

# **Electronic Result Certificate for the Common Recruitment Examination and Basic Law and National Security Law Test (Degree/Professional Grades) (CRE and BLNST)**

## **Frequently Asked Questions**

**Q1 : What is an electronic result certificate for the CRE and BLNST?**

A1 : With a view to promoting digital transformation of public services, the Civil Service Bureau (CSB) has leveraged the technology to issue the electronic result certificates for the CRE and BLNST in a more environmentally friendly and efficient way. The electronic result certificate is issued by the Civil Service Examinations Unit (CSEU), adopting the e-Proof service provided by the Digital Policy Office of the Government which uses the intelligent blockchain technology, to replace the result notification letter.

The electronic result certificate contains same set of information as the result notification letter, including the candidate's name and Hong Kong Identity Card /Passport number, examination date, examination results of the paper(s) taken and date of issue.

**Q2 : When will the electronic result certificate be launched?**

A2 : Result notification letters of the CRE and BLNST held on 5 October 2024 were sent to candidates by post on 31 October 2024. In view of the launch of the electronic result certificate for the CRE and BLNST, the CSEU will issue results of the CRE and BLNST held on 5 October 2024 to candidates again in electronic format by sending an e-mail with the download link of the electronic result certificate to the candidates concerned in November 2024 to inform them of the details of downloading the electronic result certificates. In this connection, candidates of the CRE and BLNST held on 5 October 2024 will have their results in both the format of letter and electronic certificate with e-Proof QR code and digital signature and they contain the same set of information.

For CRE and BLNST to be held by the CSB in or after December 2024, the CSEU will *only* issue the electronic result certificate for the CRE and BLNST to candidates to replace the result notification letters. Hard copy of the result notification letters will no longer be issued.

**Q3 : Are there any difference(s) between the result notification letters and the electronic result certificate for CRE and BLNST?**

A3 : Both the result notification letters and electronic result certificates of CRE and BLNST contain same information, i.e. the candidate's name and Hong Kong Identity Card /Passport number, examination date, examination results of the paper(s) taken and date of issue.

The main difference is that each electronic result certificate (in PDF) contains an e-Proof QR code and is digitally signed by the CSEU. The e-Proof QR code on the electronic result certificate contains your personal information. The certificate should be kept properly and should neither be sent nor shared with others on social media.

Same as the result notification letter, you must retain the electronic result certificate of respective examination. You are required to provide the electronic result certificate as a proof of your attainment of the requisite examination results when you apply for civil service posts.

**Q4 : When and how will I receive the electronic result certificate of CRE and BLNST?**

A4 : Result notifications will be issued to you through e-mail by [eproofcseu@csb.gov.hk](mailto:eproofcseu@csb.gov.hk) within one month after the examination. The CSEU will send an e-mail to you with the download link of the electronic result certificate to the e-mail address provided by you in the application form of respective examination. You can download the electronic result certificate upon completion of identity verification. You are advised to retain the e-mail so that you can download the electronic result certificate again in future if necessary.

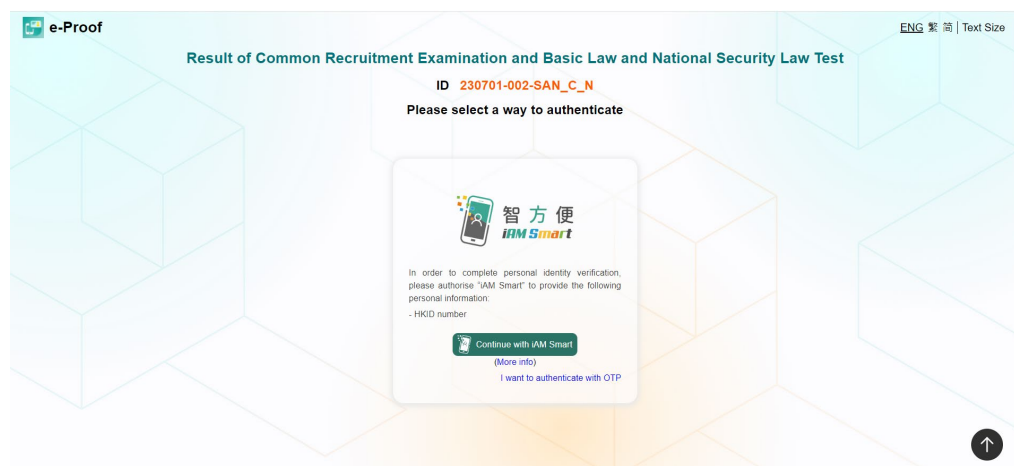
To avoid missing any notification, you should ensure your e-mail accounts can receive e-mails from the CSEU, and check each incoming mailbox (including the folders for spam, bulk and junk mails) regularly.

**Q5 : How can I obtain the electronic result certificate?**

A5 : Upon receipt of the e-mail from the CSEU, you can access the e-Proof website through the download link in the e-mail. You are strongly advised to use the "iAM Smart" mobile app for completing identity verification. By simply using the mobile app for scanning the QR code, you could easily login and verify your identity to download the

electronic result certificate (in “portable document format” (PDF)) with an e-Proof QR code and a digital signature. If you have not yet registered for the “iAM Smart”, you are required to obtain a One-time Password (OTP) through e-mail for verification.

*The image below illustrates the identity verification method available in e-Proof website.*



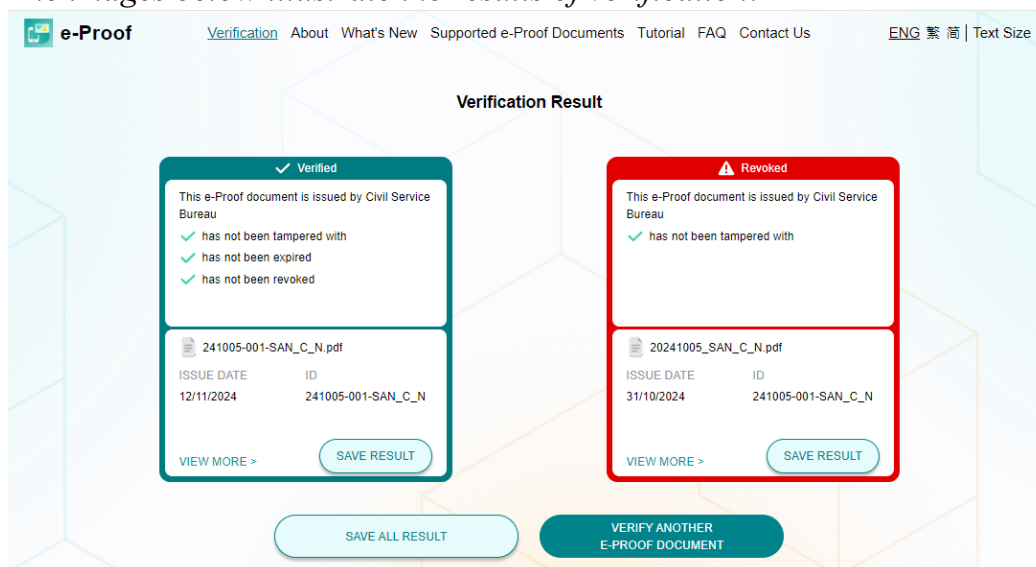
For user guide of e-Proof, please visit the e-Proof website at [www.eproof.gov.hk/en/tutorial](http://www.eproof.gov.hk/en/tutorial).

**Q6 : How can I verify the validity of the electronic result notification?**

A6 : You can use the mobile devices with camera function and through the ***built-in*** scanner in the e-Proof website ([www.eproof.gov.hk](http://www.eproof.gov.hk)), scan the e-Proof QR code or upload the electronic result certificate. The verification result of the electronic result certificate will be shown in a frame with different colours, i.e. “verified” (in Green) or “revoked” (in Red) respectively.

If the result is shown in a frame with Green colour as “verified”, it means the electronic result certificate is proven to be valid and authentic. The verification result also displays the candidate’s name, examination date, types of examinations and the issuing bureau / department. Details of the electronic result certificate will also be displayed when scrolling down, including the candidate’s name and Hong Kong Identity Card / Passport number, examination date, examination result(s) of the paper(s) taken and date of issue.

The images below illustrate the results of verification:



Green: “Verified”

Red: “Revoked”

**Q7 How can I retrieve the electronic result certificates which are deleted accidentally?**

A7 If the soft copy of the electronic result certificates are lost or accidentally deleted, you may first retrieve the result notification e-mail sent by the CSEU through [eproofcseu@csb.gov.hk](mailto:eproofcseu@csb.gov.hk) to access the download link of the electronic result certificate. You can download the certificate again upon completion of identity verification at the e-Proof website. In case the relevant e-mail is deleted, you may contact the CSEU by e-mail at [csbcseu@csb.gov.hk](mailto:csbcseu@csb.gov.hk) for resending the download link of the electronic result certificate.

**Q8 How can I amend my personal particulars on the electronic result certificate?**

A8 If you wish to amend personal particulars (e.g. the name and Hong Kong Identity Card (HKID) / Passport number), you may make a request in writing to Senior Executive Officer (Examinations)2 of the CSEU at Room 2511, 25th Floor, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong or by e-mail to [csbcseu@csb.gov.hk](mailto:csbcseu@csb.gov.hk), and provide your name, HKID/Passport number and the relevant supporting documents (i.e. deed poll) for updating the personal information.

Upon reviewing the information and document provided by you, the CSEU will revoke your original electronic result certificate and send you an e-mail with the download link of the new electronic result certificate. The original electronic result certificate

will no longer be able to be used as the verification result will be shown in a frame of Red colour as “Revoked”.

**Q9 : Upon the implementation of electronic result certificate, can I still choose to receive result notification letter instead of electronic result certificate?**

A9 : For the CRE and BLNST to be held in or after December 2024, the CSEU will *only* issue the electronic result certificate of CRE and BLNST to candidates to replace the result notification letters.

**Q10 : Upon the implementation of electronic result certificate, do I need to present the printed copy of the certificate to the recruiting departments / grades?**

A10 : The CSB launched the electronic result certificate of CRE and BLNST with an aim to promoting the digital transformation of public services. The recruiting departments / grades may request you to present the e-Proof QR code of the electronic result certificate or submit the electronic result certificate (in PDF) as a proof of your attainment of the requisite CRE and BLNST results. Please contact the individual recruiting departments / grades for details of the arrangement.

**Q11 : If the verification result of my electronic result certificate is shown as “Verified”, does it mean I have obtained valid examination results and already met the eligibility requirements of the respective CRE and BLNST?**

A11 : If the verification result of your electronic result certificate is shown as “Verified”, it implies that the electronic result certificate is a valid and authentic certificate signed and issued by the CSEU.

Please note that the CRE and BLNST result(s) is / are valid on the condition that the candidate has already met the eligibility requirements of the respective CRE and BLNST. If a candidate is later found to be ineligible for taking the respective CRE and BLNST, even if the candidate obtained the requisite results from the examinations, the respective result(s) will be voided.

Please also note that a valid electronic result certificate does not imply that a candidate has already fully met the entry requirements of any civil service post at degree or professional level. Vetting of academic and / or professional qualifications will be carried out by the recruiting departments / grades which may also conduct separate examinations / interviews in addition to the CRE and BLNST.

**Q12 : Am I required to apply for electronic result certificate as replacement for result notification letters for the examinations held before 5 October 2024?**

A12 : For the CRE held from December 2006 onwards, Level 2 and Level 1 results of the two language papers and Pass result of the Aptitude Test paper are of permanent validity. A pass result in the BLNST also has permanent validity. The result notification letters issued for examinations held between December 2006 and October 2024 are still valid. You are not required to apply for electronic result certificate as replacement of the result notification letters. The recruiting departments / grades would accept the result notification letters / electronic result certificates provided by the candidates for recruitment purpose.

**Q13 : If I have taken the CRE and BLNST held before October 2024 as well as the respective examination in October and December 2024 and obtained an electronic result certificate respectively, can I request for reissuance of all my past results in one electronic result certificate?**

A13 : For the CRE and BLNST held in or after October 2024, a separate electronic result certificate will be issued to candidates for each examination taken.

If you would like to apply for re-issuance of results for the CRE and BLNST held before October 2024, please contact the CSEU by phone at (852) 2537 6429 or by e-mail to [csbcseu@csb.gov.hk](mailto:csbcseu@csb.gov.hk) and a result notification letter will be re-issued by post. For any new arrangement, the CSEU will announce at the CSB website ([www.csb.gov.hk/eng/cre.html](http://www.csb.gov.hk/eng/cre.html)). Please visit the above webpage regularly for the latest information.

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