Reporting Platform –
Mandatory Reporting of Child Abuse

User Manual on Providing Information in Writing
on the Reporting Platform

Social Welfare Department

January 2026

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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 <u>first four alphabets</u> 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.

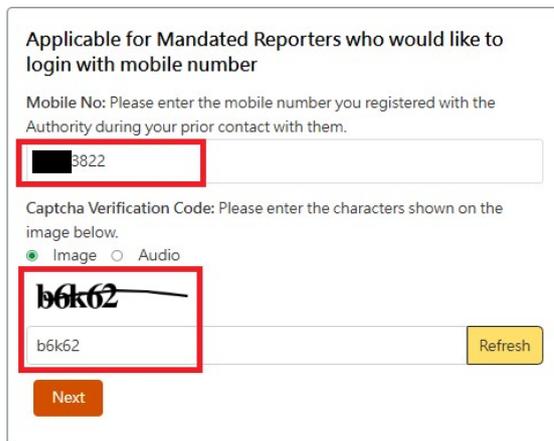**B.** **Providing Information in Writing on the Reporting Platform**

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

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".

4. 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

5. 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.
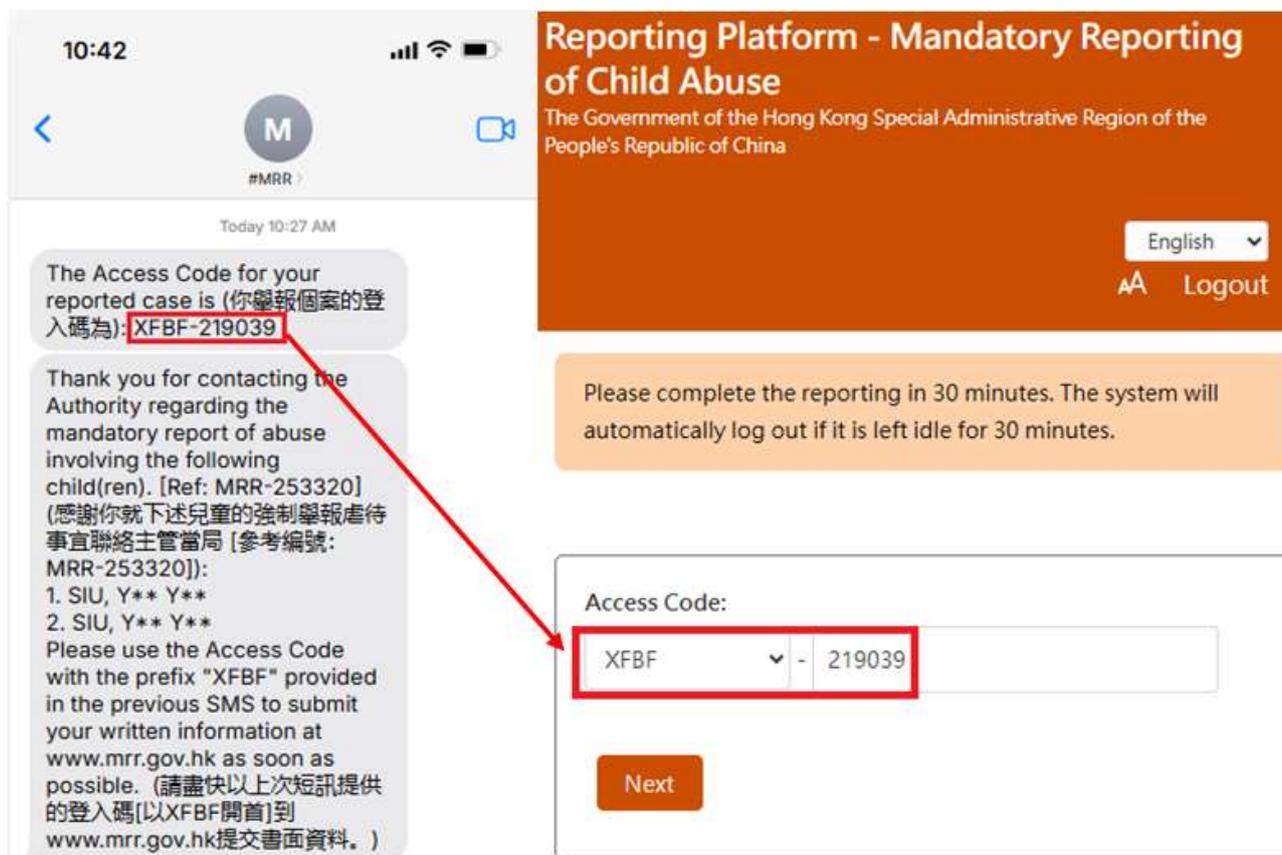
OTP

NWMJ- ■ ■ ■ 3 3 0   Login

Resend OTP

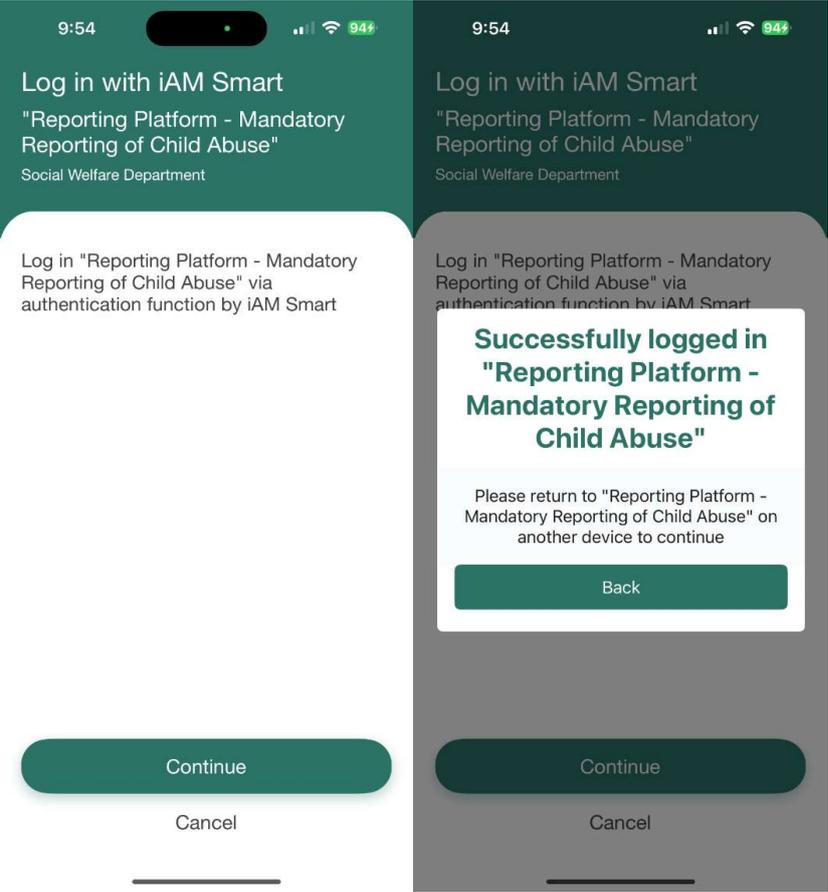6. <u>Procedures for Login using iAM Smart from SMS link up</u> (optional)

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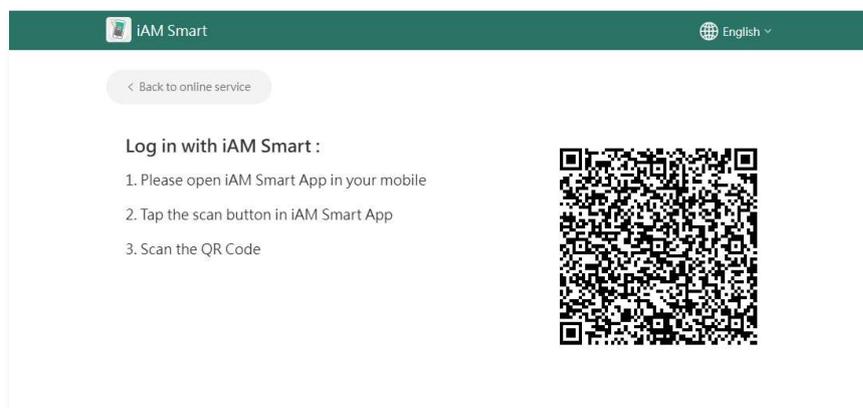
Confirm the access verification at iAM Smart App to return to Input Screen for Mandated Reporter (please refer to B.8 below).

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

Refresh

Next

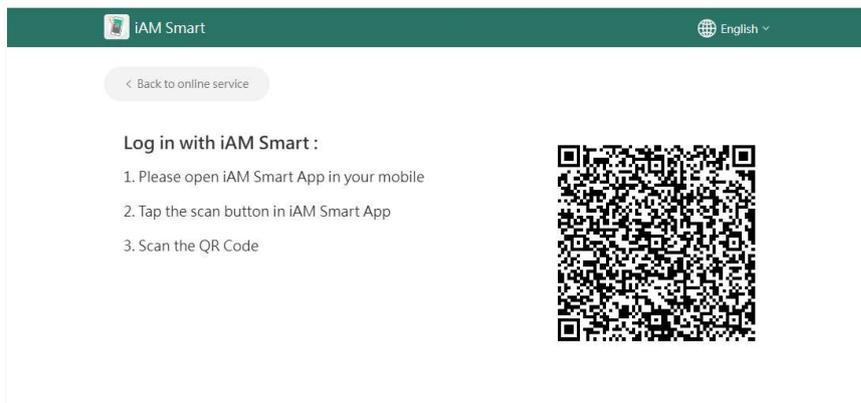Applicable for Mandated Reporters who have iAM Smart Account and would like to link new case(s) or access existing case(s) with the Account

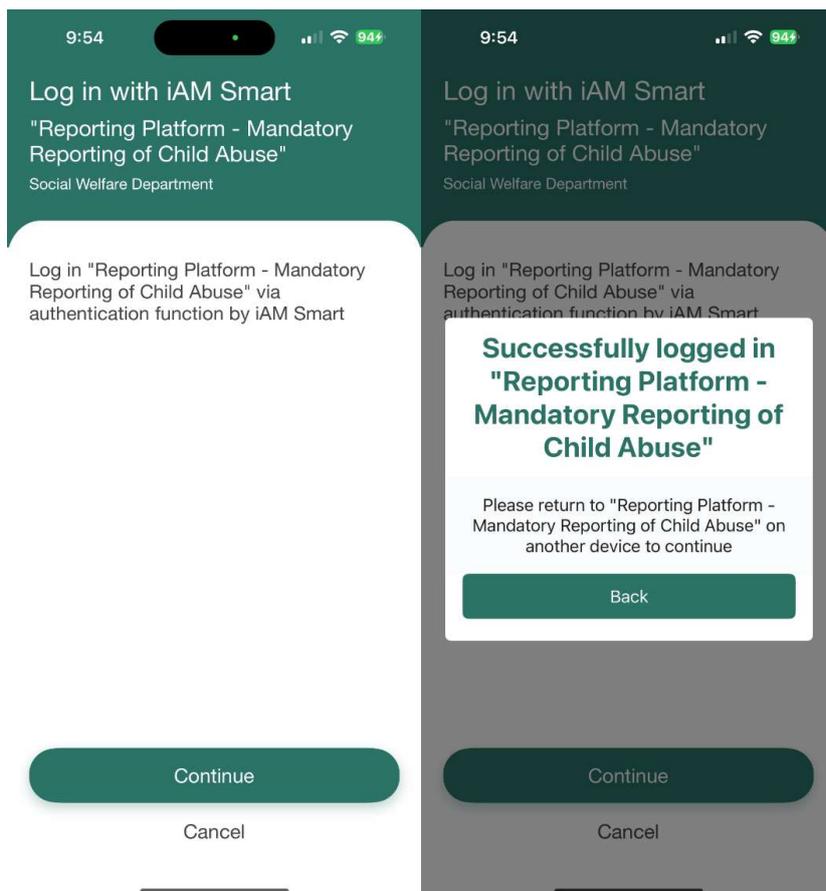Please click following button to continue
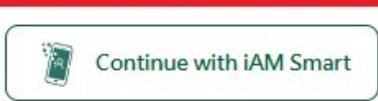
Continue with iAM Smart

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.

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

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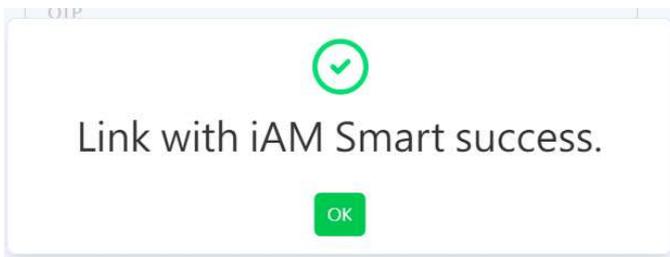
Receive another SMS of One-time Passcode from #MRR, e.g. CHQN-***383.   Do not share it with anyone.   Enter the six digits in the space and click "Login".   Click "Resend OTP" to request for a new One-time Passcode when an SMS has not been received.

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.

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

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 ˅ | AA | Logout

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) *
▮3822

Other Contact No.
▮3822   ☑ 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.

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:
Floor	Room/Flat

Address:

Clear All   OK

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

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

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

If <u>Manual Input</u> is selected, select an "Area" and a "District" from the pull-down lists.

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".

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.

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

- 19 -

Child 2

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

<table>
<tr><td>Move Left</td><td>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).</td></tr>
</table>

Child 1	**Child 2**

Name *

English Surname	English Given Name
SIU	YAN YEE

Chinese Surname	Chinese Given Name
邵	恩儀

Sex *

| Female ⌄ |

Date of Birth or Age *

◉ Date of Birth (DD/MM/YYYY) `01/01/2020`   ○ Approximate Age `6`

Identity Document	Document Number ?
Hong Kong Birth Certificate ✕	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.

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.

16. When all the information is input correctly, clicking "Submit" in step B.14 and a pop-up message of "Confirm Submit" will appear.   Click "Submit" and a pop-up message of "Written report is submitted successfully" will be shown.   After submission, MR will not be able to edit the report.

17. Click "OK" will result in a pop-up message of "Download Written Report" with the Acknowledgement of Receipt shown.   The MR will also receive the Acknowledgement of Receipt through SMS and email, if email address is provided in the reporting template.

18. Click "Download Written Report" will see the prompt of saving the Written Report (in PDF file) on the MR's computer device.

19. Locate the PDF file and open it with an appropriate file reader, e.g. Adobe Acrobat Reader to review the contents.

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.

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