

## Operation and Security

- **What measures are in place to ensure security of the e-Licensing for Private Healthcare Facilities?**

(1) Technical facilities like for example anti-virus, intrusion detection / prevention, firewall, user authentication and etc. provide necessary protection to the e-Licensing.

(2) All access activities will be logged in the e-Licensing to allow detection and tracking of improper data access.

(3) e-Licensing system users, both PHFs and ORPHF of DH, are registered users and they all required user ID and password for authentication to login the system.

- **Will the Government or other PHFs users be able to view the information submitted by individual PHF?**

Only authorized users of the e-Licensing are allowed to access information submitted through the system. Submission of information through the e-Licensing does not mean opening up the access rights for any e-Licensing users. Individual PHF is only allowed to access its own data but not others and only designated person of ORPHF, DH can access and view the data submitted. Need-to-know for different users are also justified according to their roles designated in the system.

- **What can be done in case of trouble shooting when using the system?**

The User Guide in the system provides step-by-step information on how the system can be properly operated. In case you encounter other problems or when you note an error message displayed on the system which solutions could not be provided in the User Guide, please contact our Help Desk Support at 3107 8451 during office hours or email us at orphf@dh.gov.hk.

Our office hours are:

Monday from 9:00 a.m. to 1:00 p.m. & 2:00 p.m. to 6:00 p.m.; and

Tuesday to Friday from 9:00 a.m. to 1:00 p.m. & 2:00 p.m. to 5:45 p.m.

## System Requirements

- **What Operating System and browser versions are officially supported?**

The e-Licensing has been tested for the following popular operating system and browser. This does not mean that the e-Licensing cannot run on other environments, it only means that since we have not fully tested them on those environments, the systems may not behave as what we have intended

Operating System	Web Browser
Microsoft Windows 10	Google Chrome

- **What if my personal computer (PC) does not meet the minimum hardware requirement?**

The e-Licensing does not require significant hardware resources and could normally run on small capacity PCs. However, if your PC does not meet the minimum hardware requirement, you may experience system performance degradation and you may need to close other applications while using the e-Licensing.

- **What if my PC does not meet the software requirement?**

Under most environments, the e-Licensing will run but you may find that some screen displays are distorted, some buttons cannot be clicked, or the system performance may be degraded.

- **Is Internet Explorer supported?**

No

Microsoft has ended support of Internet Explorer from 15 Jun 2022 which means that Microsoft will no longer distribute security updates for IE from that date (Please refer to the Microsoft websites for further details). PC using IE might be vulnerable to harmful viruses, spyware, and other malicious software.

Last Update Date: 08 Jun 2022