

Manual for Foreigners Working in China: How to Use the Electronic Social Security Card

(December 1st, 2024)





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I. Quick Start Guide

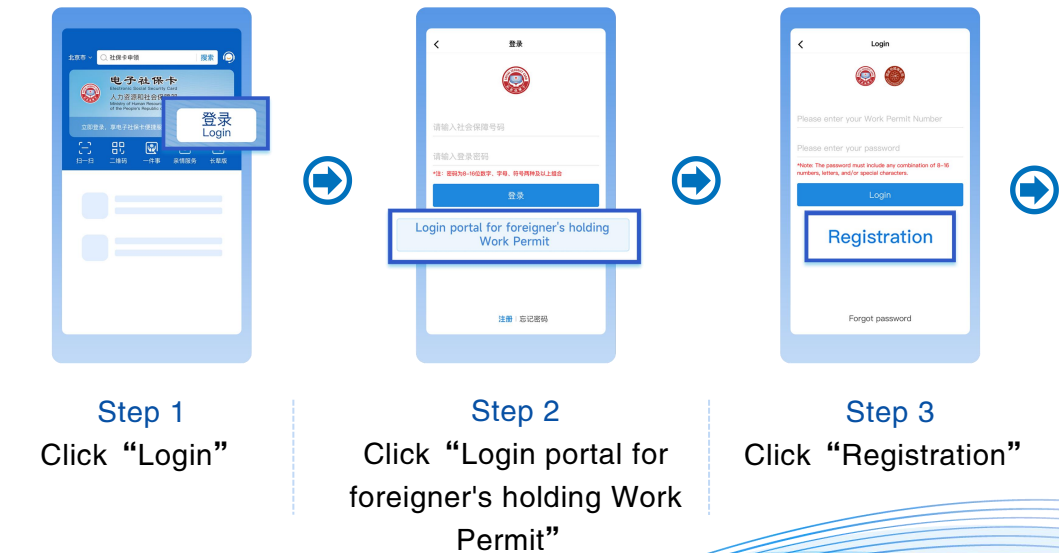
(I) Download and Installation

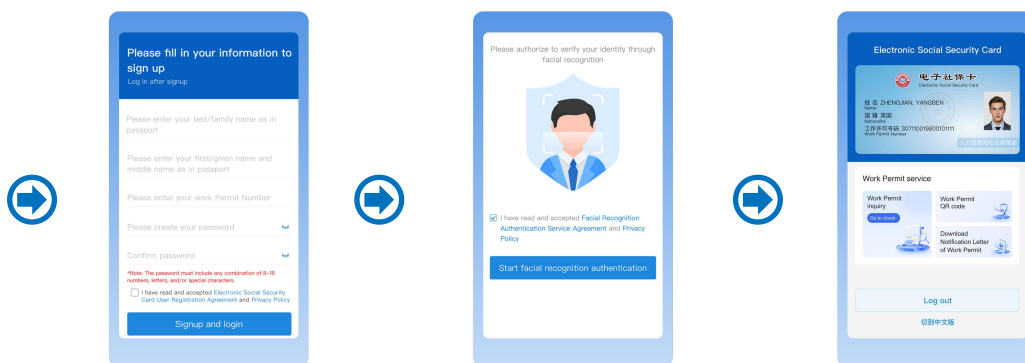
After entry into China,scan the QR code below with your mobile phone,or search "Electronic Social Security Card" or "eSSCard" in"APP Store","Tencent MyApp","360 Mobile Assistant","Baidu Mobile Assistant","Huawei AppGallery" or "Xiaomi App Store" for download and installation.



(II) Registration and Obtaining the Card

Use your Work Permit Number and follow these steps to register and obtain your Electronic Social Security Card.





Step 4
Enter your name, Work Permit Number, and set a login password

Step 5
Follow the APP guidance Facial recognition authentication

Step 6
Completed

(III) Use the Work Permit Services

You can use services such as Work Permit inquiry, Work Permit QR code, and Download Notification Letter of Work Permit.



Work Permit inquiry

Work Permit QR code

Download Notification Letter of Work Permit

II. Detailed User Guide

(I) Download and Installation

After entry into China, you can download and install the Electronic Social Security Card APP(eSSCard APP) through the following channels.

3. Scan the QR code to download and install

(1) Scan the QR code on the "Notification Letter of Foreigner's Work Permit in the the People's Republic of China"to download and install.

(2) Scan the QR code on the right side of this page to download and install.



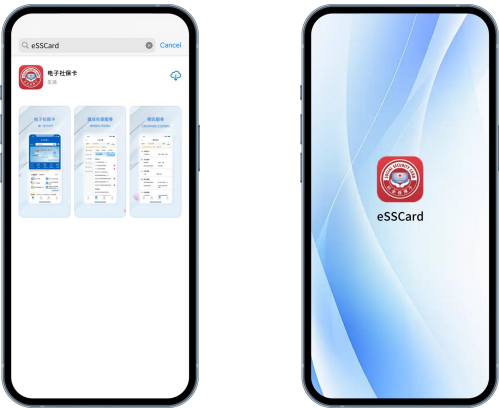
4. Select an APP store in your mobile phone to download and install

(1) For Android systems

Search for"Electronic Social Security Card" or"eSSCard APP" in "Tencent MyApp","360 Mobile Assistant","Baidu Mobile Assistant", "Huawei AppGallery", or"Xiaomi App Store"to download and install.

(2) For iOS

Search for "Electronic Social Security Card" or "eSSCard APP"in"APP Store" to download and install.



(II) Registration and Obtaining the Card

Step 1: Open the Electronic Social Security Card APP (eSSCard APP), and click "Login" on the home page;

Step 2: Click "Login portal for foreigner's holding Work Permit" on the login page;

Step 3: Click "Registration" to enter the registration page;

Step 4: Enter your name, Work Permit Number, and set a login password containing 8–16 characters, including a combination of at least two of the following: numbers, letters, or symbols. Click "Signup and Login" to enter the facial recognition authentication page;

Note:

1. The name entered must match the one on your passport.
2. Please enter the Work Permit Number listed on your “Notification Letter of Foreigner’ s Work Permit in the the People’ s Republic of China” .

Step 5: Once the facial recognition authentication is successful, you can complete the registration and obtain the Electronic Social Security Card.

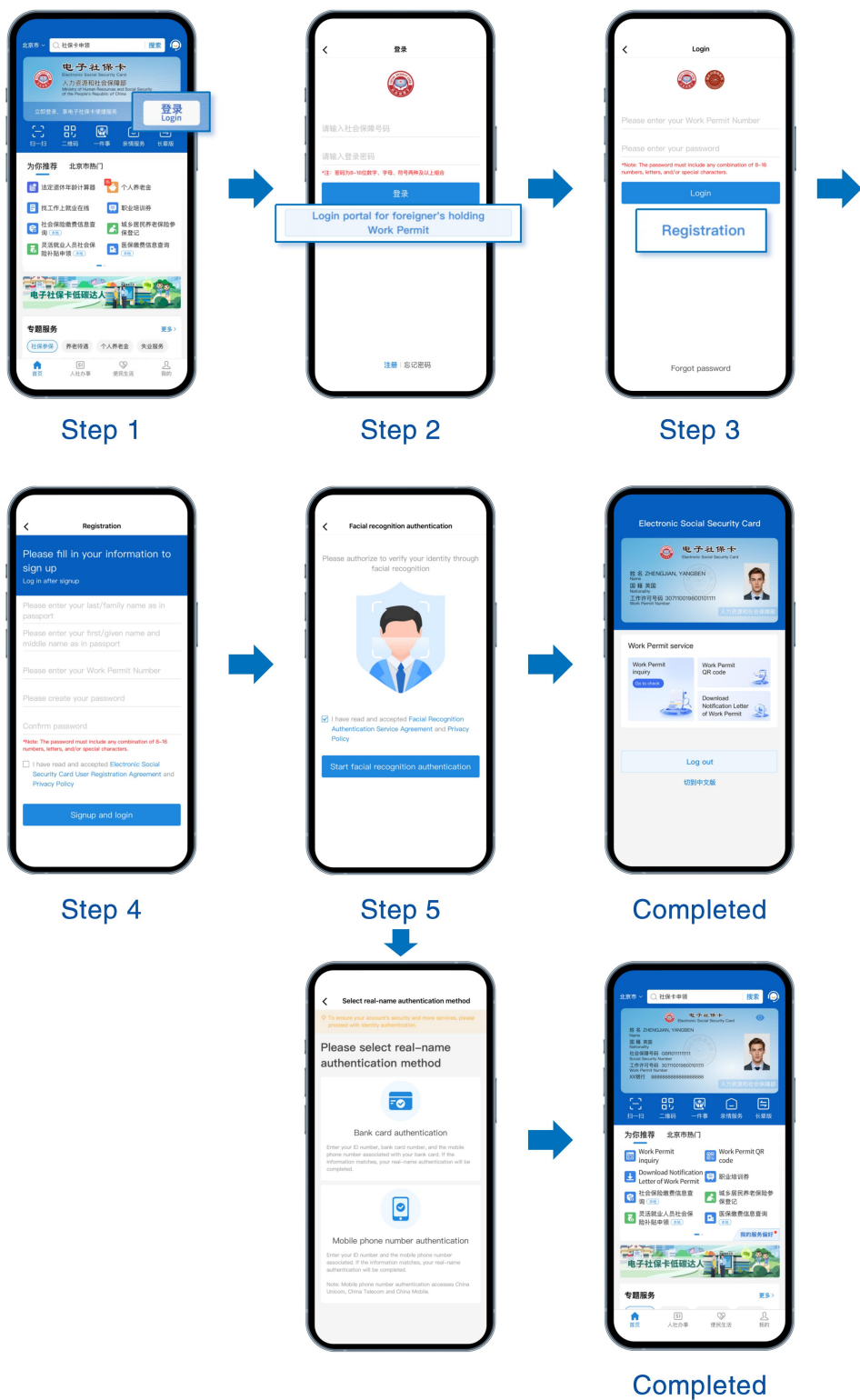
If you already have a physical social security card, you need to complete identity verification to complete the registration and obtain the electronic card.



Physical Social
Security Card

Note:

1. If you choose a bank card for identity verification, you need to enter your name, passport number, UnionPay Card number (issued by banks in China), and mobile phone number registered with the bank account, and complete the verification through SMS code.
2. If you choose the mobile phone number for identity verification, you need to enter your phone number (the SIM card obtained in China), and complete the verification through SMS code.



(III) Login

1. Login with the Work Permit Number

Step 1: Open the Electronic Social Security Card APP (eSSCard APP), click "Login" on the home page;

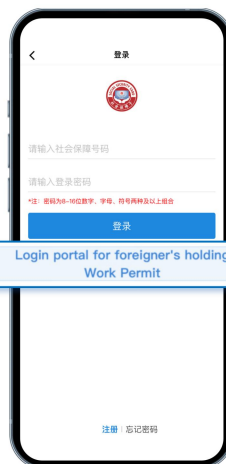
Step 2: Click "Login portal for foreigner's holding Work Permit" on the login page;

Step 3: Enter your Work Permit Number, login password, and click "Login";

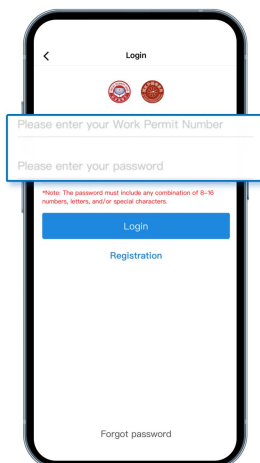
Step 4: Complete login after the login password is authenticated.



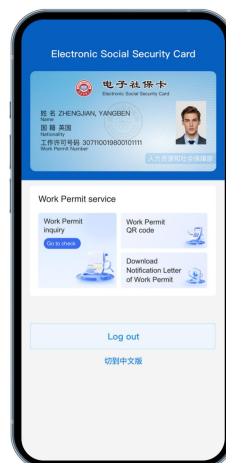
Step 1



Step 2



Step 3



Login successful

2. Foreigners who have physical social security cards can also login with social security number.

Step 1: Open the Electronic Social Security Card APP (eSSCard APP), click "Login " on the home page;

Step 2: Enter your social security number and password on the login page, and click login;

Step 3: Complete login after the login password is authenticated.



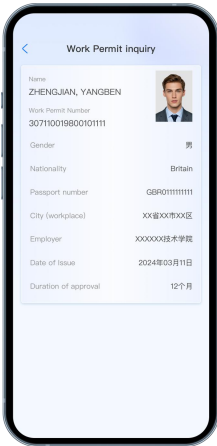
Note:

If you have already registered for the Electronic Social Security Card APP (eSSCard APP), click "Social Security Services" – "Talent and Personnel" – "Foreigners holding Work Permit" after logging in. Enter your Work Permit Number to access the Work Permit services.

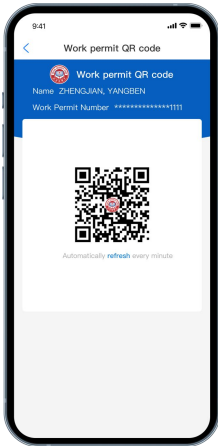
(IV) Use the Work Permit Services

1. Work Permit inquiry and Work Permit QR code

You can bring your Electronic Social Security Card, which includes your Work Permit information, to the exit and entry administration of the public security authorities where the employer is located to apply for a work-type residence permit.



Work Permit inquiry



Work Permit QR code

2. Download Notification Letter of Work Permit

You can view your "Notification Letter of Foreigner's Work Permit in the the People's Republic of China" through your Electronic Social Security Card,select "Download" or "Open with other applications" to download and store the Notification Letter on your mobile phone.

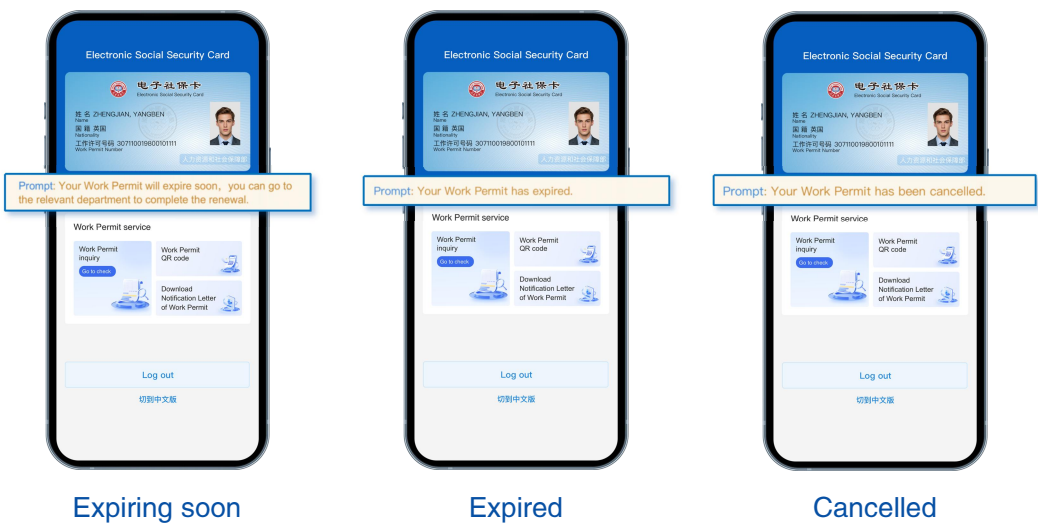


3. Reminder of Work Permit status change

You will receive reminders when your Work Permit in China is expiring soon, has expired, or cancelled.

Note:

After your Work Permit expires or is cancelled, all services of the Work Permit will not be available.



Note:

1. When you use services such as the Work Permit for the first time, the APP will prompt you to set a 6-digit password for secure access to your Electronic Social Security Card.
2. Please note that the 6-digit password is different from the login password.

III. Frequently Asked Questions

(I) Can I get the Electronic Social Security Card if I have already obtained the Work Permit, but have not yet applied for the physical social security card?

Yes. Foreigners who have Work Permit within validity period can obtain the Electronic Social Security Card.

(II) What should I do if the name match fails during registration?

1. Please check whether the name entered is exactly the same as the one on your passport, including symbols, spaces, etc.

2. If you have entered it correctly, please confirm if the name on your Work Permit application matches your passport name. If not, please contact the Work Permit approval department in your workplace to make corrections.

(III) What should I do if the facial recognition authentication fails?

1. Please confirm that you have enabled the Electronic Social Security Card APP (eSSCard APP) to access your mobile phone's camera and microphone.

2. During facial recognition, please follow the instructions to make corresponding movements.

3. If the facial recognition authentication fails, you can try again later. If it fails 6 times in a row, you will have to enter the bank card authentication page, enter your name, passport number, UnionPay Card(issued by banks in China)number, mobile phone number (registered with the bank account), and complete the verification through SMS code.

(IV) What should I do if the bank account authentication fails?

1. Please confirm whether you entered the card number of your UnionPay Card(issued by banks in China).
2. Please confirm whether the name, passport number and mobile phone number you entered are exactly the same as the information for bank account application.
3. If the bank account verification fails, you can try to use the mobile phone number verification to complete the identity verification.

(V) What should I do if the mobile phone number authentication fails?

1. Please confirm whether you entered the mobile phone number for SIM card issued in China.
2. Please confirm whether the name and mobile phone number you entered are exactly the same as the information for the SIM card application.
3. If the mobile phone number authentication fails, you can try to use the bank card verification to complete the identity verification.

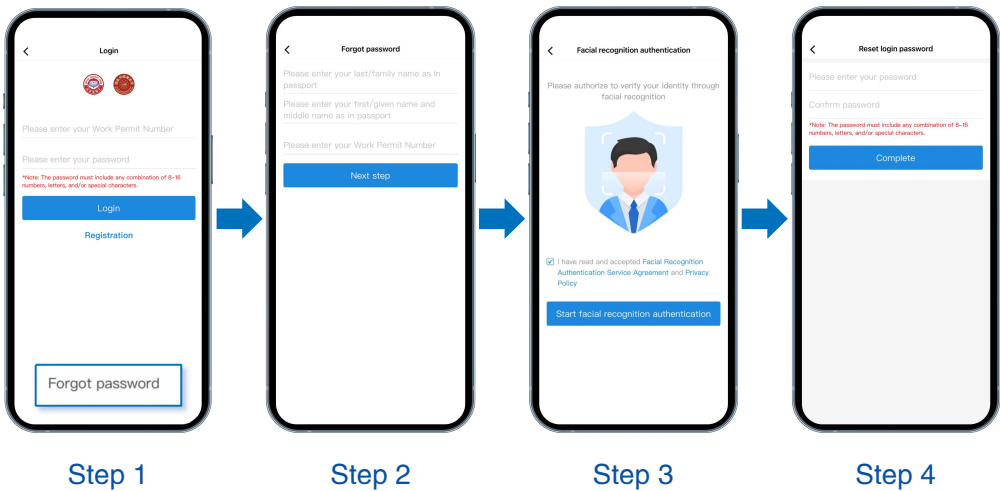
(VI) What should I do if I forget my login password?

Step 1: Click "Forgot password" on the login page;

Step 2: On the "Forgot password" page, enter your name and Work Permit Number to verify your identity;

Step 3: Pass facial recognition authentication;

Step 4: Reset the login password. The password should consist of 8 to 16 characters, including at least two of the following; numbers, letters, or symbols. Click "Finish" to complete the reset.



IV. Hotline Services

If the information above does not resolve the problems you encounter regarding downloading, registering, logging in, or using the eSSCard APP, you may call the hotline at 010-12333-2 for consultation (Chinese services only).

For inquiries regarding application, modification, or extension of foreigners' Work Permits in China, you may visit the National Government Service Platform for Human Resources and Social Security (zwfw.mohrss.gov.cn) to find the addresses and phone numbers of the service acceptance points for consultation. The path is: zwfw.mohrss.gov.cn — Employer Services/Individual Services — Foreigners' Work Permits in China—Business Consultation Phone Numbers.