

Unit 701, 7/F, The Sun's Group Centre, 200 Gloucester Road, Causeway Bay

6 October 2026

Dear Consul-General,

**Launch of "Go Hong Kong" Mobile Application –
Enrolment for e-Channel Service for Eligible Frequent Visitors**

The Immigration Department of the Hong Kong Special Administrative Region (HKSAR) of the People's Republic of China presents its compliments to the Consulate General of Iran and has the honour to inform you the launch of the "Go Hong Kong" mobile application on 16 September 2026. The Department is writing to seek your assistance in promoting this new service to your nationals.

The "Go Hong Kong" app enables eligible frequent visitors to Hong Kong to complete e-Channel enrolment conveniently through their smartphones before travelling to Hong Kong, thereby saving time and facilitating a smoother arrival experience.

The service is intended for eligible visitors aged 18 or above who hold a valid designated electronic travel document and, where applicable, a multiple visit visa, have no adverse record in the Hong Kong Special Administrative Region, and have visited Hong Kong via Hong Kong International Airport at least twice in the preceding 24 months at the time of enrolment. Upon successful enrolment and activation, visitors may use the e-Channel service for faster and more convenient immigration clearance. The enrolment is valid for two years and will be automatically extended upon subsequent entry, subject to applicable conditions.

The Department would be grateful for the Consulate's assistance in disseminating information about the "Go Hong Kong" mobile application to nationals who travel to Hong Kong regularly. Where appropriate, the information

may also be shared through the Consulate's website, social media platforms, newsletters, consular communications and other suitable channels.

For ease of dissemination, the Department has prepared a publicity poster and an information sheet. Hard copies of the publicity poster and information sheet are enclosed for reference. Soft copies can also be provided upon request for electronic dissemination.

The Department would greatly appreciate the Consulate's assistance in bringing the "Go Hong Kong" mobile application to the attention of eligible frequent visitors to Hong Kong. Should you have enquiry on the above, please contact our Senior Immigration Officer (Airport) Ms. Clara KW Mak at 2402 1737 or kwmak1@immd.gov.hk.

The Immigration Department of the HKSAR of the People's Republic of China avails itself of this opportunity to renew the Consulate General of Iran the assurance of its highest consideration.

Yours faithfully,

(KY LEE)

for Director of Immigration

供經常訪港旅客使用
For frequent visitors to Hong Kong



抵港前預先下載「Go 香港」 並登記使用 e-道服務

**Download "Go Hong Kong"
and Enrol for e-Channel Service**
before your arrival in Hong Kong

一次登記 · 通關順利

One Enrolment ·
Faster Clearance

成功登記後，即可使用 e-道服務，
通關更快捷方便。

After successful enrolment, you can use
e-Channel service for faster immigration clearance.



立即下載 Download Now

Go 香港 | Go Hong Kong



Mobile App for Frequent Visitors to Enrol for e-Channel Service in Hong Kong



What is it?

A more convenient way for frequent visitors to enrol for Hong Kong's automated immigration clearance service



Enrol

through the "Go Hong Kong" app before the trip



Get Approved

from the Immigration Department



Use e-Channel

for self-service immigration clearance



Points to Note



Designated electronic travel documents

Scan to check whether yours is supported



Processing Time

Normally within 24 hours. Further verification may take longer



Arrive to Activate

Enter Hong Kong on or before the expected arrival date to use e-Channel and activate the service



Enrolment Validity

Valid for 2 years and automatically extended upon subsequent entry, subject to applicable conditions



Am I eligible?

You may be eligible if you:



Are aged 18 or above



Hold a valid electronic travel document



Have no adverse record



Have 2+ visits to HK via HKG in last 24 months



How to enrol and use?

Complete these steps in "Go Hong Kong" and arrive by the expected arrival date to use e-Channel

1



Plan Arrival

Enter email & arrival date within 3 months

2



Scan Passport

Scan photo page & read chip

3



Verify Identity

Complete facial verification

4



Get Approval

Check app or email for results

5



Arrive & Use

Use e-Channel for clearance



How to download?

Scan the QR code to download "Go Hong Kong" now

The app supports iOS, Android, and Huawei devices with camera and NFC functions



Information & Contact



<https://www.immd.gov.hk>



fv_echannel@immd.gov.hk





Mobile App for Frequent Visitors to Enrol for e-Channel Service in Hong Kong

One Enrolment • Faster Clearance



What is it?

A more convenient way for frequent visitors to enrol for
Hong Kong's **automated immigration clearance service**



Enrol

through the "Go Hong Kong"
mobile app before the trip



Get approved

by the
Immigration Department



Use e-Channel

for self-service
immigration clearance



Enrolment Process

Plan Arrival



Enter email and the expected arrival date (within 3 months)

Scan Passport



Scan the photo page of the passport and read the electronic chip

Verify Identity



Complete facial verification and submit application

Receive Result



Through the app and email

Arrive & Use



Enter HK on or before expected arrival date to use e-Channel and activate the service

Points to Note



Applications are normally processed within 24 hours, although further verification may take longer



Enter Hong Kong on or before the expected arrival date to use e-Channel and activate the service



Enrolment is valid for 2 years and will be automatically extended upon subsequent entry, subject to the applicable conditions

How to Download

Scan the **QR code** to download **Go Hong Kong** and get started

The app supports **iOS**, **Android**, and **Huawei** devices with camera and NFC functions



Information and Contact



For further details of the scheme, please visit

https://www.immd.gov.hk/eng/services/echannel_visitors.html#fv



For enquiries, please email to

fv_echannel@immd.gov.hk

