

User Guide for Installation and Using Smart ID Card Reading Software for the Electronic Health Record Sharing System (eHRSS) and eHealth System (Subsidies) [eHS(S)] – June 2020

Click the link below to download and install the Smart ID Card Reading Software for every computer accessing eHS(S) with Smart ID Card Reader:

Operating System	Installation link
Windows	<Link 1> <Link 2>
macOS	<Link 1> <Link 2>

Note:

Downloading Smart ID Card Reading Software normally takes less than one minute. If there is any hiccup during the downloading process, please reboot the computer and download the software again.

If the computer is used to access both eHRSS and eHS(S) and have already installed the Smart ID Card Reading Software for eHRSS, there is no need to download and install the software for eHS(S) again.

Please call Electronic Health Record Sharing System – Healthcare Provider Service Hotline at 34676230 during office hours if you encounter any difficulties about the installation of the Smart ID Card Reading Software.

For other enquiries, please call 2125 2299 (for Vaccination Subsidy Scheme) or 3582 4102 (for Health Care Voucher Scheme).

Contact your own IT support if you fail to install or have NO administrator role to install software.

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2. [Guide to read Smart ID Card with Smart ID Card Reading Software](#)

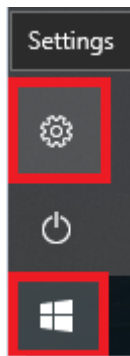
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- 3.4 [Deleting Digital Certificate from Firefox for macOS](#)

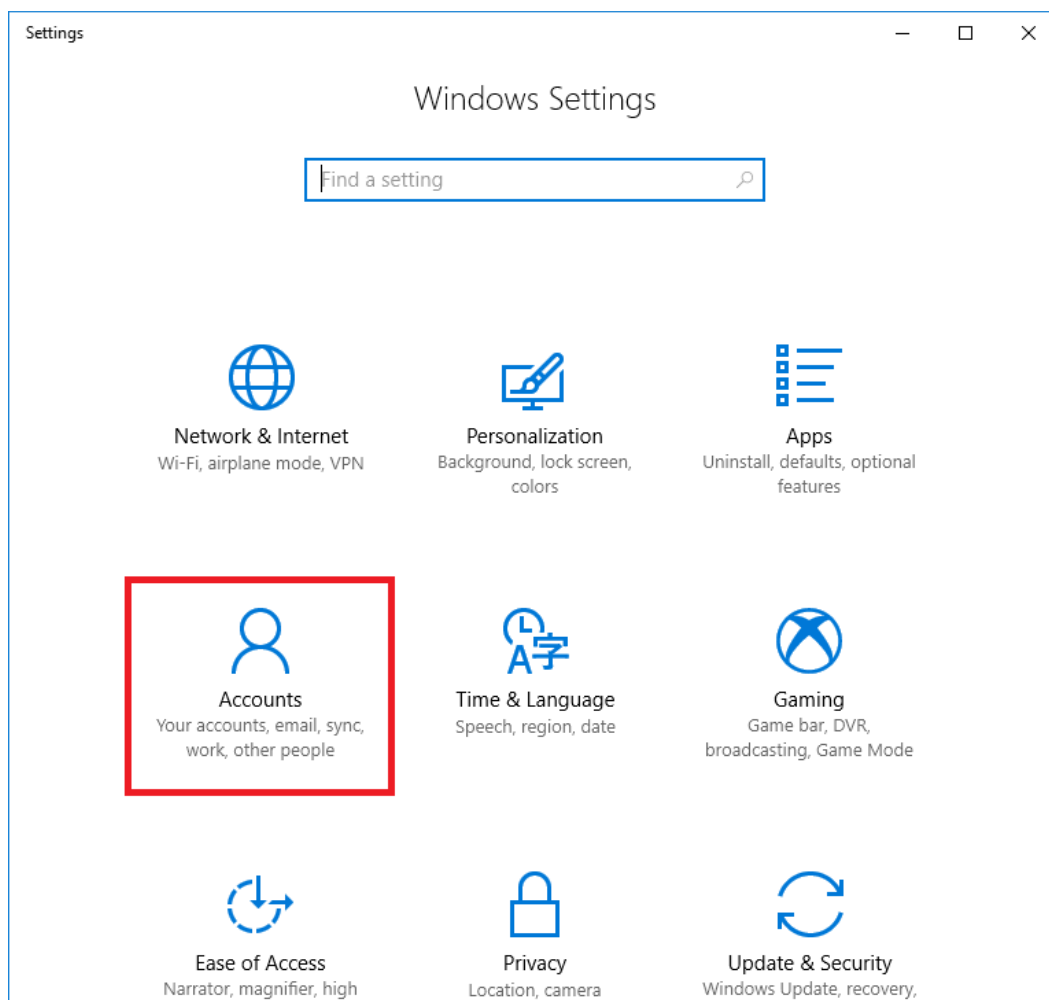
1. Installation Procedures

1.1 Installation on Windows

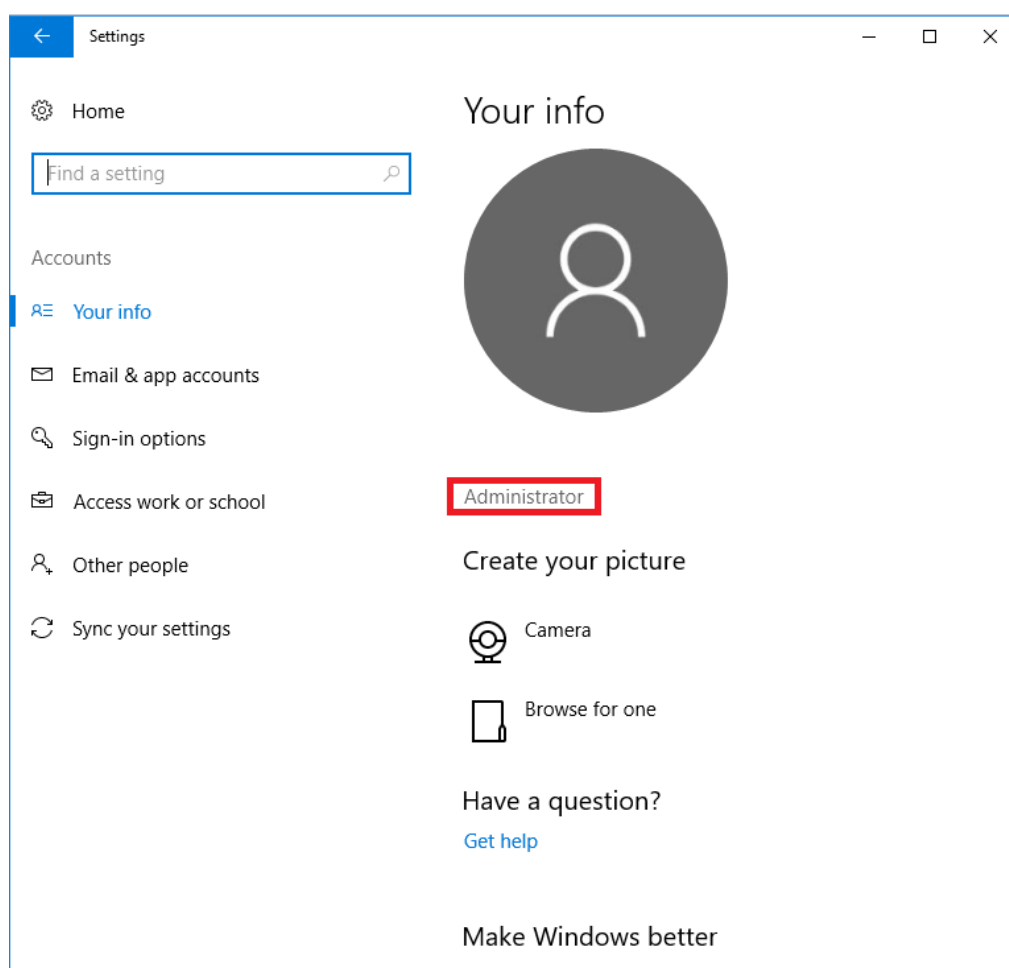
1. Click<Windows Menu> and then <Windows Settings>



2. Click<Accounts>



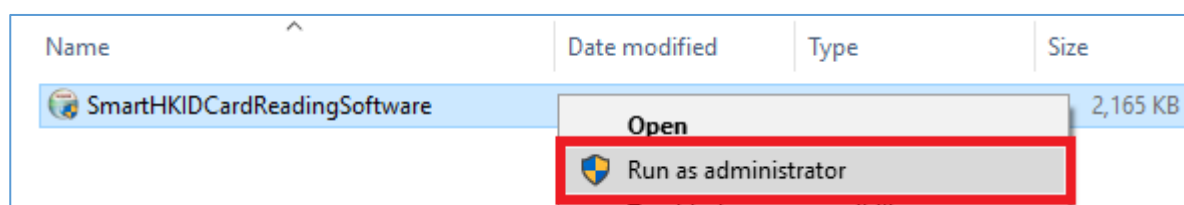
3. Ensure that you can see the word <Administrator>. If not, please contact your own IT support for assistance.



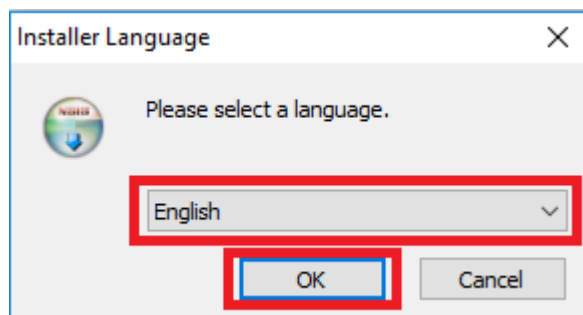
4. Download the Smart ID Card Reading Software installer to “C:\”

Operating System	Installation link
Windows	<Link 1> <Link 2>

5. Right-click <SmartHKIDCardReadingSoftware> and select <Run as administrator>



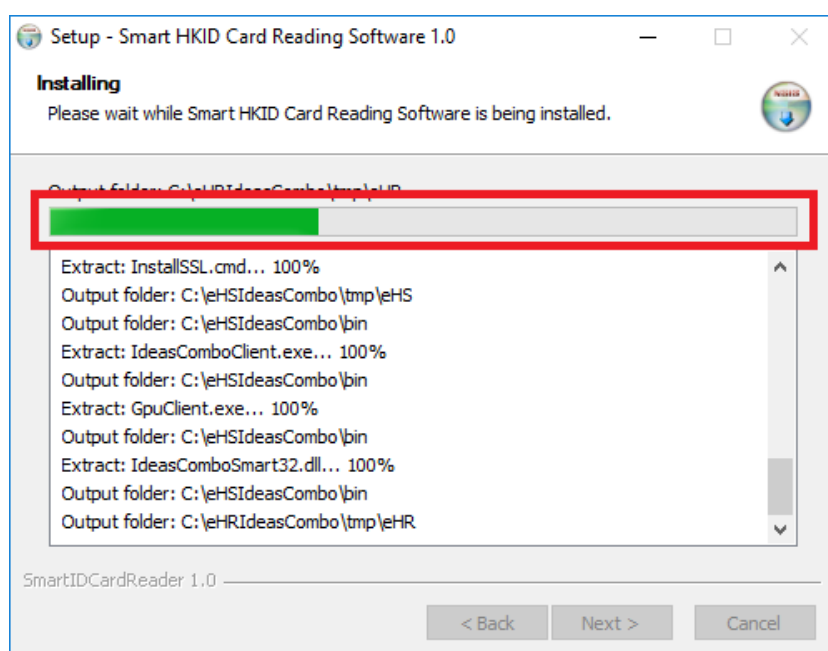
6. Select <English> and click<OK>



7. Click <Install>



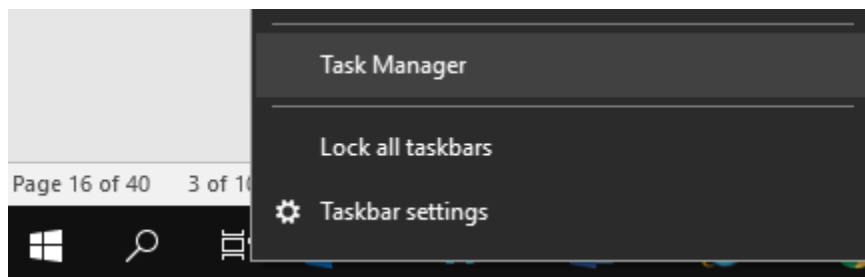
8. Wait while the installation is in progress



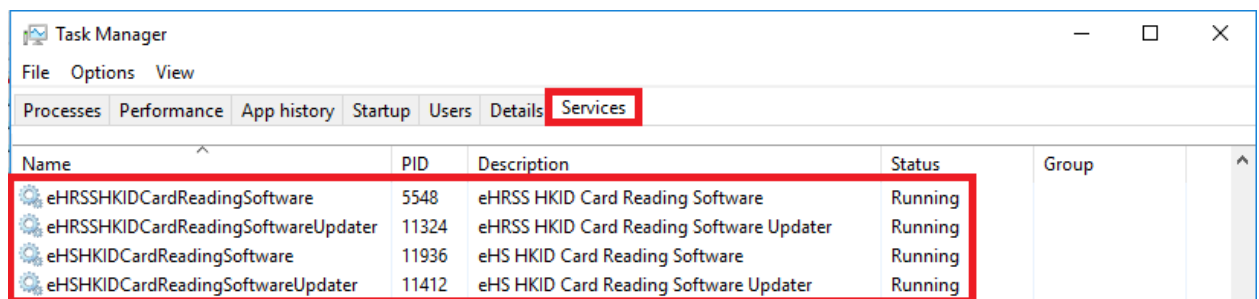
9. Click <Finish>



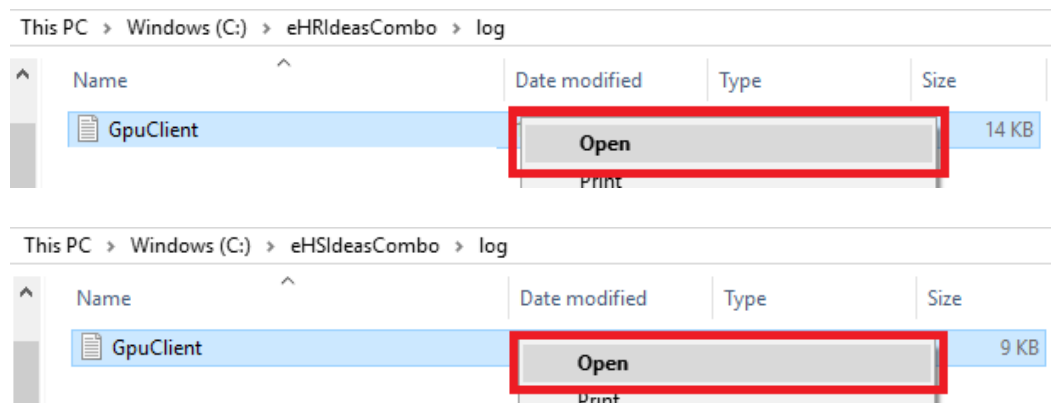
10. Right-click the Task Bar at the bottom of the screen and select <Task Manager>



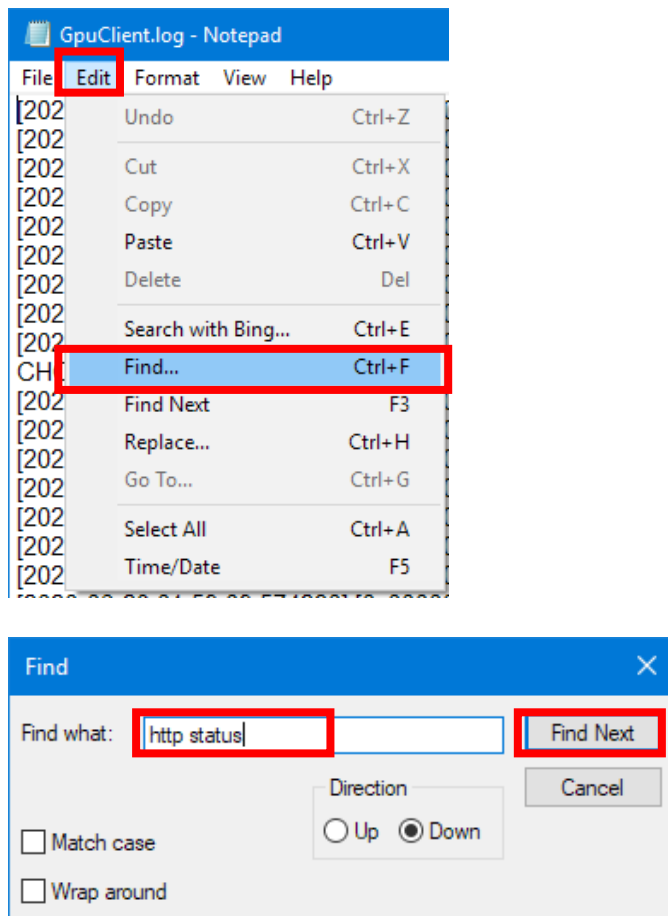
11. Click <Services> and ensure that four Smart ID Card Reading Software related services are running



12. Right-click the log files “GpuClient” in “C:\eHRIdeasCombo\log” and “C:\eHSIdeasCombo\log” and select <Open> after 2 minutes



13. Search HTTP status by clicking <Edit>, <Find> and input ‘HTTP status’



14. Ensure that <HTTP status> is 200 or 204

```
[0x00000b68] [info] [0x0000069c] ID: 9999, status = active
[0x00000b68] [info] [0x0000069c] baseURL: https://sup.core.ehr.gov.hk/epatch/patch
[0x00000b68] [trace] [0x0000069c] Requesting download Params: a=chk&c=IDEASZHR&v=3c68746d6c3e3c686561643e3c746974
[0x00000b68] [trace] [0x0000069c] Server_ptr lpszHostName: sup.core.ehr.gov.hk
[0x00000b68] [trace] [0x0000069c] Server_ptr length: 19
[0x00000b68] [trace] [0x0000069c] Resource length: /epatch/patch
[0x00000b68] [trace] [0x0000069c] Port: 443
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): result: 7256
[0x00000b68] [error] [0x0000069c] getCurrentUserProcessId(): result: 7256
[0x00000b68] [info] [0x0000069c] Impersonate(): Impersonated a user:
[0x00000b68] [trace] [0x0000069c] winhttp(): WPAD used
[0x00000b68] [trace] [0x0000069c] winhttp(): Automatic Proxy Server:
[0x00000b68] [trace] [0x0000069c] winhttp(): Proxy Server:
[0x00000b68] [info] [0x0000069c] Search Credentials...
[0x00000b68] [info] [0x0000069c] Proxy 0:
[0x00000b68] [info] [0x0000069c] Proxy 0 (found): 0
[0x00000b68] [info] [0x0000069c] WinHttpSetOption(): Set Option for WINHTTP_OPTION_SECURE_PROTOCOLS successfully
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): USERNAME:
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[0x00000b68] [info] [0x0000069c] Configure Proxy Server for url with
[0x00000b68] [info] [0x0000069c] WinHttpGetProxyForUrl() Proxy server:
[0x00000b68] [info] [0x0000069c] Proxy Server used:
[0x00000b68] [info] [0x0000069c] Search Credentials...
[0x00000b68] [info] [0x0000069c] Proxy 2:
[0x00000b68] [info] [0x0000069c] Proxy 2 (found): 0
[0x00000b68] [info] [0x0000069c] Proxy 2 Username:
[0x00000b68] [error] [0x0000069c] Not WinHttpSetOption: 0
[0x00000b68] [trace] [0x0000069c] RevertBackUser(): End impersonation
[0x00000b68] [info] [0x0000069c] WinHttpOpenRequest() RC: 0
[0x00000b68] [info] [0x0000069c] Console: false
[0x00000b68] [info] [0x0000069c] HTTP status: 204
[0x00000b68] [trace] [0x0000069c] RevertBackUser(): End impersonation
[0x00000b68] [trace] [0x0000069c] Network problem? 0
[0x00000b68] [trace] [0x0000069c] HTTP status = 204
[0x00000b68] [error] [0x0000069c] Error Getting version. ID: 9999

[0x00001dfc] [info] [0x00000bb4] ID: 9999, status = active
[0x00001dfc] [info] [0x00000bb4] baseURL: https://sup.core.ehr.gov.hk/epatch/patch
[0x00001dfc] [trace] [0x00000bb4] Requesting download Params: a=chk&c=IDEASZHR&v=3c68746d6c3e3c686561643e3c746974
[0x00001dfc] [trace] [0x00000bb4] Server_ptr lpszHostName: sup.core.ehr.gov.hk
[0x00001dfc] [trace] [0x00000bb4] Server_ptr length: 19
[0x00001dfc] [trace] [0x00000bb4] Resource length: /epatch/patch
[0x00001dfc] [trace] [0x00000bb4] Port: 443
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): USERNAME:
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[0x00001dfc] [trace] [0x00000bb4] winhttp(): Proxy Server:
[0x00001dfc] [info] [0x00000bb4] Search Credentials...
[0x00001dfc] [info] [0x00000bb4] Proxy 0:
[0x00001dfc] [info] [0x00000bb4] Proxy 0 (found): 0
[0x00001dfc] [info] [0x00000bb4] WinHttpSetOption(): Set Option for WINHTTP_OPTION_SECURE_PROTOCOLS successfully
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): result: 7256
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[0x00001dfc] [info] [0x00000bb4] WinHttpGetProxyForUrl() Proxy server:
[0x00001dfc] [info] [0x00000bb4] Proxy Server used:
[0x00001dfc] [info] [0x00000bb4] Search Credentials...
[0x00001dfc] [info] [0x00000bb4] Proxy 2:
[0x00001dfc] [info] [0x00000bb4] Proxy 2 (found): 0
[0x00001dfc] [info] [0x00000bb4] Proxy 2 Username:
[0x00001dfc] [error] [0x00000bb4] Not WinHttpSetOption: 0
[0x00001dfc] [trace] [0x00000bb4] RevertBackUser(): End impersonation
[0x00001dfc] [info] [0x00000bb4] WinHttpOpenRequest() RC: 0
[0x00001dfc] [info] [0x00000bb4] Console: false
[0x00001dfc] [info] [0x00000bb4] HTTP status: 204
[0x00001dfc] [trace] [0x00000bb4] RevertBackUser(): End impersonation
[0x00001dfc] [trace] [0x00000bb4] Network problem? 0
[0x00001dfc] [trace] [0x00000bb4] HTTP status = 204
[0x00001dfc] [error] [0x00000bb4] Error Getting version. ID: 9999
```

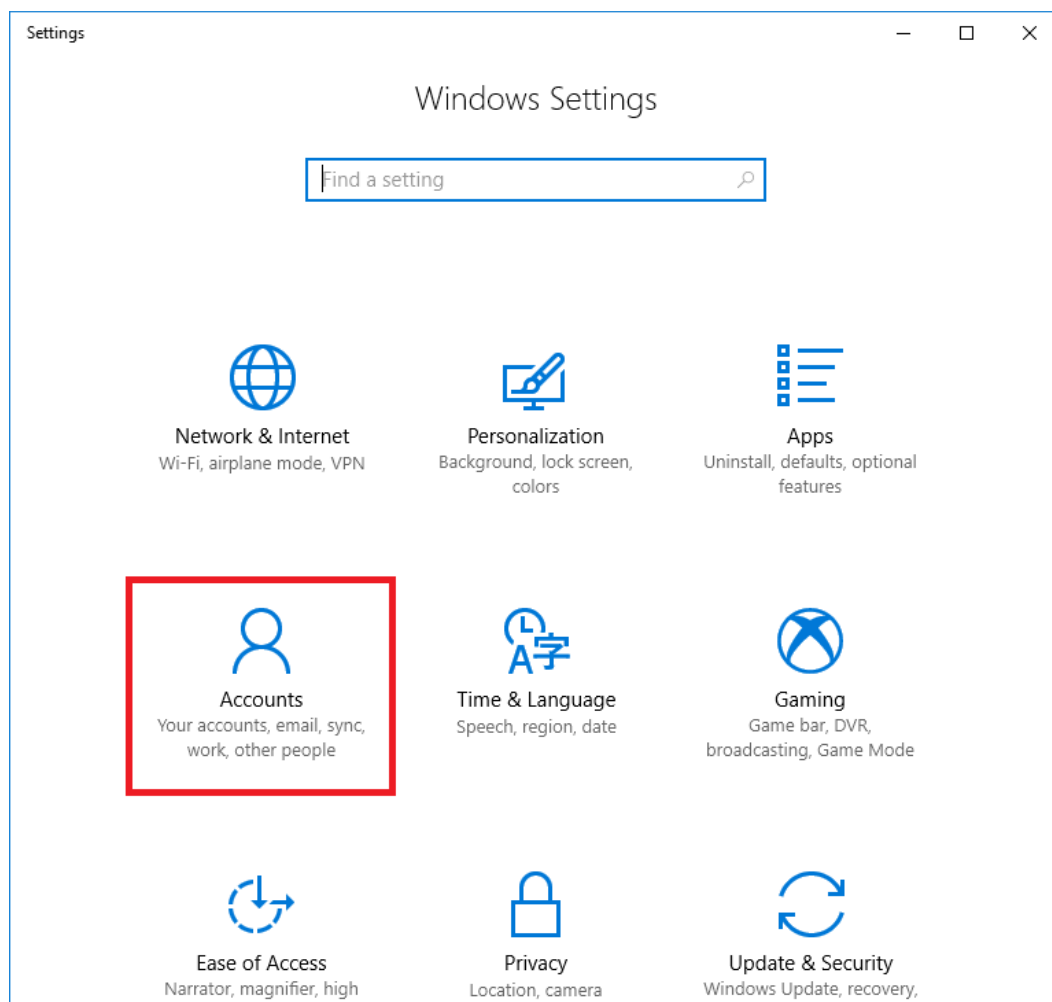
15. If HTTP status is 200 or 204, the installation is completed successfully. Please re-login eHS(S) to use the new Smart ID Card Reading Software
16. If HTTP status is NEITHER 200 NOR 204, please re-install Smart ID Card Reading Software in user mode by following the procedures for [Installation on Windows \(User Mode\)](#)
17. For Firefox users, please click [here](#) and follow the procedures to import the required digital certificates

Installation on Windows (User Mode)

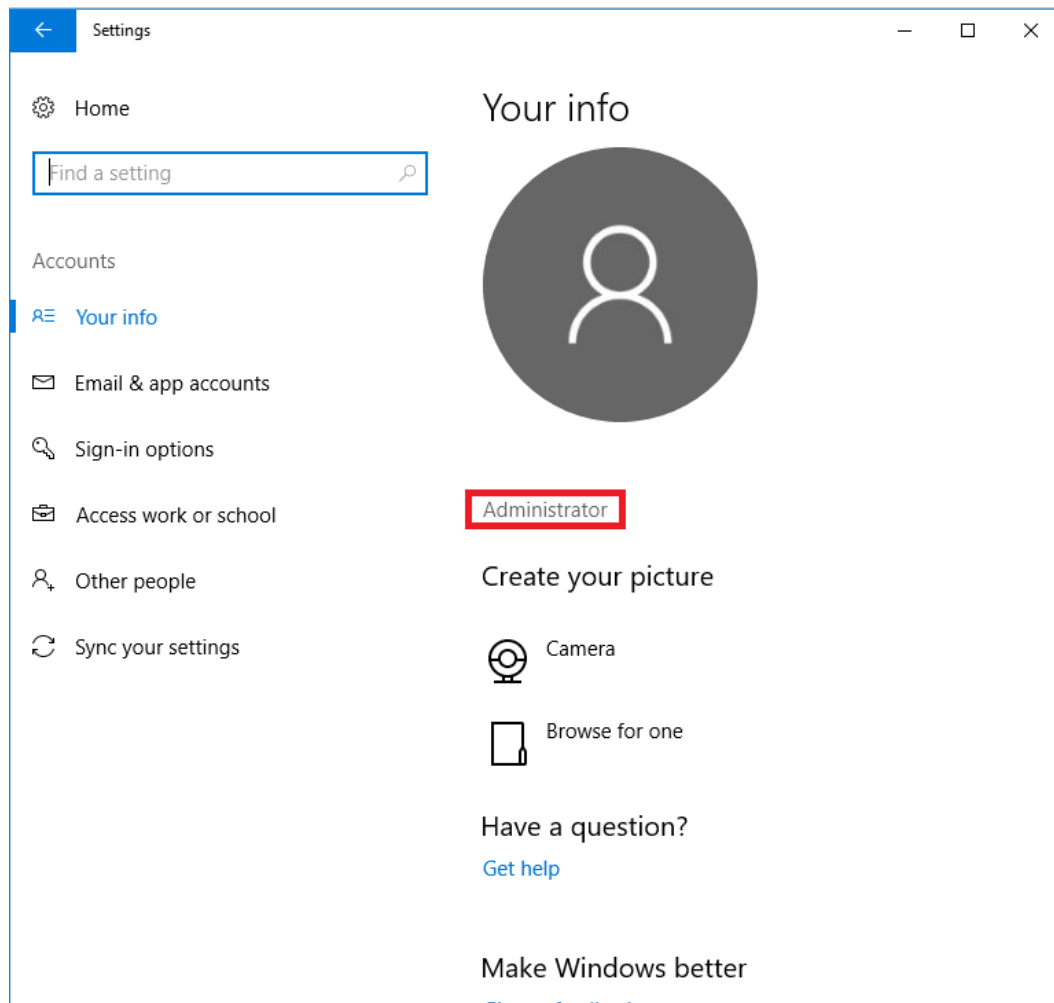
1. Click <Windows Menu> and then <Windows Settings>



2. Click <Accounts>



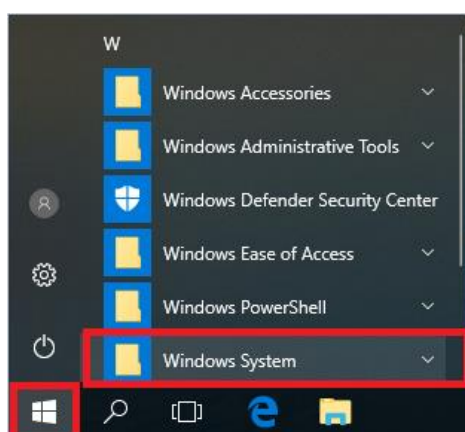
3. Ensure you can see the word <Administrator>. If not, please contact your own IT support for assistance.



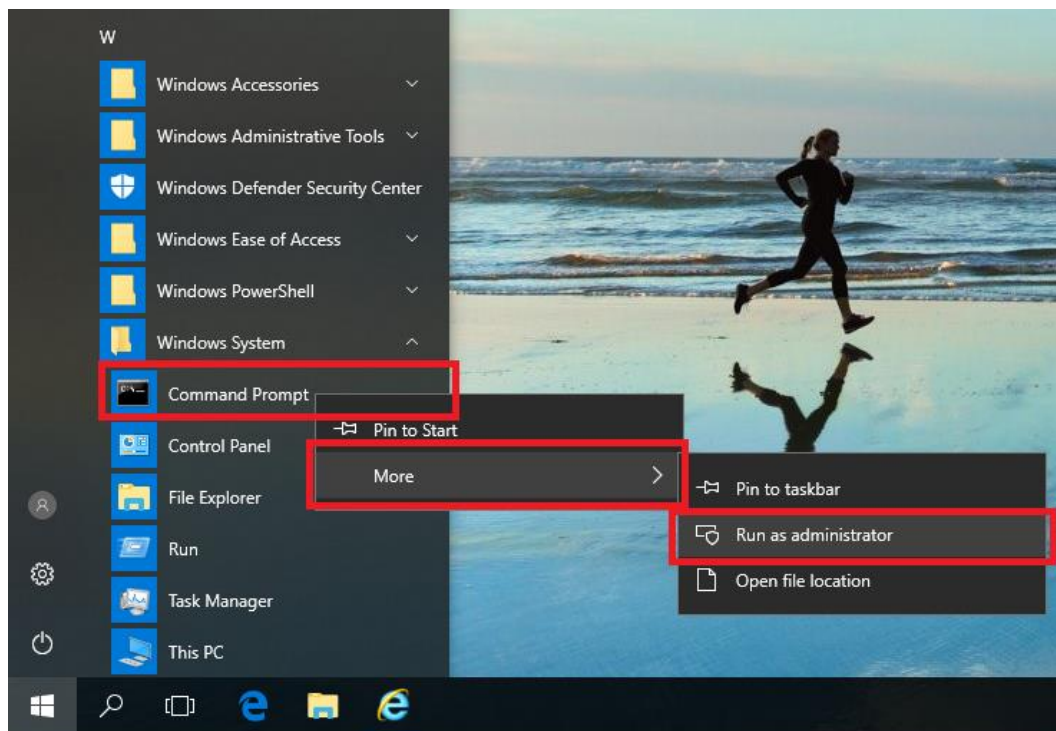
4. Download the Smart ID Card Reading Software installer to “C:\”

Operating System	Installation link
Windows	<Link 1> <Link 2>

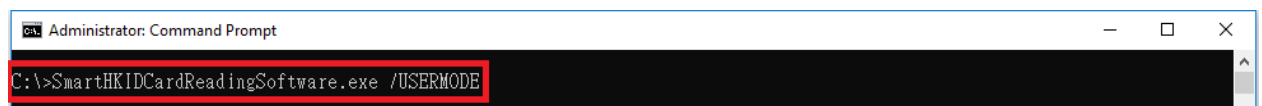
5. Click<Windows Menu> and expand <Windows System>



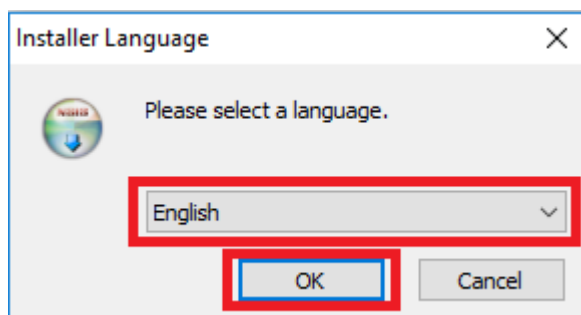
6. Right-click <Command Prompt> and select <More> and then <Run as administrator>’



7. Execute the Smart ID Card Reading Software installer with “USERMODE” option by typing the words as shown below and then press ‘Enter’



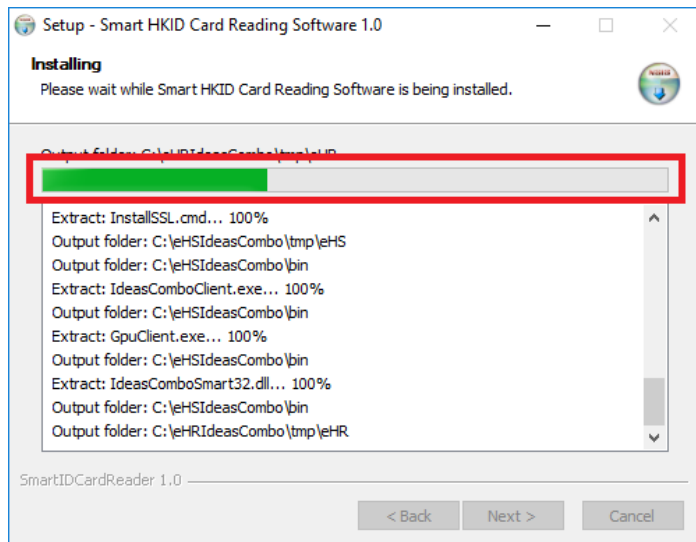
8. Select <English> and click <OK>



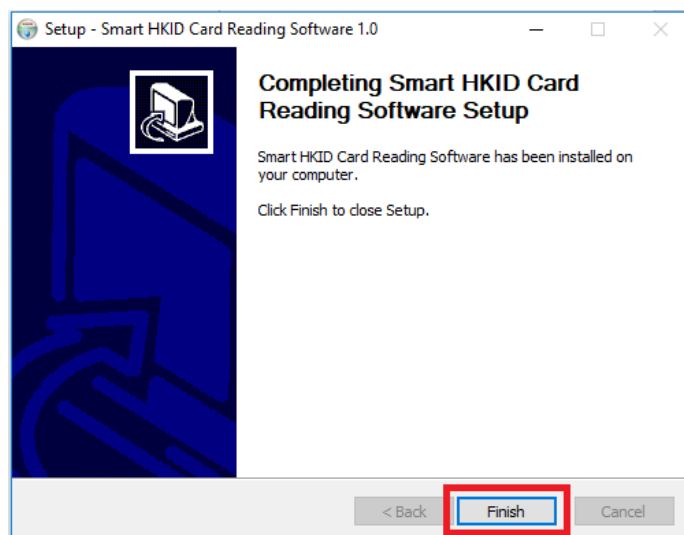
9. Click <Install>



10. Wait while the installation is in progress



11. Click <Finish>



12. Input your <User name> and <Password>, click <Remember me> and click <OK> after 2 minutes

Windows Security

eHRSS HKID Card Reading Software Updater

eHRSS HKID Card Reading Software Updater requires user name and password for proxy server authentication.

User name

Password

☒ Remember me

OK Cancel

This screenshot shows a Windows Security dialog box titled "eHRSS HKID Card Reading Software Updater". It contains a message stating that the software requires a username and password for proxy server authentication. There are two input fields: "User name" and "Password". Below these fields is a checkbox labeled "Remember me" which is checked. At the bottom, there are two buttons: "OK" and "Cancel". Red rectangular boxes highlight the "User name" and "Password" fields, the "Remember me" checkbox, and the "OK" button.

Windows Security

eHS HKID Card Reading Software Updater

eHS HKID Card Reading Software Updater requires user name and password for proxy server authentication.

User name

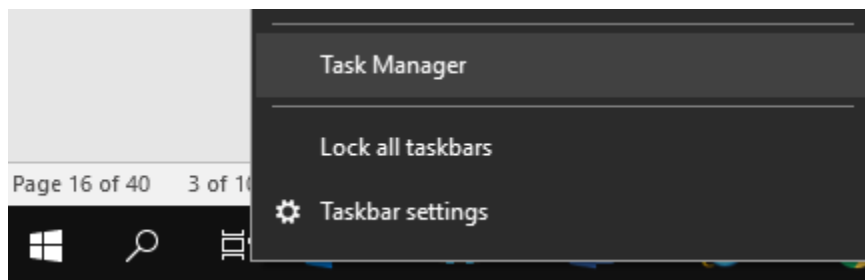
Password

☒ Remember me

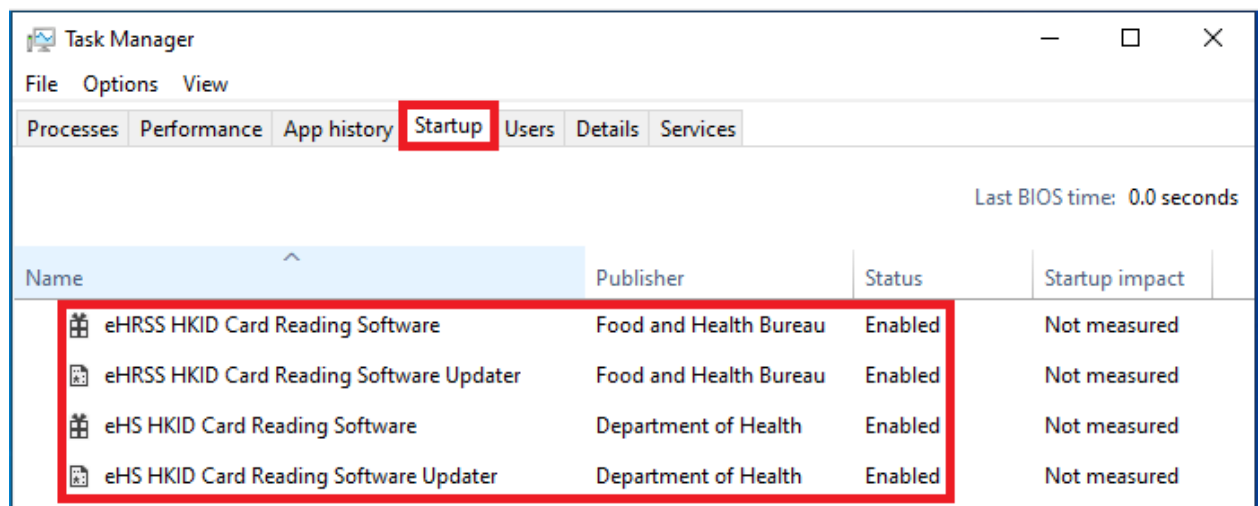
OK Cancel

This screenshot shows a Windows Security dialog box titled "eHS HKID Card Reading Software Updater". It contains a message stating that the software requires a username and password for proxy server authentication. There are two input fields: "User name" and "Password". Below these fields is a checkbox labeled "Remember me" which is checked. At the bottom, there are two buttons: "OK" and "Cancel". Red rectangular boxes highlight the "User name" and "Password" fields, the "Remember me" checkbox, and the "OK" button.

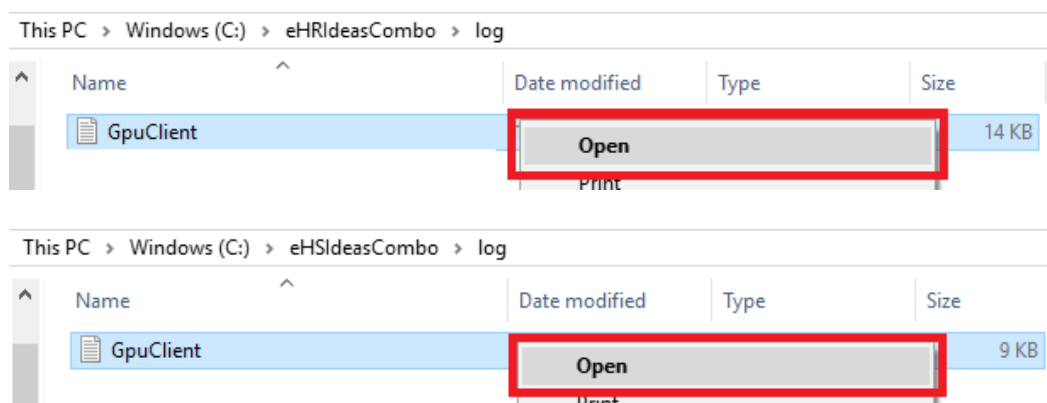
13. Right-click the Task Bar at the bottom of the screen and select <Task Manager>



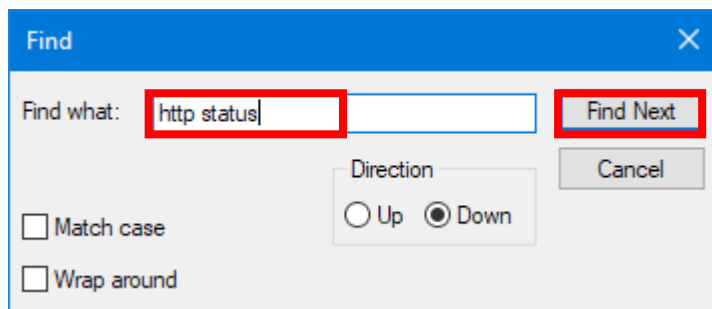
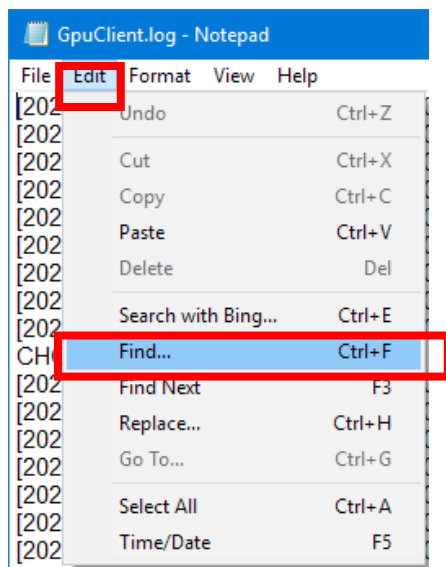
14. Click <Startup> and ensure that four Smart ID Card Reading Software related applications are enabled



15. Right-click the log files “GpuClient” in “C:\eHRIdeasCombo\log” and “C:\eHSIdeasCombo\log” and select <Open>



16. Search HTTP status by clicking <Edit>, <Find> and input 'HTTP status'



17. Ensure that <HTTP status> is 200 or 204

```
[0x00000b68] [info] [0x0000069c] ID: 9999, status = active
[0x00000b68] [info] [0x0000069c] baseURL: https://sup.core.ehr.gov.hk/epatch/patch
[0x00000b68] [trace] [0x0000069c] Requesting download Params: a=cnk&c=IDEASEHR&v=3c68746d6c3e3c686561643e3c746974
[0x00000b68] [trace] [0x0000069c] Server_ptr lpszHostName: sup.core.ehr.gov.hk
[0x00000b68] [trace] [0x0000069c] Server_ptr length: 19
[0x00000b68] [trace] [0x0000069c] Resource length: /epatch/patch
[0x00000b68] [trace] [0x0000069c] Port: 443
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): result: 7256
[0x00000b68] [error] [0x0000069c] getCurrentUserProcessId(): result: 7256
[0x00000b68] [info] [0x0000069c] Impersonate(): Impersonated a user:
[0x00000b68] [trace] [0x0000069c] winhttp(): WPAD used
[0x00000b68] [trace] [0x0000069c] winhttp(): Automatic Proxy Server:
[0x00000b68] [trace] [0x0000069c] winhttp(): Proxy Server:
[0x00000b68] [info] [0x0000069c] Search Credentials...
[0x00000b68] [info] [0x0000069c] Proxy 0:
[0x00000b68] [info] [0x0000069c] Proxy 0 (found): 0
[0x00000b68] [info] [0x0000069c] WinHttpSetOption(): Set Option for WINHTTP_OPTION_SECURE_PROTOCOLS successfully
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00000b68] [trace] [0x0000069c] getCurrentUserProcessIdByExplorer(): result: 7256
[0x00000b68] [error] [0x0000069c] getCurrentUserProcessId(): result: 7256
[0x00000b68] [info] [0x0000069c] Impersonate(): Impersonated a user:
[0x00000b68] [info] [0x0000069c] Configure Proxy Server for url with
[0x00000b68] [info] [0x0000069c] WinHttpGetProxyForUrl() Proxy server:
[0x00000b68] [info] [0x0000069c] Proxy Server used:
[0x00000b68] [info] [0x0000069c] Search Credentials...
[0x00000b68] [info] [0x0000069c] Proxy 2:
[0x00000b68] [info] [0x0000069c] Proxy 2 (found): 0
[0x00000b68] [info] [0x0000069c] Proxy 2 Username:
[0x00000b68] [error] [0x0000069c] Not WinHttpSetOption: 0
[0x00000b68] [trace] [0x0000069c] RevertBackUser(): End impersonation
[0x00000b68] [info] [0x0000069c] WinHttpOpenRequest() RC: 0
[0x00000b68] [info] [0x0000069c] Console: false
[0x00000b68] [info] [0x0000069c] HTTP status: 204
[0x00000b68] [trace] [0x0000069c] RevertBackUser(): End impersonation
[0x00000b68] [trace] [0x0000069c] Network problem? 0
[0x00000b68] [trace] [0x0000069c] HTTP status = 204
[0x00000b68] [error] [0x0000069c] Error Getting version. ID: 9999
```

```

[0x00001dfc] [info] [0x00000bb4] ID: 9999, status = active
[0x00001dfc] [info] [0x00000bb4] baseURL: https://sup.core.ehr.gov.hk/epatch/patch
[0x00001dfc] [trace] [0x00000bb4] Requesting download Params: a=cnk&c=IDEASEH&v=3c68746d6c3e3c686561643e3c746974
[0x00001dfc] [trace] [0x00000bb4] Server_ptr lpszHostName: sup.core.ehr.gov.hk
[0x00001dfc] [trace] [0x00000bb4] Server_ptr length: 19
[0x00001dfc] [trace] [0x00000bb4] Resource length: /epatch/patch
[0x00001dfc] [trace] [0x00000bb4] Port: 443
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): result: 7256
[0x00001dfc] [error] [0x00000bb4] getCurrentUserProcessId(): result: 7256
[0x00001dfc] [info] [0x00000bb4] Impersonate(): Impersonated a user:
[0x00001dfc] [trace] [0x00000bb4] winhttp(): WPAD used
[0x00001dfc] [trace] [0x00000bb4] winhttp(): Automatic Proxy Server:
[0x00001dfc] [trace] [0x00000bb4] winhttp(): Proxy Server:
[0x00001dfc] [info] [0x00000bb4] Search Credentials...
[0x00001dfc] [info] [0x00000bb4] Proxy 0:
[0x00001dfc] [info] [0x00000bb4] Proxy 0 (found): 0
[0x00001dfc] [info] [0x00000bb4] WinHttpSetOption(): Set Option for WINHTTP_OPTION_SECURE_PROTOCOLS successfully
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): USERNAME:
[0x00001dfc] [trace] [0x00000bb4] getCurrentUserProcessIdByExplorer(): result: 7256
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[0x00001dfc] [info] [0x00000bb4] Configure Proxy Server for url with
[0x00001dfc] [info] [0x00000bb4] WinHttpGetProxyForUrl() Proxy server:
[0x00001dfc] [info] [0x00000bb4] Proxy Server used:
[0x00001dfc] [info] [0x00000bb4] Search Credentials...
[0x00001dfc] [info] [0x00000bb4] Proxy 2:
[0x00001dfc] [info] [0x00000bb4] Proxy 2 (found): 0
[0x00001dfc] [info] [0x00000bb4] Proxy 2 Username:
[0x00001dfc] [error] [0x00000bb4] Not WinHttpSetOption: 0
[0x00001dfc] [trace] [0x00000bb4] RevertBackUser(): End impersonation
[0x00001dfc] [info] [0x00000bb4] WinHttpOpenRequest() RC: 0
[0x00001dfc] [info] [0x00000bb4] Console: false
[0x00001dfc] [info] [0x00000bb4] HTTP status: 204
[0x00001dfc] [trace] [0x00000bb4] RevertBackUser(): End impersonation
[0x00001dfc] [trace] [0x00000bb4] Network problem? 0
[0x00001dfc] [trace] [0x00000bb4] HTTP status = 204
[0x00001dfc] [error] [0x00000bb4] Error Getting version. ID: 9999

```

18. If HTTP status is 200 or 204, the installation is complete. Please re-login eHS(S) to use the new Smart ID Card Reading Software

19. For Firefox users, please click [here](#) and follow the procedures to import the required digital certificates

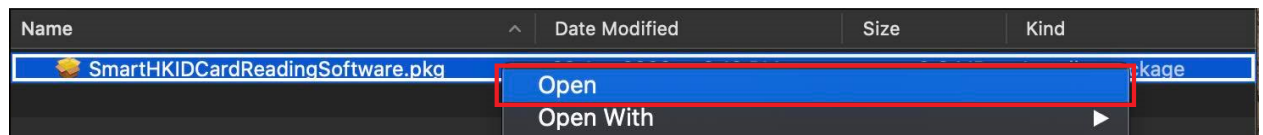
[Back to top](#)

1.2 Installation on macOS

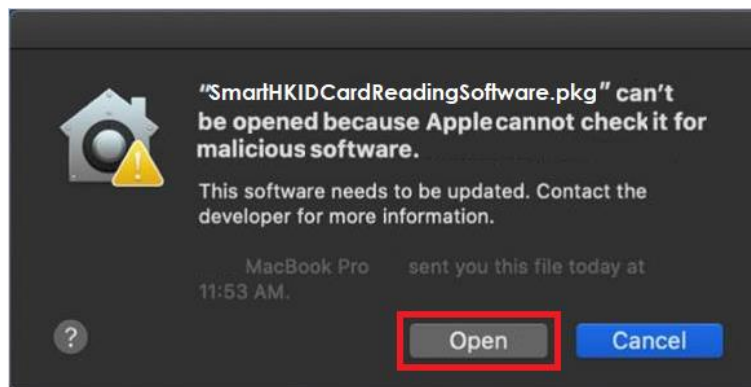
1. Download the Smart ID Card Reading Software installer to
“/Users/<current_user>/Downloads”

Operating System	Installation link
macOS	<Link 1> <Link 2>

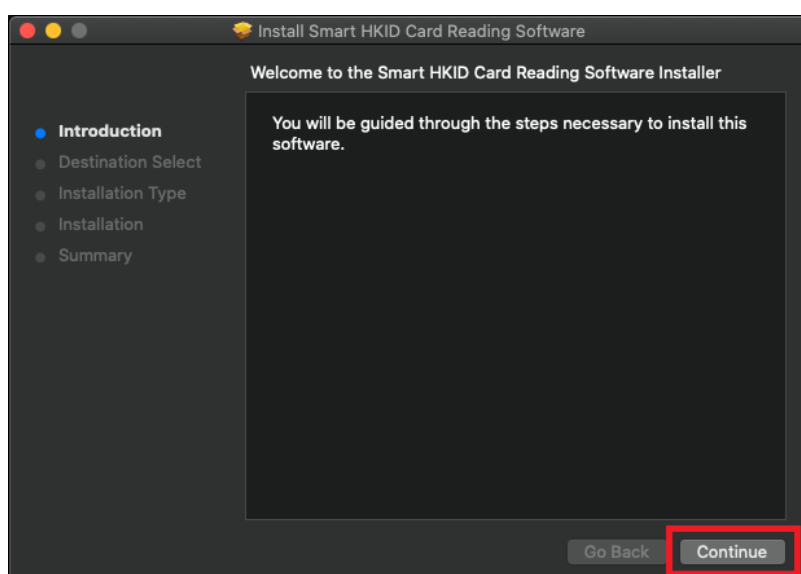
2. Right-click <SmartHKIDCardReadingSoftware> and select <Open>



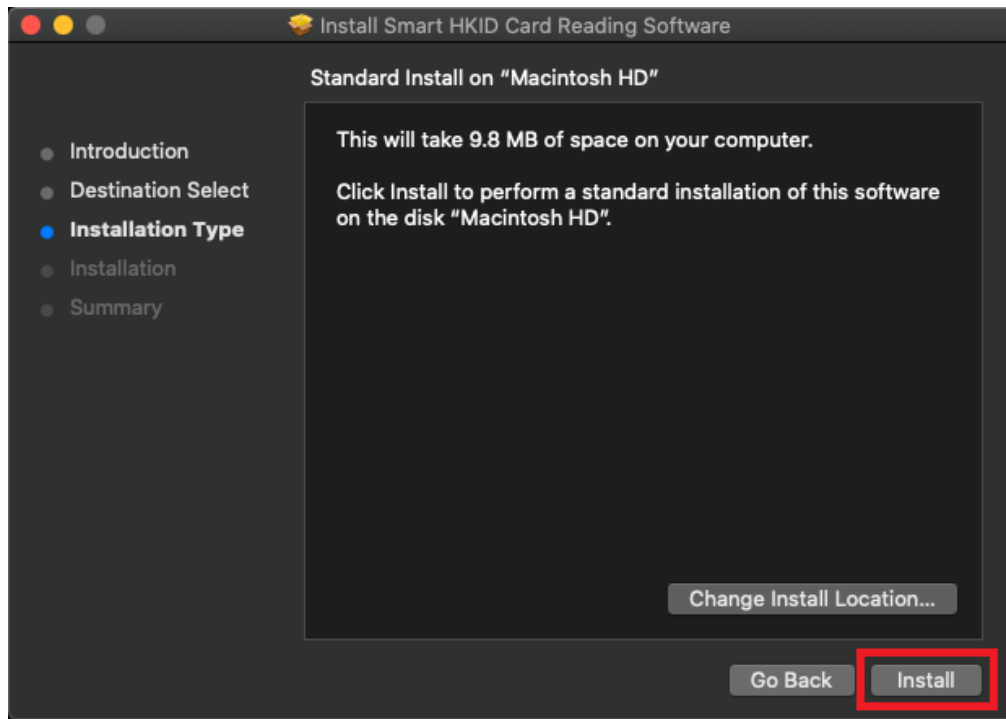
3. Click <Open>



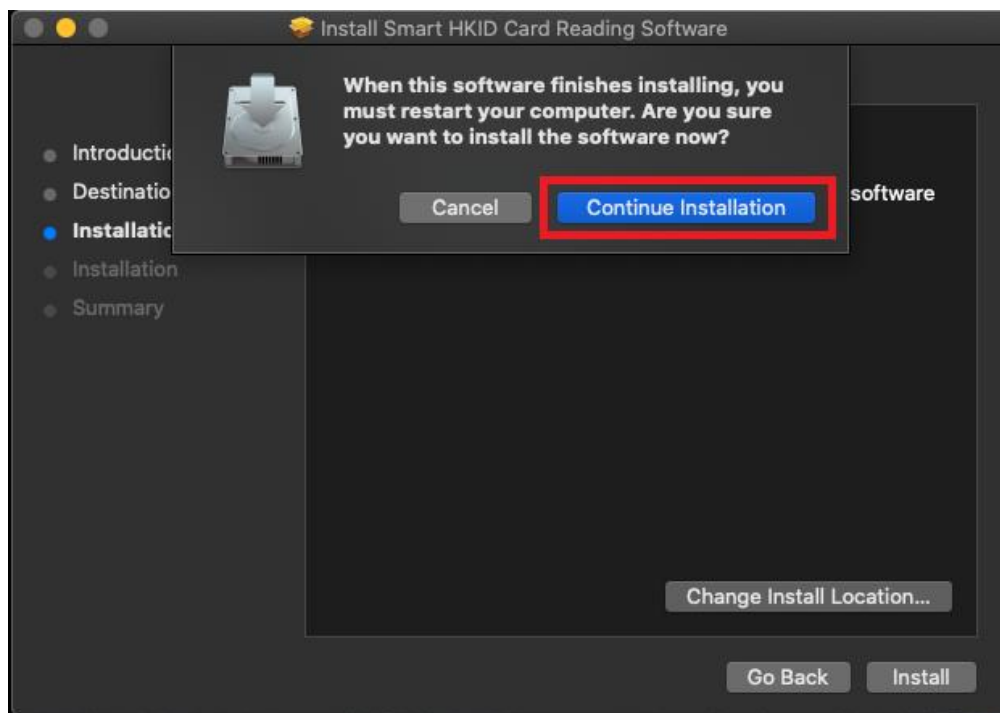
4. Click <Continue>



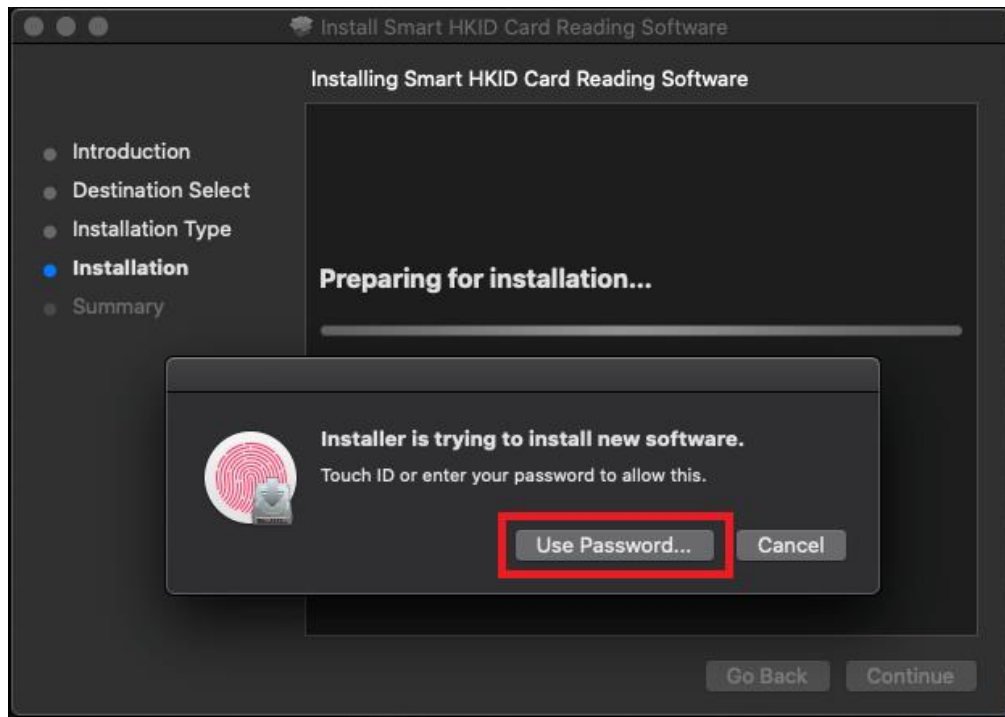
5. Click <Install>



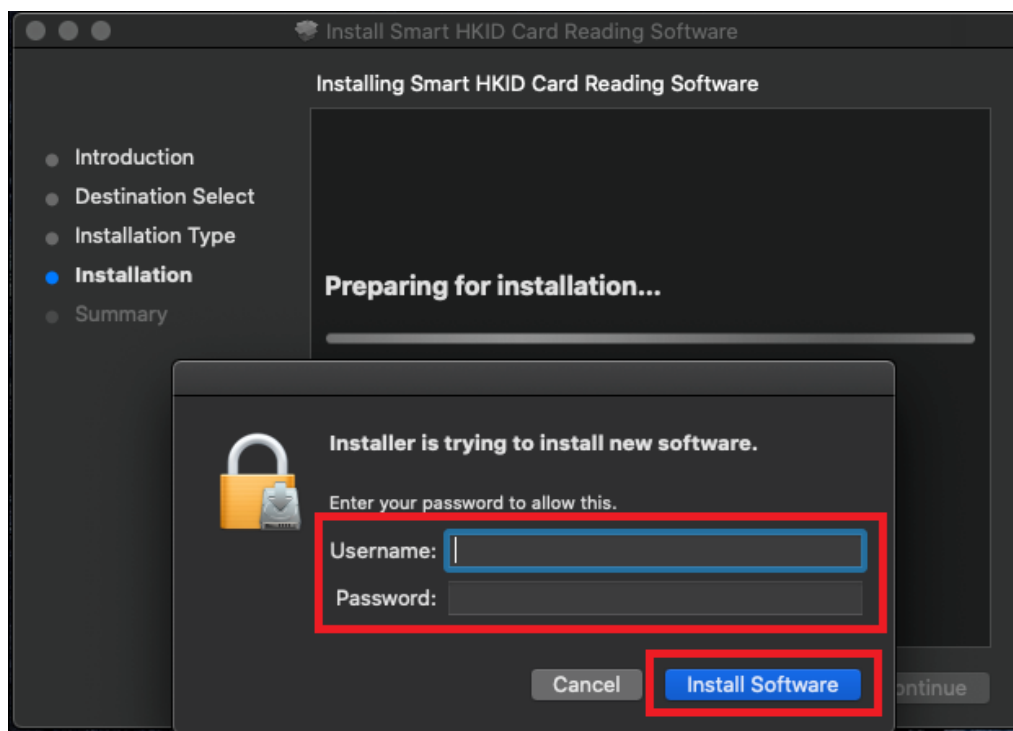
6. Click <Continue Installation>



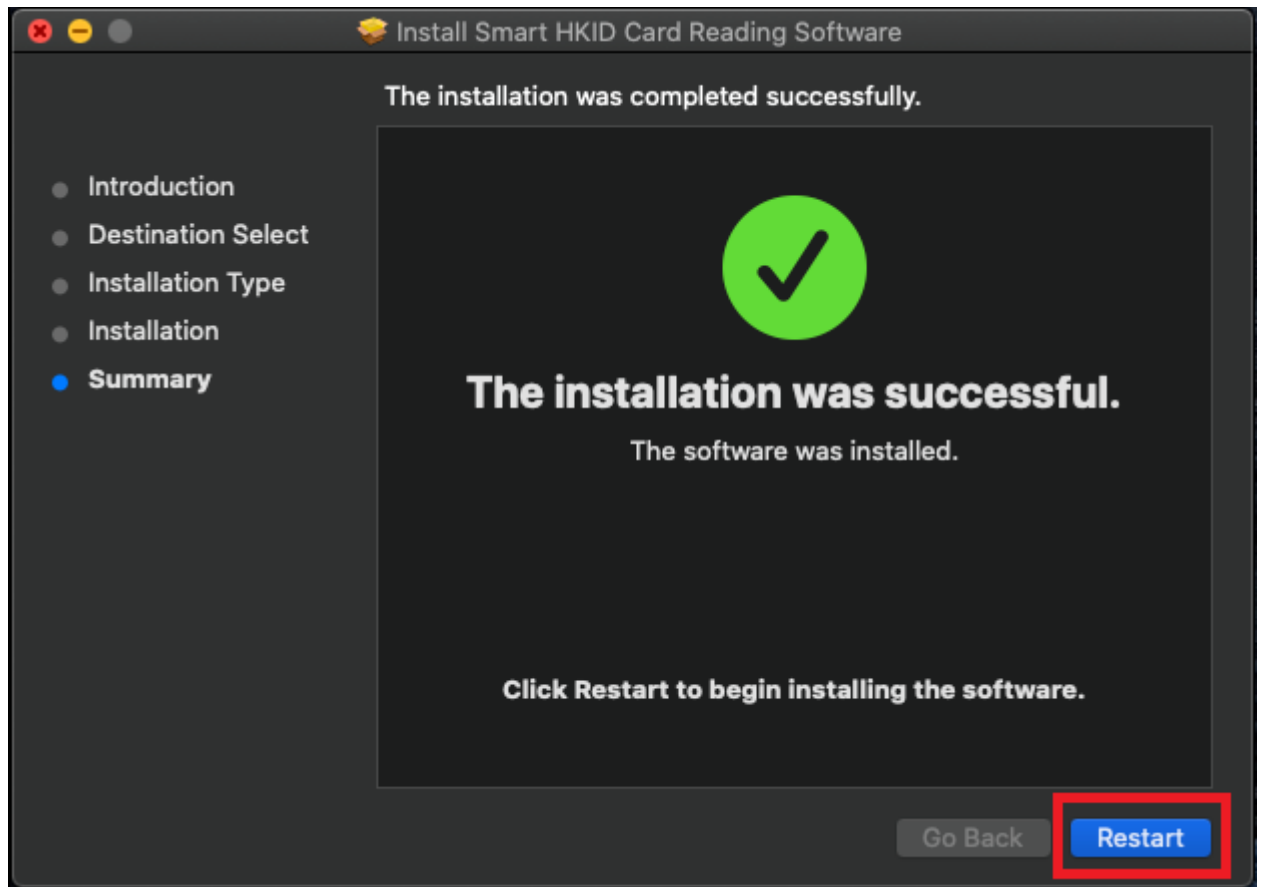
7. Place your finger on Touch ID or click <Use Password...>



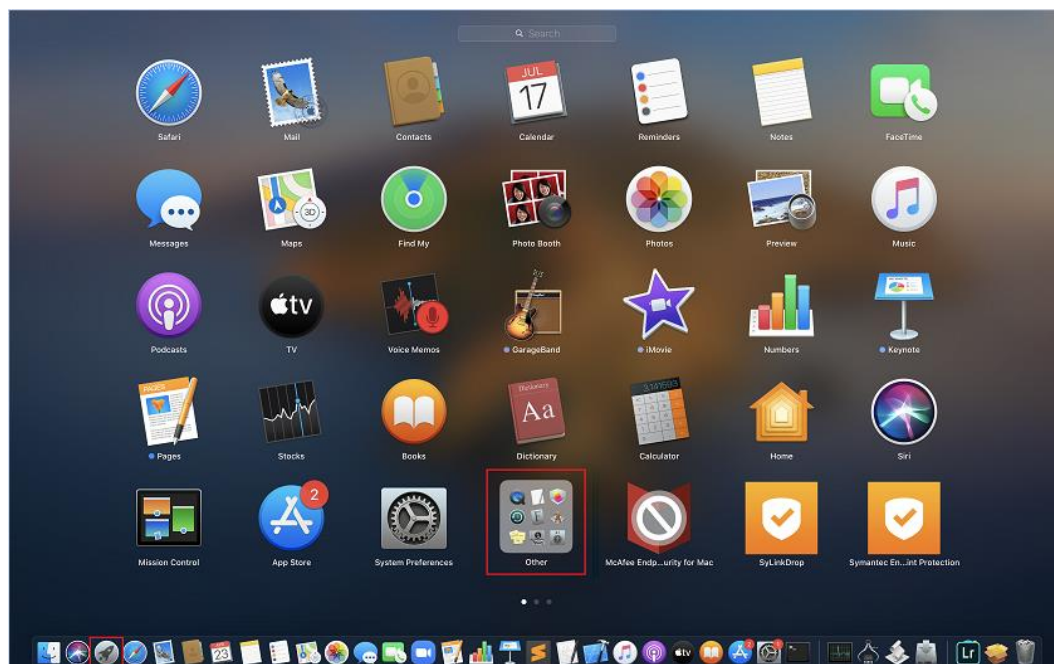
8. Input your <Username> and <Password>, then click <Install Software> if necessary



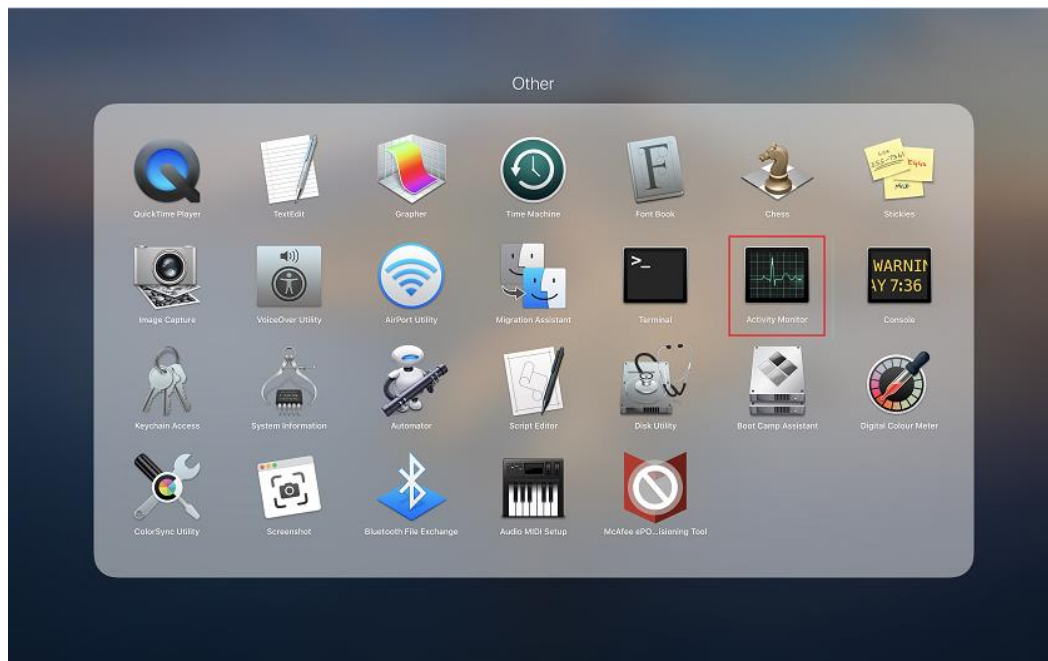
9. Click <Restart>



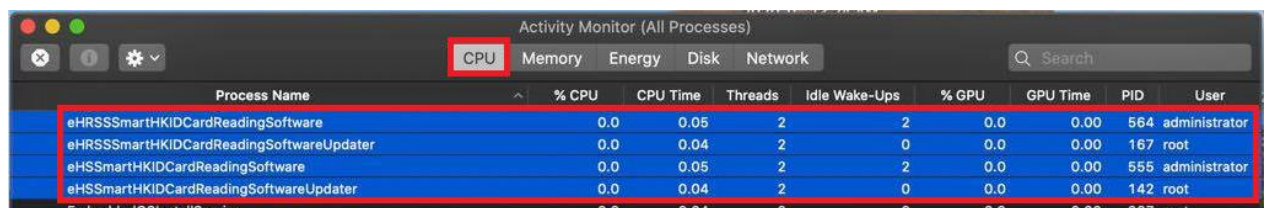
10. Click Launchpad and then <Other>



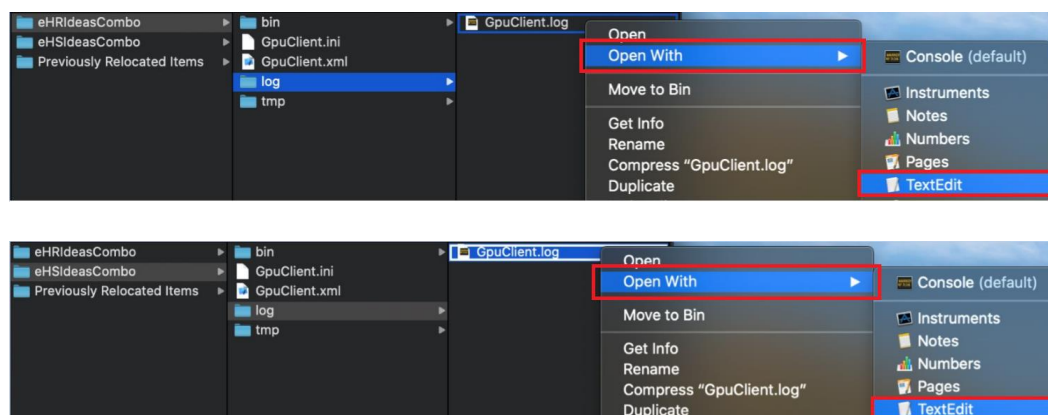
11. Click <Activity Monitor>



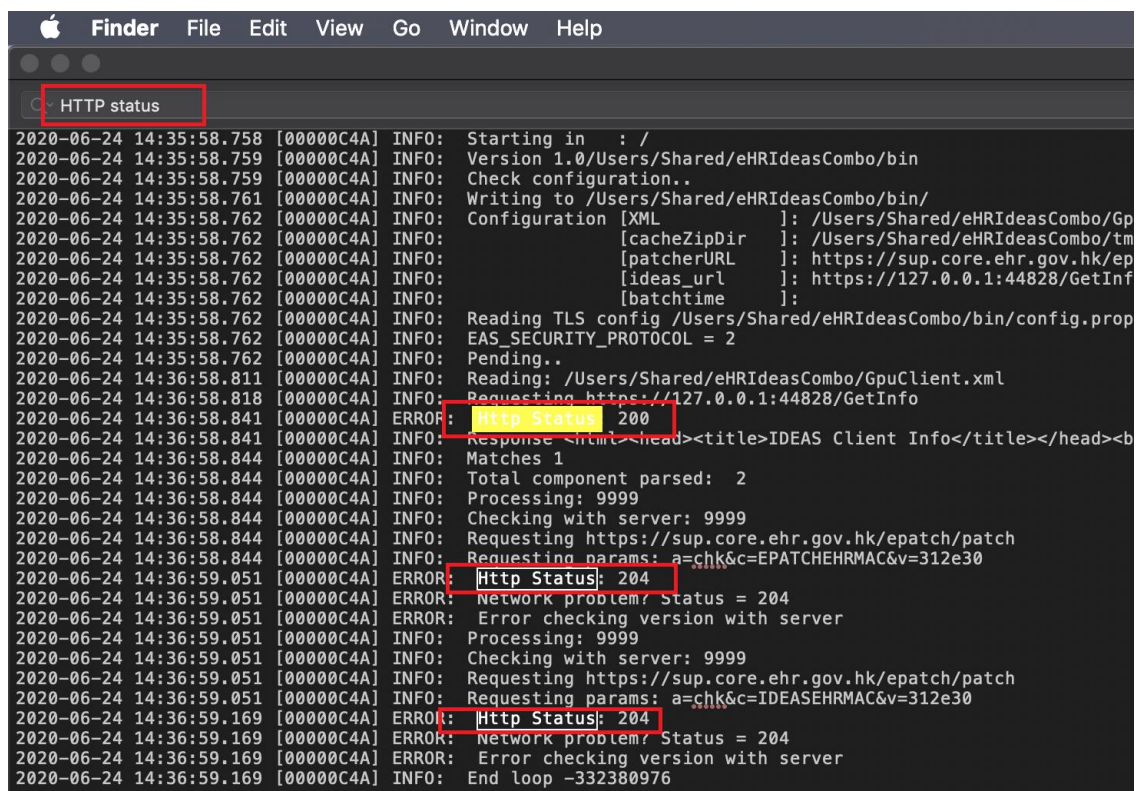
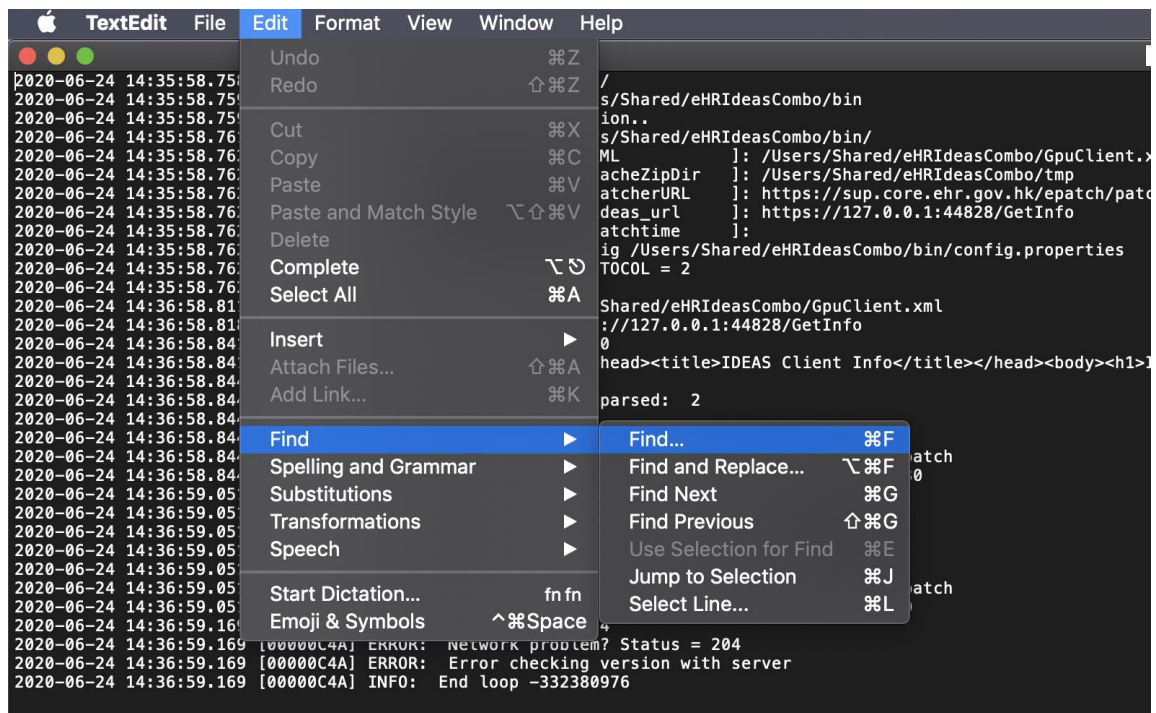
12. Click <CPU> and ensure that four Smart ID Card Reading Software related services are running



13. Right-click the log files “GpuClient.log” in “/Users/Shared/eHRIdeasCombo/log/” and “/Users/Shared/eHSIdeasCombo/log/” and select <Open With> and then <TextEdit> after 2 minutes



14. Search Http Status by clicking <Edit>, <Find>, <Find> and input 'HTTP status'



15. Ensure that <Http Status> is 200 or 204

```
GpuClient[166:833] ID: IDEASMAC Checking with server...
GpuClient[166:833] Requesting : https://sup.core.ehr.gov.hk/epatch/patch
GpuClient[166:833] Requesting params: a=chk&c=IDEASHRMAC&v={length=3,bytes=0x312e30}
GpuClient[166:833] Protocol 0
GpuClient[166:833] Http Status: 204
GpuClient[166:833] Network problem? CD: 0, Status = 204
GpuClient[166:833] Error checking version with server. Ignored.
GpuClient[166:833] Processing ID:[EPATCHMAC],[EPATCHEHRMAC] Status:[active]
GpuClient[166:833] ID: EPATCHMAC Checking with server...
GpuClient[166:833] Requesting : https://sup.core.ehr.gov.hk/epatch/patch
GpuClient[166:833] Requesting params: a=chk&c=EPATCHEHRMAC&v={length=13,bytes=0x4d41432e522e323032302e3033}
GpuClient[166:833] Protocol 0
GpuClient[166:833] Http Status: 204
GpuClient[166:833] Network problem? CD: 0, Status = 204
GpuClient[166:833] Error checking version with server. Ignored.
GpuClient[166:833] End loop. (140480757124544)
```

```
GpuClient[166:833] ID: IDEASMAC Checking with server...
GpuClient[166:833] Requesting : https://sup.core.ehr.gov.hk/epatch/patch
GpuClient[166:833] Requesting params: a=chk&c=IDEASHRMAC&v={length=3,bytes=0x312e30}
GpuClient[166:833] Protocol 0
GpuClient[166:833] Http Status: 204
GpuClient[166:833] Network problem? CD: 0, Status = 204
GpuClient[166:833] Error checking version with server. Ignored.
GpuClient[166:833] Processing ID:[EPATCHMAC],[EPATCHEHRMAC] Status:[active]
GpuClient[166:833] ID: EPATCHMAC Checking with server...
GpuClient[166:833] Requesting : https://sup.core.ehr.gov.hk/epatch/patch
GpuClient[166:833] Requesting params: a=chk&c=EPATCHEHRMAC&v={length=13,bytes=0x4d41432e522e323032302e3033}
GpuClient[166:833] Protocol 0
GpuClient[166:833] Http Status: 204
GpuClient[166:833] Network problem? CD: 0, Status = 204
GpuClient[166:833] Error checking version with server. Ignored.
GpuClient[166:833] End loop. (140480757124544)
```

16. If <Http Status> is 200 or 204, the installation is completed successfully. Please re-login eHS(S) to use the new Smart ID Card Reading Software

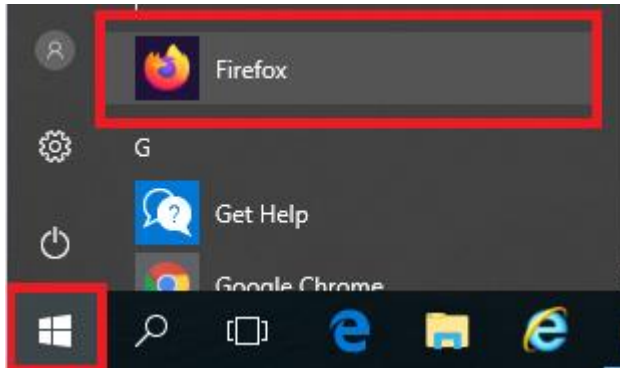
17. For Firefox users, please click [here](#) and follow the procedures to import the required digital certificates

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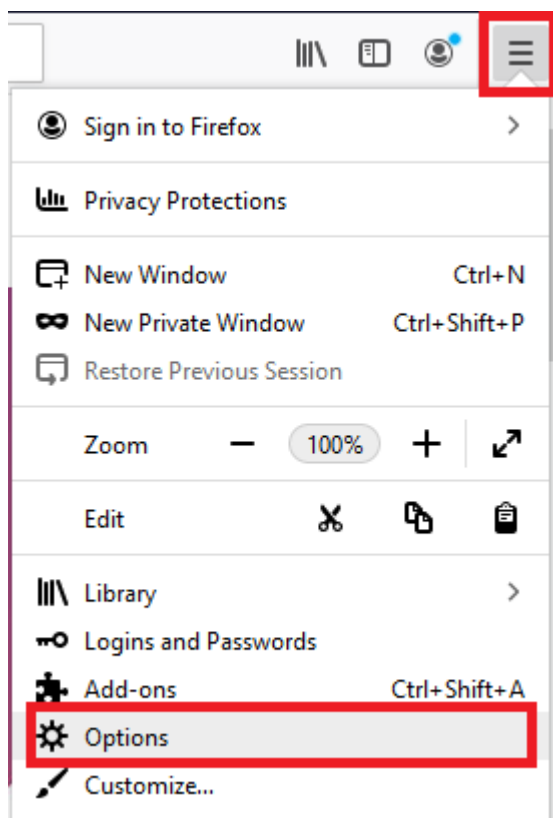
1.3 Importing of Digital Certificate into Firefox for Windows (for Firefox Users Only)

Skip this part if you are not using Firefox as your browser

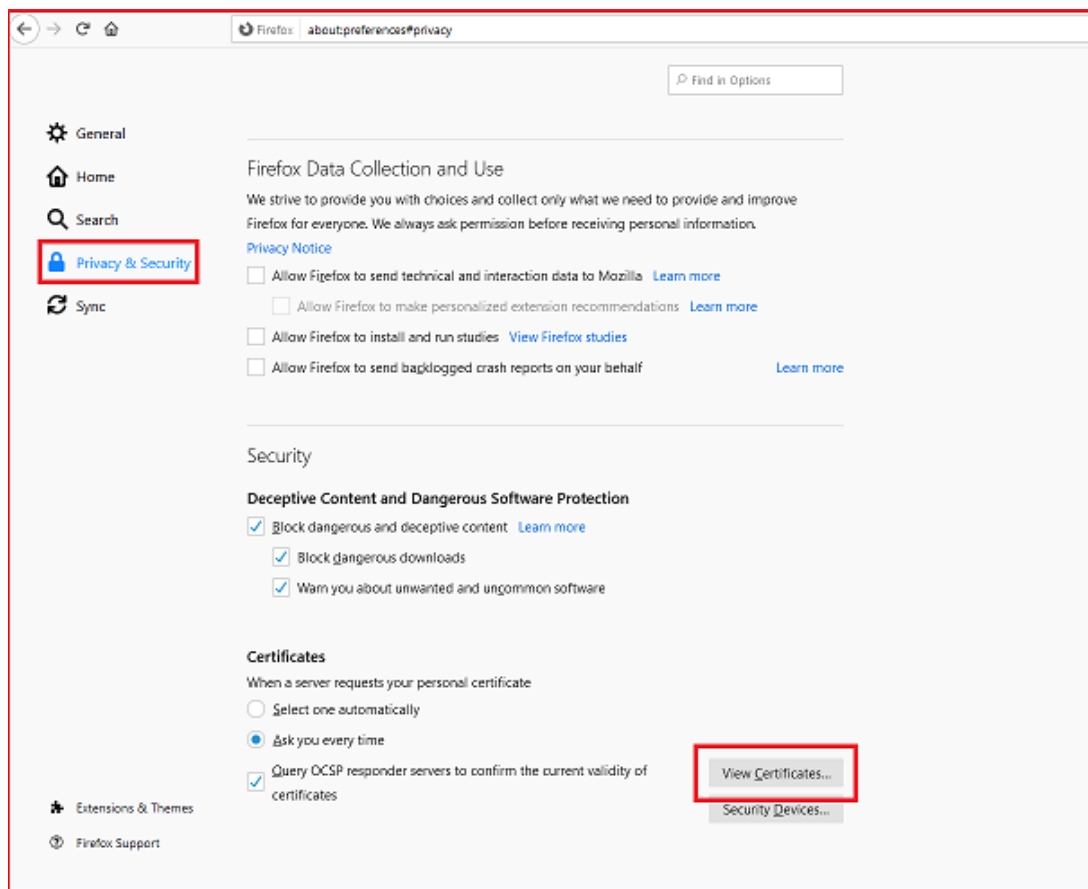
1. Click <Windows Menu> and then <Firefox>



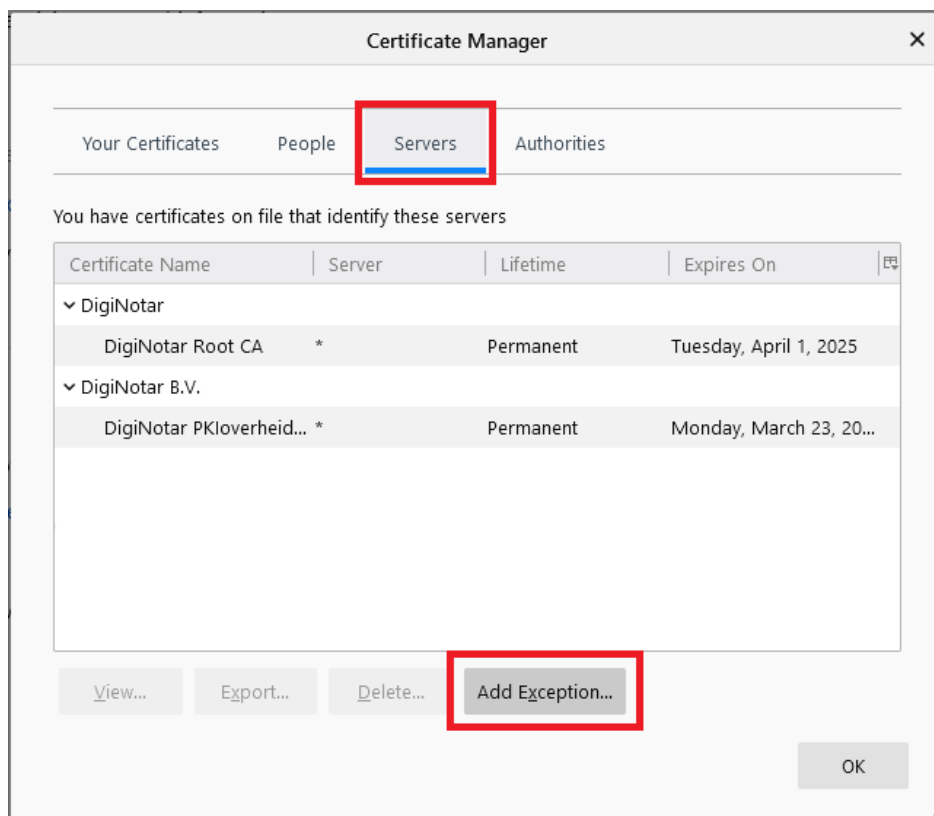
2. Click <Open menu> and then <Options>



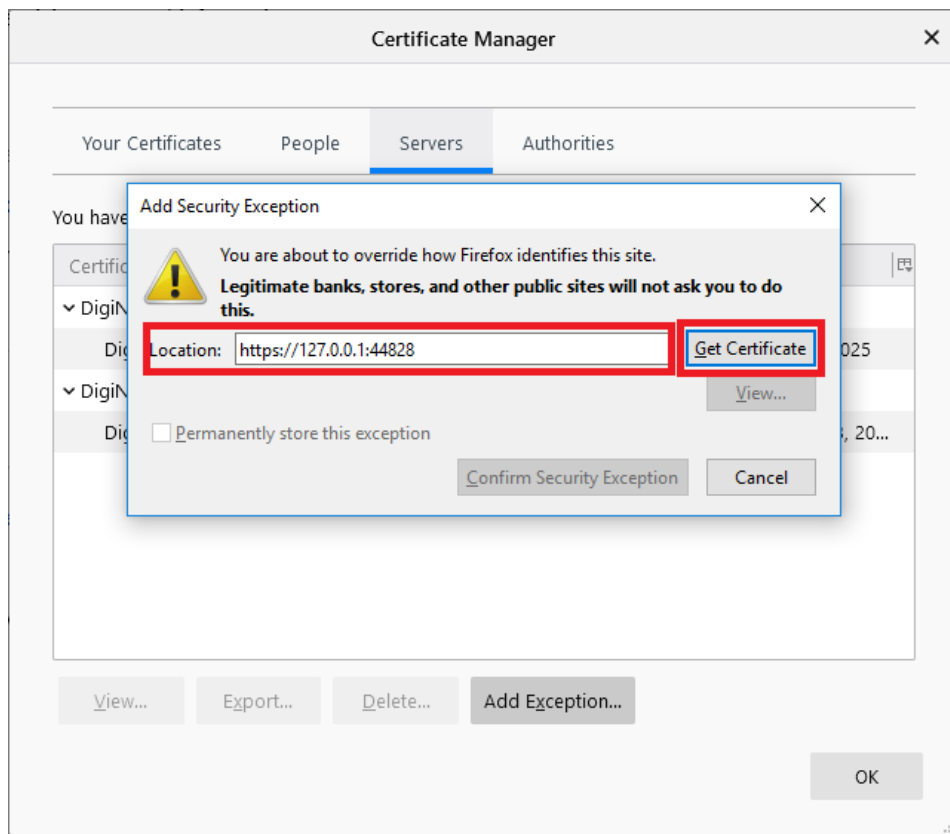
3. Click <Privacy & Security> and then <View Certificates...>



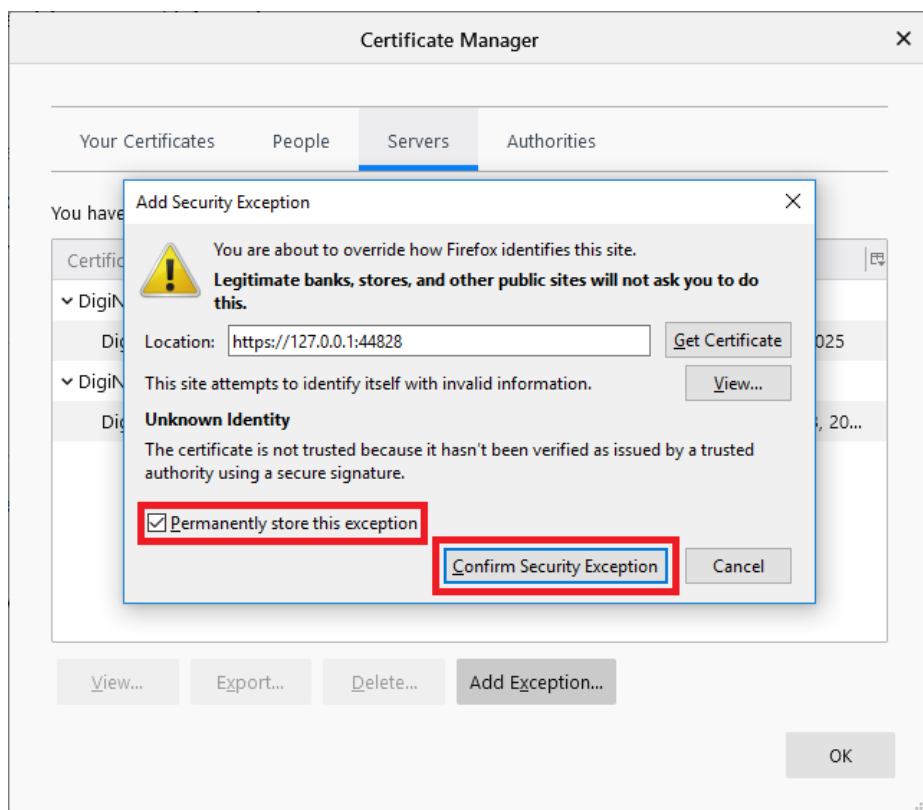
4. Click on <Servers> and then <Add Exception...>'



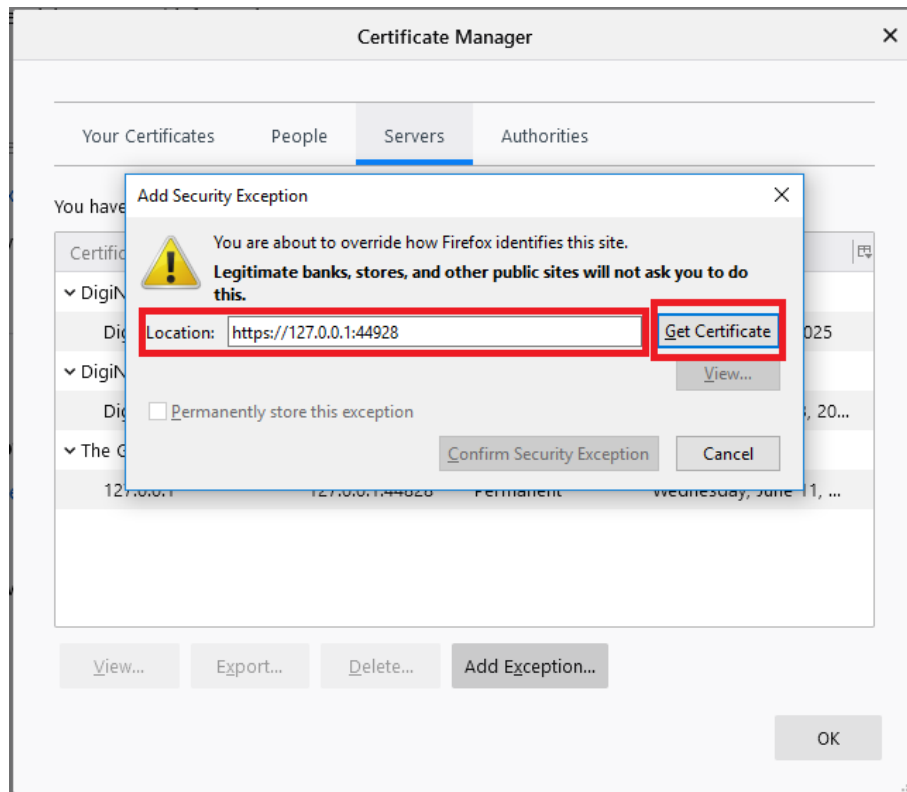
5. Input “https://127.0.0.1:44828” in <Location> and click <Get Certificate>



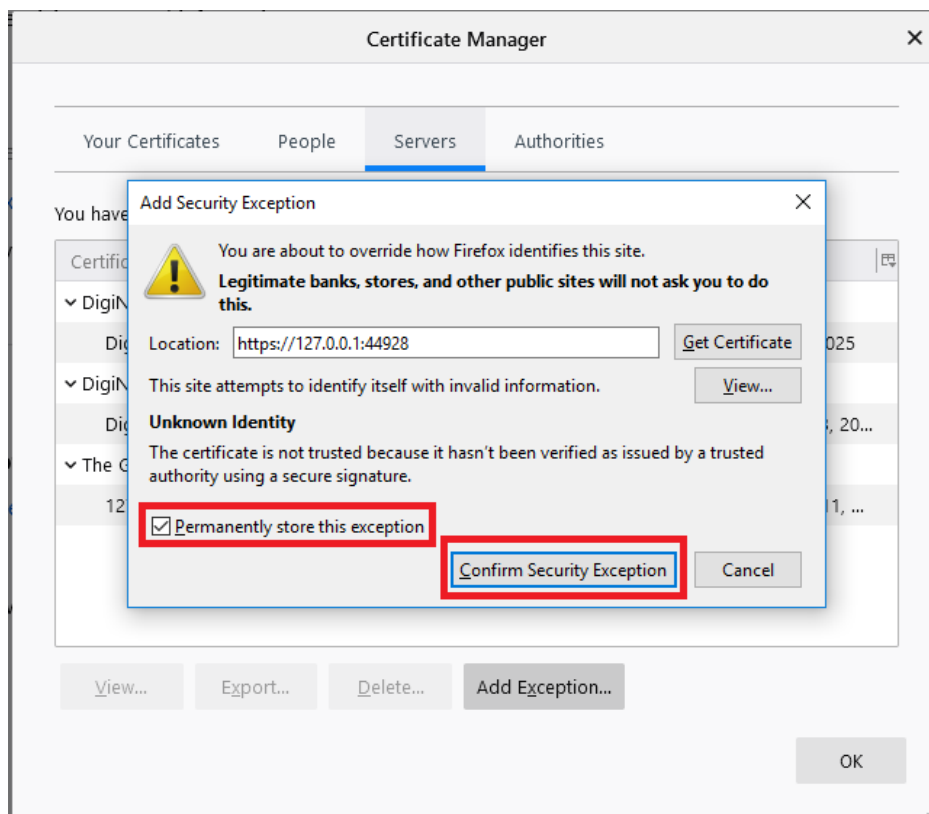
6. Select <Permanently store this exception> and <Confirm Security Exception>



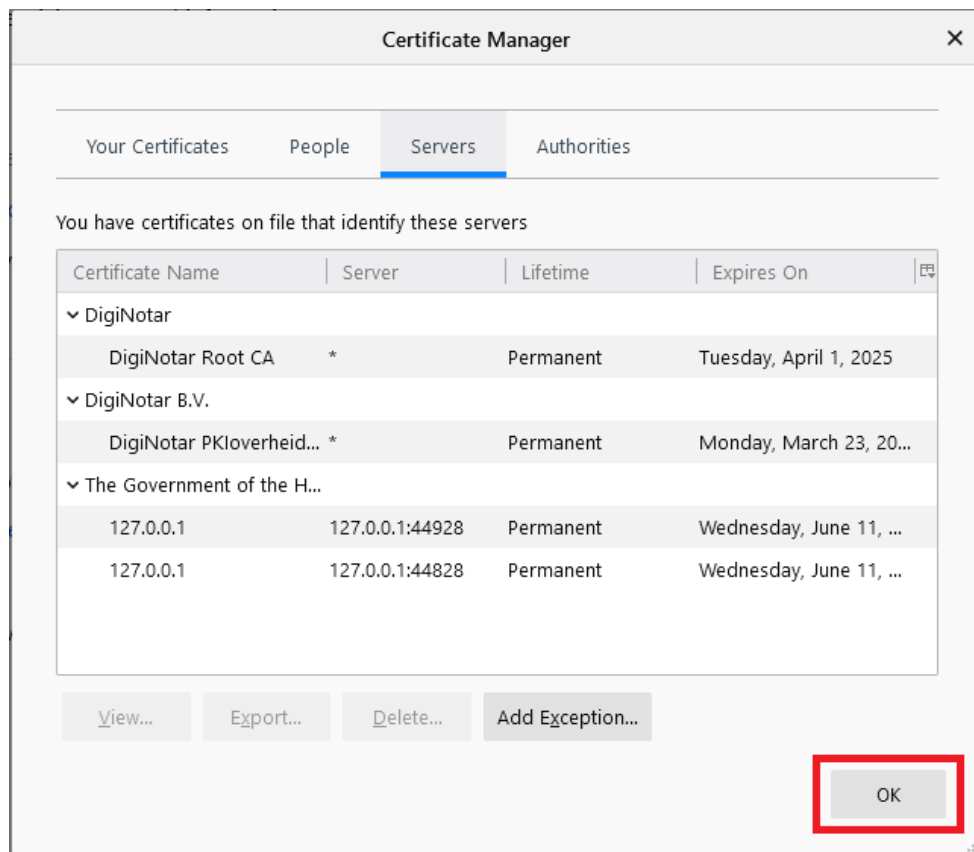
7. Click <Add Exception...> again
8. Input “https://127.0.0.1:44928” in <Location> and click <Get Certificate>



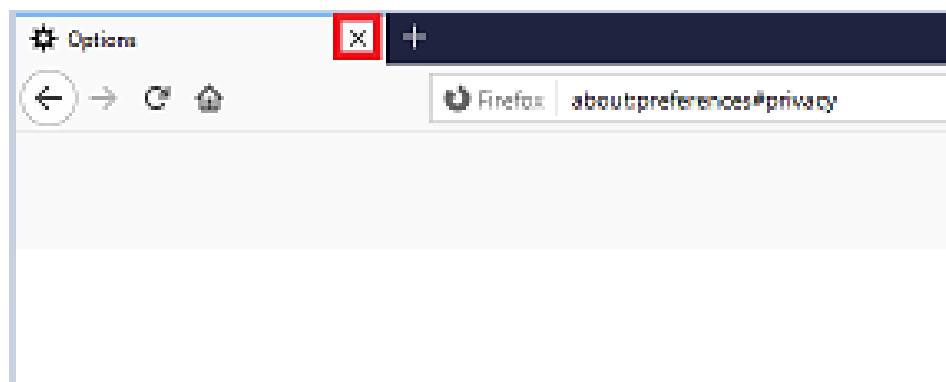
9. Select <Permanently store this exception> and click <Confirm Security Exception>



10. Click <OK>



11. Click <Close tab>. The digital certificates have been imported



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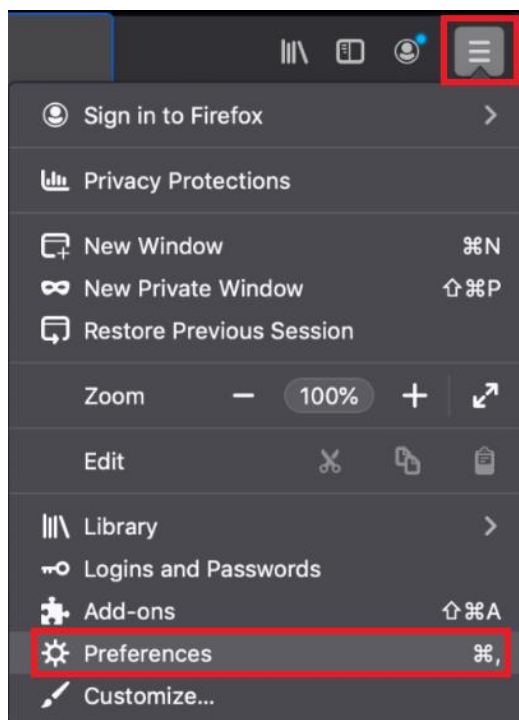
1.4 Importing of Digital Certificate into Firefox for macOS (for Firefox Users only)

Skip this part if you are not using Firefox as your browser

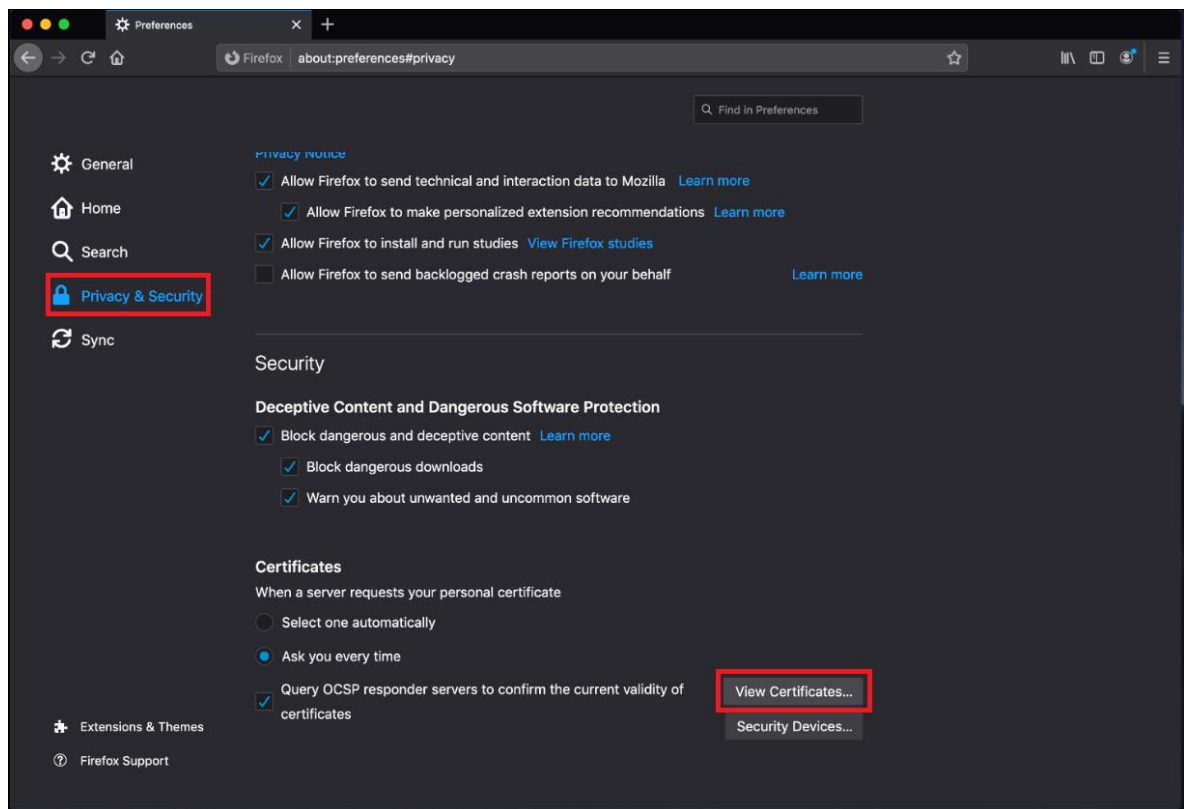
1. Click <Launchpad> and then <Firefox>



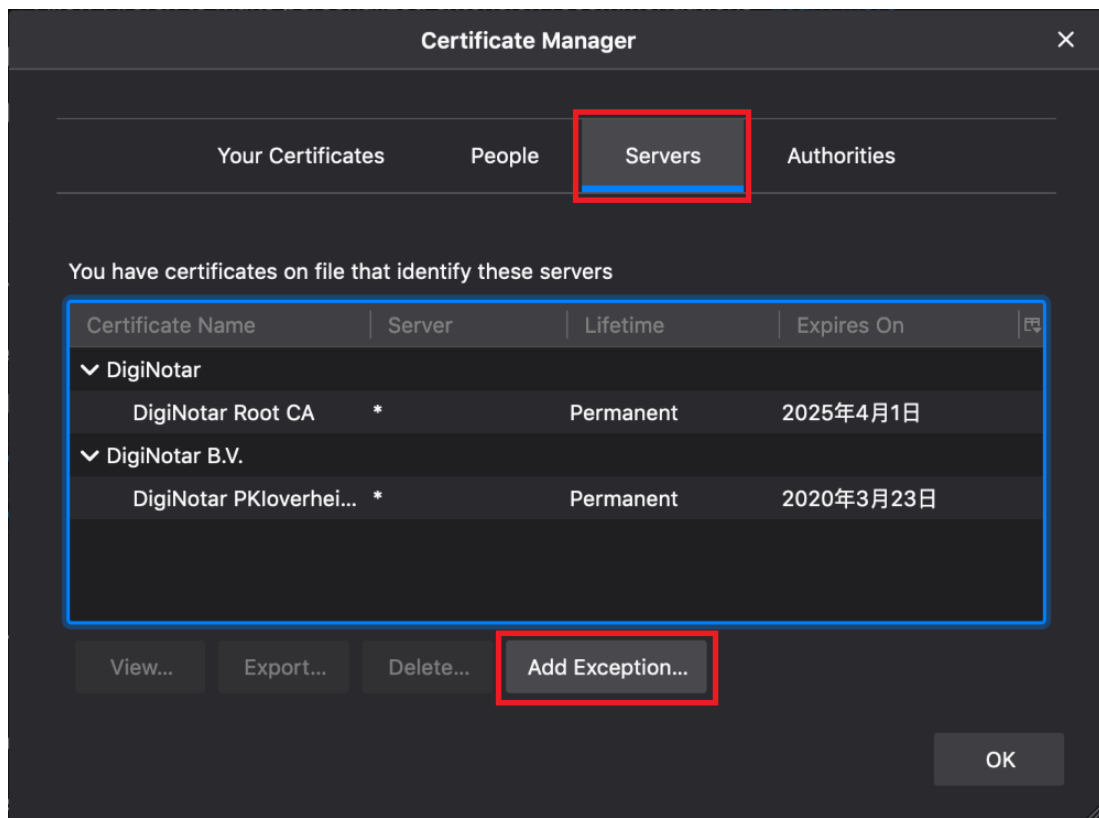
2. Click <Open menu> and then <Preference>



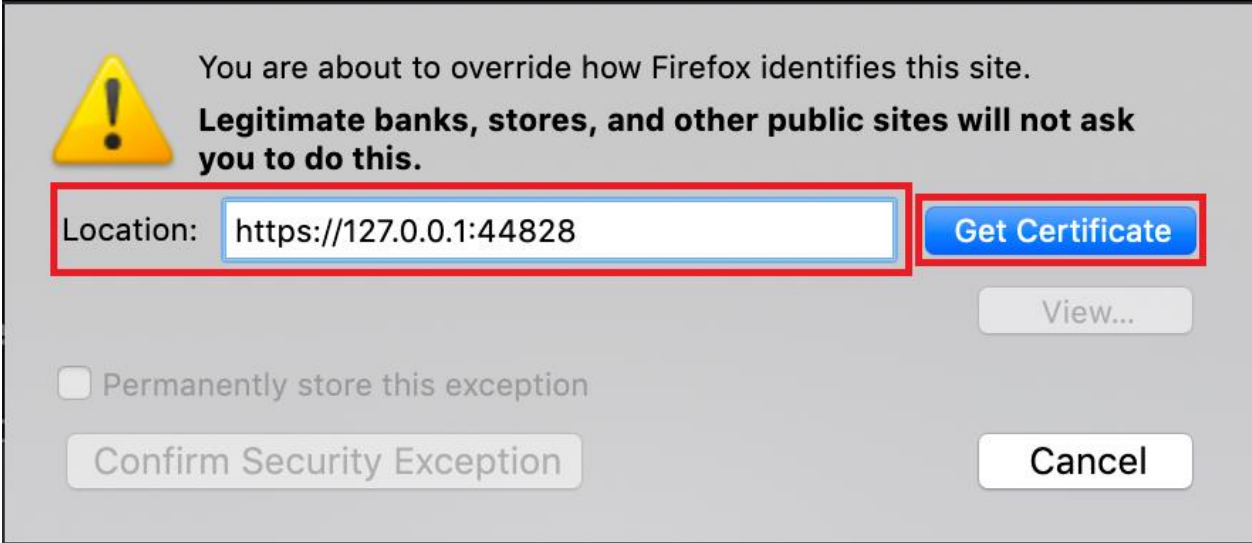
3. Click <Privacy & Security> and then <View Certificates...>



4. Click <Servers> and then <Add Exception...>

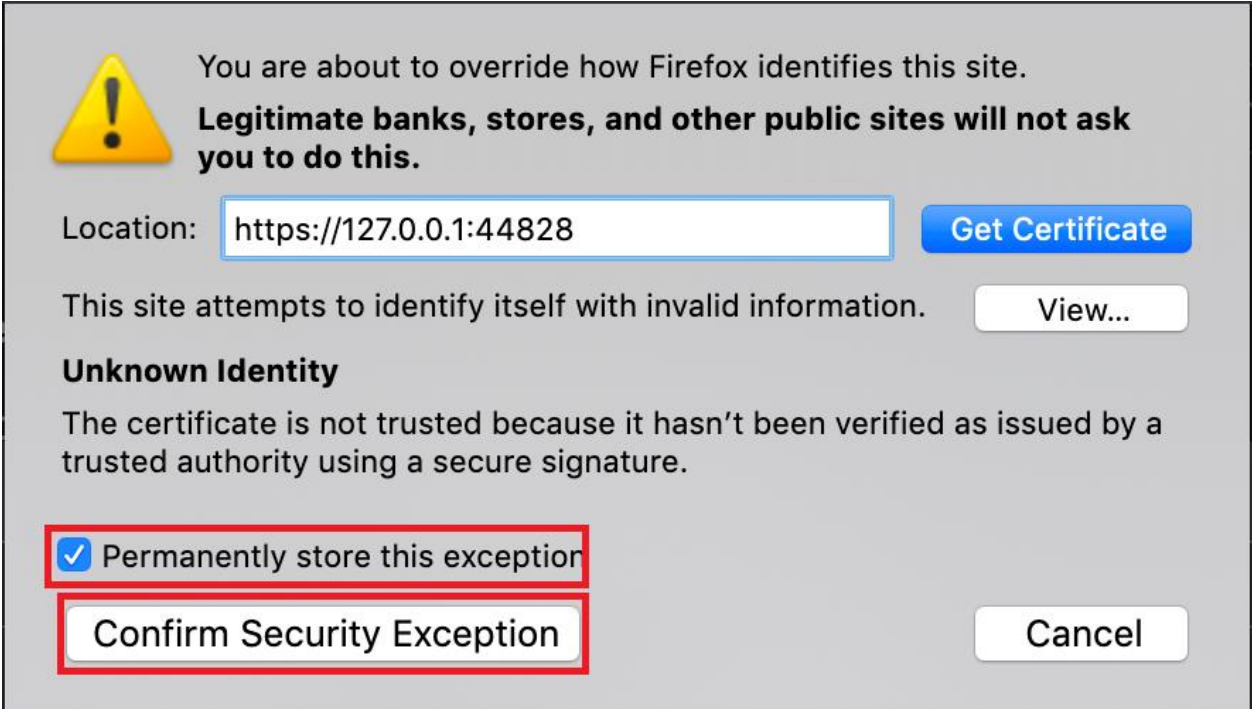


5. Input “https://127.0.0.1:44828” in <Location> and click <Get Certificate>



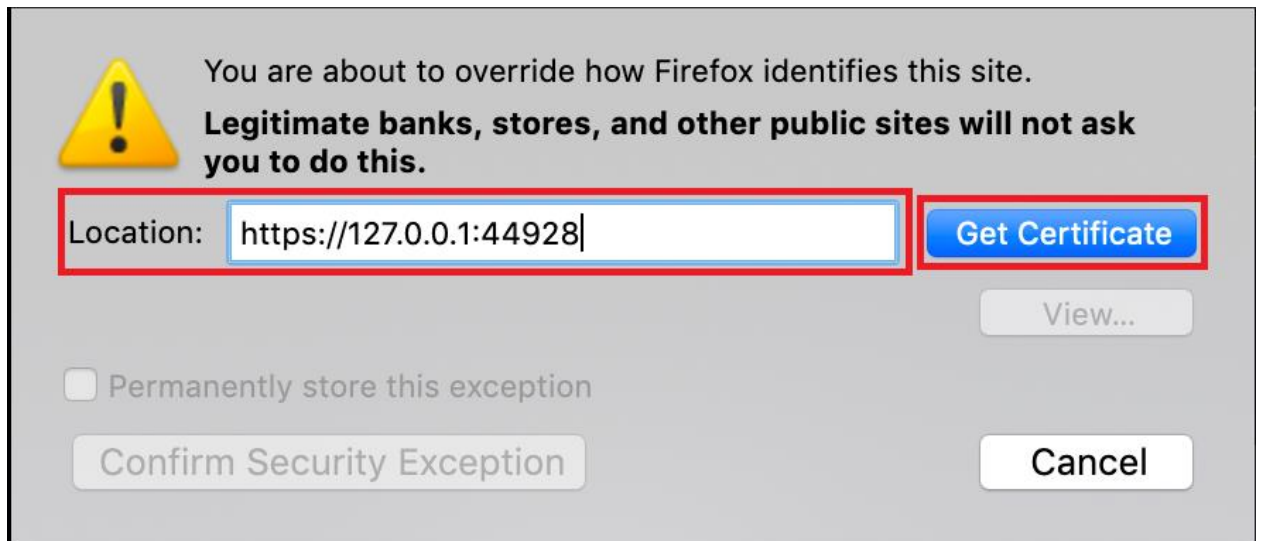
A Firefox Security Exception dialog box. At the top left is a yellow warning triangle icon. To its right, the text reads: "You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this." Below this, there is a "Location:" label followed by a text input field containing "https://127.0.0.1:44828". To the right of the input field is a blue button labeled "Get Certificate". Below the input field is a checkbox labeled "Permanently store this exception", which is currently unchecked. At the bottom left is a button labeled "Confirm Security Exception", and at the bottom right is a button labeled "Cancel". A "View..." button is also present to the right of the "Get Certificate" button.

6. Check <Permanently store this exception> and click <Confirm Security Exception>



A Firefox Security Exception dialog box, similar to the one above but with more details. It includes the same warning icon and text. The "Location:" input field still contains "https://127.0.0.1:44828". Below the input field, the text reads: "This site attempts to identify itself with invalid information." followed by a "View..." button. Below that, the section "Unknown Identity" is displayed, with the text: "The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature." The "Permanently store this exception" checkbox is now checked. The "Confirm Security Exception" button is highlighted with a red border. The "Get Certificate" button is still present but is no longer highlighted. The "Cancel" button remains at the bottom right.

7. Click <Add Exception...> again
8. Input “https://127.0.0.1:44928” in <Location> and click <Get Certificate>



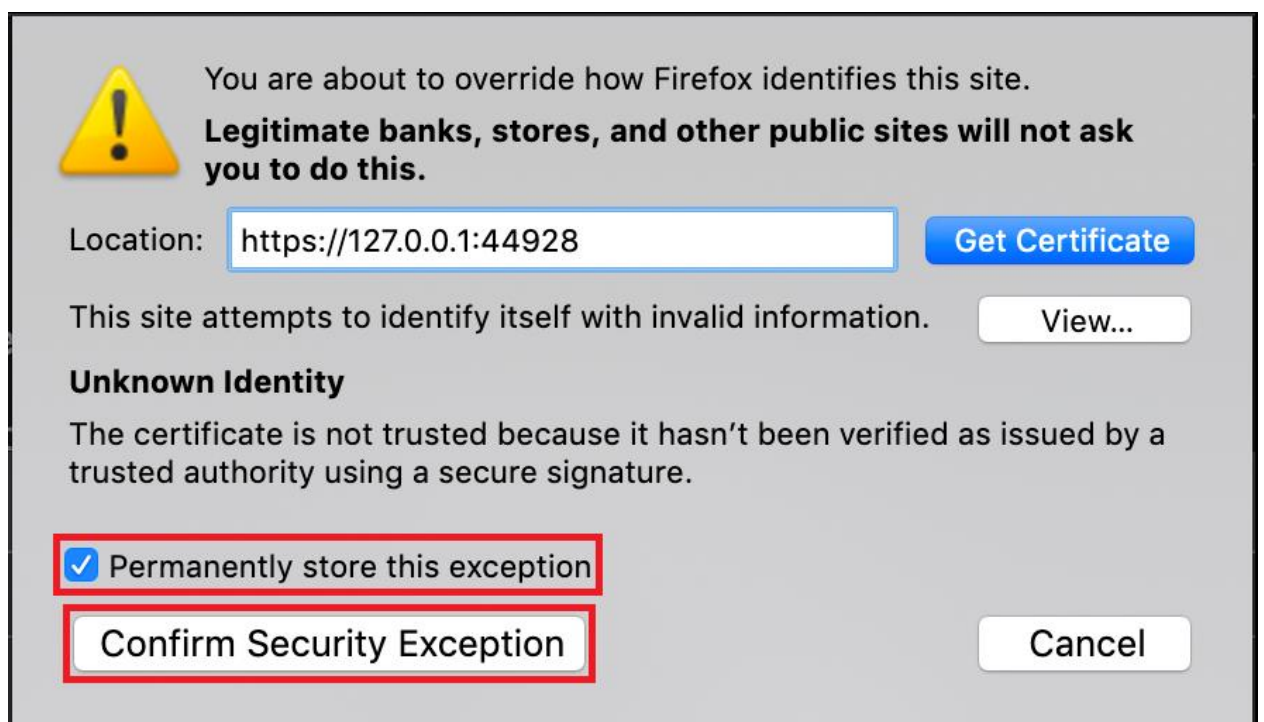
This is a screenshot of a Firefox security exception dialog. It features a yellow warning triangle icon on the left. The main text reads: "You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this." Below this, there is a text input field labeled "Location:" containing the URL "https://127.0.0.1:44928". To the right of the input field is a blue button labeled "Get Certificate". Below the input field is a checkbox labeled "Permanently store this exception", which is currently unchecked. At the bottom, there are two buttons: "Confirm Security Exception" on the left and "Cancel" on the right. A red rectangular box highlights the "Location:" input field and the "Get Certificate" button.

You are about to override how Firefox identifies this site.
Legitimate banks, stores, and other public sites will not ask you to do this.

Location:

☐ Permanently store this exception

9. Check <Permanently store this exception> and click <Confirm Security Exception>



This is a screenshot of the same Firefox security exception dialog, but with additional information. The "Location:" input field now contains the URL "https://127.0.0.1:44928". Below the input field, the text "This site attempts to identify itself with invalid information." is displayed, followed by a "View..." button. A section titled "Unknown Identity" explains: "The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature." Below this, the checkbox "Permanently store this exception" is now checked. At the bottom, the "Confirm Security Exception" button is highlighted with a red rectangular box. The "Cancel" button remains on the right.

You are about to override how Firefox identifies this site.
Legitimate banks, stores, and other public sites will not ask you to do this.

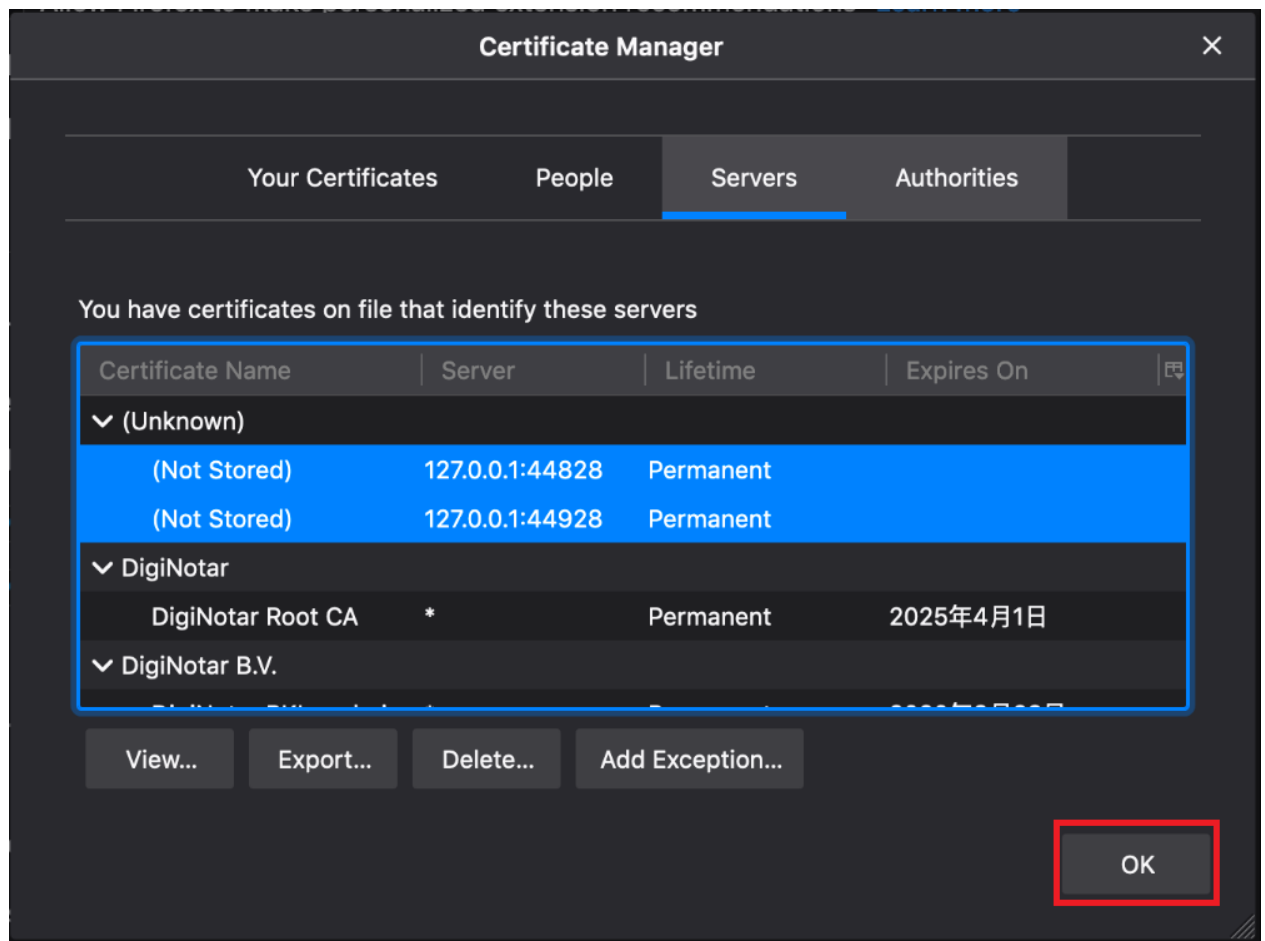
Location:

This site attempts to identify itself with invalid information.

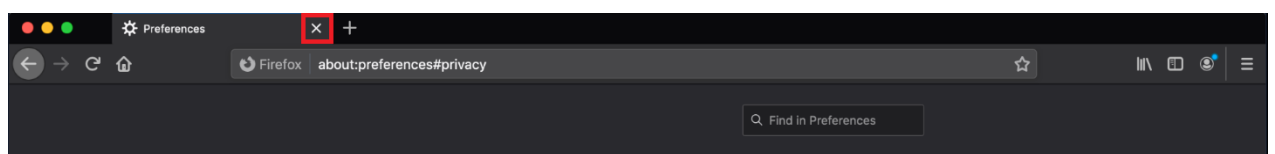
Unknown Identity
The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature.

☒ Permanently store this exception

10. Click <OK>



11. Click <Close tab>. The digital certificates have been imported



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2 Guide to read Smart ID Card with Smart ID Card Reading Software

1. After the installation and logging in eHS(S) again, the below Smart ID Card reading interface will be shown. Please ask the service recipient's to insert his/her Smart ID Card, and then you can click <Read Card and Search>

eHealth System (Subsidies) - Claim - Internet Explorer

Claim

>>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Claim

Search eHealth (Subsidies) Account

Practice KUNG CHUNG KONG - Branch 2 Clinic (2)

Scheme Health Care Voucher Scheme

Document Type

☒ Hong Kong Identity Card

☐ Hong Kong Birth Certificate (Established)

☐ Non-Hong Kong Travel Documents

☐ Certificate of Exemption

☐ Hong Kong Re-entry Permit

☐ Certificate issued by the Births and Deaths Registry for adopted children

☐ Document of Identity

☐ Permit to Remain in HKSAR (ID 235B)

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account Help

HKIC Symbol ☒ A ☐ C ☐ R ☐ O ☐ U ☐ Others

Manual Input

HKIC No.

Date of Birth

Search

Read Smart ID Card

(Chip facing up)

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

Date of Birth (01-01-1968)

HKIC No. C668668(E)

Read Card and Search

2. Click <Confirm> to read Smart ID Card

eHealth System (Subsidies) - Claim - Internet Explorer

Claim

>>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete Claim

Search eHealth (Subsidies) Account

Practice KUNG CHUNG KONG - Branch 2 Clinic (2)

Scheme Health Care Voucher Scheme

Document Type

☒ Hong Kong Identity Card

☐ Hong Kong Birth Certificate (Established)

☐ Non-Hong Kong Travel Documents

☐ Certificate of Exemption

☐ Hong Kong Re-entry Permit

☐ Certificate issued by the Births and Deaths Registry for adopted children

☐ Document of Identity

☐ Permit to Remain in HKSAR (ID 235B)

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account Help

HKIC Symbol ☒ A ☐ C ☐ R ☐ O ☐ U ☐ Others

Manual Input

HKIC No.

Date of Birth

Search

Read Smart ID Card

(Chip facing up)

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

Date of Birth (01-01-1968)

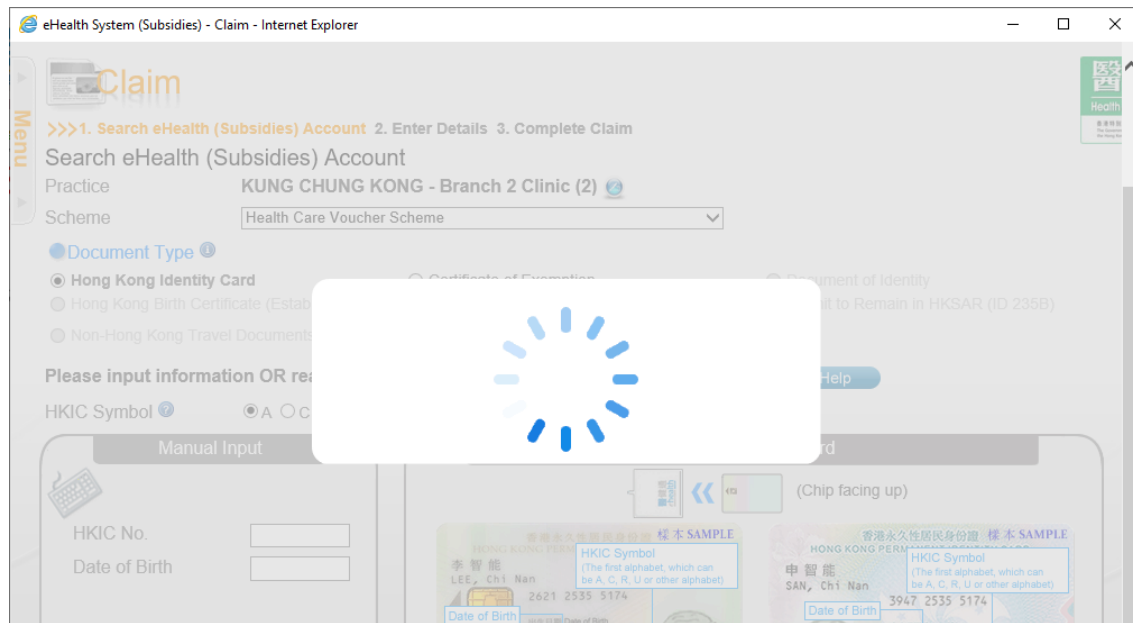
HKIC No. C668668(E)

Read Card and Search

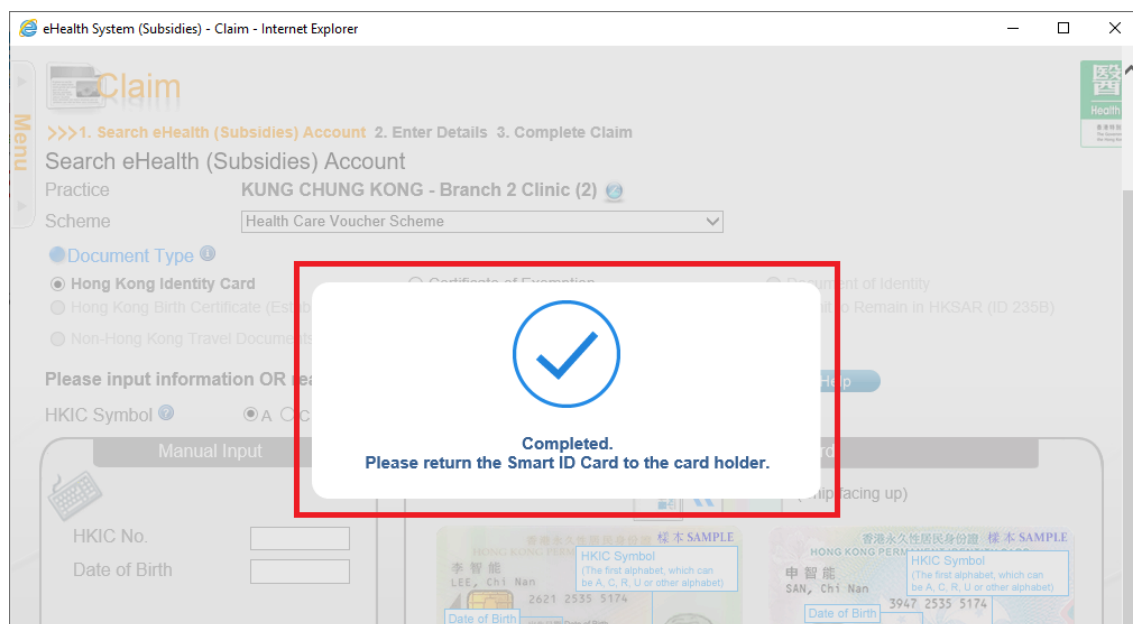
The card holder has inserted the Smart ID Card and agreed to gain access to the data stored in the chip.

Confirm Cancel

3. Wait until the reading process is completed



4. Remove the Smart ID Card



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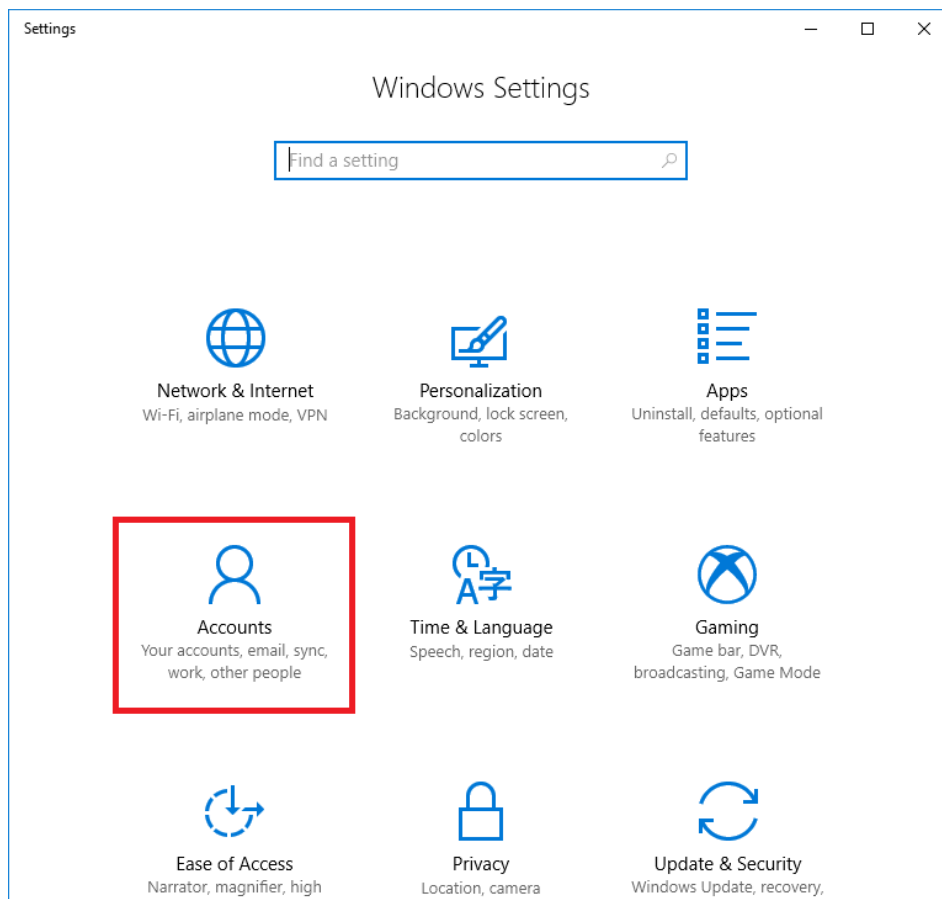
3 Un-installation Procedures

3.1 Un-installation on Windows

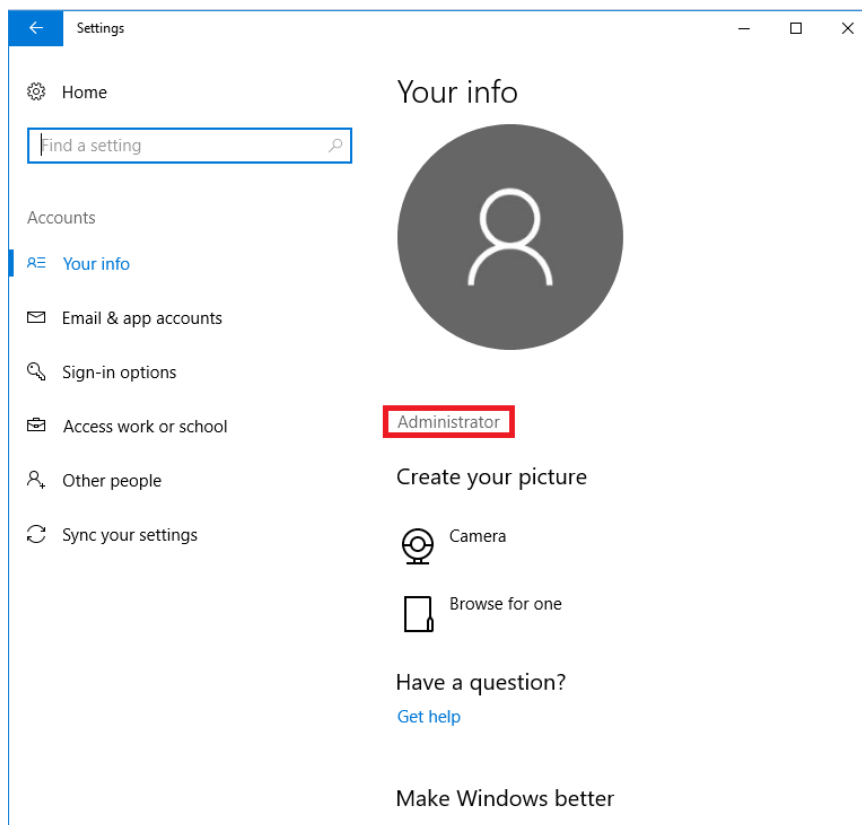
1. Click <Windows Menu> and then <Windows Settings>



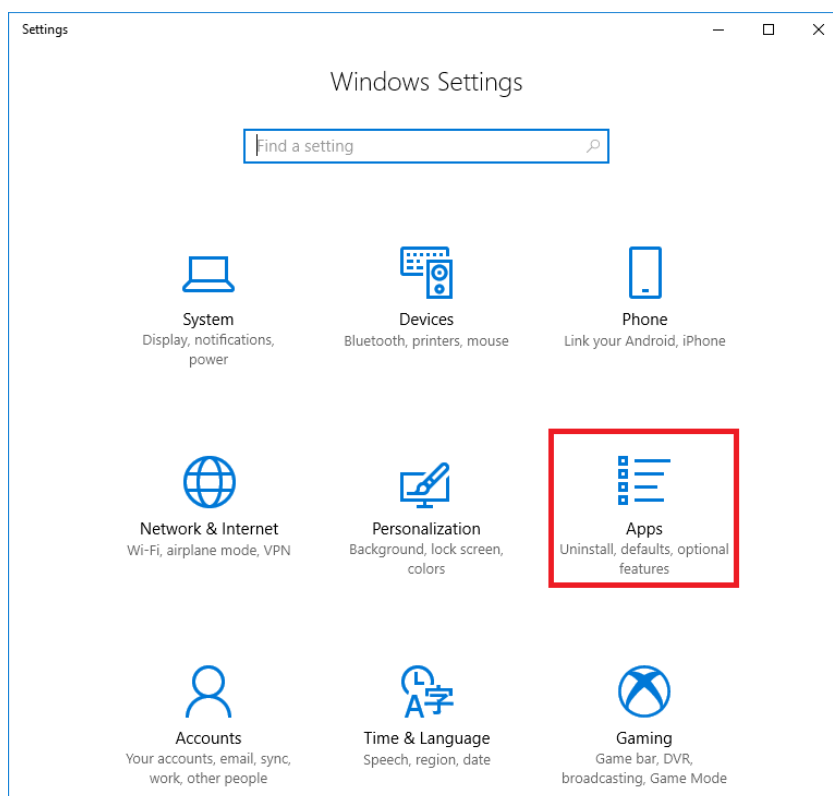
2. Click <Accounts>



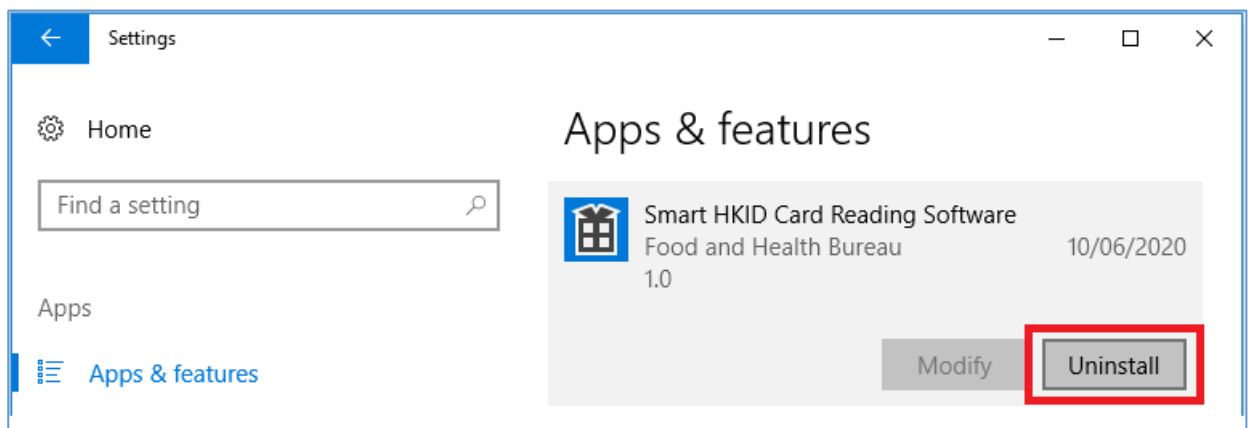
3. Ensure that you can see the word <Administrator>. If not, please contact your own IT support for assistance



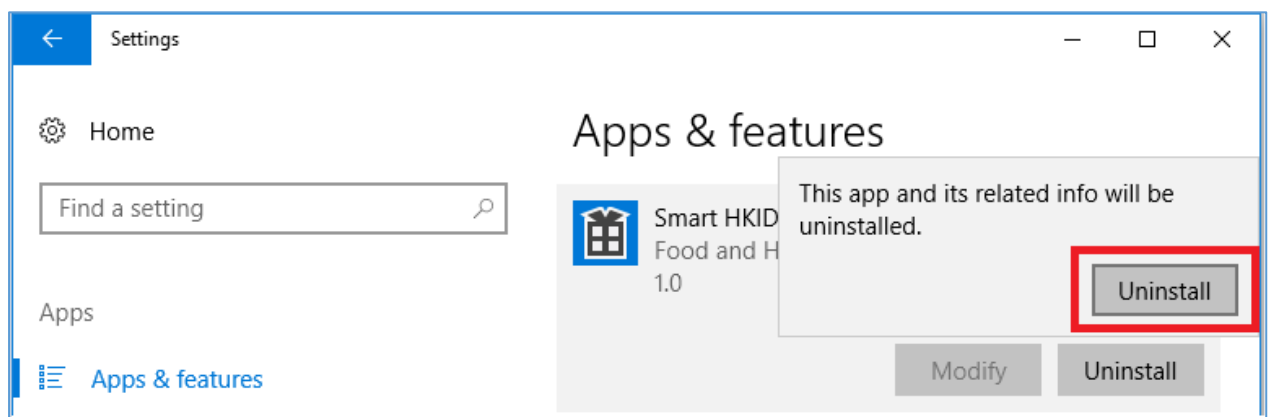
4. Click <Apps>



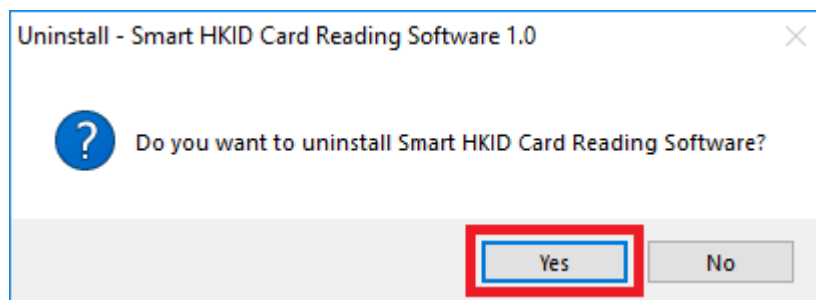
5. Select <Smart HKID Card Reading Software> and click <Uninstall>



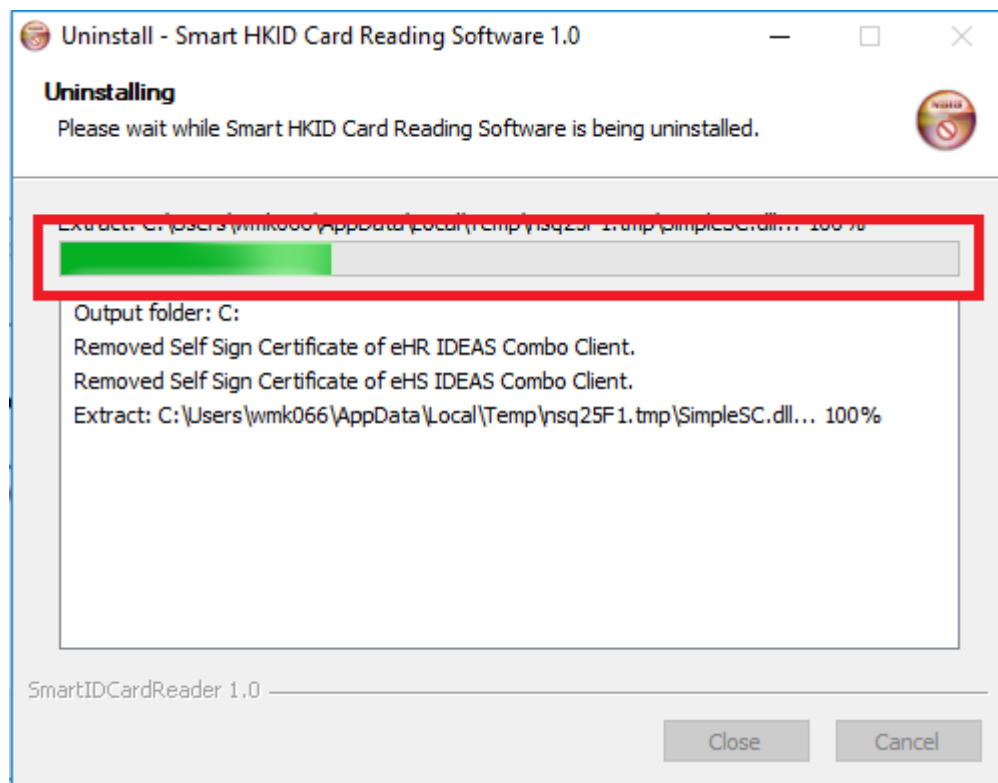
6. Click <Uninstall>



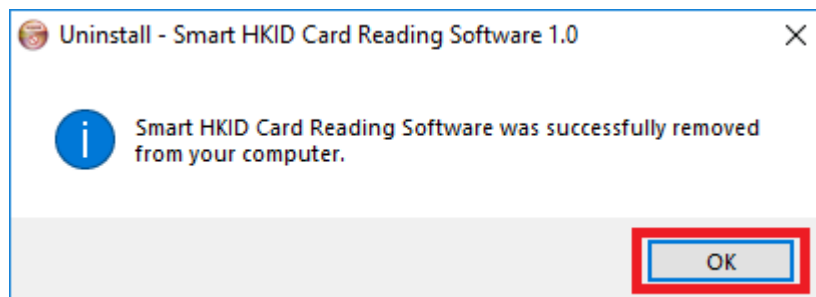
7. Click <Yes>



8. Wait while the un-installation is in progress



9. Click <OK>



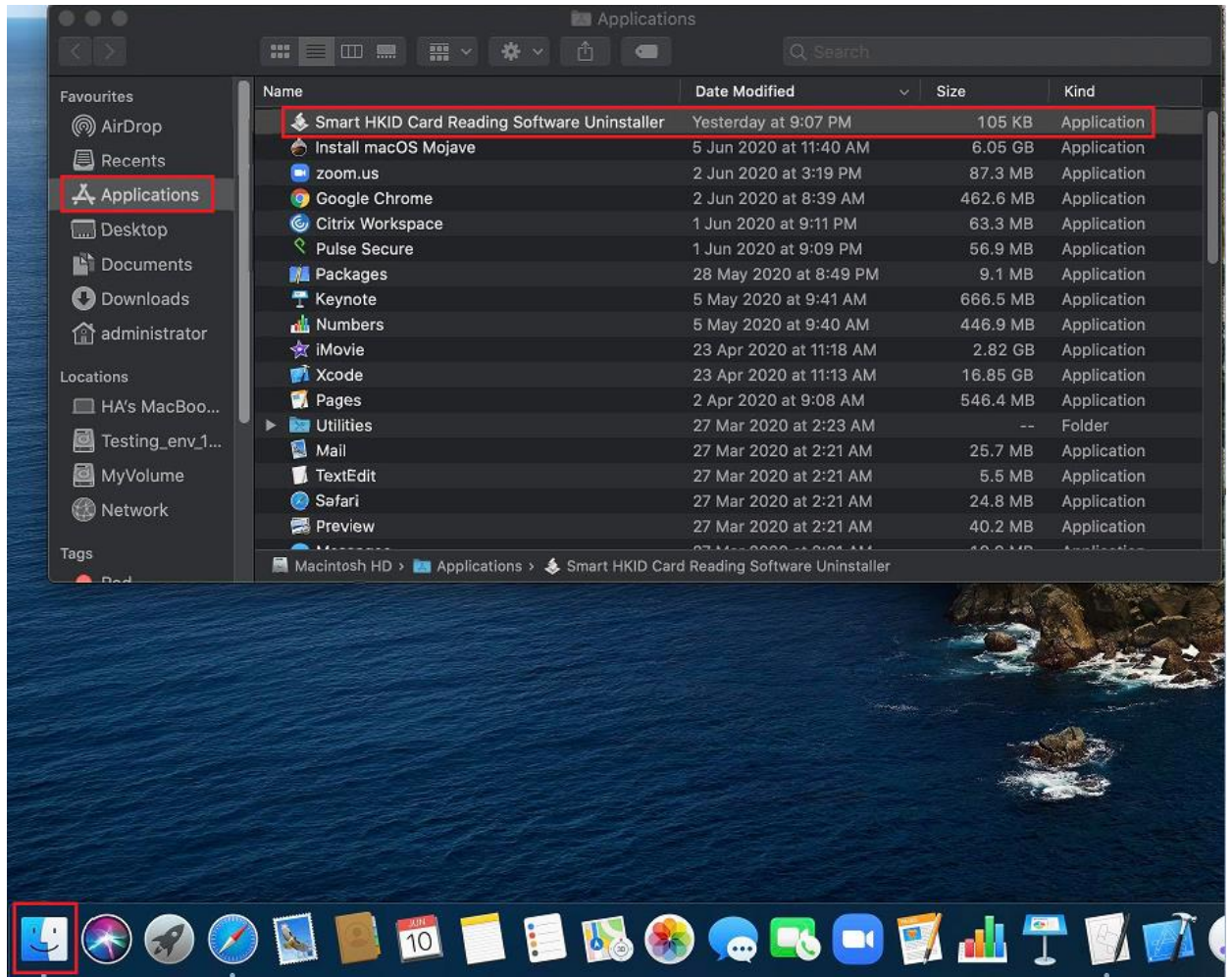
10. Un-installation is complete

11. For Firefox users, please click [here](#) and follow the procedures to remove the digital certificates

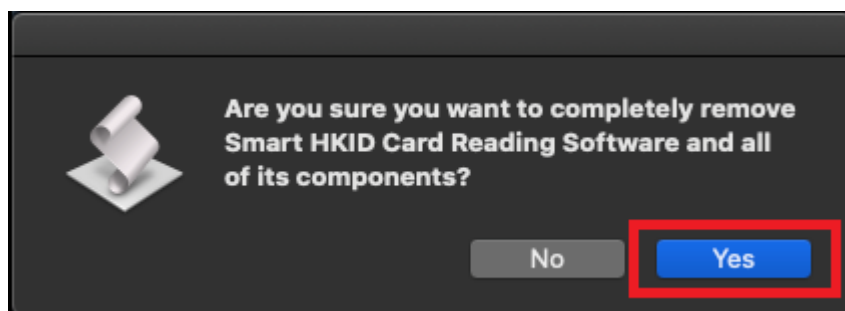
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3.2 Un-installation on macOS

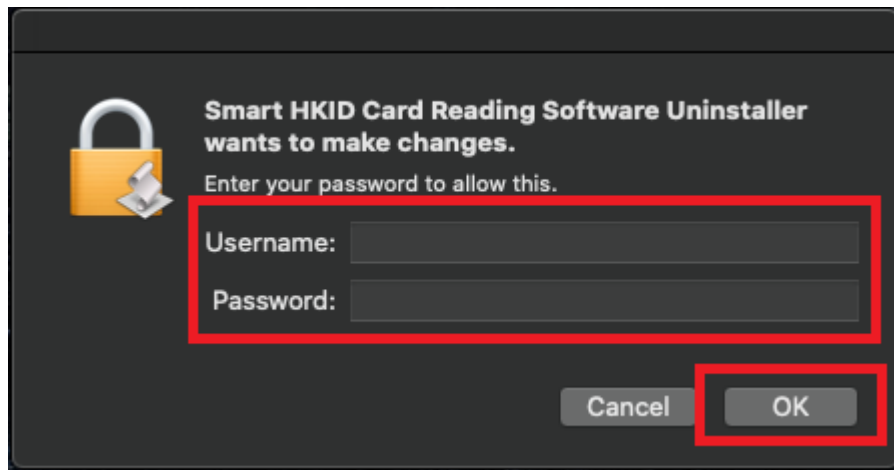
1. Click <Finder> and then <Applications>, and double-click <Smart HKID Card Reading Software Uninstaller>



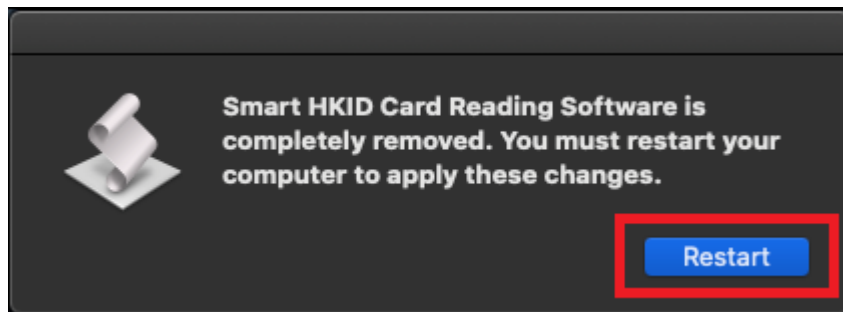
2. Click <Yes>



3. Input your <Username> and <Password>, and click <OK>



4. Click <Restart>



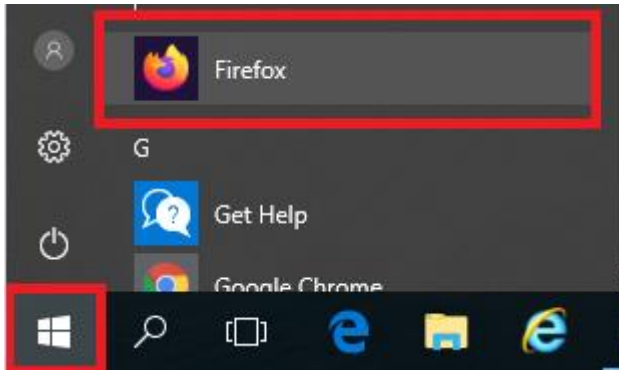
5. Un-installation is complete
6. For Firefox users, please click [here](#) and follow the procedures to remove the digital certificates

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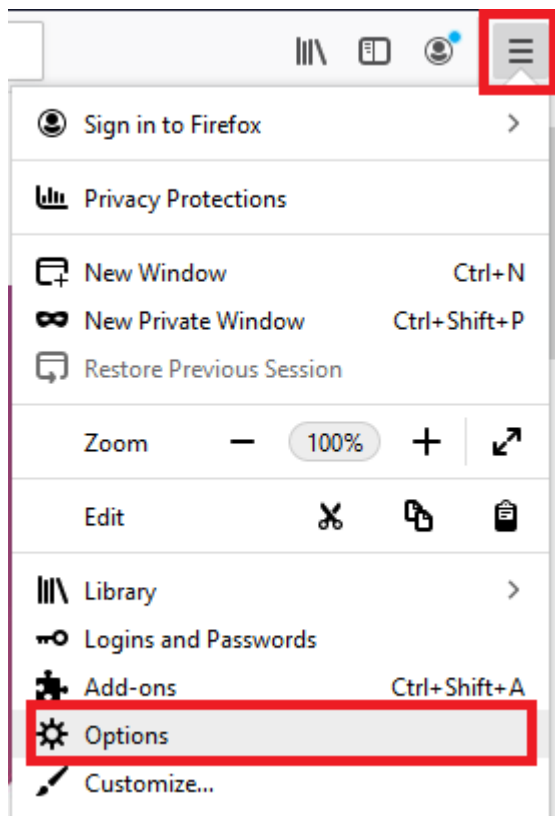
3.3 Deleting Digital Certificate from Firefox for Windows

Skip this part if you are not using Firefox as your browser

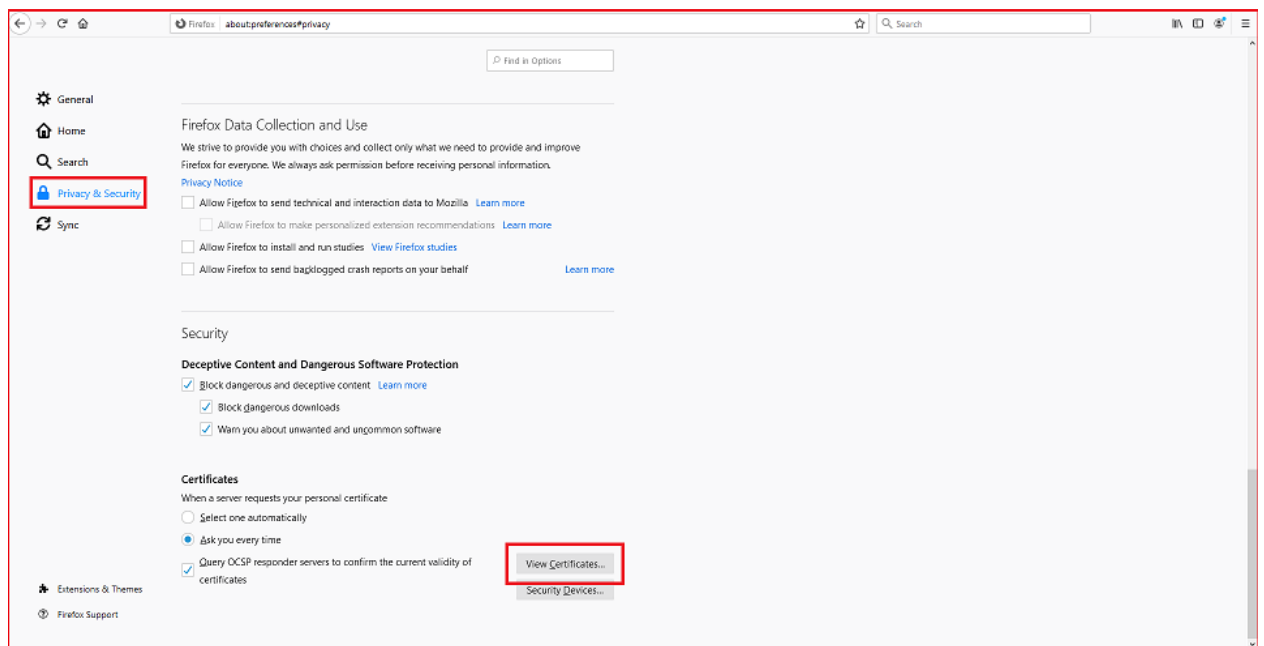
1. Click <Windows Menu> and then <Firefox>



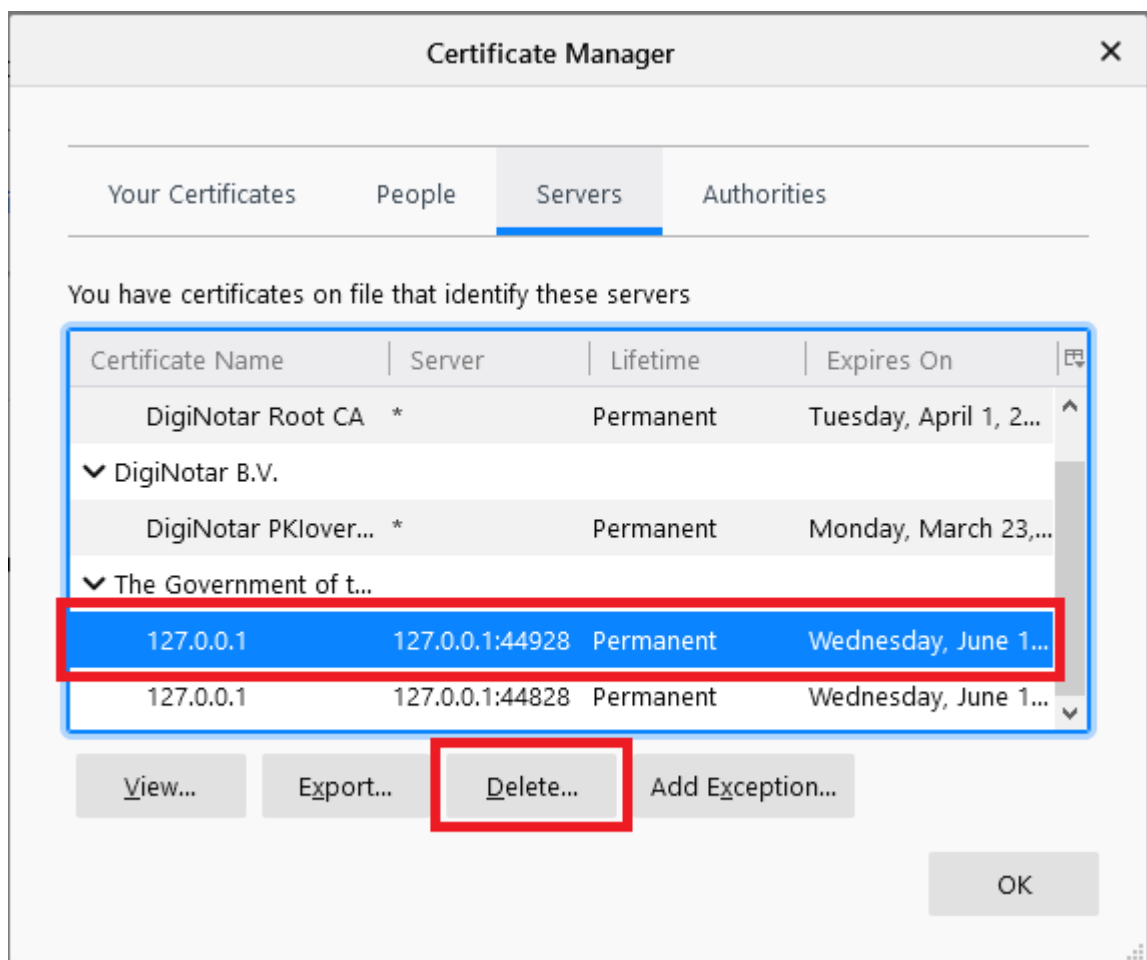
2. Click <Open menu > and then <Options>



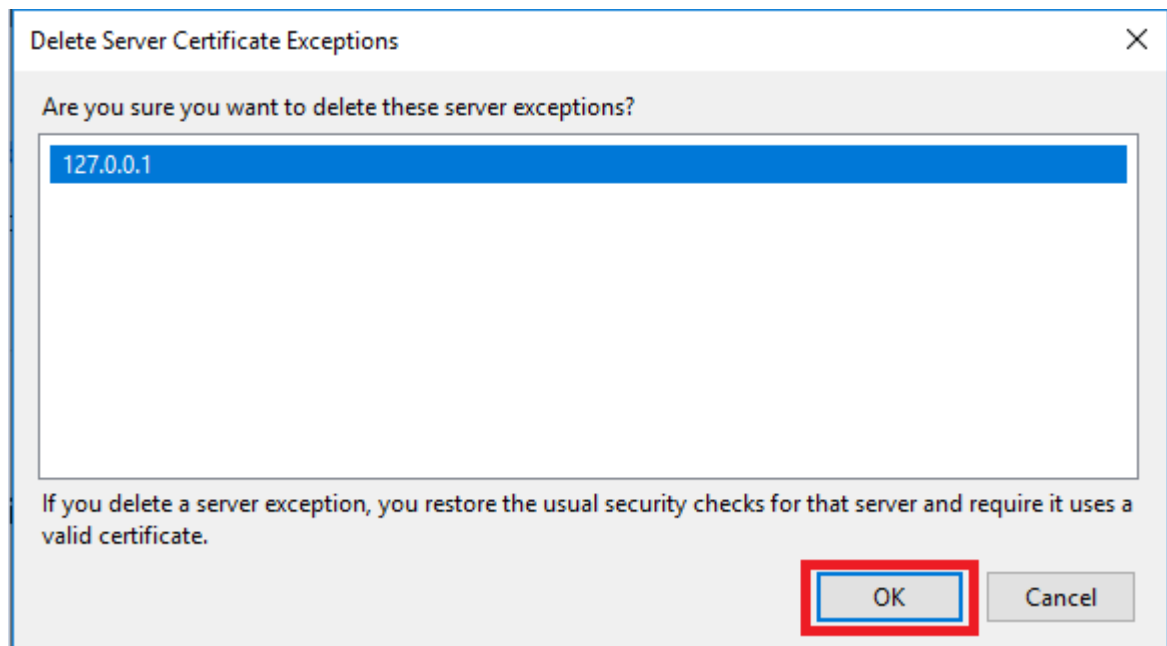
3. Click <Privacy & Security> and then <View Certificates...>



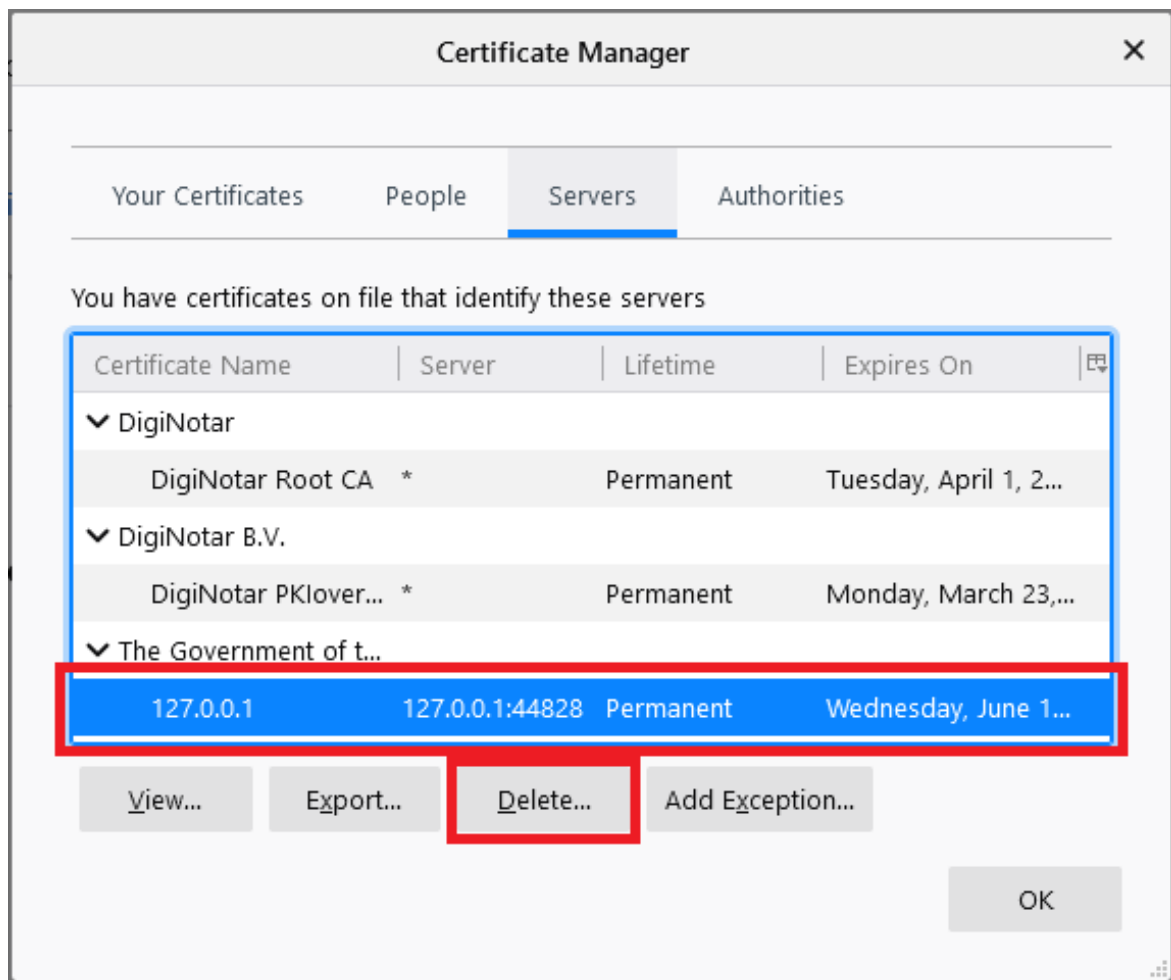
4. Click <Servers> and select the certificate with Certificate Name <127.0.0.1:44928>, and click <Delete>



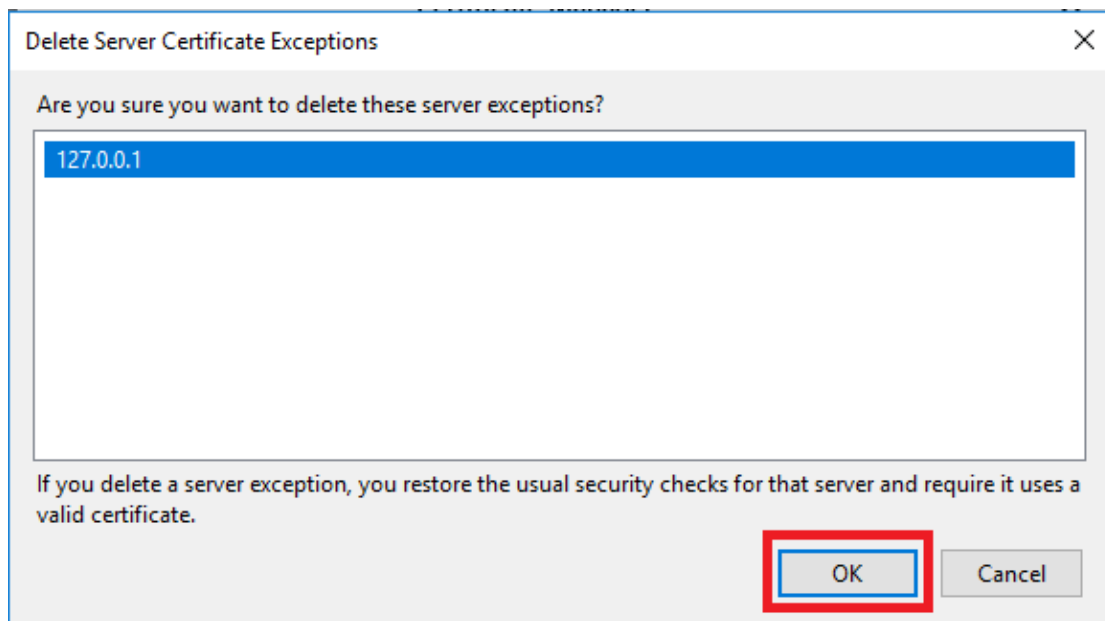
5. Click <OK>



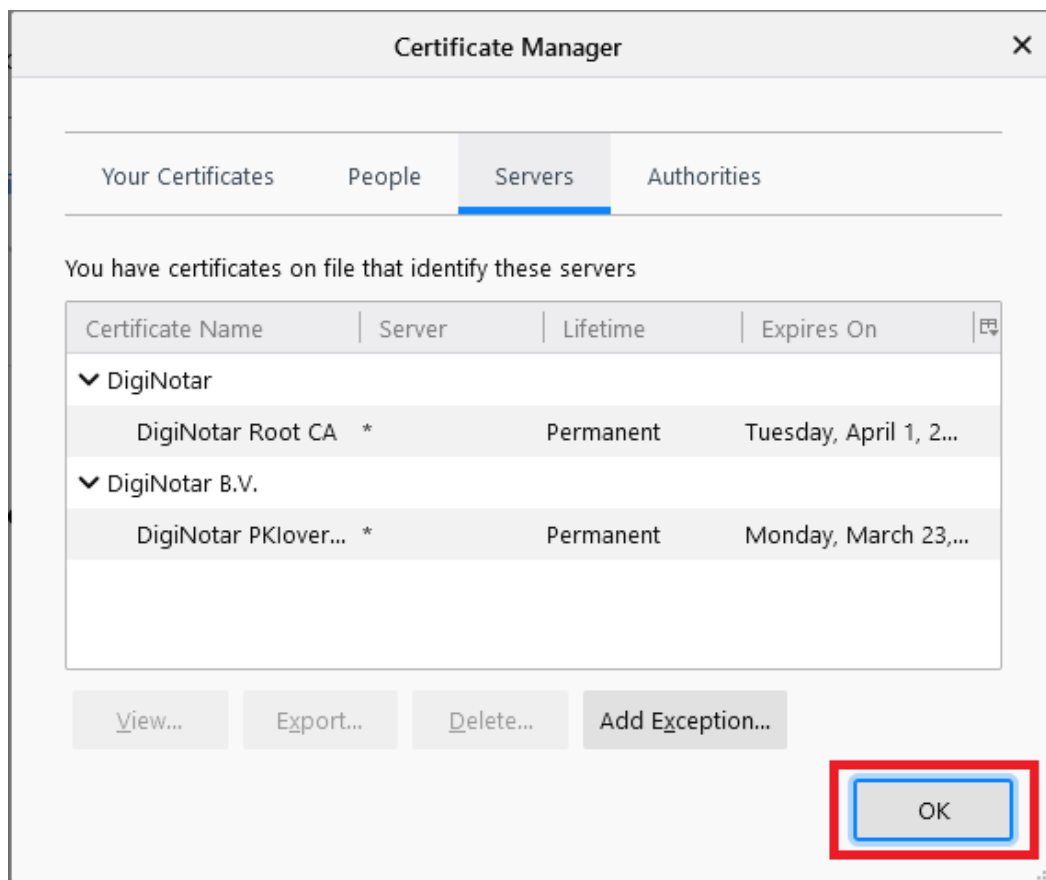
6. Select the certificate with Certificate Name <127.0.0.1:44828> and click on <Delete>



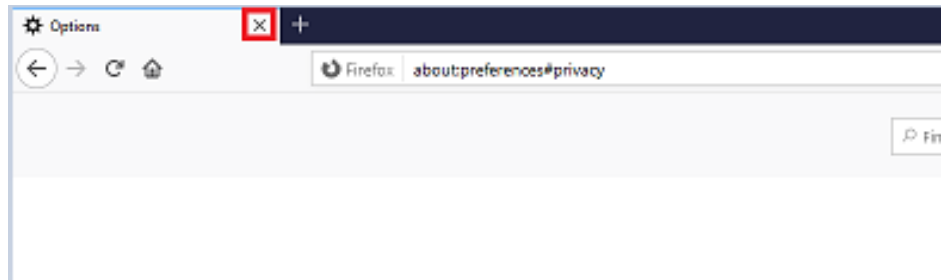
7. Click <OK>



8. Click <OK>



9. Click <Close tab>. The digital certificates have been deleted



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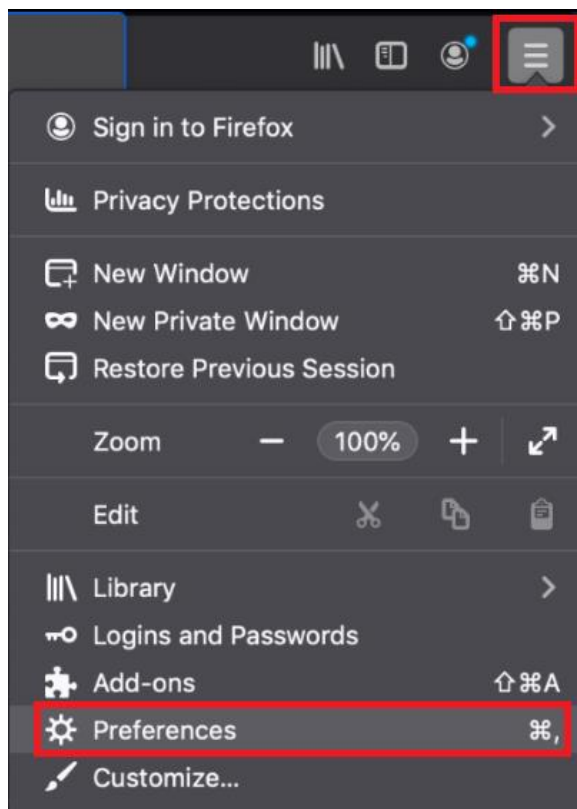
3.4 Deleting Digital Certificate from Firefox for macOS

Skip this part if you are not using Firefox as your browser

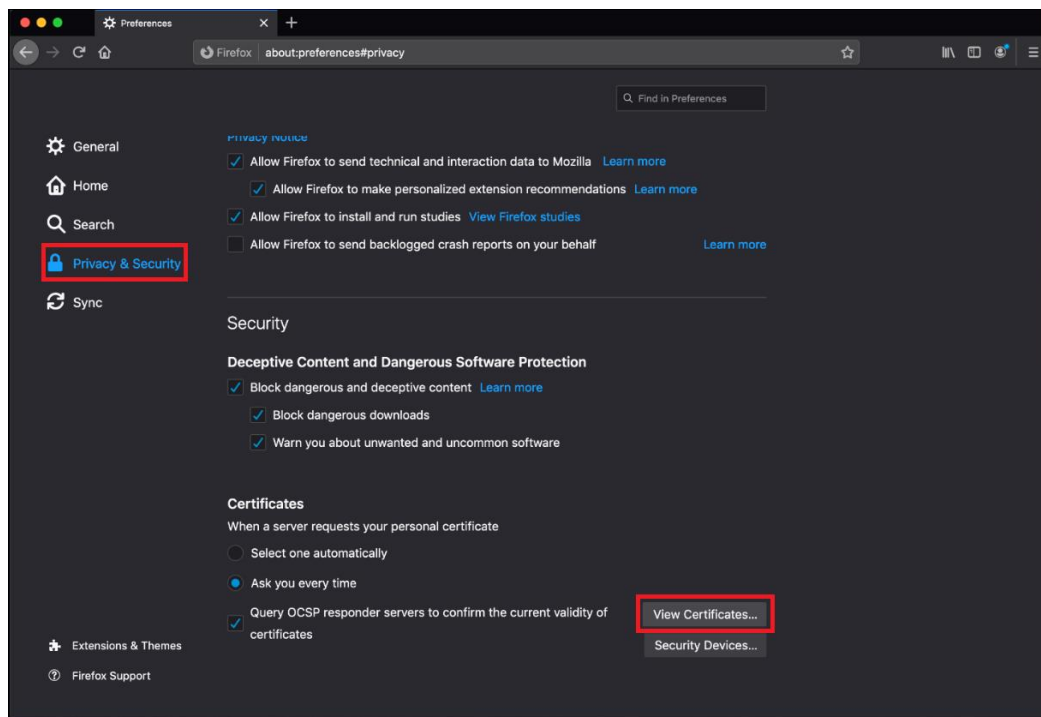
1. Click <Launchpad> and then <Firefox>



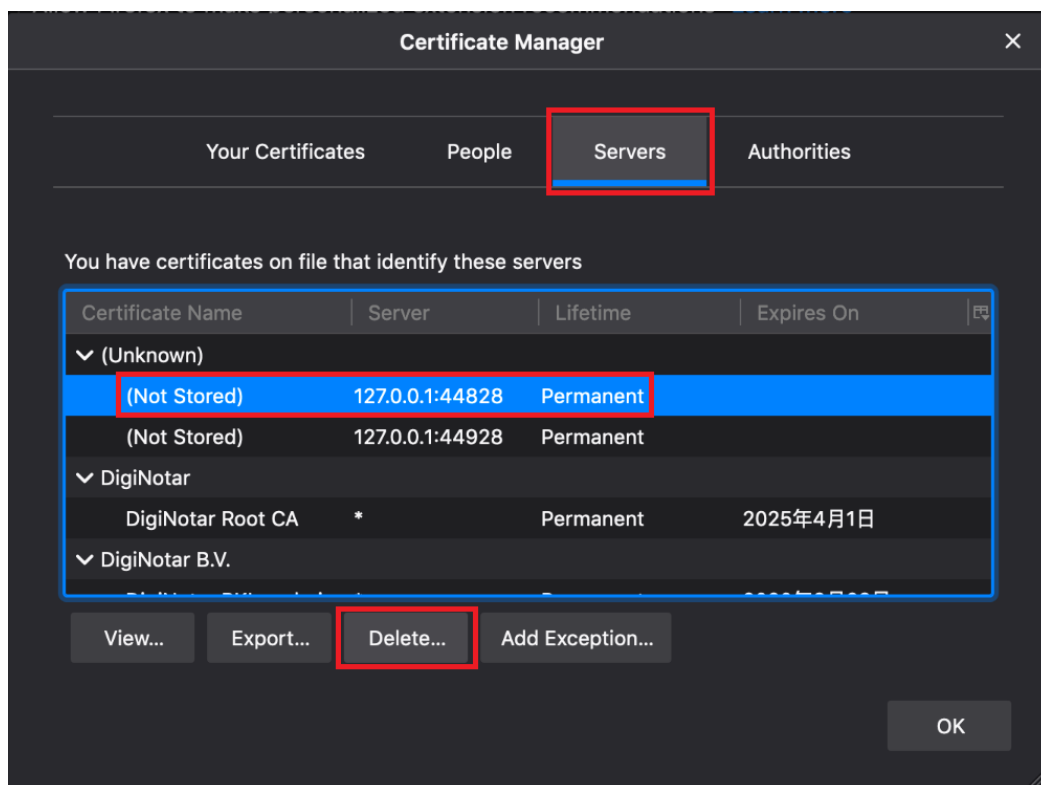
2. Click <Open menu> and then <Preference>



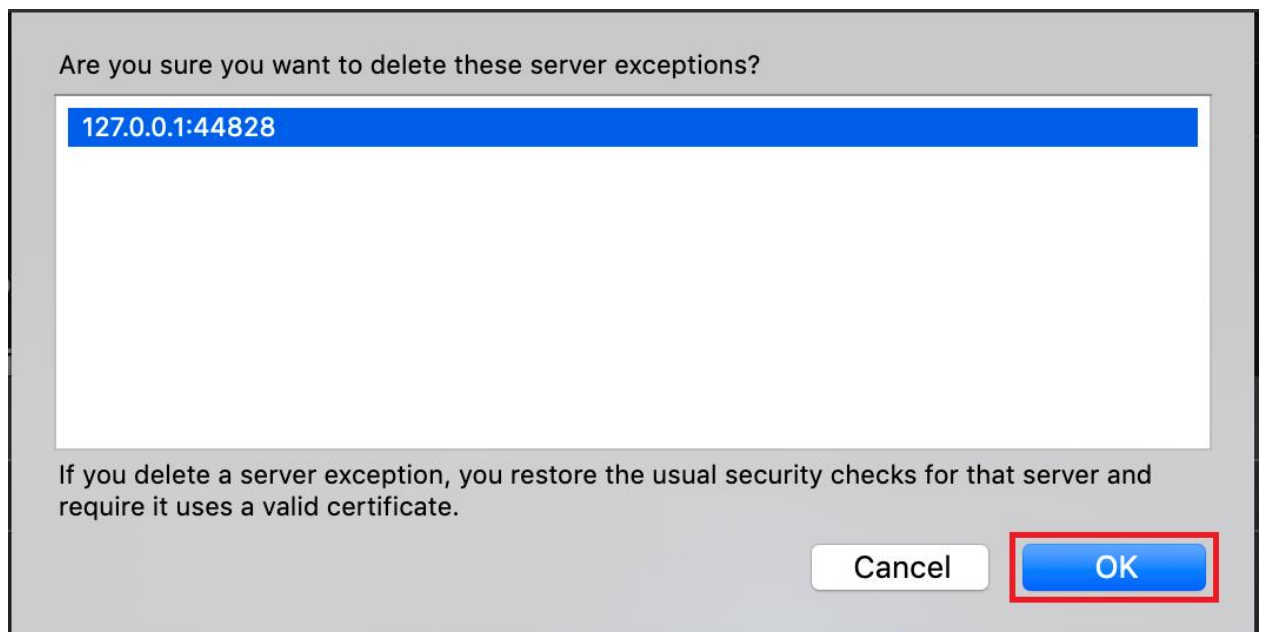
3. Click <Privacy & Security> and then <View Certificates...>



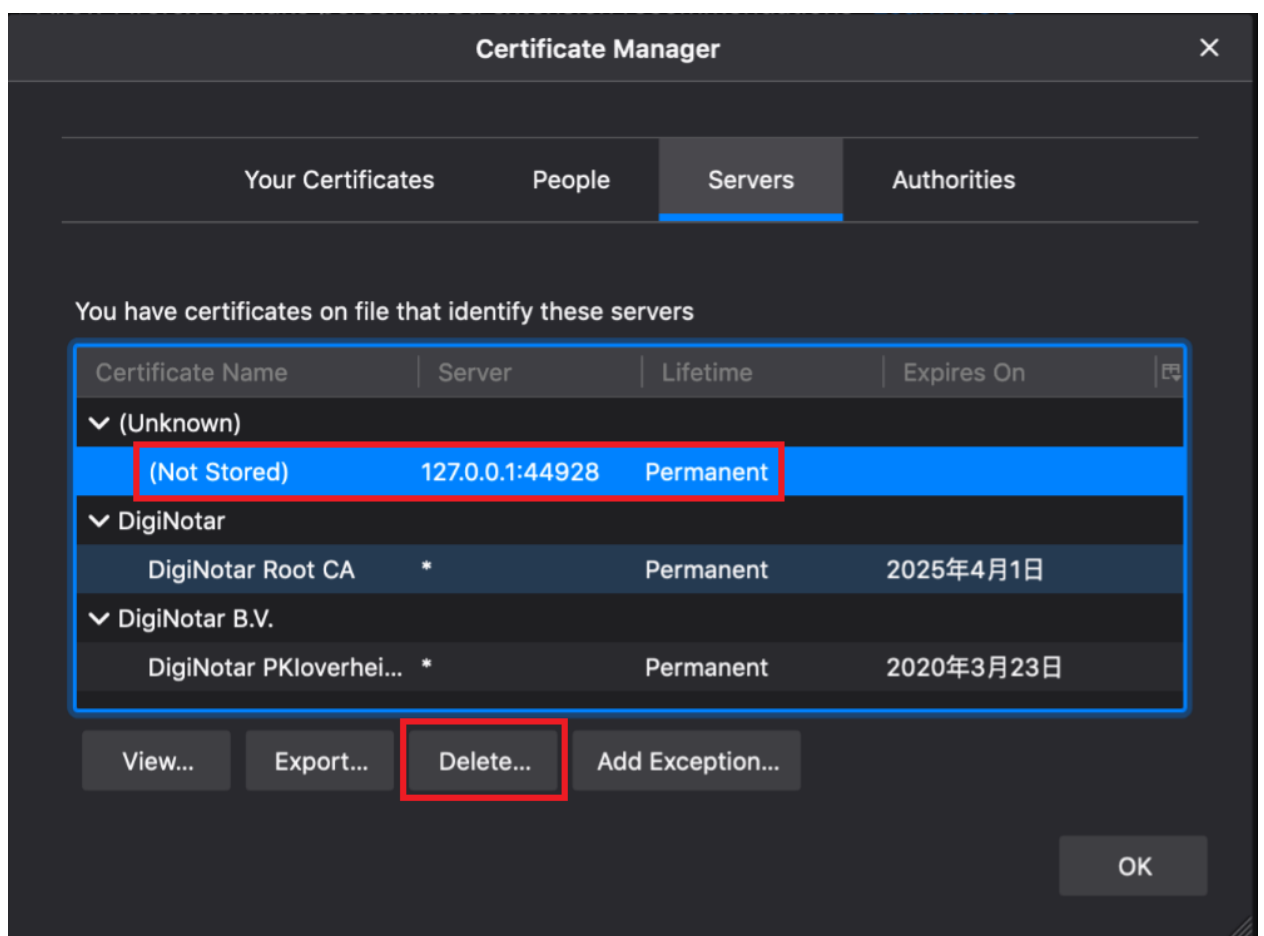
4. Click <Servers> and select the certificate with Certificate Name <127.0.0.1:44828>, and click <Delete>



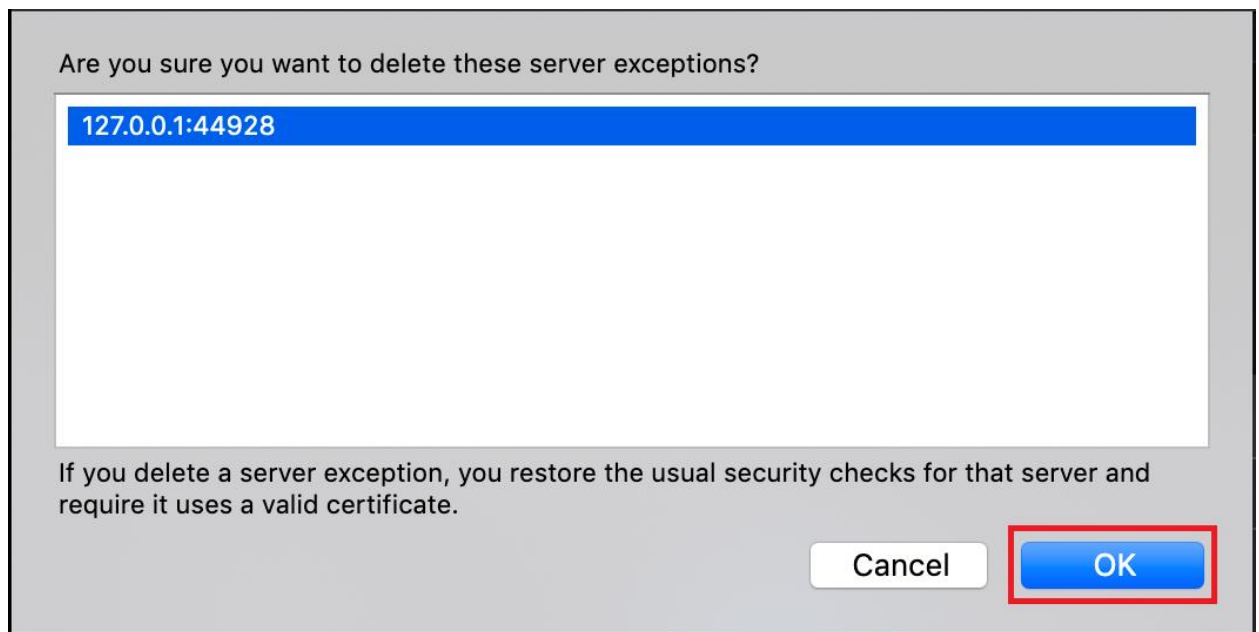
5. Click <OK>



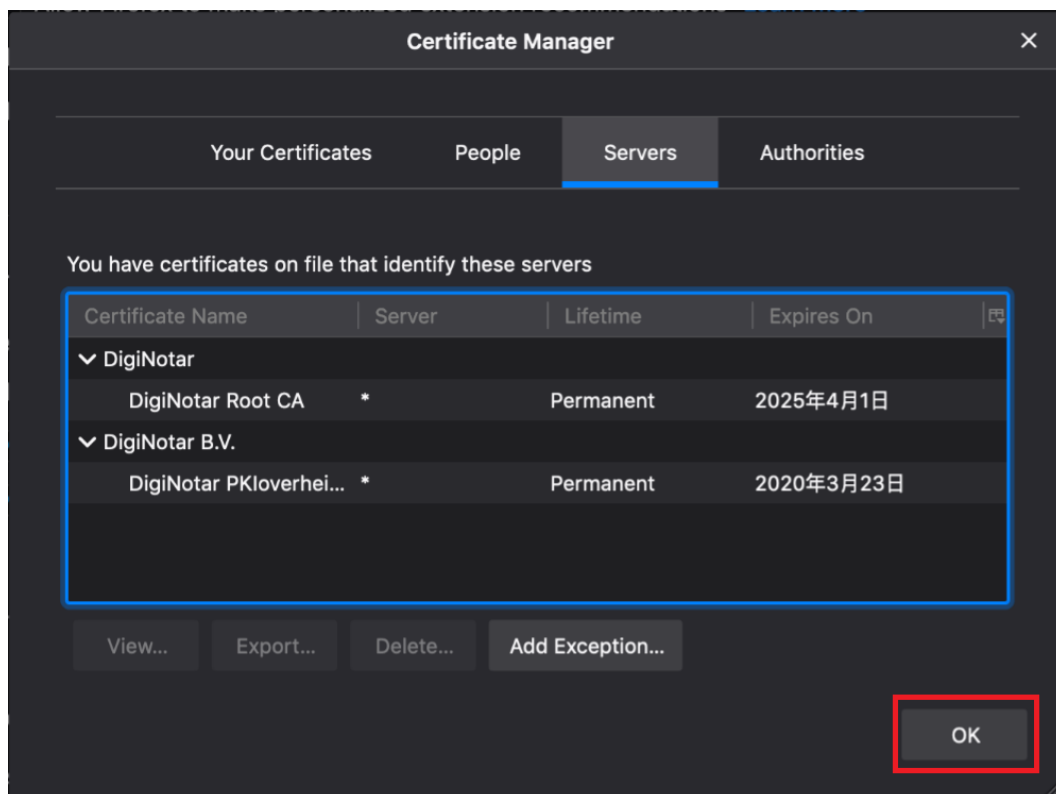
6. Select the certificate with Certificate Name <127.0.0.1:44928> and click <Delete>



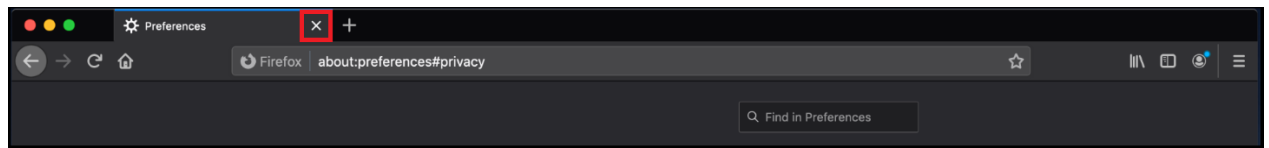
7. Click <OK>



8. Click <OK>



9. Click <Close tab>. The digital certificates have been deleted



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