

How to get your entry-exit record?

1. Search “移民局12367” to locate the mini-program on WeChat

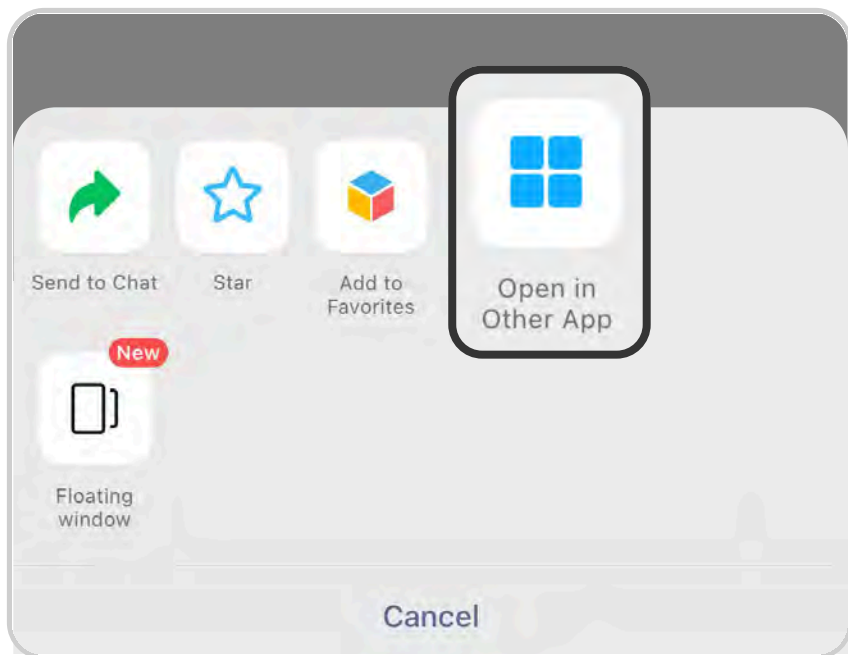


2. After logging in, select “中国公民服务” > “出入境记录查询” on the homepage

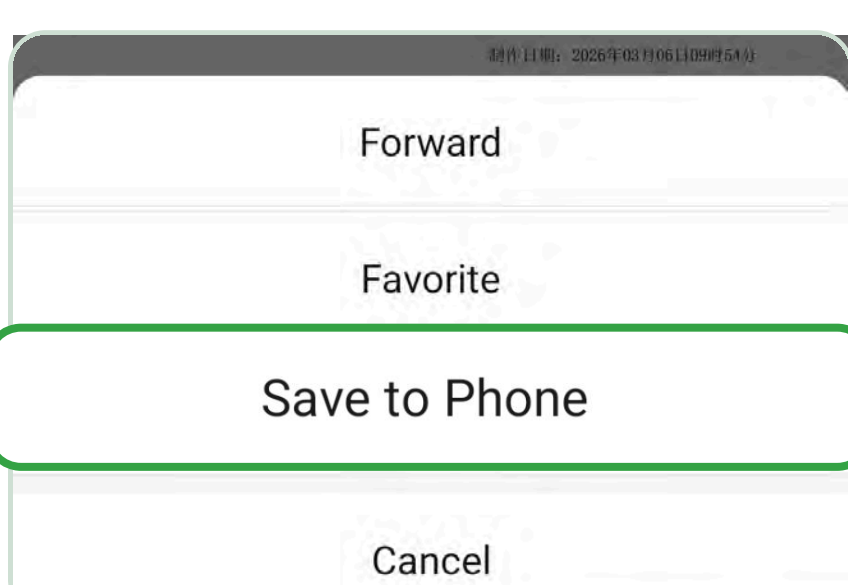
3. After selecting the time range, select “记录下载” without choosing any documents. Please ensure that the enquiry date on the document must match the date you uploaded the document to the Hang Seng Mobile App

4. Choose “本地下载” or “邮件下载” to save your latest entry-exit record to your phone as a PDF. If you opt for email download, please unzip the file from the email first

Steps for “本地下载”: (for iPhone users)



Steps for “本地下载”: (for Android users)



5. Return to Hang Seng Mobile App to upload the record