

**Roles and Responsibilities of users of Principal Administrator Accounts,  
Subsidiary Administrator Accounts and Basic User Accounts**

This Annex outlines the roles and responsibilities of the users of the following three types of ESS accounts in the PIP Portal of the ESS: -

- a) Principal Administrator Account (“**PA Account**”)
- b) Subsidiary Administrator Account (“**SA Account**”)
- c) Basic User Account (“**BU Account**”)

**PA Account**

2. A PA Account is intended for use by a PIP holding any of the offices as set out in paragraph 12 of the Guidelines. The ORO shall only approve an application for registration of PA Account if a PIP is holding any such offices.

3. A PA Account User is allowed to send information or documents to the ORO through the ESS via the PA Account in relation to his or her own Cases, or a monthly return of cases administered by him or her and other PIPs within the Affiliated Organization that they are affiliated with.

4. The major roles of a PA Account User include the following: -

- (a) Acting as the ultimate responsible party for all account management matters and acting as the representative on behalf of the users in relation to all SA Account(s) and BU Account(s) created under an Affiliated Organization(s) that the PA Account User is affiliated with (whether or not the accounts were created by him or her) in liaising with the ORO on all account management matters;
- (b) Administering all SA Account(s) and BU Account(s) created under an Affiliated Organization(s) that the PA Account User is affiliated with (whether or not the accounts were created by him or her) and taking up full responsibilities in all account management matters including but not limited to creation of accounts, updating accounts information,

management of accounts, housekeeping and review for all SA Account(s) and BU Account(s) created under an Affiliated Organization(s) that the PA Account User is affiliated with (whether or not the accounts were created by him or her); and

- (c) Verifying the identity of the SA or BU Account User before creating the SA Account or BU Account under the Affiliated Organization(s), in particular the fact that the full name of the account user and the identification number as shown in his or her identity document are accurately entered and shown in the ESS during account creation process.

5. There is no limit to the number of PA Accounts for each Affiliated Organization. Any eligible person specified in **Section V of the Guidelines** is allowed to submit an application for registration of PA Account to the ORO. Each PIP shall only register one PA Account in the PIP Portal of the ESS for submission of information and documents to the OR.

6. A PIP must register a PA Account before submitting the documents and information specified in **Section IV of the Guidelines** by electronic means through the ESS. The ORO will consider the applicant's eligibility for registration of PA Account upon receipt of an application together with all the required supporting documents/information and may request for further information or documents in support of the application where appropriate.

7. Each PA Account User acknowledges the following:

- (a) each PA Account User agrees to comply with **the Terms and Conditions** and **the Guidelines**, as issued and updated, modified or amended by the ORO from time to time and shall procure all users of SA Account(s) and BU Account(s) created under an Affiliated Organization(s) that the PA Account User is affiliated with to comply with the Terms and Conditions and the Guidelines;
- (b) each PA Account is registered on an individual basis as identified by the user's name and identification number;
- (c) a PA Account will not have any expiry date, as long as the status of the account user remains unchanged;

- (d) each PA Account User, with the assistance of the SA Account User(s) (where applicable), must ensure that proper access right is granted to users of the SA Account(s) and the BU Account(s) created under the Affiliated Organization(s) that the PA Account User is affiliated with (whether or not the accounts were created by him or her); and
- (e) each PA Account User must review the SA Account(s) and BU Account(s) created under the Affiliated Organization(s) that the PA Account User is affiliated with from time to time (whether or not the accounts were created by him or her) and remove any obsolete SA Account(s) and BU Account(s) forthwith.

## **SA Account**

8. An SA Account User under an Affiliated Organization assists in the daily administration and management of BU Account(s) created under the same Affiliated Organization, including creation of BU Account(s) with identity verification and handling the BU Account management.

9. An SA Account User under an Affiliated Organization can access all the PA Account Users' Cases under the Affiliated Organization, in which the PA Account Users act as (i) a provisional trustee-in-bankruptcy or trustee-in-bankruptcy appointed under the Bankruptcy Ordinance (Cap. 6) or (ii) a provisional liquidator or liquidator appointed under the Companies (Winding Up and Miscellaneous Provisions) Ordinance (Cap. 32) or (iii) a recognized professional of the Affiliated Organization that has been awarded a contract to provide specific services in insolvency cases for the ORO . For the purposes of this clause, **“specific services”** means completing preliminary examinations of bankrupts in bankruptcy cases. An SA Account User under an Affiliated Organization may prepare documents for submission by a PA Account User who is affiliated with the Affiliated Organization via his or her own PA Account to the ORO through the ESS.

10. The ORO allows, as a default, a maximum of ten (10) SA Accounts for each Affiliated Organization. If an Affiliated Organization needs more SA Accounts, ORO's approval for additional SA Accounts with justifications should be sought by a PA Account User who is affiliated with the Affiliated Organization.

## **BU Account**

11. A BU Account User under an Affiliated Organization can access all the PA Account Users' Cases under the Affiliated Organization, in which the PA Account Users act as (i) a provisional trustee-in-bankruptcy or trustee-in-bankruptcy appointed under the Bankruptcy Ordinance (Cap. 6) or (ii) a provisional liquidator or liquidator appointed under the Companies (Winding Up and Miscellaneous Provisions) Ordinance (Cap. 32) or (iii) a recognized professional of the Affiliated Organization that has been awarded a contract to provide specific services in insolvency cases for the ORO . For the purposes of this clause, **“specific services”** means completing preliminary examinations of bankrupts in bankruptcy cases. A BU Account User under an Affiliated Organization may prepare documents for submission by a PA Account User who is affiliated with the Affiliated Organization via his or her own PA Account to the ORO through the ESS.

12. The ORO allows, as a default, a maximum of twenty (20) BU Accounts per each organization. If an organization requires to create more BU Accounts due to operational needs, ORO's approval for additional BU Accounts with justifications should be sought by a PA Account User who is affiliated with the Affiliated Organization.

## **ESS Account Management in the PIP Portal of the ESS**

13. In general, the ESS account management in the PIP Portal of the ESS covers the following three main areas:

- (A) Administration of PA Account(s);
- (B) Administration of SA Account(s) by PA Account User(s);
- (C) Administration of BU Account(s) by PA Account User(s) and SA Account User(s); and
- (D) Self-administration of the relevant account.

14. Details of each area are set out in the following:

### **(A) Administration of a PA Account**

- (a) A PA Account User may reset the password of the account by following the “forget password” procedure. A PA Account User may request a password reset from the ORO in case the user is unable to receive the

password reset request via the registered email or has encountered other difficulties;

- (b) A PA Account will be locked by the system if it is inactive for more than 180 calendar days. A PA Account User can regain access to the account by using the “forgot password/account reactivation” function and follow relevant steps to set up a new password; and

**(B) Administration of the SA Account by the PA Account User**

- (a) A PA Account User can view and update the personal details of a user of an SA Account created under an Affiliated Organization that the PA Account User is affiliated with;
- (b) A PA Account User can reset the password of an SA Account created under an Affiliated Organization that the PA Account User is affiliated with;
- (c) A PA Account User can suspend and reactivate an SA Account created under an Affiliated Organization that a PA Account User is affiliated with;
- (d) An SA Account will be automatically suspended if it is inactive for more than 180 calendar days. Reactivation of a suspended SA Account created under an Affiliated Organization can only be made by a PA Account User who is affiliated with the Affiliated Organization; and
- (e) Only a PA Account User who is affiliated with an Affiliated Organization may request a change of the maximum number of the SA Accounts under the Affiliated Organization from the ORO with justifications. Such request shall be sent to the ESS Administrator via the designated email (Email Address: [ess-helpdesk@oro.gov.hk](mailto:ess-helpdesk@oro.gov.hk)).

**(C) Administration of the BU Account by the PA Account User and the SA Account User**

- (a) A PA Account User can view and update the personal details of an user of a BU Account created under the Affiliated Organization that the PA Account User is affiliated with (whether or not the account was created

by the PA Account User);

- (b) An SA Account User under an Affiliated Organization can view and update the personal details of an User of a BU Account created under the same Affiliated Organization;
- (c) A PA Account User can reset the password of a BU Account created under an Affiliated Organization that the PA Account User is affiliated with (whether or not the account was created by the PA Account User);
- (d) An SA Account User under an Affiliated Organization can reset the password of a BU Account created under the same Affiliated Organization;
- (e) A PA Account User can suspend and/or reactivate a BU Account created under an Affiliated Organization that the PA Account User is affiliated with (whether or not the account was created by the PA Account User);
- (f) An SA Account User under an Affiliated Organization can suspend and/or reactivate a BU Account created under the same Affiliated Organization;
- (g) A BU Account will be automatically suspended if it is inactive for more than 180 calendar days. Reactivation of a suspended BU Account created under an Affiliated Organization can only be made by a PA Account user who is affiliated with the Affiliated Organization; and
- (h) Only a PA Account User may request a change of the maximum number of BU Accounts for the Affiliated Organization that the PA Account User is affiliated with from the ORO with justifications. Such request shall be sent to the ESS Administrator via the designated email (Email Address: [ess-helpdesk@oro.gov.hk](mailto:ess-helpdesk@oro.gov.hk)).

**(D) Self-administration of Accounts**

15. All account users in the PIP Portal of the ESS can change their own passwords in accordance with the prescribed password policy set out in “Forgot password” function of the ESS.