login

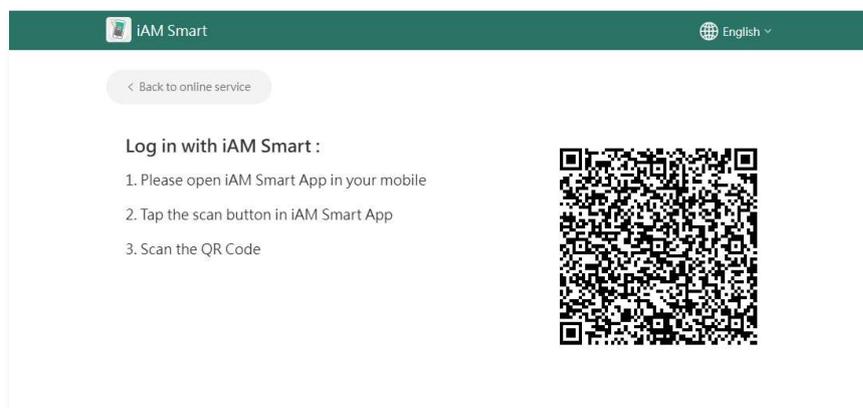
Resend OTP

6. Procedures for Login using iAM Smart from SMS link up (optional)

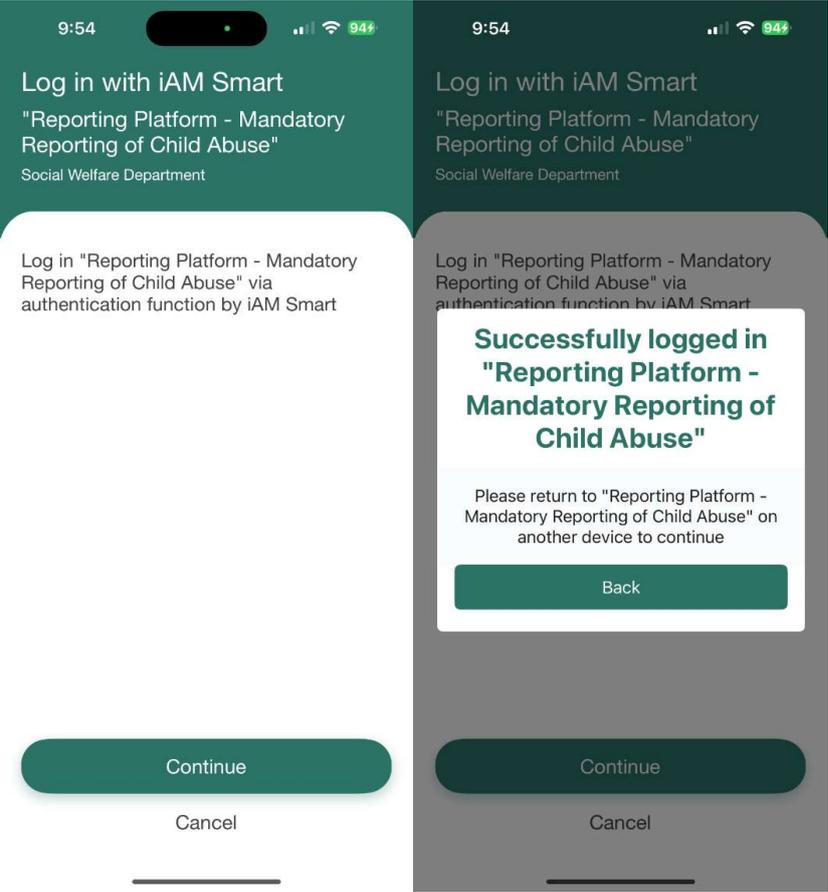
MR clicks the link on the SMS sent by #MRR to link up iAM Smart account to the reported MRR case. Reconfirm the case for reporting by selecting the four alphabets from the pull-down and entering the six digits of the Access Code as received via the latest SMS and click “Next”.



Screen would be redirected to iAM Smart QR code verification page. Scan QR code from iAM Smart to verify the identity.



Confirm the access verification at iAM Smart App to return to Input Screen for Mandated Reporter (please refer to B.8 below).



7. Procedures for Login using iAM Smart on-the-fly (optional)

MR can link up the case access by iAM Smart on-the-fly if not following the link from MRR case creation SMS. Click “Continue with iAM Smart” for proceeding to login using iAM Smart.

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

**Applicable for Mandated Reporters who would like to login with mobile number**

Mobile No: Please enter the mobile number you registered with the Authority during your prior contact with them.

Captcha Verification Code: Please enter the characters shown on the image below.

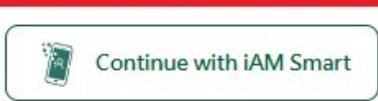
Image  Audio

**b6k62**

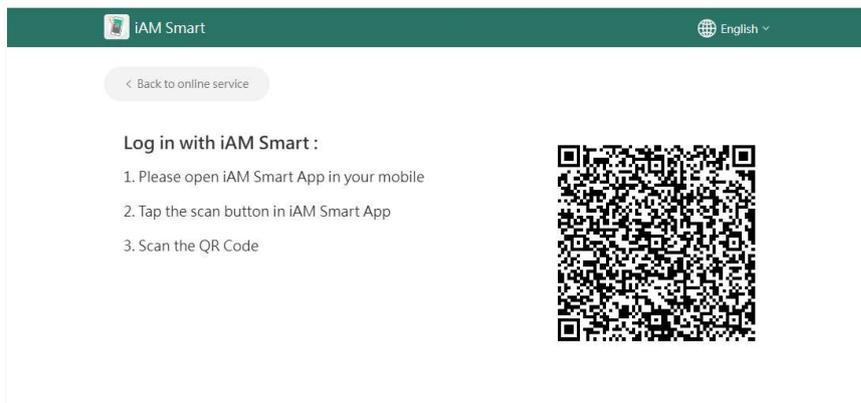
  
  

**Applicable for Mandated Reporters who have iAM Smart Account and would like to link new case(s) or access existing case(s) with the Account**

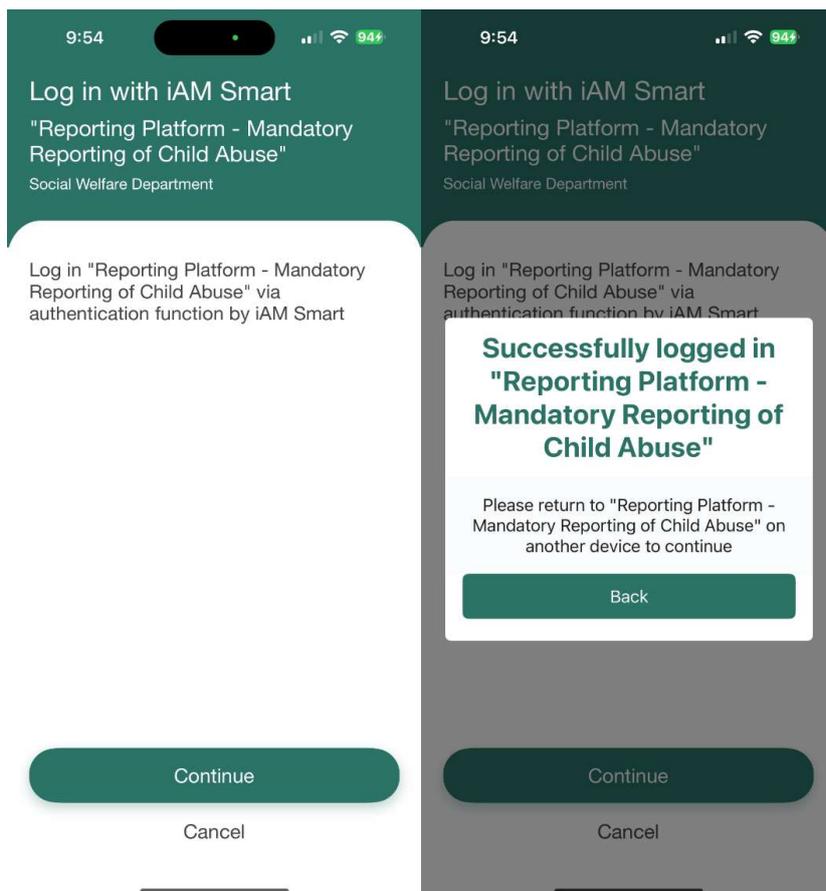
Please click following button to continue



Screen would be redirected to iAM Smart QR code verification page. Scan QR code from iAM Smart to verify the identity.



a) For case already linked with iAM Smart, confirm the access verification at iAM Smart App to return to Input Screen for Mandated Reporter (please refer to B.8 below).



- b) For case first-time accessed by the iAM Smart account, the system would advise that there is “No outstanding Mandatory Reporting of Child Abuse case to report”. User would have to use the “Login with Mobile Number” option to register the iAM Smart account to the MRR case for subsequent access.

**Reporting Platform - Mandatory Reporting of Child Abuse** English   
The Government of the Hong Kong Special Administrative Region of the People's Republic of China 

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

No outstanding Mandatory Reporting of Child Abuse case to report.

Access Code:

Please specify  -



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In case you have a registered case of which Access Code is not shown above, you may link to your iAM Smart Account by “Login with Mobile Number”.



Enter the mobile number registered with the Authority and the CAPTCHA shown and click “Next”.

**Reporting Platform - Mandatory** English   
**Reporting of Child Abuse** AA  
The Government of the Hong Kong Special Administrative Region of the People's Republic of China

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

**Link with iAM Smart Account**

Mobile No: Please enter the mobile number you registered with the Authority during your prior contact with them.

Captcha Verification Code: Please enter the characters shown on the image below.

Image  Audio

Reconfirm the case for reporting by selecting the four alphabets from the pull-down and enter the six digits of the Access Code as received via the latest SMS and click “Next”.

**Reporting Platform - Mandatory** English   
**Reporting of Child Abuse** AA  
The Government of the Hong Kong Special Administrative Region of the People's Republic of China

Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

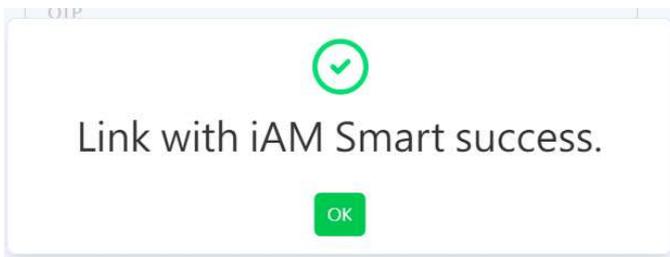
Access Code:

 -

Receive another SMS of One-time Passcode from #MRR, e.g. [CHQN-\\*\\*\\*383](tel:3833333333). Do not share it with anyone. Enter the six digits in the space and click “Login”. Click “Resend OTP” to request for a new One-time Passcode when an SMS has not been received.



Please complete the reporting in 30 minutes. The system will automatically log out if it is left idle for 30 minutes.

The image shows a login form with a white background. At the top left, it says "OTP". Below that, the text "CHQN-" is followed by six input boxes for digits. The first box contains a vertical bar. To the right of the boxes is an orange "Login" button. Below the input boxes is a grey "Resend OTP" button.

Case is linked up with iAM Smart account and access is verified for providing written information on Input Screen for Mandated Reporter at step B.8.

8. The report template with code, e.g. [MRR-253320](#), created by call handling officer of HKPF or FCPSU after the contact in step A above will be shown for the MR to complete. Mobile number cannot be changed after verification. The MR can choose the language of English, Traditional Chinese and Simplified Chinese as the input interface.

Reporting Platform - Mandatory Reporting of Child Abuse  
The Government of the Hong Kong Special Administrative Region of the People's Republic of China

User Manual

English  
English  
繁體中文  
简体中文

### Input Screen for Mandated Reporter

MRR Code: MRR-253320

Reporter Details

Information of Main Reporter

Name \*

English Surname English Given Name

Chinese Surname Chinese Given Name

Organisation

Service Unit

Post

Mobile No. (for receiving SMS) \*

3822

9. Please note that information provided to the call handling officer of HKPF or FCPSU during the contact in step A will not be pre-filled for the MR. It is the MR's responsibility to provide and input all the case information in writing following the specified way.
10. Complete other information by the MR.

## Section on the MR



### Input Screen for Mandated Reporter

MRR Code : MRR-253320

#### Reporter Details

##### Information of Main Reporter

Name \*

English Surname

LAU

English Given Name

PIU PIU

Chinese Surname

柳

Chinese Given Name

飄飄

Organisation

ONE Medical Corporation

Service Unit

Clinic A

Post

Medical Officer 234

Mobile No. (for receiving SMS) \*

8822

Other Contact No.

8822

Same as mobile no.

Email

mo234@onemedical.com.hk

Office Address \*

Input Address

FLAT/ROOM B,G/F ,WU CHUNG HSE, NO. 213, QUEEN'S ROAD EAST, WAN CHAI DISTRICT, HONG KONG

Sector / Profession \*

Registered medical practitioner

Individual Reporting

Team Reporting

Please provide information of other reporter(s) for team reporting.

Add additional reporters

11. Input the addresses by clicking “Input Address” and the following screen will pop up.

ganisation

**Input Address**  
Input address wizard/helper

**Address Type:**  
 Address Look Up  Manual Input

**Address Language:**  
 English  Chinese

**Select Address:**  
Please enter a building/ estate name such as “Hong Lai House”, “Oi Man Estate”, etc  
Enter a building/ estate name such as “Hong Lai House”, “Oi Man Estate”, etc. to limit the search results. Entering a district and road may yield many results.

**Floor / Unit:**  **Room / Flat:**

**Address:**

If Address Look Up Service (ALS) is selected, enter a building or estate name and select an address from the list of suggested addresses.



The screenshot shows the 'Input Address' form with the following elements:

- Input Address:** Input address wizard/helper
- Address Type:**  Address Look Up  Manual Input
- Address Language:**  English  Chinese
- Select Address:** A dropdown menu with 'wu chung' entered. The dropdown list shows several suggestions:
  - WU CHUNG HSE No. 213 QUEEN'S ROAD EAST | 皇后大道東213號 胡忠大廈  
District: WAN CHAI DISTRICT (灣仔區)  
Area: (香港)
  - PO LEUNG KUK WU CHUNG COLLEGE HENG ON ESTATE No. 1 HANG KAM STREET MA ON SHAN | 馬鞍山徑錦街1號 保良局胡忠中學恆安邨  
District: SHA TIN DISTRICT (沙田區)  
Area: NEW TERRITORIES (新界)
  - TSUEN KING CIRCUIT WU CHUNG SWIMMING POOL No. 178 TSUEN KING CIRCUIT TSUEN WAN | 荃灣荃景圍178號 荃景圍胡忠游泳池  
District: TSUEN WAN DISTRICT (荃灣區)  
Area: NEW TERRITORIES (新界)
  - CARITAS WU CHENG-CHUNG SECONDARY SCHOOL No. 8 NORTHCOTE CLOSE | 羅富國徑8號 胡夢胡栢中學校  
NEW TERRITORIES
- Buttons:** 'Clear All' and 'OK' (highlighted with a red box).

Then, complete the address by inputting “Floor / Unit” and “Room / Flat” and the system will show the complete address under “Address”.



The screenshot shows the 'Input Address' form with the following elements:

- Input Address:** Input address wizard/helper
- Address Type:**  Address Look Up  Manual Input
- Address Language:**  English  Chinese
- Select Address:** A dropdown menu with 'WU CHUNG HSE No. 213 QUEEN'S ROAD EAST | 皇后大道東213號 胡忠大廈' selected. Below it is a note: 'Enter a building/ estate name such as "Hong Lai House", "Oi Man Estate", etc. to limit the search results. Entering a district and road may yield many results.'
- Floor / Unit:** A text input field containing 'G' (highlighted with a red box).
- Room / Flat:** A text input field containing 'B' (highlighted with a red box).
- Address:** A text input field containing the complete address: 'FLAT/ROOM B,G/F, WU CHUNG HSE, NO. 213, QUEEN'S ROAD EAST, WAN CHAI DISTRICT, HONG KONG' (highlighted with a red box).
- Buttons:** 'Clear All' and 'OK' (highlighted with a red box).

After clicking “OK”, the address will appear in the previous screen.

If Manual Input is selected, select an “Area” and a “District” from the pull-down lists.

Address Type:  
 Address Look Up  Manual Input

Address Language:  
 English  Chinese

Select Address:  
Please enter a building/ estate name such as “Hong Lai House”, “Oi Man Estate”, etc  
Enter a building/ estate name such as “Hong Lai House”, “Oi Man Estate”, etc. to limit the search results. Entering a district and road may yield many results.

Area:

District:

Estate / Village:

Street:

Lot:

Kowloon City District | 九龍城區 ✓  
Yau Tsim Mong District | 油尖旺區  
Sham Shui Po District | 深水埗區  
Wong Tai Sin District | 黃大仙區  
Kwun Tong District | 觀塘區

Then, input other information under “Estate / Village”, “Street”, “Building / Phase”, “Block”, “Floor / Unit” and “Room / Flat”, as appropriate, and the system will show the complete address under “Address”.

Area:

District:

Estate / Village:

Street:

Street No. :

Lot:

Building / Phase:

Block:

Floor / Unit:

Room / Flat:

Address:

After clicking “OK”, the address will appear in the previous screen.

12. For team reporting, tick “Team Reporting” and click “Add additional reporters” and a new section of “Information of Other Reporter” with “Information of Other Reporter 1” will appear. Clicking “Add additional reporters” repeatedly will create new tabs for “Information of Other Reporter 2” and “Information of Other Reporter 3”, etc. Input information of the other reporter(s) as appropriate. Click “Delete Other Reporter” to remove all information of the Other Reporter currently being input/edited, i.e. the tab in invert colour (反白). Click “Move Left” to move the information tab of the Other Reporter currently being input/edited one step to the left.

Individual Reporting  
 Team Reporting

Please provide information of other reporter(s) for team reporting. [Add additional reporters](#)

Information of Other Reporter

Information of Other Reporter 1      **Information of Other Reporter 2**

**Name \***

English Surname	English Given Name
CHI	LIU SZE
Chinese Surname	Chinese Given Name
曾	羅思

Organisation  
ONE Medical Corporation  Same as Main Reporter

Post  
Physiotherapist 1

Sector / Profession\*  
Registered physiotherapist  Same as Main Reporter

Information of Other Reporter 1      **Information of Other Reporter 2**

[Delete Other Reporter](#)   [Move Left](#)

## Section on the Child(ren)

13. Input information of the child(ren) under the section of “The child(ren) is/are suffering serious harm/at real risk of suffering serious harm”. Please note that the availability of tabs, each for one child, is based on the number of children reported by the MR during the contact with the call handling officer of HKPF or FCPSU in step A above. The MR is unable to add child on the Platform. If necessary, they can approach the concerned officers of HKPF or FCPSU for assistance.

### Child 1

**The child(ren) is/are suffering serious harm/at real risk of suffering serious harm**

Please note that the number of templates for information of the child(ren) to be reported is determined by the number of child(ren) reported to the Authority during prior contact. In case a mandated reporter would like to provide written information for more child(ren), he/she should contact the Authority to provide information for the additional child(ren).

Child 1	Child 2				
<p><b>Name *</b></p> <table style="width: 100%;"><tr><td style="width: 50%;">English Surname <input type="text" value="SIU"/></td><td style="width: 50%;">English Given Name <input type="text" value="YUE YEE"/></td></tr><tr><td>Chinese Surname <input type="text" value="邵"/></td><td>Chinese Given Name <input type="text" value="如兒"/></td></tr></table>		English Surname <input type="text" value="SIU"/>	English Given Name <input type="text" value="YUE YEE"/>	Chinese Surname <input type="text" value="邵"/>	Chinese Given Name <input type="text" value="如兒"/>
English Surname <input type="text" value="SIU"/>	English Given Name <input type="text" value="YUE YEE"/>				
Chinese Surname <input type="text" value="邵"/>	Chinese Given Name <input type="text" value="如兒"/>				
<p><b>Sex *</b> <input type="text" value="Male"/> <span style="margin-left: 20px;"><b>Date of Birth or Age *</b></span></p> <p><input checked="" type="radio"/> Date of Birth (DD/MM/YYYY) <input type="text" value="01/01/2019"/> <input type="radio"/> Approximate Age <input type="text" value="7"/></p>					
<p><b>Identity Document</b> <input type="text" value="Hong Kong Identity Card"/> <span style="margin-left: 20px;"><b>Document Number ?</b></span> <input type="text" value="A123456(3)"/></p>					
<p><b>Residential Address of Parent/Guardian *</b></p> <p><input type="checkbox"/> Unknown <input type="button" value="Input Address"/> <input type="text" value="FLAT/ROOM 4,G/F ,WING HING HOUSE, FUK LOI ESTATE,NO. 55, HOI PA STREET TSUEN WAN, TSUEN WAN DISTRICT, NEW"/></p>					
<p><b>Residential Address of Child *</b></p> <p><input type="checkbox"/> Unknown <input type="button" value="Input Address"/> <input type="text" value="FLAT/ROOM 4,G/F ,WING HING HOUSE, FUK LOI ESTATE,NO. 55, HOI PA STREET TSUEN WAN, TSUEN WAN DISTRICT, NEW"/></p> <p><input checked="" type="checkbox"/> The address of parent/guardian and child is the same.</p>					
<p><b>School Address</b></p> <p><input checked="" type="checkbox"/> Unknown <input type="button" value="Input Address"/></p>					
<p><b>Telephone No. of Parent/Guardian</b></p> <input type="text" value="23456789"/>					
<p><b>Telephone No. of Child (if different from parent/guardian)</b></p> <input type="text" value="34567890"/>					
<p><b>Type of Serious Harm (as indicated by the mandated reporter during initial contact) *</b></p> <p>You may choose more than one.</p> <p><input checked="" type="checkbox"/> <b>Physical Abuse</b> Any harm that endangers a child's life, or harm that endangers a child's physical health and requires urgent medical treatment.</p> <p><input type="checkbox"/> <b>Psychological Abuse</b> Any harm that endangers a child's psychological health or development including mental derangement and prolonged psychological trauma but does not include any emotional reaction (such as distress, grief, fear and anger) that is a response to the ordinary vicissitudes of life.</p> <p><input type="checkbox"/> <b>Sexual Abuse</b> Any harm that caused by coercing or enticing a child to take part in rape, incest, buggery, sexual intercourse or any act of gross indecency.</p> <p><input checked="" type="checkbox"/> <b>Neglect</b> Any harm caused by the neglect of a responsible person of a child that endangers the child's life or health.</p>					

Child 1	Child 2
---------	---------

## Child 2

The child(ren) is/are suffering serious harm/at real risk of suffering serious harm

Move Left

Please note that the number of templates for information of the child(ren) to be reported is determined by the number of child(ren) reported to the Authority during prior contact. In case a mandated reporter would like to provide written information for more child(ren), he/she should contact the Authority to provide information for the additional child(ren).

Child 1

Child 2

Name \*

English Surname

SIU

English Given Name

YAN YEE

Chinese Surname

邵

Chinese Given Name

恩儀

Sex\*

Female

Date of Birth or Age\*

Date of Birth (DD/MM/YYYY)

01/01/2020

Approximate Age

6

Identity Document

Hong Kong Birth Certificate

Document Number ?

BC456789(A)

Sibling Of\*

Child 1

Residential Address of Parent/Guardian\*

Unknown

Input Address

FLAT/ROOM 4,G/F, 12, FU LOI ESTATE, SHA TIN DISTRICT, NEW TERRITORIES

Same as Child 1

Residential Address of Child\*

Unknown

Input Address

FLAT/ROOM 4,G/F, 12, FU LOI ESTATE, SHA TIN DISTRICT, NEW TERRITORIES

Same as Child 1

The address of parent/guardian and child is the same.

School Address

Unknown

Input Address

Same as Child 1

Telephone No. of Parent/Guardian

23456789

Same as Child 1

Telephone No. of Child (if different from parent/guardian)

34567890

Type of Serious Harm (as indicated by the mandated reporter during initial contact) \*

You may choose more than one.

Physical Abuse

Any harm that endangers a child's life, or harm that endangers a child's physical health and requires urgent medical treatment.

Psychological Abuse

Any harm that endangers a child's psychological health or development including mental derangement and prolonged psychological trauma but does not include any emotional reaction (such as distress, grief, fear and anger) that is a response to the ordinary vicissitudes of life.

Sexual Abuse

Any harm that caused by coercing or enticing a child to take part in rape, incest, buggery, sexual intercourse or any act of gross indecency.

Neglect

Any harm caused by the neglect of a responsible person of a child that endangers the child's life or health.

Child 1

Child 2

Move Left

## Section on the Incident

14. Input address information of the Location of Incident, if known, and input information about welfare needs/concerns. Tick the checkboxes and select items from the pull-down menus as appropriate.

Child 1 Child 2

Incident

Location of Incident\*

Unknown  FLAT/ROOM G,B/F ,SOUTHORN CENTRE, NO. 130, HENNESSY ROAD, WAN CHAI DISTRICT, HONG KONG

Welfare Needs/Concerns

The family is a single-parent family.

I have already  to  to report this suspected child abuse incident. \*

The concerned child(ren) is/are known case(s) of . [if applicable]

This case is already known to the Police, and the Police's Report Number (RN) is . [if applicable]

The personal data collected in this form are voluntarily provided by me in accordance with the Personal Data (Privacy) Ordinance, and will be used to process my report of suspected serious child abuse or for other directly related purposes.

15. Click “Save as Draft” if the MR would like to complete the report in writing later. The system will then consolidate the data inputted so far, and request the MR to provide a password to encrypt the data file for the MR to download onto his/her computer device. The MR may follow steps B.1 to B.7 to login to the Platform later and click “Upload” and choose the encrypted data file from his/her computer device. The data inputted before would be prefilled for the MR to complete the report in writing. Click “Exit” in step B.14 will result in removal of all data inputted that have not been saved.

Input File Protection Password

Password  
\*\*\*\*\*

Confirm Password  
\*\*\*\*\*

- At least 8 characters
- Contains a number
- Contains a lowercase letter
- Contains an uppercase letter
- Contains a special character
- No space(s) allowed



20. The MR can no longer access the record of mandatory report on the Platform after clicking “Submit” in Step B.16 and leave the page.

Expiry of the report template with code

21. The coded report template will be valid for 90 days after being generated. SMSes from the Platform will be issued to the mobile phone of the MR to remind him/her to submit written information before the expiry and inform him/her of the expiry of the access code.
22. Should the MR request to submit the written information after expiry of the access code, he/she may submit a physical written report by completing the Report Template at Annex 1 of the Guide for Mandated Reporters.

\*\*\*\*\*