



# Emma by AXA User Guide Login & Registration

## **Do you have an Emma by AXA account?**

Please click the applicable button

**Yes, I want to Login**

**No, I want to Register**

## Do you have any AXA policies?

Please click the applicable button

**I am the Policy Holder of an AXA  
Life / Health / Savings &  
Investment Policy**

**I am the Insured of an AXA  
Life / Health Policy**

**I am an AXA  
Employee Benefits Member**

**I am the Policy Holder of an AXA  
Personal Accident / Car / Travel /  
Home / Helper Policy**

**No, I do not have any AXA policies**

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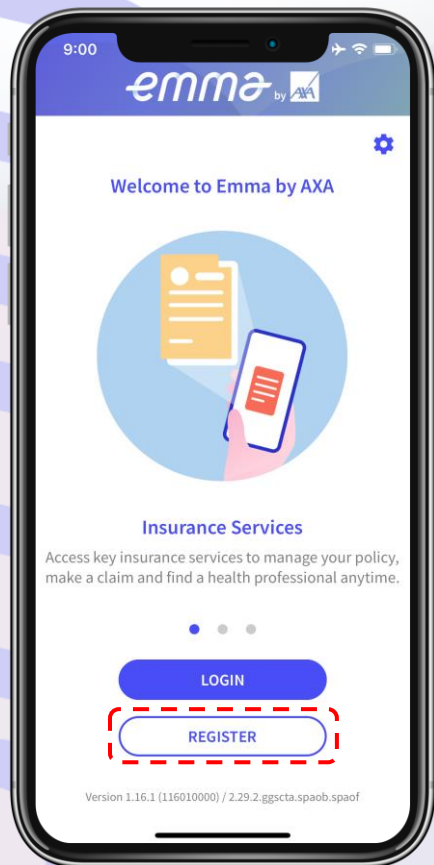
Hi, Policy Holder of Life / Health / Savings & Investment Policies.  
Let me guide you through the registration procedure.

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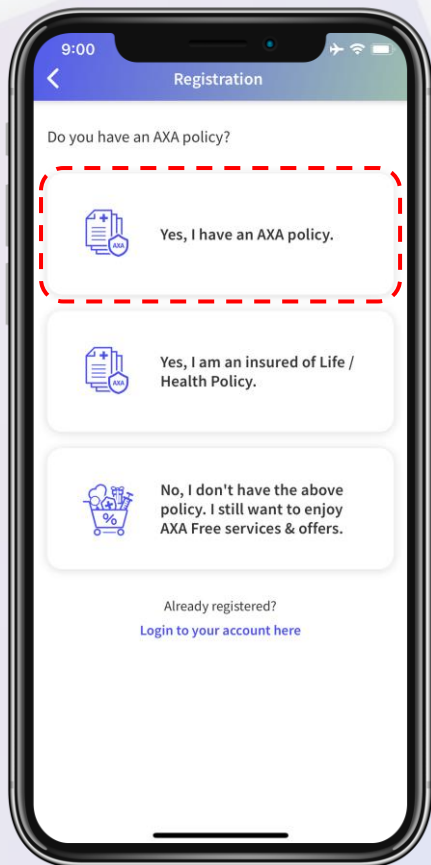
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**



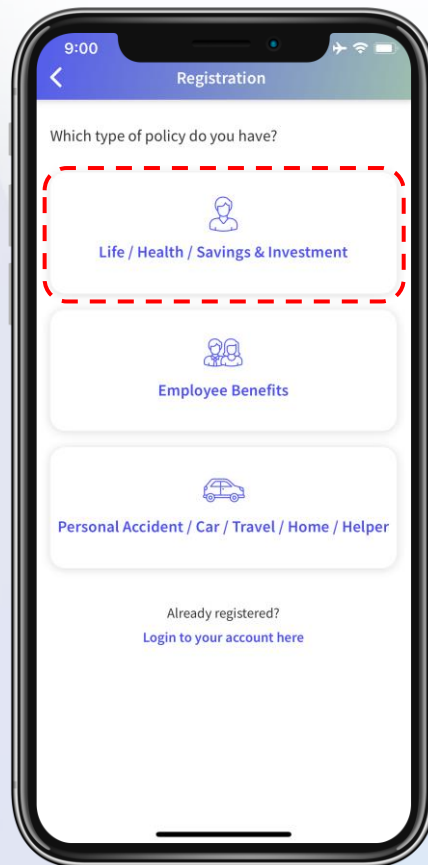
2

Select **"Yes, I have an AXA policy."**



3

Select **"Life / Health / Savings & Investment"**



4

Select the ID type used in policy application

- Hong Kong ID card
- China ID card
- Macau ID card or Passport



5

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

Please provide the following information:

HKID No. (7-8 digits/alphabets)

Enter HKID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

Please provide the following information:

Your China ID no. (15-18 digits)

Enter China ID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

Please provide the following information:

Your Macau ID / Passport no.

Enter passport number / Macau ID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

**NEXT**

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6

Review the information provided,  
then tap "NEXT"

7

Select the preferred username  
(Email or Mobile), then tap "OK"

8

1. Set a password
2. Agree the "Terms and Conditions" and "PICS"
3. Tap "NEXT"

9

Account successfully created  
Look for the **confirmation email/SMS**  
according to the chosen username

10

Tap on the link on the **confirmation email/SMS** to activate your account  
You can now login to Emma by AXA

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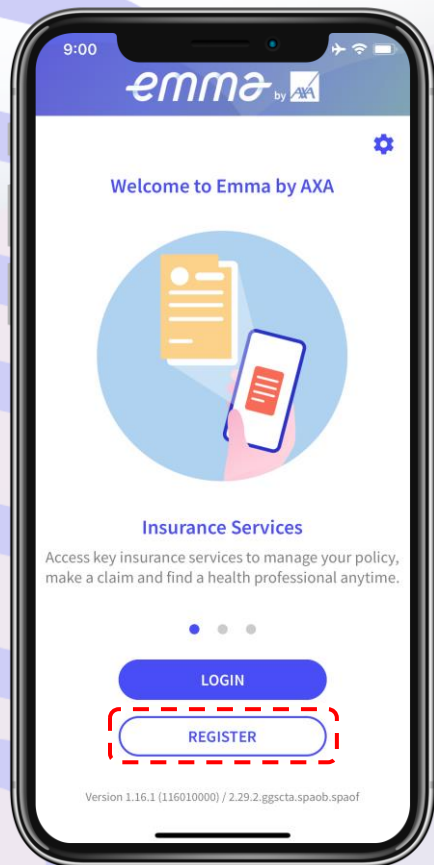

Hi, Insured of Life / Health Policies.  
Let me guide you through the registration procedure.

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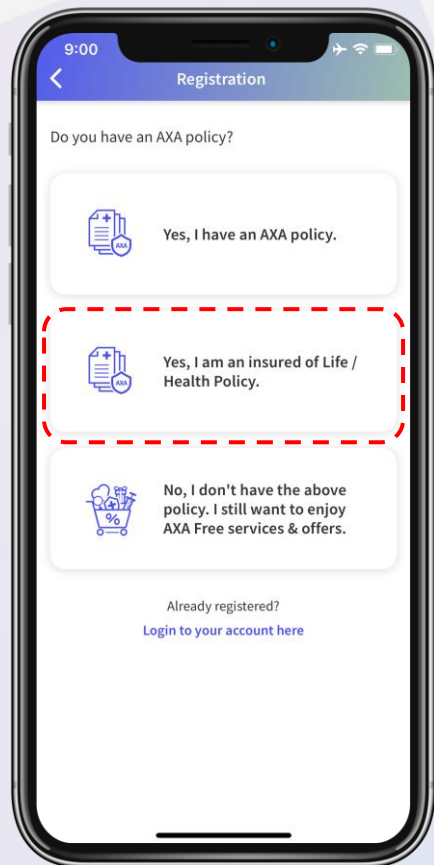
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**



2

Select **"Yes, I am an insured of Life / Health Policy."**



3

Select **"Life / Health / Savings & Investment"**



4

Select the ID type used in policy application

- Hong Kong ID card
- China ID card
- Macau ID card or Passport



5

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

Please provide the following information:

HKID No. (7-8 digits/alphabets)

Enter HKID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

Please provide the following information:

Your China ID no. (15-18 digits)

Enter China ID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

Please provide the following information:

Your Macau ID / Passport no.

Enter passport number / Macau ID

Your Date of birth

YYYY / MM / DD

☐ I'm not a robot

**NEXT**

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6

Review the information provided,  
then tap “NEXT”

7

1. Set a username (**Email** or **Mobile**) and password
2. Agree the “**Terms and Conditions**” and “**PICS**”
3. Tap “NEXT”

8

Account successfully created  
Look for the **confirmation email/SMS**  
according to the chosen username

9

Tap on the link on the **confirmation email/SMS** to activate your account  
You can now login to Emma by AXA

10

Remind your policy holder to grant  
you access to unlock all functionalities  
applicable to you on Emma by AXA

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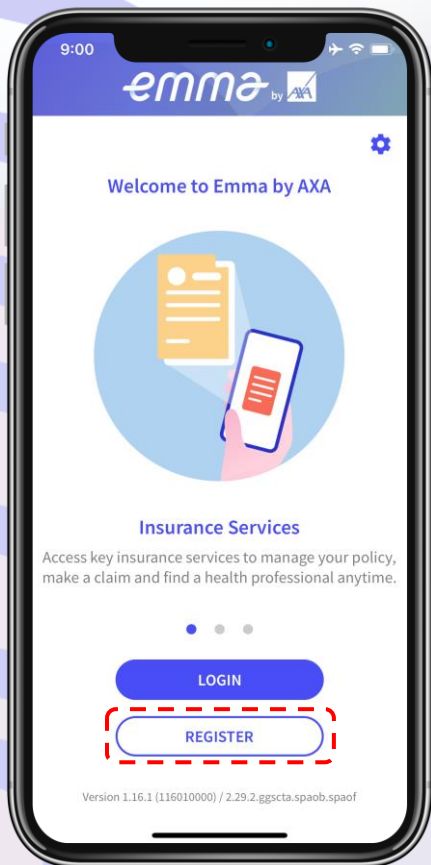

Hi, Employee Benefits Member.  
Let me guide you through the registration procedure.

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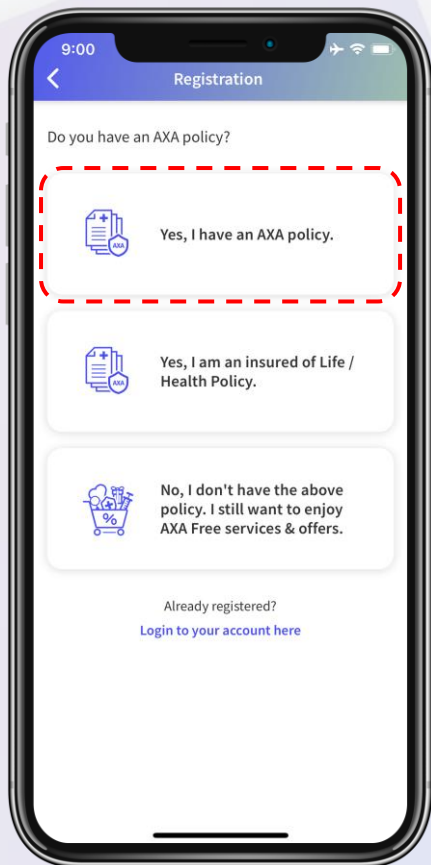
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**



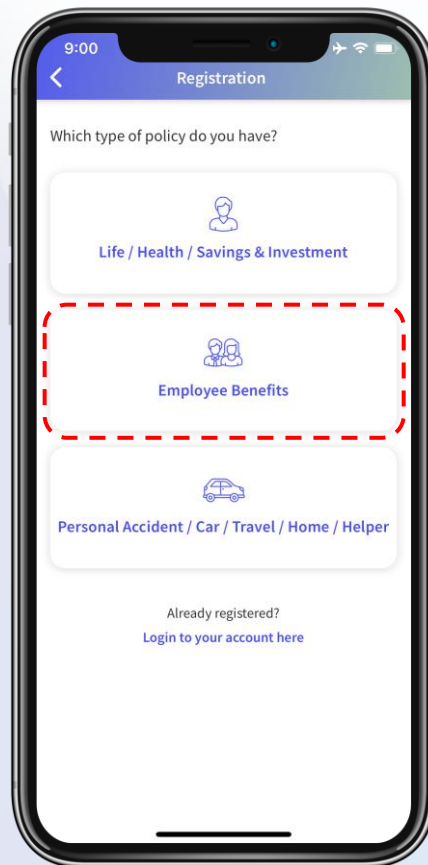
2

Select **"Yes, I have an AXA policy."**



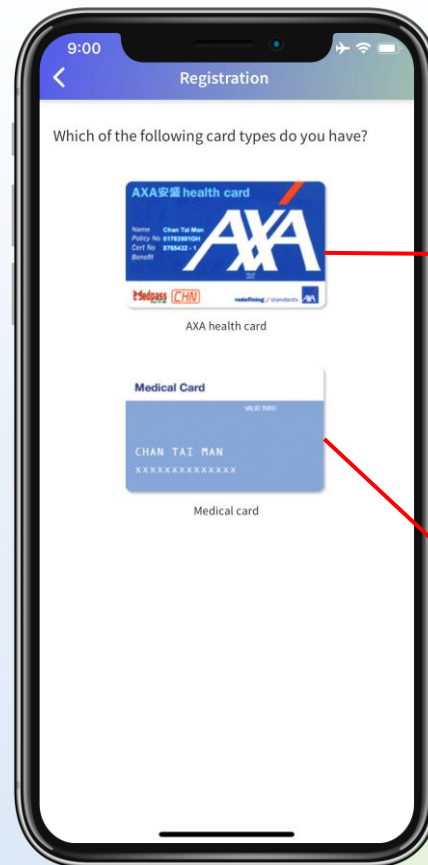
3

Select **"Employee Benefits"**



4

Select your medical card type



5


Fill in your medical card details and Date of Birth, then tap **"NEXT"**

Please provide the following information:

Policy no. (10 alphanumeric characters)

Certificate no.


Your Date of birth  
 YYYY / MM / DD

☐ I'm not a robot 

Please provide the following information:

Membership no. (8-15 digits/characters) ⓘ

Your Date of birth  
 YYYY / MM / DD

☐ I'm not a robot 

**NEXT**

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6

Review the information provided,  
then tap "NEXT"

7

1. Set a username (**Email** or **Mobile**) and password
2. Agree the "Terms and Conditions" and "PICS"
3. Tap "NEXT"

**TIP:**  
You can choose to receive  
Claims Settlement Advice  
electronically to help save  
the environment by  
reducing the use of paper

8

Account successfully created  
Look for the **confirmation email/SMS**  
according to the chosen username

9

Tap on the link on the **confirmation email/SMS** to activate your account  
You can now login to Emma by AXA

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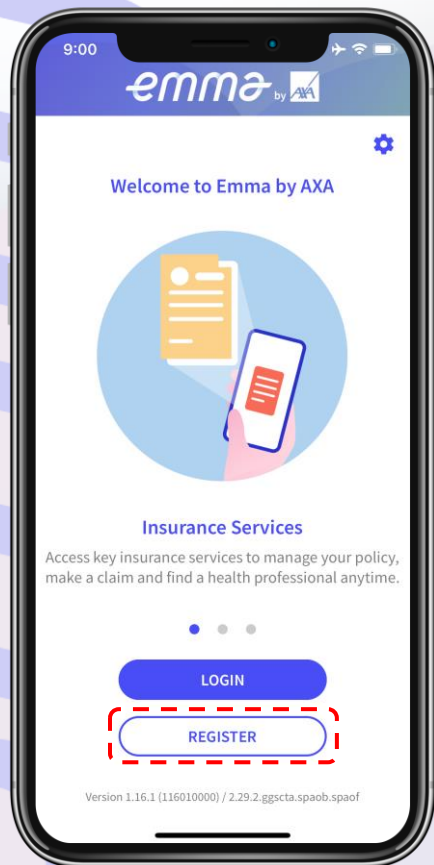
Hi, Policy Holder of Personal Accident / Car / Travel / Home / Helper Policies.  
Let me guide you through the registration procedure.

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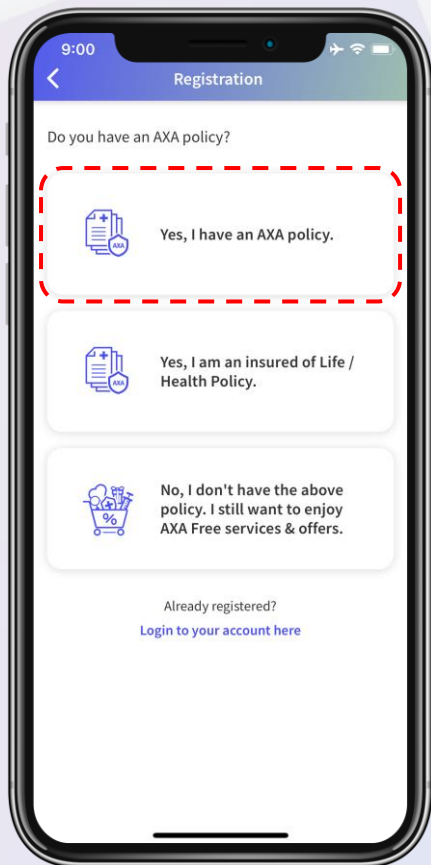
1

Open the *EMMA* by AXA app, then tap **"REGISTER"**



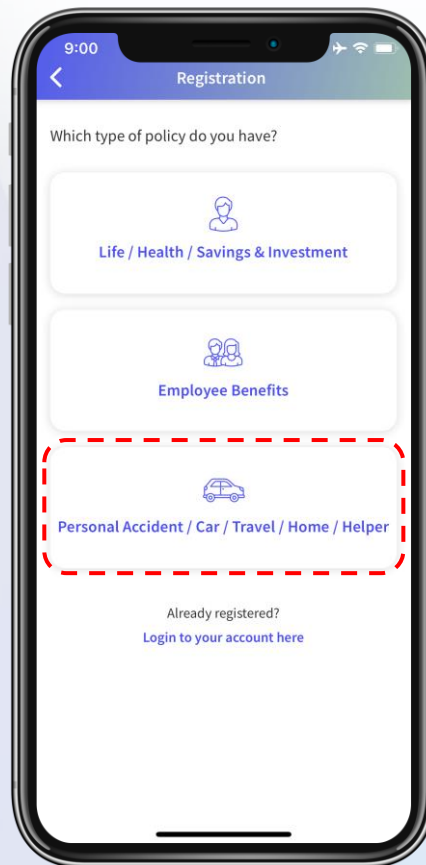
2

Select **"Yes, I have an AXA policy."**



3

Select **"Personal Accident / Car / Travel / Home / Helper"**



4

Select the ID type used in policy application

- Hong Kong ID card
- Passport



5

Fill in the ID/passport number and Date of Birth, then tap **"NEXT"**

Please provide the following information:

HKID No. (7-8 digits/alphabets)

Enter HKID ( )

Your Date of birth

YYYY / MM / DD

Policy No.

XXX / Enter Policy no. / XX / XXXX

☐ I'm not a robot reCAPTCHA

Please provide the following information:

Your Passport No.

Enter passport number

Your Date of birth

YYYY / MM / DD

Policy No.

XXX / Enter Policy no. / XX / XXXX

☐ I'm not a robot reCAPTCHA

NEXT

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6

Review the information provided,  
then tap “NEXT”

7

1. Set a username (**Email** or **Mobile**) and password
2. Agree the “**Terms and Conditions**” and “**PICS**”
3. Tap “NEXT”

8

Account successfully created  
Look for the **confirmation email/SMS**  
according to the chosen username

9

Tap on the link on the **confirmation email/SMS** to activate your account  
You can now login to Emma by AXA

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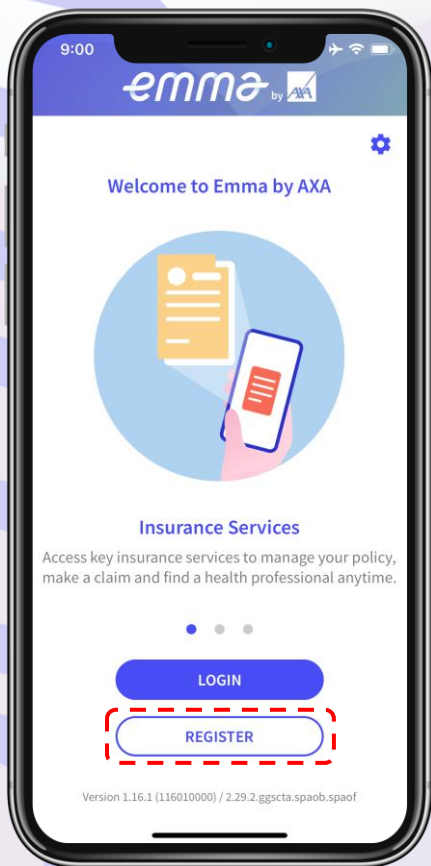

You can still enjoy free services and offers without an AXA policy.  
Let me guide you through the registration procedure.

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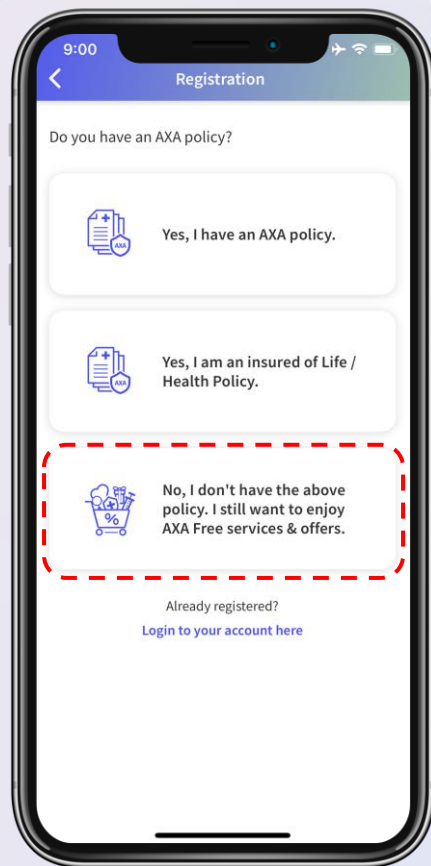
1

Open the *EMMA* by AXA app, then tap "REGISTER"



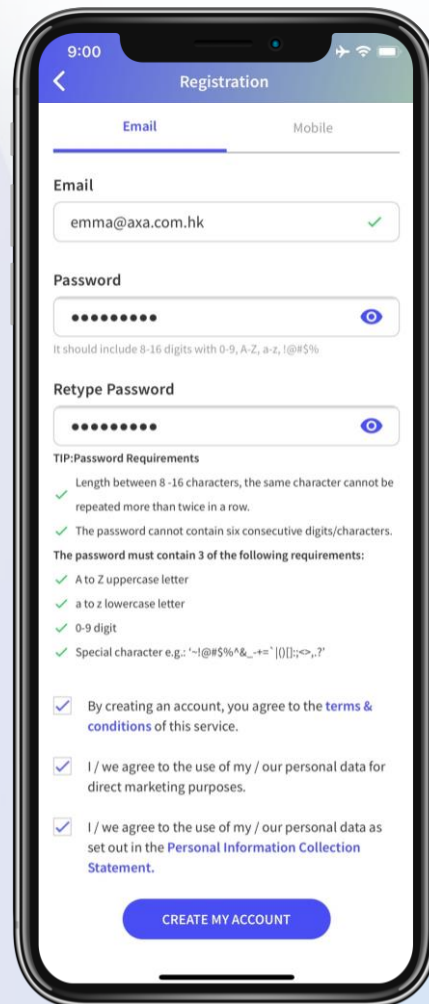
2

Select "No, I don't have the above policy. I still want to enjoy AXA Free services & offers."



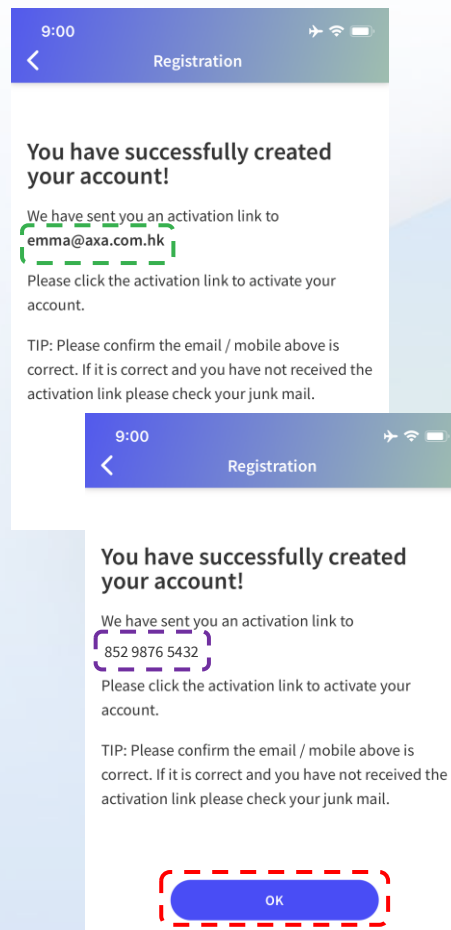
3

1. Set a username (**Email** or **Mobile**) and password
2. Agree the "Terms and Conditions" and "PICS"
3. Tap "CREATE MY ACCOUNT"



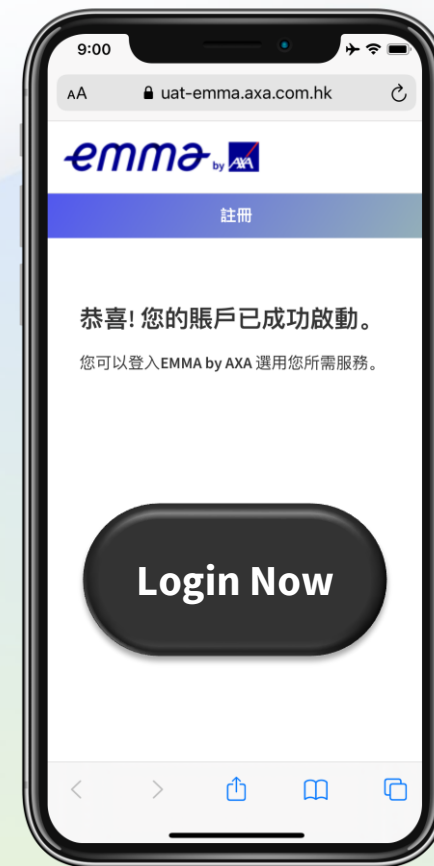
4

Account successfully created  
Look for the **confirmation email/SMS** according to the chosen username



5

Tap on the link on the **confirmation email/SMS** to activate your account  
You can now login to Emma by AXA



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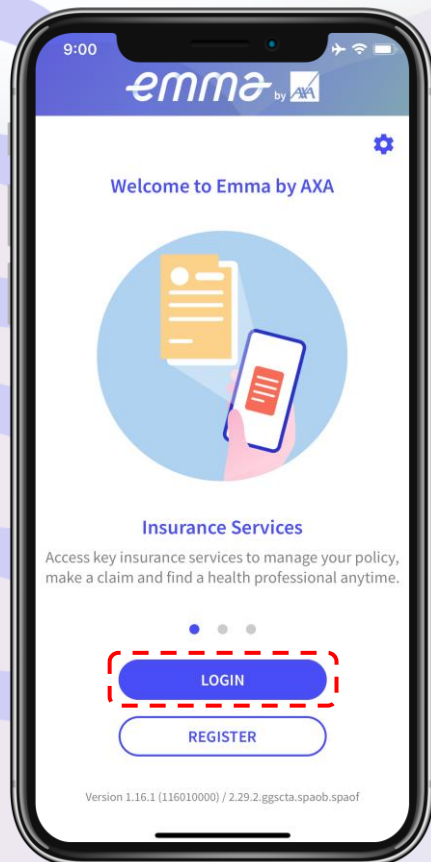
Welcome back!  
Let me guide you through the login procedure.

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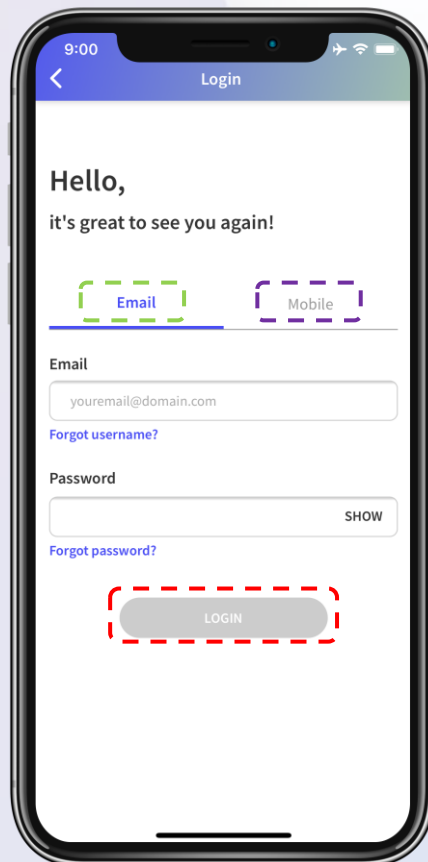
1

Open the *EMMA* by AXA app, then tap “**LOGIN**”



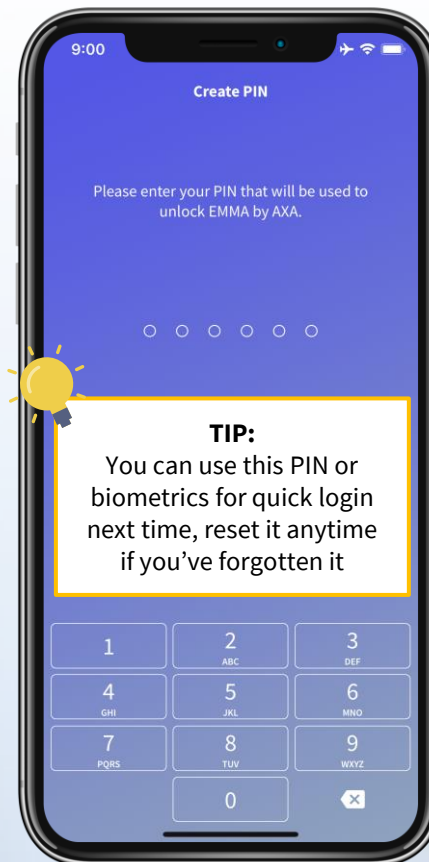
2

Input username (**Email** or **Mobile**) and password, then tap “**LOGIN**”



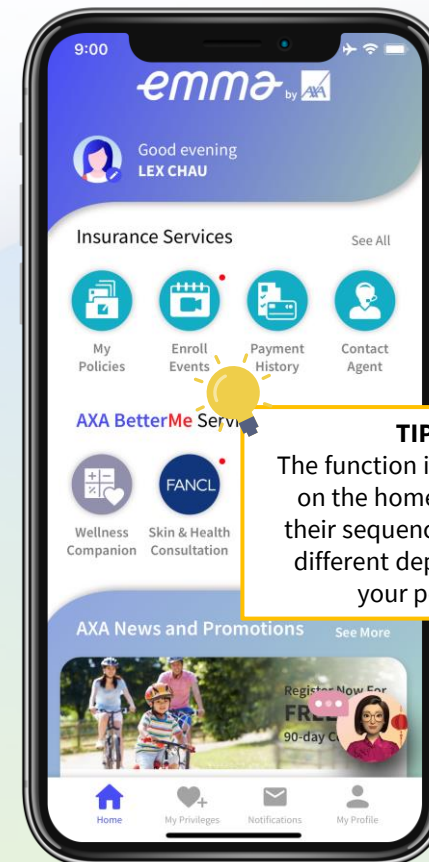
3

Create a 6-digit PIN for quick login, re-enter on the next page for confirmation



4

You have successfully logged in to Emma by AXA


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