




# New Measure for SmartPLAY users who log into the My SmartPLAY mobile app via "iAM Smart" will have priority in booking facilities available within seven days (Aged 18 or above)



LCSD introduces new measure to enhance the authentication of the identity of hirers of leisure and sports facilities/ venues, aiming to further combat unauthorised transfer of bookings of these facilities/ venues (commonly referred to as touting activities). With effect from 7 July 2026, SmartPLAY users who log into the My SmartPLAY mobile app via "iAM Smart" will have priority in booking facilities available within seven days from 7am each day.


Must use  Mobile app for priority login



scan QR code to view iAM Smart registration steps)

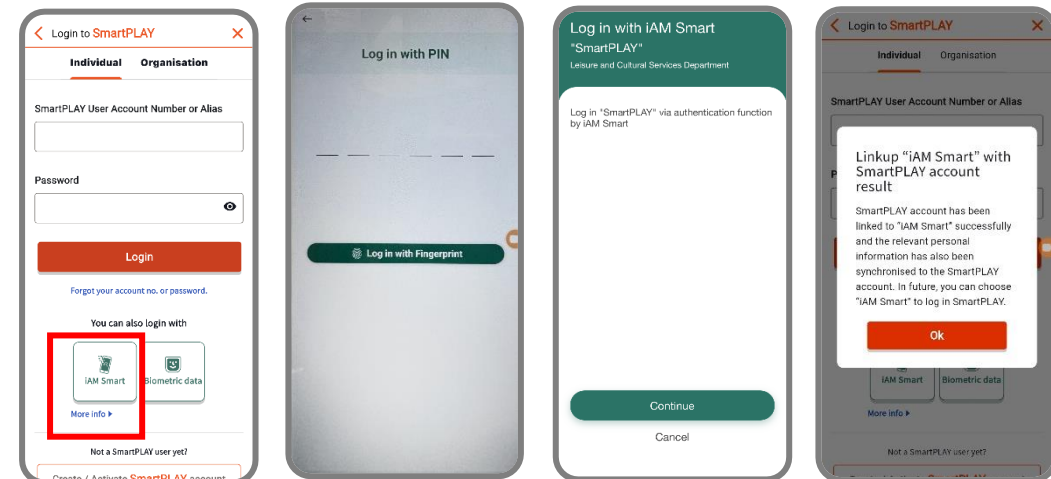
## How to register "iAM Smart" User

- 1** Open "iAM Smart" mobile app, tap "Start Quick Registration"
- 2** Select "Adult (Aged 18 or over)", read and agree the declaration of the applicant
- 3** Capture the front of HKID card, follow the instructions to read the data
- 4** Align your face with photo frame on the screen and follow instructions to complete the actions for real person
- 5** Perform mobile phone built-in biometric authentication
- 6** Setup 6 digit digital password and provide email address. Registration is completed



## Priority log in to "My SmartPLAY" mobile app with "iAM Smart" mobile app

- 1** Users can choose to log in "My SmartPLAY" mobile app through "iAM Smart"
- 2** Users can use biometric authentication or password to log in "iAM Smart"
- 3** Then, log in "My SmartPLAY" mobile app via authentication function by "iAM Smart"
- 4** SmartPLAY user can link to "iAM Smart" for future log in to the SmartPLAY system




# New Measure for SmartPLAY users who log into the My SmartPLAY mobile app via “iAM Smart” will have priority in booking facilities available within seven days (Aged between 11 to 17)



LCSD introduces new measure to enhance the authentication of the identity of hirers of leisure and sports facilities/ venues, aiming to further combat unauthorised transfer of bookings of these facilities/ venues (commonly referred to as touting activities). With effect from 7 July 2026, SmartPLAY users who log into the My SmartPLAY mobile app via “iAM Smart” will have priority in booking facilities available within seven days from 7am each day.

Must use Mobile app for priority login

## How to register “iAM Smart” User



scan QR code to view iAM Smart registration steps)

- 1** Select "Minor (Aged 11 - 17)"
- 2** Parent / guardian logs in with their "iAM Smart" account and scan the QR code from the applicant's mobile phone. Applicant and Parent / guardian read and agree the declaration
- 3** Capture the front of HKID card, follow the instructions to read the data
- 4** Align your face with photo frame on the screen and follow instructions to complete the actions for real person
- 5** Perform mobile phone built-in biometric authentication
- 6** Setup 6 digital password and provide email address. Registration is completed

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