

来华工作外国人 电子社保卡使用指南

(2024年12月1日版)



目 录

一、快速使用说明	1
二、详细使用指南	3
（一）下载安装	3
（二）注册领取	4
（三）登录	6
（四）使用	8
三、常见问题	10
四、热线电话	12

一、快速使用说明

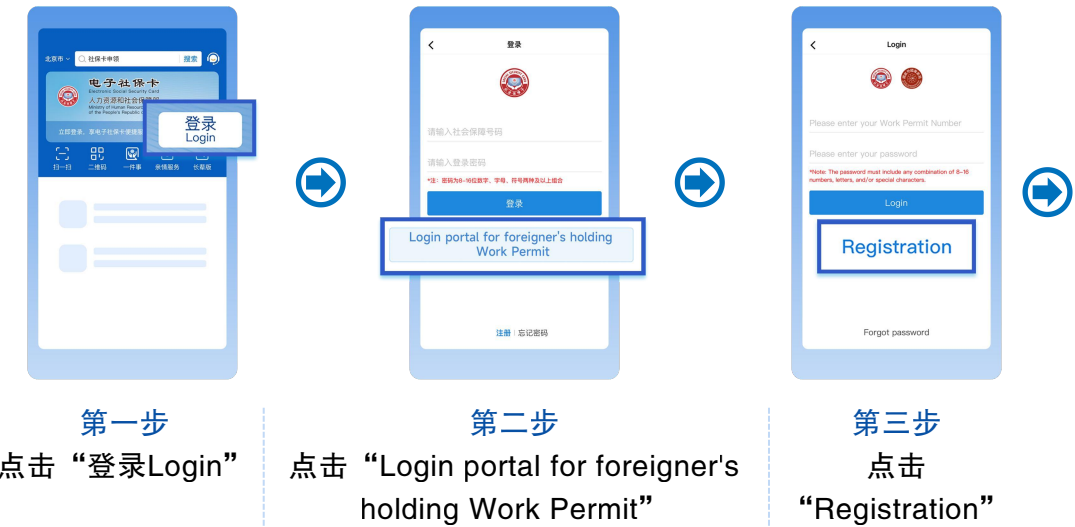
(一) 下载安装电子社保卡APP

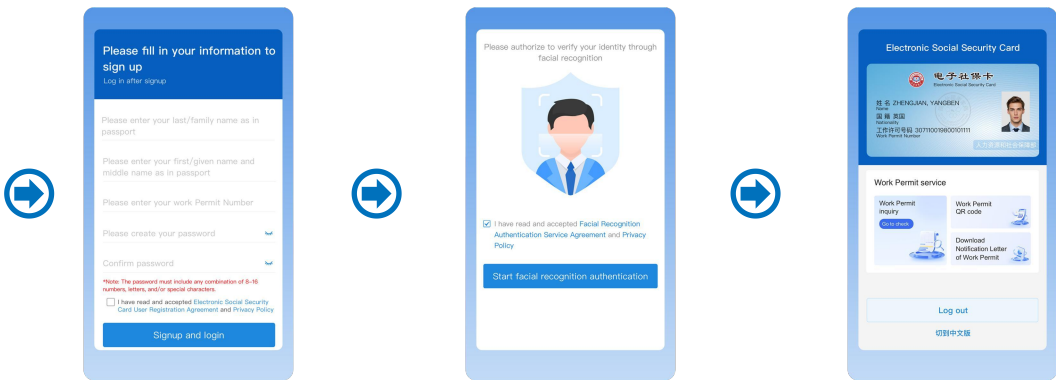
入境后使用手机扫描下方二维码，或在“APP Store”“应用宝”“360手机助手”“百度手机助手”“华为应用商店”“小米应用商店”搜索“电子社保卡”下载安装。



(二) 注册领取电子社保卡

使用工作许可号码，按照以下步骤注册领取电子社保卡。





第四步
输入您的姓名、工作许可
号码，并设置登录密码

第五步
按照APP引导进行
人脸识别认证

第六步
注册领取成功

(三) 使用工作许可服务

您可使用工作许可信息查询、工作许可二维码、工作许可通知下载服务。



工作许可信息查询

工作许可二维码

工作许可通知下载

二、详细使用指南

（一）下载安装

入境后您可通过以下途径下载安装电子社保卡APP。

1. 扫描二维码下载安装

（1）通过手机扫描《中华人民共和国外国人工作许可通知》上的二维码下载安装。

（2）通过手机扫描本页右方二维码下载安装。



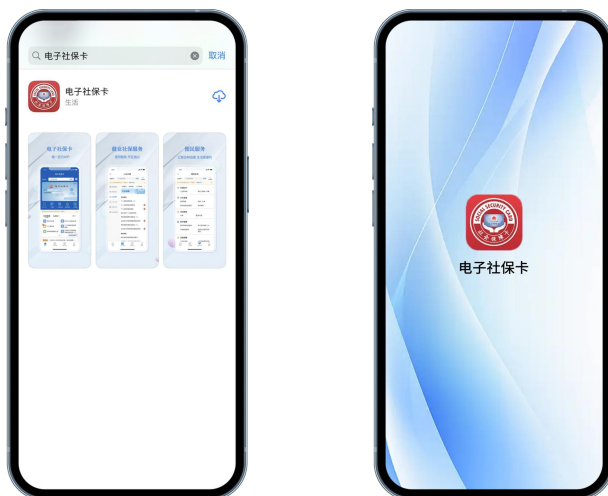
2. 根据手机操作系统，选择不同的应用商店下载安装

（1）安卓系统手机

在“应用宝”“360手机助手”“百度手机助手”“华为应用商店”“小米应用商店”应用商店搜索“电子社保卡”下载安装。

（2）苹果IOS手机

在“APP Store”搜索“电子社保卡”下载安装。



(二) 注册领取

第一步：打开电子社保卡APP，首页点击“登录 Login”；

第二步：在登录页面点击“Login portal for foreigner's holding Work Permit”；

第三步：点击“Registration”，进入注册页面；

第四步：输入姓名、工作许可号码，设置8-16位数字、字母、符号两种及以上组合的登录密码，点击“Signup and Login”，进入人脸识别认证页面；

注：

1. 输入的姓名须与您护照上的姓名一致。

2. 请按照您的《中华人民共和国外国人工作许可通知》上的工作许可号码输入。

第五步：人脸识别认证通过后，即可完成注册，成功领取电子社保卡；

如您已拥有实体社会保障卡，需再进行实名认证，即可完成注册，成功领取电子社保卡。



实体社会保障卡

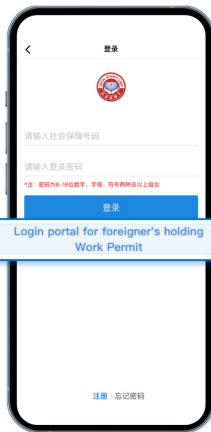
注：

1. 如您选择银行卡方式实名认证，需输入您的姓名、护照号码、带有银联标识的国内银行卡卡号、手机号码（办理银行卡时预留手机号码），经短信验证后，完成认证。

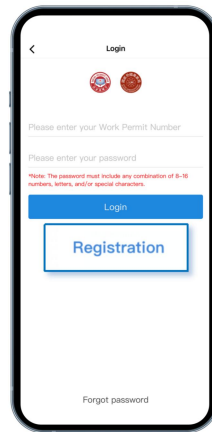
2. 如您选择手机号码方式实名认证，需输入您的手机号码（国内办理SIM卡的手机号码），经短信验证后，完成认证。



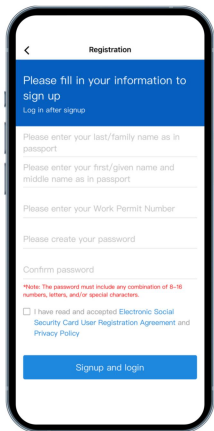
第一步



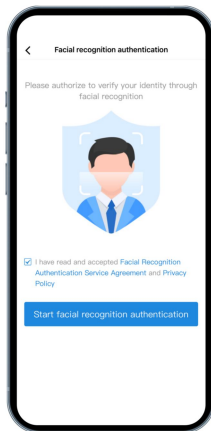
第二步



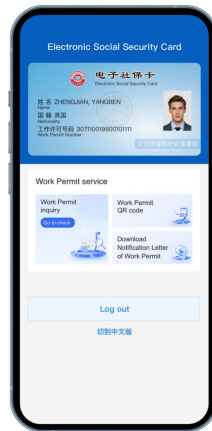
第三步



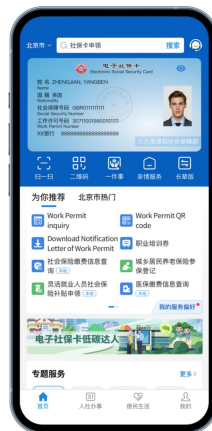
第四步



第五步



注册领取成功

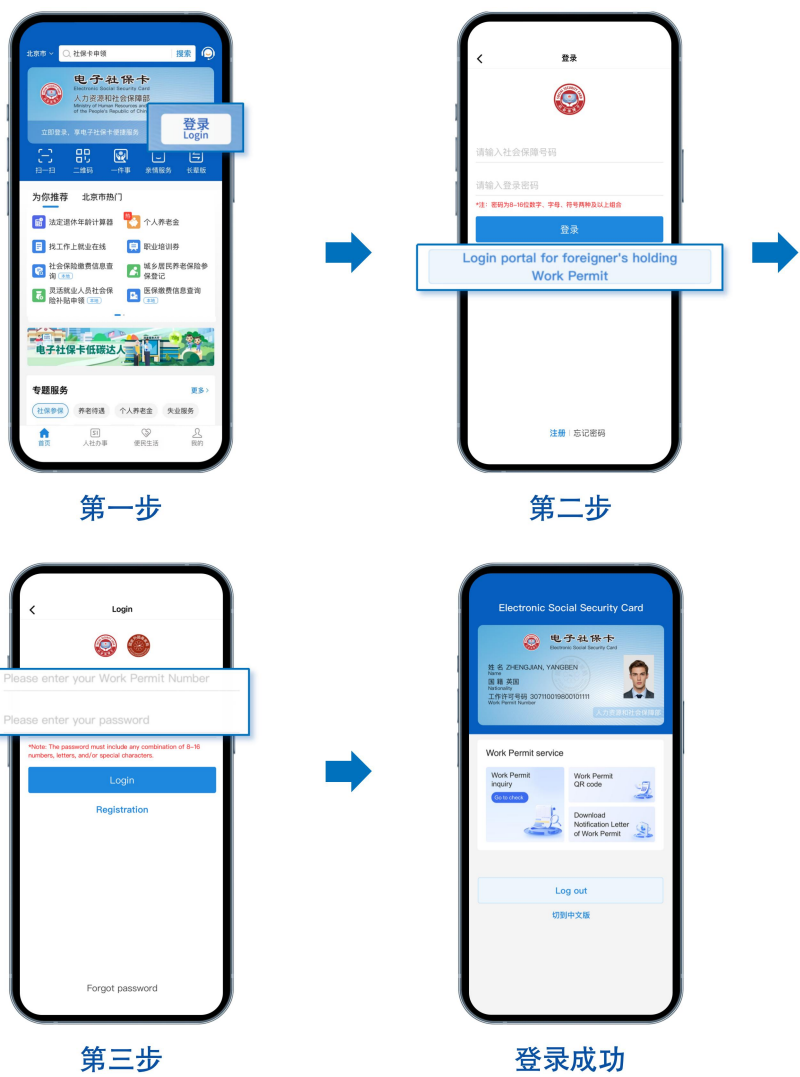


注册领取成功

(三) 登录

1. 使用工作许可号码登录

- 第一步：打开电子社保卡APP，首页点击“登录 Login”；
- 第二步：在登录页面点击“Login portal for foreigner's holding Work Permit”；
- 第三步：输入工作许可号码、登录密码，点击“Login”；
- 第四步：登录密码认证通过后，即可完成登录。



2. 已拥有实体社会保障卡的外国人，也可使用社会保障号码登录

第一步：打开电子社保卡APP，首页点击“登录 Login”；

第二步：在登录页面输入社会保障号码、登录密码，点击登录；

第三步：登录密码认证通过后，即可完成登录。



注：

如您已注册过电子社保卡APP，登录后点击“人社办事” – “人才人事” – “Foreigner's holding Work Permit”，输入您的工作许可号码后，即可使用工作许可服务。

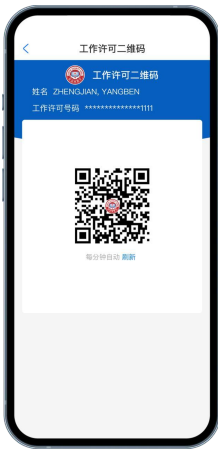
(四) 使用

1. 工作许可信息查询、工作许可二维码

您可持加载工作许可信息的电子社保卡，前往工作地公安出入境部门办理有关居留证件。



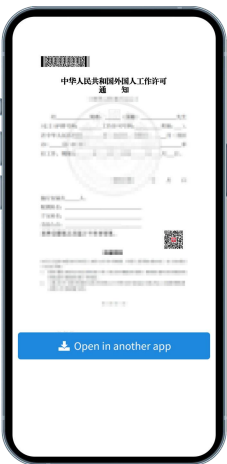
工作许可信息查询



工作许可二维码

2. 工作许可通知下载

您可通过电子社保卡查看您的《中华人民共和国外国人工作许可通知》，选择“下载”或“其他应用打开”，将您的《中华人民共和国外国人工作许可通知》下载并存储到您手机中。



3. 工作许可状态变化提醒

在您的来华工作许可即将到期、过期或注销后，将进行提醒。

注：

您的来华工作许可过期或注销后，工作许可各项服务都不可访问使用。



注：

1. 当您首次使用工作许可等服务时，APP将提示您设置6位数字密码，该密码用于确保您的使用安全。
2. 6位数字密码与登录密码不同，请您区别记忆。

三、常见问题

（一）已获得工作许可，还未办理实体社会保障卡，可以领取电子社保卡吗？

可以。已获得工作许可，且在有效期以内的外国人，均可以领取电子社保卡。

（二）注册时姓名匹配失败，怎么办？

1. 请您检查输入的姓名是否与护照上的姓名完全一致，检查是否包含符号、空格等。
2. 如您输入正确，请确认申请工作许可时的姓名是否与护照姓名一致，如不一致，请联系工作许可审批部门对错情进行修改。

（三）人脸识别认证不通过，怎么办？

1. 请您确认已开启电子社保卡APP访问相机和麦克风的权限。
2. 人脸识别过程中，请您按照页面指引做出相应动作。
3. 如人脸识别认证不通过，您可尝试重试，如连续6次失败，则进入银行卡认证页面，需输入您的姓名、护照号码、带有银联标识的国内银行卡卡号、手机号码（办理银行卡时预留手机号码），经短信验证后，完成认证。

（四）银行卡认证不通过，怎么办？

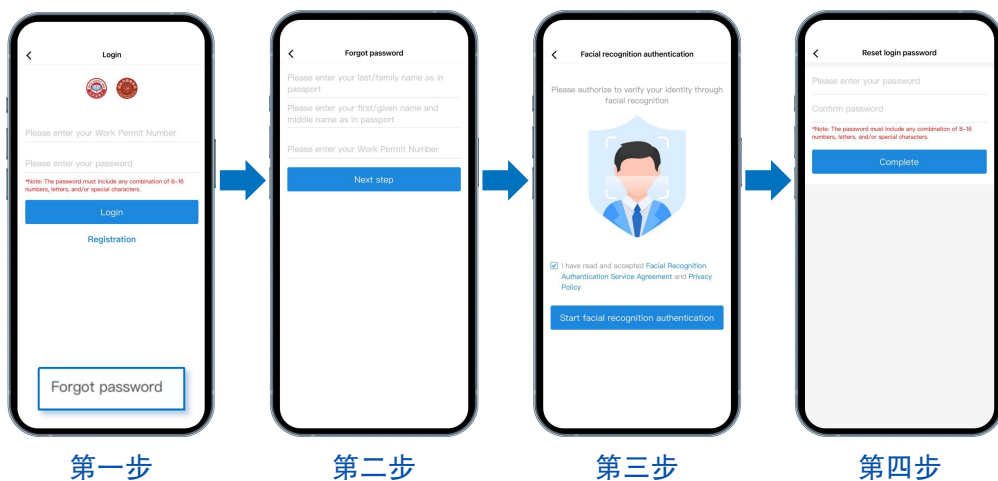
1. 请您确认是否输入国内办理银行卡的卡号。
2. 请您确认输入的姓名、证件号码、手机号码与您在银行办理银行卡时预留的信息完全一致。
3. 如银行卡认证不通过，您可尝试使用手机号码认证方式完成认证。

（五）手机号码认证不通过，怎么办？

1. 请您确认是否输入国内办理SIM卡的手机号码。
2. 请您确认输入的姓名、手机号码与您在运营商办理SIM卡时预留的信息完全一致。
3. 如手机号码认证不通过，您可尝试使用银行卡认证方式完成认证。

（六）忘记登录密码，怎么办？

- 第一步：在登录页面，点击“Forgot password”；
- 第二步：在忘记密码页面，输入您的姓名、工作许可号码，进行身份信息确认；
- 第三步：进行人脸识别认证；
- 第四步：重新设置登录密码，密码为8-16位数字、字母、符号两种及以上组合，点击“完成”，完成密码重置。



四、热线电话

如果上述内容无法解决您遇到的电子社保卡APP下载、注册、登录、使用等相关问题，可拨打热线电话010-12333-2咨询（暂不提供英文服务）。

如您有来华工作许可申请、变更、延期等问题，可登录全国人社政务服务平台（zwfw.mohrss.gov.cn）—用人单位服务/个人服务—外国人来华工作许可—业务咨询电话，查询受理点地址和电话进行咨询。

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

(December 1st, 2024)



Contents



- I. Quick Start Guide 1

- II. Detailed User Guide 3
 - (I) Download and Installation 3
 - (II) Registration and Obtaining the Card 4
 - (III) Login 6
 - (IV) Use the Work Permit Services 8

- III. Frequently Asked Questions 10

- IV. Hotline Services 13

I. Quick Start Guide

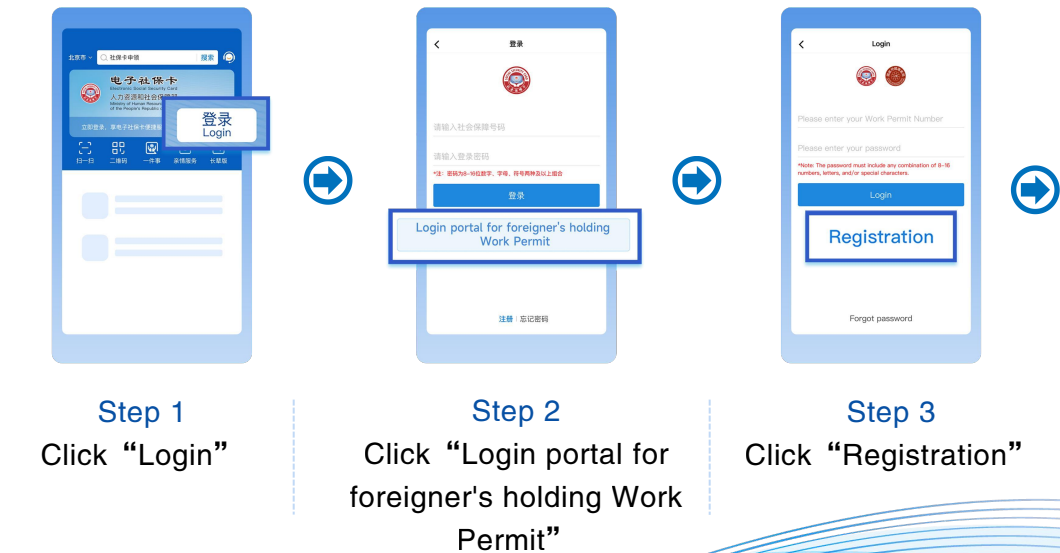
(I) Download and Installation

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.





Please fill in your information to sign up
Log in after sign-up

Please enter your last/family name as in passport

Please enter your first/given name and middle name as in passport

Please enter your work Permit Number

Please create your password

Confirm password

Note: The password must include any combination of 5-16 numbers, letters, and/or special characters.

☐ I have read and accepted Electronic Social Security Card User Registration Agreement and Privacy Policy

Signup and login



Please authorize to verify your identity through facial recognition

☒ I have read and accepted Facial Recognition Authentication Service Agreement and Privacy Policy

Start facial recognition authentication



Electronic Social Security Card

电子社保卡
Electronic Social Security Card

姓名 ZHENGJUAN YANGBEN
身份证号码 307100198001011111
Work Permit Number

Work Permit service

Work Permit inquiry
Work Permit QR code
Download Notification Letter of Work Permit

Log out

切换到中文版

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

Name
ZHENGJUAN YANGBEN

Work Permit Number
307100198001011111

Gender
男

Nationality
Britain

Passport number
GBR011111111

City (workplace)
XX省XX市XX区

Employer
XXXXXX技术学院

Date of issue
2024年03月11日

Duration of approval
12个月

Work permit QR code

Work permit QR code

Name ZHENGJUAN YANGBEN
Work Permit Number *****11111

Automatically refresh every minute

中华人民共和国外国人工作许可通知

姓名: ZHENGJUAN YANGBEN
身份证号: 307100198001011111
工作单位: XXXX技术学院
有效期至: 2024年03月11日至2025年03月11日

Open in another app

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.



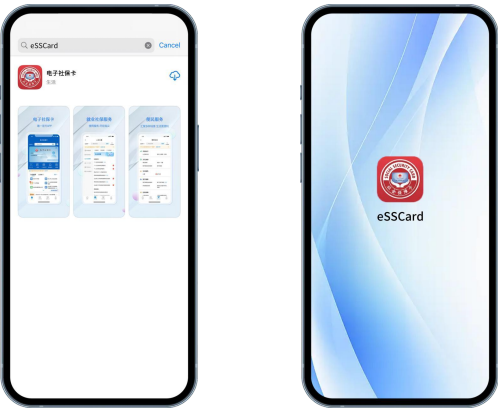
4. Select an APP store in your mobile phone to download and install

(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.



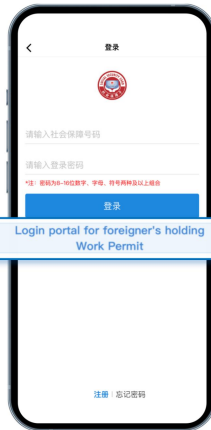
Physical Social
Security Card

Note:

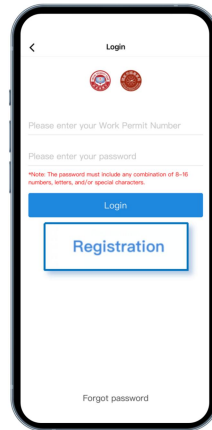
1. If you choose a bank card for identity verification, you need to enter your name, passport number, UnionPay Card number (issued by banks in China), and mobile phone number registered with the bank account, and complete the verification through SMS code.
2. If you choose the mobile phone number for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



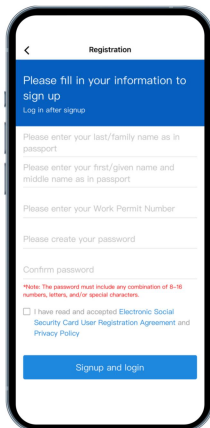
Step 1



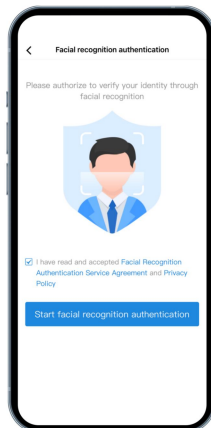
Step 2



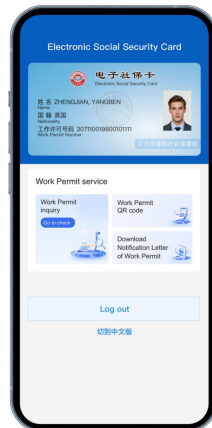
Step 3



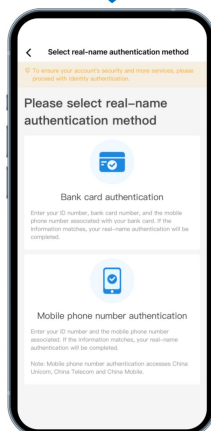
Step 4



Step 5



Completed



Completed

(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;

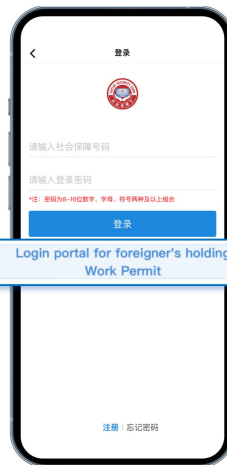
Step 2: Click "Login portal for foreigner's holding Work Permit" on the login page;

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

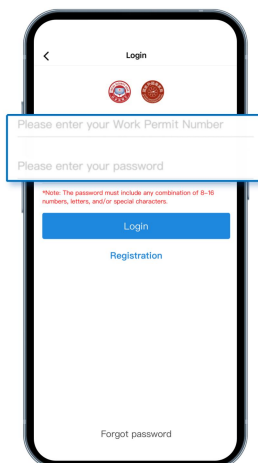
Step 4: Complete login after the login password is authenticated.



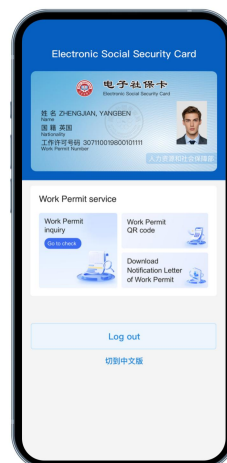
Step 1



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.



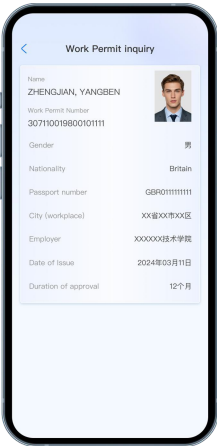
Note:

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.

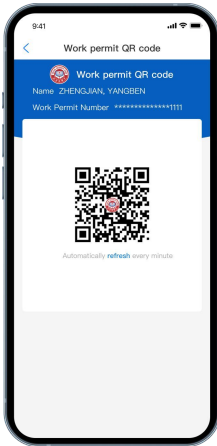
(IV) Use the Work Permit Services

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.

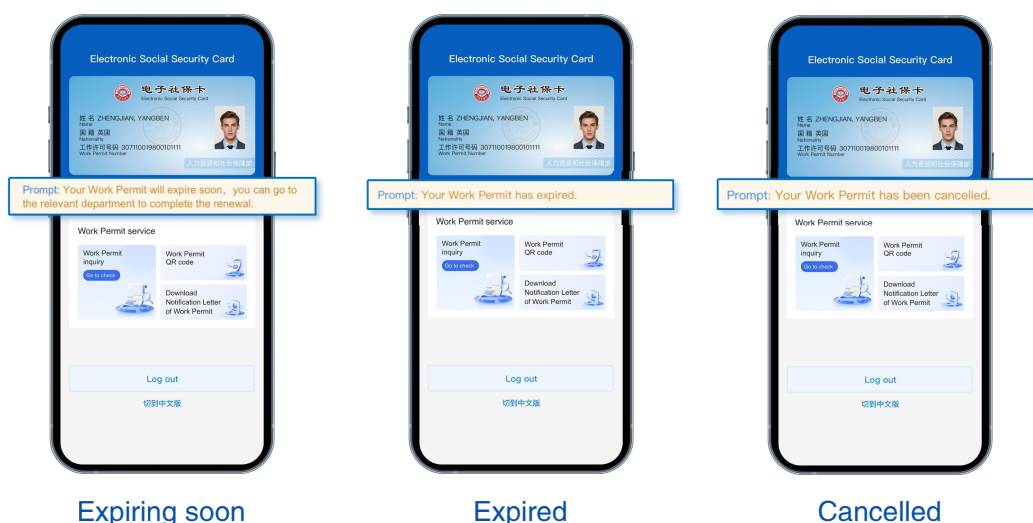


3. Reminder of Work Permit status change

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.

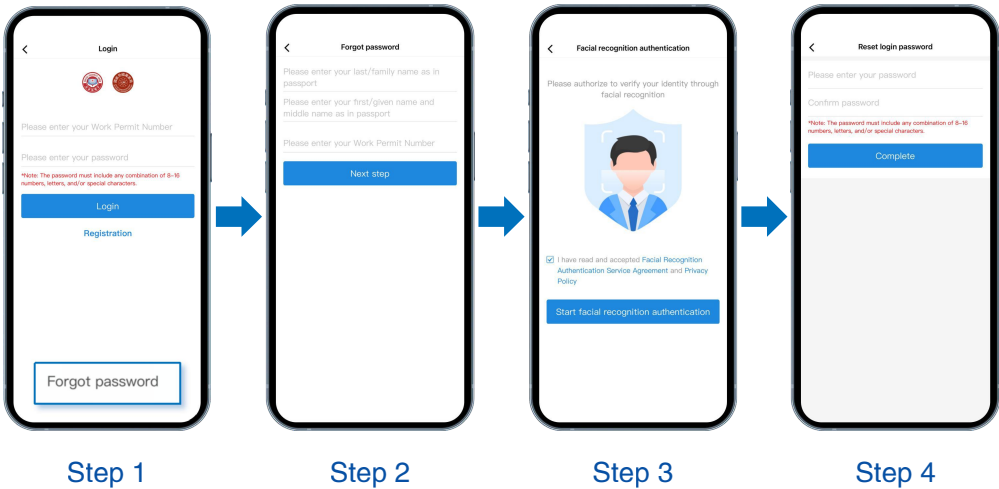
(VI) What should I do if I forget my login password?

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.