

Security Tips

What precautions should I take for using the “MPF Enquiry System”?

- Log in the MPF Enquiry System only on a computer with proper security protection and make sure your computer is running anti-virus software.
- Never use a public computer to access the MPF Enquiry System.
- If you access the MPF Enquiry System using wireless connection, protect the connection with encryption.
- Always log out the MPF Enquiry System when you finish using the service or when you are away from your computer.
- Change your password regularly and keep your password secure.
- Never reveal your password to anyone (our staff will never ask for your User ID or Password).

What if I have forgotten my User ID?

You can contact our Mass MPF Hotline to make a request and the User ID will be sent to you by mail or get your User ID by the following steps:

- Click the hyperlink of “Forgot User ID / Password” in login page and select the Account Type;
- Enter the required personal information and select "Please send my User ID to me" or "Please send me the User ID and Password", then click "Submit" button;
- The User ID will be sent to you by mail.

What if I have forgotten my Password?

You can contact our Mass MPF Hotline to make a request and the Password will be sent to you by mail or get your Password by the following steps:

- Click the hyperlink of “Forgot User ID / Password” in login page and select the Account Type;
- Enter the required personal information and select "Please reset my Password" or "Please send me the User ID and Password", then click "Submit" button;
- The Password will be sent to you by mail.