

# 智能康體服務 預訂資訊系統



Intelligent sports and recreation services booking and information system





CHANNEL 康 文 署 寓 樂 頻 道

Leisure and Cultural

ervices Department

# SmartPLAY 是什麼?





SmartPLAY 系統是由康樂及文化 事務署(康文署)開發的全新智能 康體服務預訂資訊系統,以取代現 有 Leisure Link 系統,提供更有效 率、便利及貼心易用的系統,以切 合公眾期望,從而鼓勵市民勤做運 動,建立健康的生活模式。

SmartPLAY代表 "Smart Public Leisure Activities for You",提 供一站式電子服務平台。市民必 須登記成為 SmartPLAY 用戶,

可以隨時隨地通過流動應用程式、互聯網及設置於 二百多個康樂場地(包括 18 區康樂事務辦事處)的 全新智能自助服務站查詢和預訂康體設施及報名參 加康體活動。

# 為何使用 SmartPLAY?

- 已開設個人帳戶的 SmartPLAY 用戶可享用多項個人 化服務,包括即時檢視已預訂的康體設施及報名的 康體活動,以及其他新功能,包括記錄個人資歷以 便日後預訂特定的康體設施及報名參加康體活動等;
- SmartPLAY 用戶可根據個人需要和喜好設定搜尋條件,搜尋和預訂康體設施及報名活動;
- SmartPLAY 提供更多電子支付方式方便用戶付款;
- SmartPLAY 用戶可利用設置於康樂場地的智能自助服務站及自助簽場機簡易地自助辦理簽場或活動簽到。

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流動應用程式

智能自助服務站 互聯網

# SmartPLAY 主要功能

### 個人帳戶服務



# SmartPLAY 主要功能

### 預訂收費和免費設施

- 加強網上搜尋設施資訊的功能;
- 遞交預訂設施抽籤的電子申請;
- 查閱設施的實時可用情況;
- 先到先得方式預訂;
- 電子通知和查詢抽籤及分配結果;
- 購買健身室月票及公眾游泳池月票;
- 傳送康樂服務的電子提示或通知訊息予用戶;
- 網上取消預訂, 免卻用戶親身遞交申請文件; 及
- 使用身份證在康樂場地設置的智能自助服務站及自助簽場機自助辦理收費設施現場簽場。

### 參加康體活動

- 加強網上搜尋康體活動資訊的功能;
- 提供一體化的電子服務平台,讓市民就各區的康體
  活動及全港性的大型活動遞交抽籤申請;
- 查閱實時康體活動餘額資訊;
- 電子通知抽籤和分配結果;及
- 在智能自助服務站、自助簽場機或以流動應用程式 自助辦理活動簽到。

# 

市民可下載 SmartPLAY 流動應用程式登記成為用戶,並 使用「智方便」應用程式即時認證身分及啟動帳戶。

- 1. 開啟「My SmartPLAY」 流動應用程式
- 點擊「建立/重新啟動 帳戶」
- 細閲「康體通用戶申請須
  知」並按「繼續」
- 4. 點擊「智方便」
- 5. 點擊「智方便個人資料」
- 6. 點擊「開啟智方便」





- 7. 授權「智方便」提供個人 資料
- 8. 填寫空白欄資料
- 9. 核對個人資料並按「繼續」
- 10. 驗證碼將會發送到你的電 子郵箱
- 11. 輸入驗證碼
- 登 記 程 序 完 成, 你 的 「SmartPLAY」帳戶已即時 啟動!



### 香港居民

(流動應用程式/互聯網/智能自助服務站)

### 2. 在智能自助服務站登記

市民可以香港身份證,透過智能自助服務站即時登 記成為用戶。



- 1. 點擊「建立帳戶」
- 2. 選擇「掃描香港身份證」
- 將身份證倒置放在掃描 器上
- 4. 掃描已成功(請取回身 份證)
- 5. 18 歲以下的申請人需要 填家長或監護人帳戶及 密碼並按「驗證」





6. 輸入個人資料並按 「繼續」

 7. 核對個人資料、閱讀 及同意聲明並按「繼 續」

登記程序完成,你的 「SmartPLAY」帳戶已 即時啟動<sup>,</sup>可按「列印」 列印附有首次登入密碼 的確認通知書。





- 1. 開啟「My SmartPLAY」流動應用程式
- 2. 點擊「建立 / 重新啟動帳戶」
- 細閱「康體通用戶申請須知」並按「繼續」
- 4. 點擊「填寫表格」
- 5. 選擇所屬年齡組別



- 6. 輸入個人資料
- 7. 上傳香港身份證數碼副本
- 核對個人資料、閱讀及同 意聲明並按「繼續」
- 9. 驗證碼將會發送到你的電 子郵箱
- 10. 輸入驗證碼

登記程序完成。經過核對審 批後,就可以前往設於各區 康樂事務辦事處/康樂場地的 智能自助服務站或康樂場地 的簽場機,用香港身份證正 本進行身分認證,即時啟動 帳戶。





### 未滿 11 歲兒童

未滿 11 歲而<u>並未持有香港身份證</u>的兒童,遞交 網上申請時則需要上載個人身分證明文件。持 有香港出世紙的兒童、可帶同其香港出世紙正 本親身到各區設有訂場櫃枱的康樂場地辦理認 證手續。

如持有簽證身份書、回港證或前往港澳通行證 (俗稱單程證)等的兒童,可帶同有關文件正 本親身到 SmartPLAY 服務中心(地址:九龍 佐敦寶靈街 17 號官涌市政大廈 5M 樓)進行身 分認證,便完成用戶登記。





### 留港旅客

本署接受獲准留港的旅客申請成為 SmartPLAY 臨時用戶<sup>\*</sup>, 臨時用戶的有效期為有關旅客獲准留港的期間或 6 個月(以 較短時間者為準)。

申請人提交填妥的電子申請表格後,須親自前往 SmartPLAY 服務中心辦理申請手續,並提供附有其相片的有效旅遊證件供 康文署職員核對。

每人只可申請一個 SmartPLAY 臨時用戶帳戶,康文署不會接 受香港居民以香港特別行政區護照或其他國籍護照(包括英 國政府簽發的英國國民(海外)護照)申請成為臨時用戶。

SmartPLAY 服務中心辦公時間為星期一至五上午9時至下午5時(公眾假期除外)。

地址:香港九龍佐敦寶靈街 17 號官涌市政大廈 5M 樓

查詢電話:2194 5255

電郵地址: enquiries@lcsd.gov.hk

\* 臨時用戶登記功能將連同設施預訂功能稍後一併推出

# SmartPLAY 用戶登記及身分認證

### 登記 + 身分認證

**Registration + Authentication** 

		方式	用戶登記身分詞方式User registrationAuthenti		身分認證 uthenticatio	<b>忍證</b> ication			
		Method 身分證明文件 Document of identity proof	「My SmartPLAY」 流動應用程式 mobile app	SmartPLAY 網頁 website	智能自助 服務站 Smart self-service station	智能自助 服務站 Smart self-service station	康樂場地 訂場櫃枱 Booking counter in leisure venue	SmartPLAY 服務中心 <sup>註</sup> Services Je Centre <sup>Note</sup>	
	11 歲或以上 Aged 11 or	智方便 智方便 iAM Smart	一次過完成登記 One-stop comple registra <mark>tion and a</mark>	已及身分認證 etion of authenticatio	on	不	需要 No nee	need	
	above	香港身份證 Hong Kong Identity Card		$\checkmark$	一次過 完成登記	$\checkmark$	X X		
<b>杰</b> 洪 民 足		香港身份證 Hong Kong Identity Card	$\checkmark$	$\checkmark$	及身力認識 One-stop completion of registration and authentication	~	X	x	
Hong Kong	  未滿 11 歲	香港出生證明書(出世紙) Hong Kong Birth Certificate			X	X			
residents	Aged below 11	簽證身份書 Document of Identity for Visa Purpose			X	X	X		
		回港證 HKSAR Re <mark>-entry Permit</mark>		$\checkmark$	X	X	X		
		前往港澳通行證(單程證) One-way <mark>Permit</mark>			X	X	X		

<sup>註</sup> 地址:九龍佐敦寶靈街 17 號官涌市政大廈 5M 樓<mark> <sup>№de</sup> Add</mark>ress: 5M/F, Kwun Chung Municipal Services Building, 17 Bowring Street, Jordan, Kowloon

●申請者透過智方便或在各區康樂事務辦事處 / 康樂場地的智能自助服務站進行登記及身分認證,可以一次過完成兩個步驟<mark>,即時啟動 SmartPLAY 帳戶</mark>。

•11 歲或以上的合資格香港居民必須以香港身份證<mark>或智方便進行用戶登記。</mark>

• Applicants can complete their registration and authentication in one go through iAM Smart or Smart Self-service Stations at district leisure services offices/leisure venues, and have their accounts instantly activated.

• Eligible Hong Kong residents aged 11 or above must register with their Hong Kong Identity Card or iAM Smart.

### What is SmartPLAY?





SmartPLAY system is a new intelligent sports and recreation services booking and information system developed by the Leisure and Cultural Services Department (LCSD) to replace the existing Leisure Link System so as to provide a more efficient, convenient and user-friendly system to meet public expectations, thereby encouraging members of the public to exercise regularly and lead a healthy lifestyle.

SmartPLAY stands for "Smart Public Leisure Activities for You" and it provides a one-

stop electronic service platform. Members of the public must register as SmartPLAY users to make enquiries about and book sports and recreation facilities, and enrol in sports and recreation programmes through mobile app, the internet and the new smart self-service stations in over 200 leisure venues (including the 18 District Leisure Services Offices) anytime and anywhere.

### Why use SmartPLAY?

- SmartPLAY users with personal accounts are able to enjoy a variety of personalised services, including instant viewing of facility booking or programme enrolment records and other new functions, e.g. maintaining a personal profile with qualifications to facilitate the booking of specific sports and recreation facilities and enrolment in programmes;
- SmartPLAY users are able to set specific selection criteria according to their needs and preferences when searching for and booking facilities and enrolling in programmes;
- SmartPLAY provides more electronic payment methods to facilitate payment; and
- SmartPLAY users can use the smart self-service stations and check-in devices in leisure venues for self-service check-in of facility sessions or programmes.



# **SmartPLAY Main Features**

### Personal account services



### **SmartPLAY Main Features**

# Bookings of fee-charging and non-fee charging facilities

- Enhanced online search function on facility information;
- E-application for balloting of facilities;
- Viewing of real-time availability of facilities;
- Booking on first-come-first-served basis;
- E-notification and enquiry of balloting and allotment results;
- E-reminder or e-notification to users on leisure services;
- Purchase of fitness room monthly ticket and swimming pool monthly ticket;
- Online cancellation of bookings, saving the need to submit paper application in person; and
- Self-service check-in on-site for fee-charging facilities with identity card via smart self-service stations or check-in devices in leisure venues.

# Enrolment in sports and recreation programmes

- Enhanced online search function on programme information;
- Unified electronic service platform that enables e-application for balloting of programmes for all districts and territory-wide major events;
- Viewing of real-time information on remaining places of programmes;
- E-notification of balloting and allotment results;
- Self-service check-in for programmes via smart self-service stations, check-in devices or mobile app.

### Hong Kong Residents

(Mobile app / Internet / Smart self-service stations )



### 1. Register using the smartPLAY app via "iAM Smart"

Members of the public can download the SmartPLAY app to register as a user, verify their identity and activate their accounts via the "iAM Smart" app instantly.

- 1. Open "My Smart PLAY" mobile app
- 2. Click "Create/Activate user a account"
- 3. Read the "Important Notes on SmartPLAY User Application" and click "Continue",
- 4. Click "iAM Smart"
- 5. Click "Personal data from iAM Smart"
- 6. Click "Open iAM Smart"



Facility		36
Activity	<i>th</i>	
Cancelled sessions	to be released	5
Activity Balloting Re	esults	53
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- 7. Authorise "iAM Smart" to provide personal information
- 8. Fill in blank fields
- Verify the personal information and click "Continue"
- 10. A verification code will be sent to your email
- 11. Enter the verification code

The registration process is completed. Your "SmartPLAY" account is activated instantly!









Internet





### Hong Kong Residents (Mobile app / Internet / Smart self-service stations)

### 2. Register at smart self-service stations

Members of the public can register as users instantly with their Hong Kong Identity (HKID) Card at smart self-service stations.



- 1. Click "Create an account"
- 2. Click "Scan HKID"
- 3. Place your HKID card upside down in the middle of the scaner
- 4. Scan successfully (Please take your HKID Card)
- 5. Input Parent or Guardian Verification if you are aged below 18 and click "Verify"



- 6. Fill in your personal particulars and click "Continue"
- Verify the personal information, read and agree "Declaration" and click "Continue"

The registration process is completed. Your "SmartPLAY" account is activated instantly. Click "Print" to print a receipt with initial login password, if required.







Smart self-service stations



#### Hong Kong Residents (Mobile app / Internet / Smart self-service stations)

### 3. Register through My SmartPLAY app (Form Filling)



- 1. Open"My SmartPLAY" mobile app
- 2. Click "Create/Activate user account"
- 3. Read the"Important Notes on SmartPLAY User Application" and click "Continue"
- 4. Click "Fill in the form"

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Siven Name in E	English*	
Same as your	identity docume	nt
Chinese Name	(Optional)	
Same as your	identity docume	nt
Date of Birth	pinnal)	

- 5. Select age group
- Fill in your personal particulars
- Upload a digital copy of your HKID card
- Verify the personal information, read and agree "Declaration" and click "Continue"
- 9. A verification code will be sent to your email
- 10. Enter the verification code

The registration process is completed. After verification, you are requested to perform identity authentication with the original copy of your HKID card through smart self-service stations at District Leisure Services Offices/leisure venues or on check-in devices at leisure venues in various districts, whereupon your SmartPLAY account can be activated.



### Children aged below 11

Children under the age of 11 who <u>do not have a</u> <u>HKID card</u> are required to upload their identity documents when making registrations online. Holders of a Hong Kong birth certificate can perform their identity authentication in person with the relevant original documents at leisure venues of various districts with booking counters.

Moreover, children holding a Document of Identity for Visa Purpose, HKSAR Re-entry Permit or Permit for Proceeding to Hong Kong and Macao (commonly known as a One-way Permit) can bring the relevant original documents to the SmartPLAY Services Centre (Address: Floor 5M, Kwun Chung Municipal Services Building, 17 Bowring Street, Jordan, Kowloon) for identity authentication in person and completion of user registration.



### **Visitors in Hong Kong**

The LCSD accepts registration of visitors permitted to stay in Hong Kong as temporary users of SmartPLAY\*. Their accounts are valid for a period in accordance with the permitted stay period of the visit or 6 months, whichever the shorter.

After submission of the completed online registration, applicants are required to produce a valid photo-bearing travel document for verification by LCSD staff (in person at the SmartPLAY Services Centre).

Each visitor is allowed to apply for one SmartPLAY temporary user account. Registration for a temporary user account with the HKSAR Passport or Passport of another nationality (including the British National (Overseas) Passport issued by the British Government) by Hong Kong residents will not be accepted.

The office hours of SmartPLAY Services Centre are from 9 am to 5 pm, Monday to Friday (except public holidays).

Address: 5M/F, Kwun Chung Municipal Services Building, 17 Bowring Street, Jordan, Kowloon, Hong Kong

Enquiry telephone number: 2194 5255

Email address: enquiries@lcsd.gov.hk

\* The function of temporary user registration will soon be launched together with the function of facility booking

# 如何進入 SmartPLAY How to access SmartPLAY



### 流動應用程式

Mobile app

Download "My SmartPLAY" Mobile App





# 康樂事務辦事處 /

康樂場地的智能自助服務站

Smart self-service stations at District Leisure Services Offices / leisure venues



# 網頁

Website

https://www.smartplay.lcsd.gov.hk



### 查詢 Enquiries : 3954 5150

