

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?

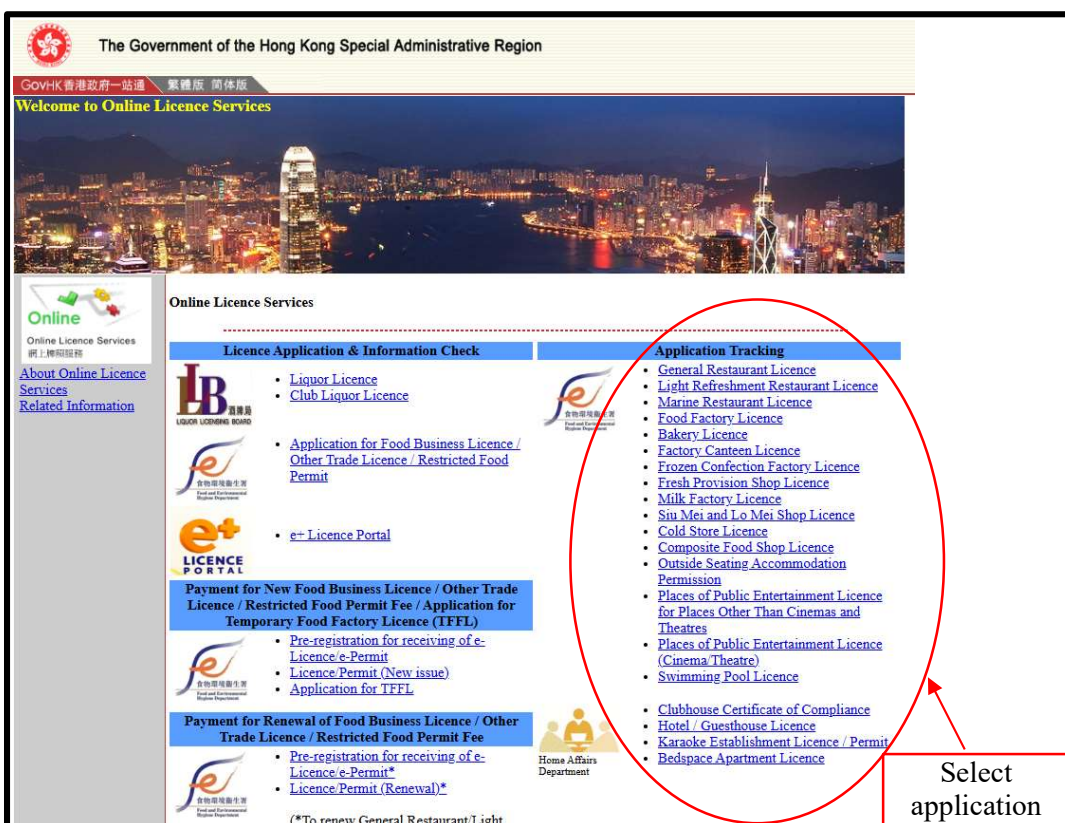
Step 1

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. At the top, there is a header with the title 'On-line Licence Application Tracking' and a 'Date of Enquiry:' field. The main content area features the logo of the Food and Environmental Hygiene Department (FEHD) at the top center. Below the logo, there is a login form with two input fields: 'Login Name:' and 'Password:'. A red oval highlights these two fields. Below the password field is a 'Forgot Password?' link and a 'Login' button. Underneath the login form, there is an 'Or' separator, followed by a 'Login with iAM Smart' button and a 'More Info' link. Below that, there is a section for 'Register a Centralized Login Account for Multiple Licence Applications' with a 'Register' button. A note below the registration section states: '(Note: You are not required to key in the Login Name and Password above.)'. To the left of the main content area, there is a 'NEWS' section. At the bottom of the page, there is a 'Participating Departments' section with logos for the Buildings Department and the Hong Kong Housing Authority. A 'Help | FAQ' link is located in the top right corner, and an 'Enquiry and Support' link is in the bottom right corner.

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

 Login with iAM Smart [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

 香港房屋委員會
Hong Kong Housing Authority

[Enquiry and Support](#)

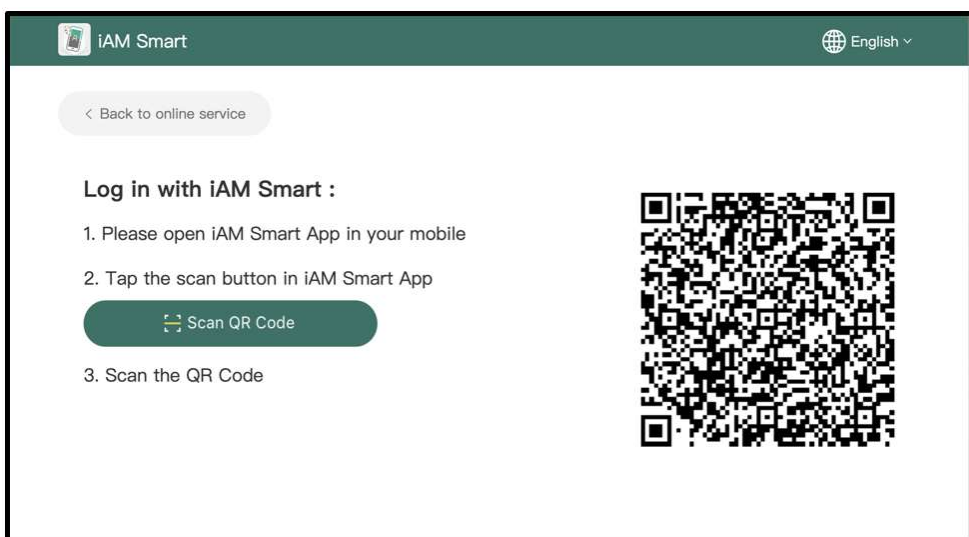
For Login with iAM Smart

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



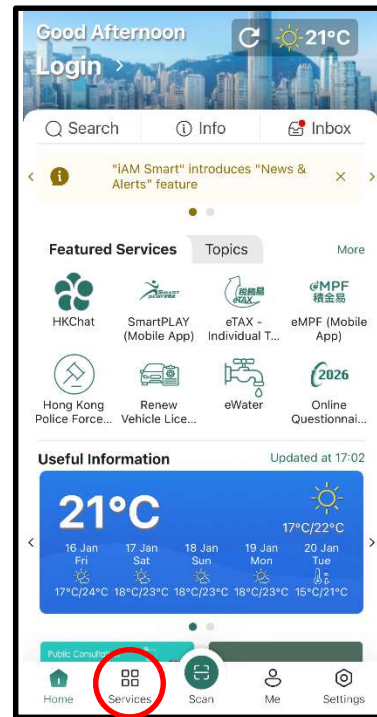
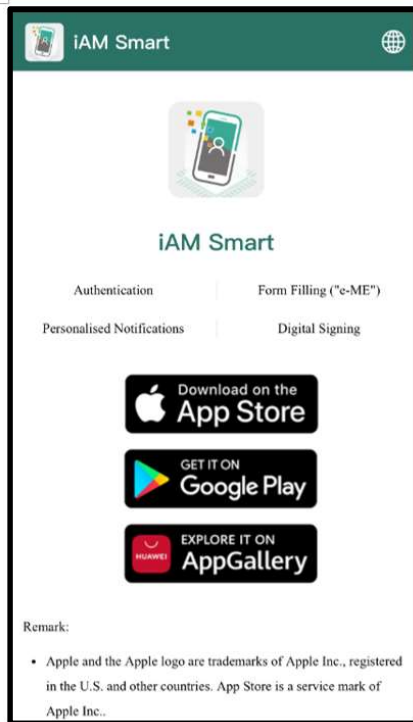
The screenshot shows the 'On-line Licence Application Tracking' website. At the top, there is a header with 'On-line Licence Application Tracking' on the left and 'Date of Enquiry: Help | FAQ' on the right. The main content area features the logo of the Food and Environmental Hygiene Department (FEHD) at the top center. Below the logo, there is a login form with fields for 'Login Name:' and 'Password:', a 'Forgot Password?' link, and a 'Login' button. Below the login form, there is a red oval highlighting the 'Login with iAM Smart' button, which includes a mobile phone icon and a 'More Info' link. Below this, there is a 'Register' button and a note: '(Note: You are not required to key in the Login Name and Password above.)'. On the left side, there is a 'NEWS' section. At the bottom, there is a 'Participating Departments' section with logos for the Buildings Department, the Government of the Hong Kong Special Administrative Region, and the Hong Kong Housing Authority. A link for 'Enquiry and Support' is located at the bottom right.

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

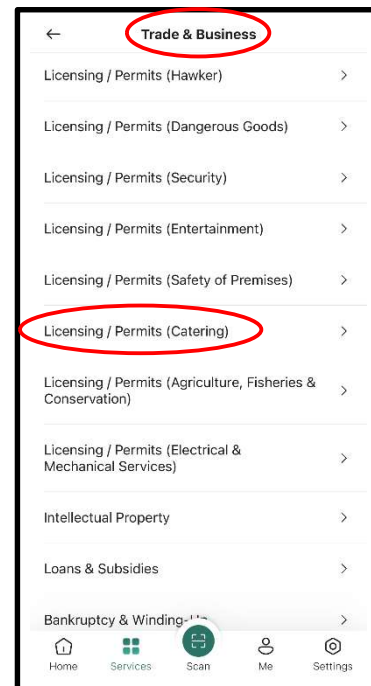
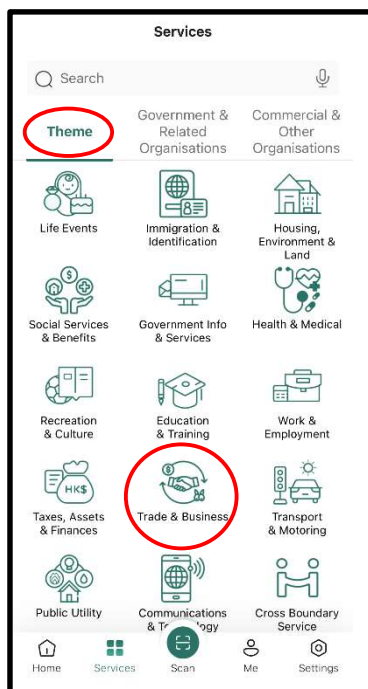


The screenshot shows the 'iAM Smart' authentication page. At the top, there is a header with the 'iAM Smart' logo on the left and 'English' with a dropdown arrow on the right. Below the header, there is a button labeled '< Back to online service'. The main content area is titled 'Log in with iAM Smart :'. Below the title, there are three numbered instructions: 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. Below the second instruction, there is a button labeled 'Scan QR Code' with a QR code icon.

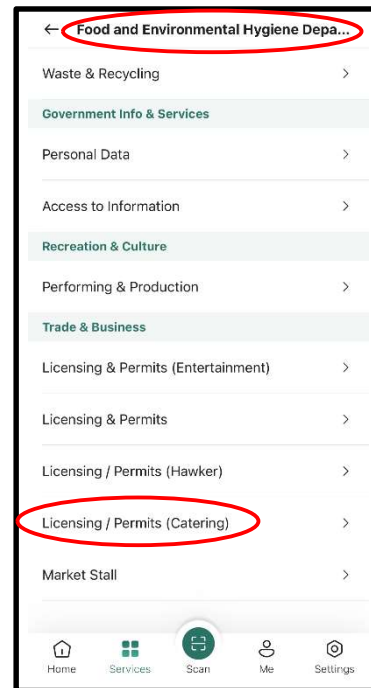
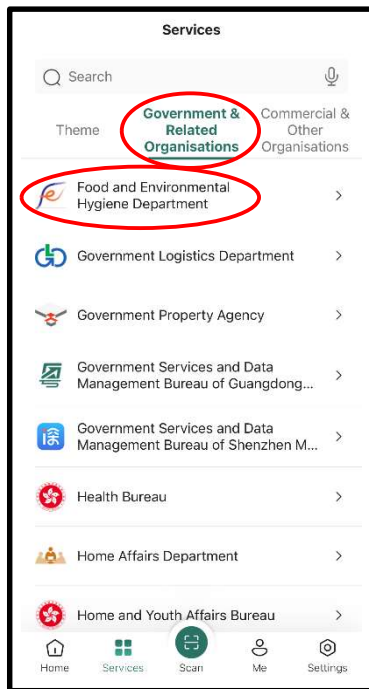
- (iii) Login to “iAM Smart” authentication page and select “Services”.



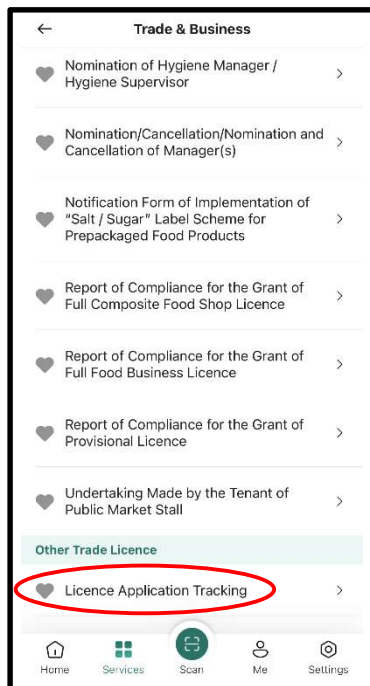
- (iv) Under Category “Theme”, select “Trade & Business”, then select “Licensing / Permits (Catering)”.



Or under Category “Government and Related Organisations”, select “Food and Environmental Hygiene Department”, then select “Licensing / Permits (Catering)”.




(v) Select “Licence Application Tracking”.



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

On-line Licence Application Tracking Help | FAQ
Date of Enquiry:

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”.



食物環境衛生署
Food and Environmental
Hygiene Department

Login Name:


Password:

[Forgot Password?](#)


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



香港政府



香港房屋委員會
Hong Kong Housing Authority

[Enquiry and Support](#)

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.

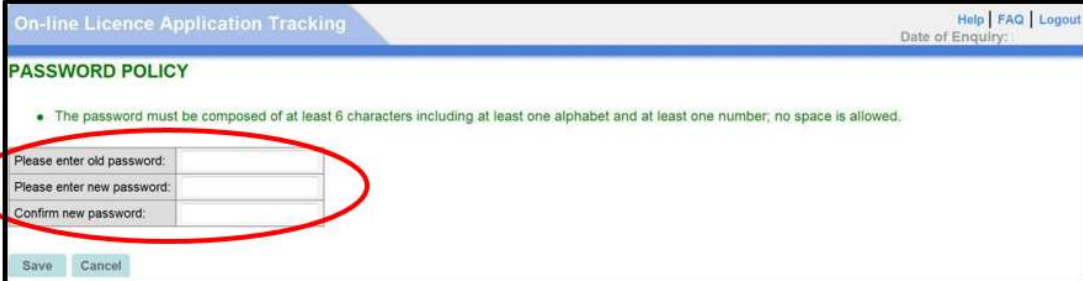
The screenshot shows the homepage of the On-line Licence Application Tracking system. At the top, there is a navigation bar with "On-line Licence Application Tracking" and "Help | FAQ". The main content area features the logo of the Food and Environmental Hygiene Department. Below the logo, there are two main sections: a "Login" section with fields for "Login Name:" and "Password:", a "Forgot Password?" link, and a "Login" button; and a "Register" section with a "Register a Centralized Login Account for Multiple Licence Applications" link and a "Register" button. The "Register" button is circled in red. Below the registration link, there is a note: "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 the Police, Fire Services Department, and Hong Kong Housing Authority, and an "Enquiry and Support" link.

- (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 form is titled "Centralized Login Account Registration" and includes the following fields: "Login Name:", "Password:", "Confirm Password:", and "Email Address:". Below the fields, there are instructions: "- 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 of the form, there are "Register" and "Close" buttons.

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:

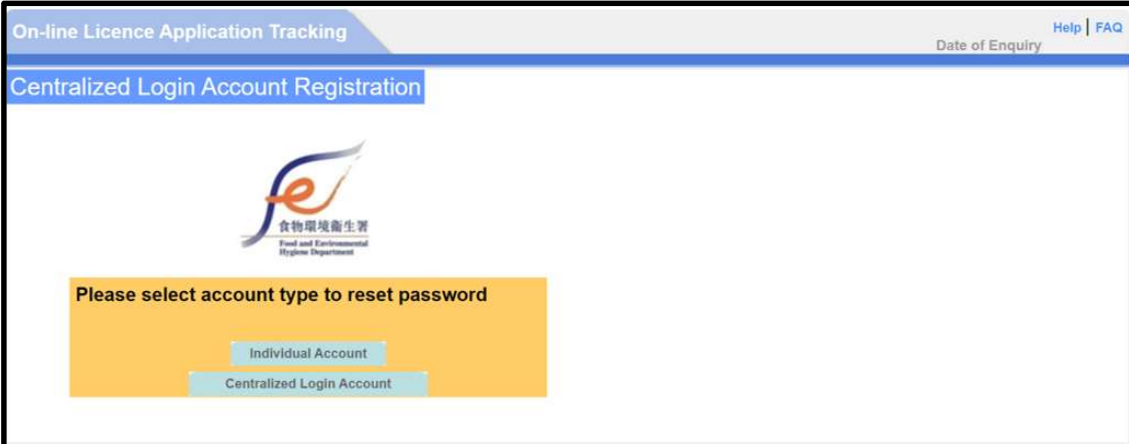
Note :

- (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

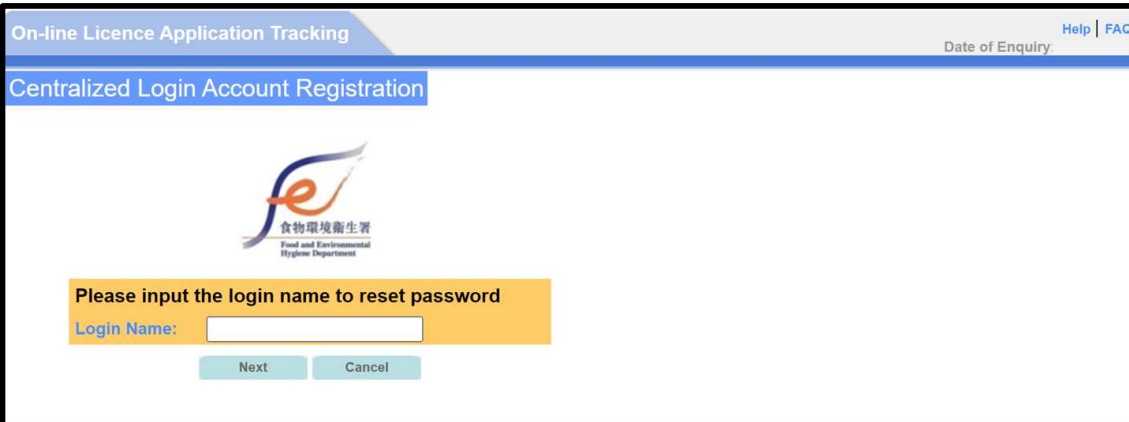
You may make a request to the ATF system administrator to reset your password if you have forgotten the password of your individual application account.



The screenshot shows the 'On-line Licence Application Tracking' system interface. At the top right, there are links for 'Help' and 'FAQ', and a 'Date of Enquiry' field. Below the header, the page title is 'Centralized Login Account Registration'. The main content area features the logo of the Food and Environmental Hygiene Department (FEHD), which consists of a stylized 'fe' in blue and orange, with the Chinese characters '食物環境衛生署' and the English name 'Food and Environmental Hygiene Department' below it. A yellow box contains the instruction 'Please select account type to reset password'. Below this instruction are two buttons: 'Individual Account' and 'Centralized Login Account'.

For Centralized Login Account

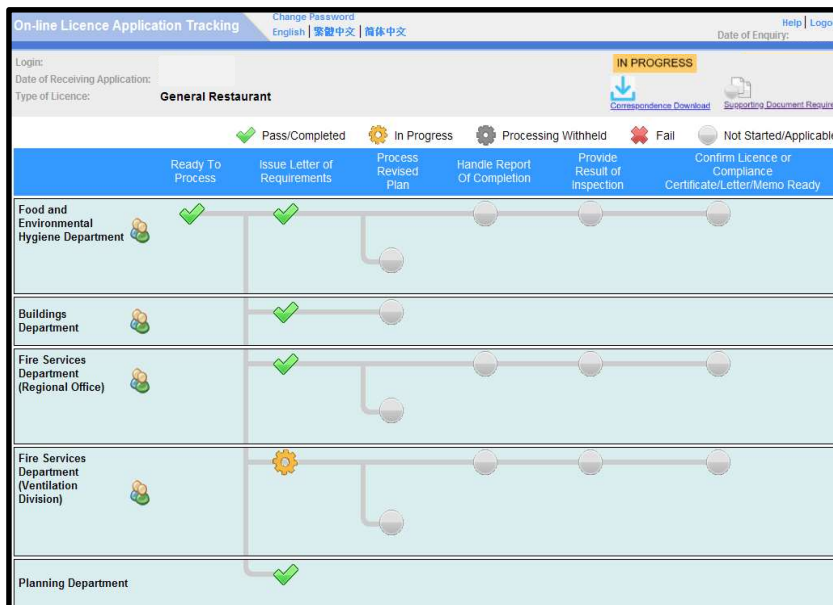
You can reset the password yourself if you have forgotten the password of your centralized login account and you will receive the reset password email after the submission.



The screenshot shows the 'On-line Licence Application Tracking' system interface. At the top right, there are links for 'Help' and 'FAQ', and a 'Date of Enquiry' field. Below the header, the page title is 'Centralized Login Account Registration'. The main content area features the logo of the Food and Environmental Hygiene Department (FEHD), which consists of a stylized 'fe' in blue and orange, with the Chinese characters '食物環境衛生署' and the English name 'Food and Environmental Hygiene Department' below it. A yellow box contains the instruction 'Please input the login name to reset password'. Below this instruction is a text input field labeled 'Login Name:'. At the bottom of the yellow box are two buttons: 'Next' and 'Cancel'.

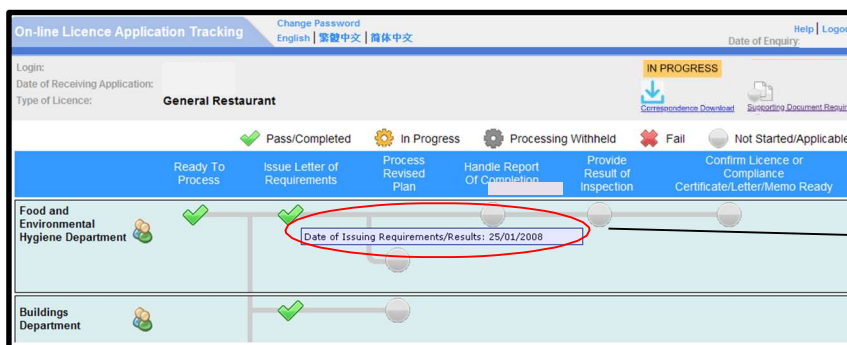
Step 4

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 'Change Password', 'English | 繁體中文 | 簡體中文', and 'Date of Enquiry:'. The main area displays a progress bar for a 'General Restaurant' application, 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', each with a 'Case Officer' icon circled in red. A callout box points to these icons 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 Reference' information is shown below:

	Food and Environmental Hygiene Department	Buildings Department	Fire Ser (Re
Case Manager/Officer:	CHAN KA YEE	David LO Kwok Wai	
Tel No.:	2879 5715	2626 1754	
eMail:	kychan@fehd.gov.hk	kwlo@bd.gov.hk	sso_ro
Supervisor:	LING Mee-bo	LI Yam-yee	
Tel No.:	2879 5739	2626 1240	
eMail:	mbling@fehd.gov.hk	yyl@bd.gov.hk	ado_ro
Responsible Office:	Hong Kong & Islands (LO)	BD(LU)	
Office Address:	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 navigation tabs: 'Case Enquiry', 'Registered Application', 'Case Status', 'System Configurations', and 'User Management'. The 'Case Status' tab is active. Below the navigation, there is a header for 'General Restaurant' and a status indicator 'IN PROGRESS'. A red circle highlights the 'Supporting Document Required' icon. Below this, there is 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 progress bar shows that the 'Issue Letter of Requirements' stage is completed for all three departments: Food and Environmental Hygiene Department, Buildings Department, and Fire Services Department (Regional Office).

The screenshot shows the 'On-line Licence Application Tracking' interface with a list of supporting documents. The 'Back' button is circled in red. The list includes the following documents:

Status*	Receipt Date*	Document Type	Upload#	Submission History	Last Submission Date
🔴	15/06/2023	Supplier's Certificate for air conditioning	Upload	Show	15/06/2023 18:17
🔴	04/07/2022	Communal / Allocated Toilet Certificate with location plan and toilet layout plan	Upload	Show	04/07/2022 18:00
🟢	05/07/2022	Certificate of Compliance and Certificate of Completion for gas installation		Show	05/07/2022 15:11
🟡	12/07/2022	WR1 / WR2 with supporting document for electrical installation	Upload	Show	12/07/2022 12:40
🟢	01/07/2022	Certificate of Compliance for Cat.1 of BD / HD's requirements			
🟡	30/03/2023	Certificate of Compliance for Cat.2 with supporting document of BD / HD's requirements	Upload	Show	30/03/2023 15:30
🟡	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 15:00
🟡	06/07/2022	Hygiene Manager and Hygiene Supervisor Training Course Certificates		Show	05/07/2022 21:42
🟢	17/03/2023	Siu Mei & Lo Mei Food source supplier's certificate		Show	17/03/2023 23:40
		Catalogue / information on the filtration and disinfection system of fish tank			
		Certificate on communal sump and pump facilities with location plan			
		Certificate from owner / management office on use of common area			
		Fire Services Certificate			
		Letter of Compliance for Ventilating System			
		Declaration on compliance with Government lease conditions (Form FEHB 192)			
		Ventilating System Plan			
		Layout Plan			

Warning: The applicant should keep the original copies and produce for verification by the concerned government department(s) upon request.
 * If a document is submitted more than once, only progress and receipt date of the latest submission are shown.
 # 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.

(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.

On-line Licence Application Tracking

Change Password
English | 繁體中文 | 简体中文

Help | FAQ | Logout
Date of Enquiry:

Case Enquiry | Registered Application | **Case Status** | System Configurations | User Management

Case Reference:
Date of Receiving Application:
Type of Licence: **General Restaurant**

IN PROGRESS

Correspondence Download | Supporting Document Required

About the Icons

- Pass / Completed
- In Progress**
- Processing Withheld / Action Being Confirmed
- Fail / With Opposing Views
- Not Started / Applicable

Ready To Process | Issue Letter of Requirements | Process Revised Plan | Handle Report Of Completion | Provide Result of Inspection | Confirm Licence or Compliance Certificate/Letter/Memo Ready

Department	Ready To Process	Issue Letter of Requirements	Process Revised Plan	Handle Report Of Completion	Provide Result of Inspection	Confirm Licence or Compliance Certificate/Letter/Memo Ready
Food and Environmental Hygiene Department	✓	✓	○	○	○	○
Buildings Department	○	✓	○	○	○	○
Fire Services Department (Regional Office)	○	✓	○	○	○	○

Select the document and download it with input of the password.

On-line Licence Application Tracking

www0.licensing.gov.hk says
Please enter the password to protect the documents

Back

Case Reference:

<input type="checkbox"/>	Document Type	Description	Issue Date	Last Download Date
<input checked="" type="checkbox"/>	Letter	Letter Sample 1	2024-03-04	
<input type="checkbox"/>	Letter			
<input type="checkbox"/>	Letter			

Download Selected Item(s)

Click

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