

**Electronic System for  
Application for Placement in  
School for Social Development/  
Residential Home  
(eAppSSD)**

**User Guide**

(March 2026 Version)  
Education Bureau  
Special Education Support 2 Section

## **Introduction**

Schools for Social Development (SSDs) provide intensive support for students with moderate to severe emotional and behavioural difficulties to help them tide over their transient adaptation problems in the course of development, and to enhance their learning motivation and life skills so that they can resume education in ordinary schools as soon as possible.

If students with moderate to severe emotional and behavioural difficulties show no improvement after intervention, with parents' consent, the social workers, student guidance personnel, educational psychologists, clinical psychologists, psychiatrists and officers of the Correctional Services Department (CSD) can make a referral to the Vetting Committee of Central Co-ordinating Referral Mechanism (CCRM), which comprises officers from the Education Bureau (EDB) and the Social Welfare Department (SWD) for vetting and arrangement of appropriate services. Referrers can submit the applications via the "Electronic System for Application for Placement in School for Social Development/ Residential Home (eAppSSD)".

For details of how to use the system to submit applications, please refer to this user guide. For enquiry, please contact Special Education Support 2 Section at 3698 3727.

## **Content**

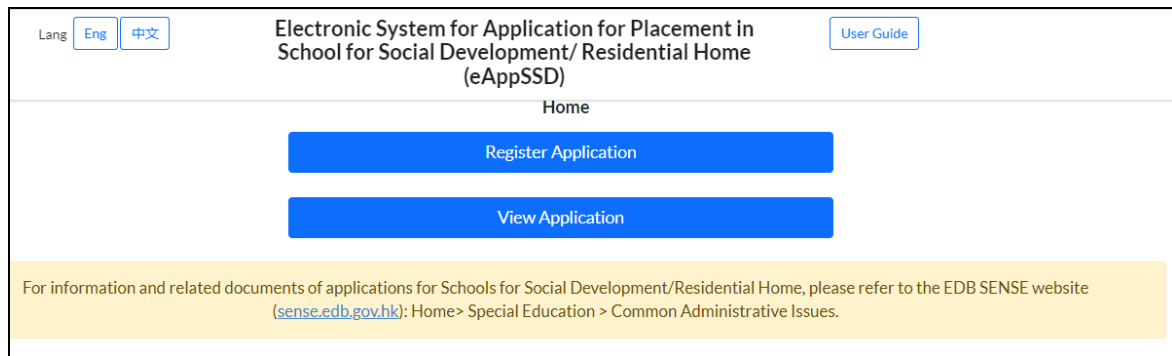
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## 1. Access to eAppSSD

### Method (1)

- a. Open a web browser, such as Google Chrome.
- b. Enter the web address: <https://eappssd.edb.gov.hk/> to access the main page of eAppSSD (Figure 1).

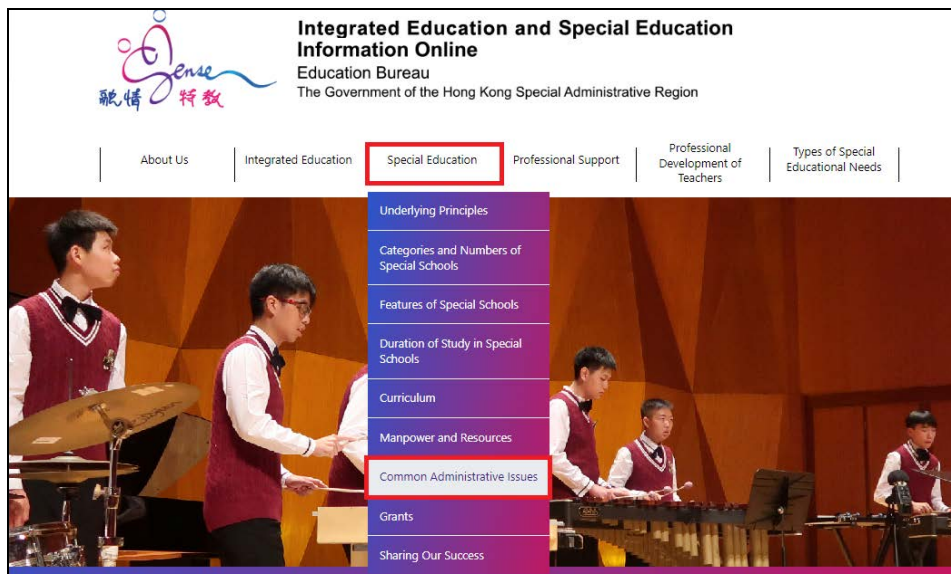
Figure 1



### Method (2)

- a. Open a web browser, such as Google Chrome.
- b. Enter the web address of the SENSE website: <https://sense.edb.gov.hk/en/>. Click “Special Education” and then “Common Administrative Issues” (Figure 2).

Figure 2



c. Under Common Administrative Issues, click “Electronic System for Application for Placement in School for Social Development/ Residential Home (eAppSSD)” to access the main page of eAppSSD (Figure 3).

Figure 3

**Special Education**  
Home > Special Education > Common Administrative Issues

---

**Common Administrative Issues**

**Regulations**

- Click [here](#) to the website of Codes of Aid
- Click [here](#) to the website of School Administration Guide (applicable to aided schools)
- Click [here](#) to the website of Checklist on Common Administrative Issues in Aided Schools

**Medical malpractice insurance policy**

- [Summary of medical malpractice insurance policy for special schools](#)
- [Medical malpractice liability claims procedures for special schools](#)

**Schools for Social Development (SSD)/Residential Homes (RH)**

- [Schools for Social Development / Residential Homes](#)
- [Mode of Support Provided by Schools for Social Development / Residential Homes](#)
- [Mode of Service Provision for Students with Emotional and Behavioural Difficulties A Conceptual Framework](#)
- [Central Co-ordinating Referral Mechanism](#)

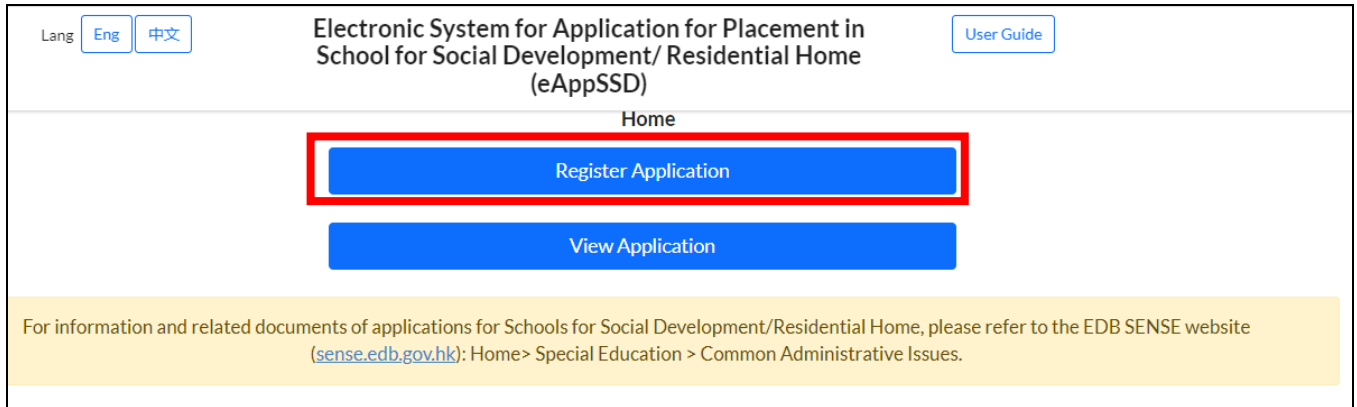
Relevant forms

- Forms to be used by Referrers
  - [Electronic System for Application for Placement in School for Social Development/ Residential Home \(eAppSSD\)](#)
  - [CRM-F3A - Updating of Application for Day Placement](#)
  - [CRM-F3B - Updating of the Application for Residential Placement](#)
- Forms to be used by SSD/RH
  - [CRM-F2A - Progress on Admission to SSD/RH](#)
  - [CRM-F2B - Notification for Discharging from SSD/RH](#)
  - [CRM-F2C - Change of Service for Students in SSD/RH](#)

## 2. Register Application

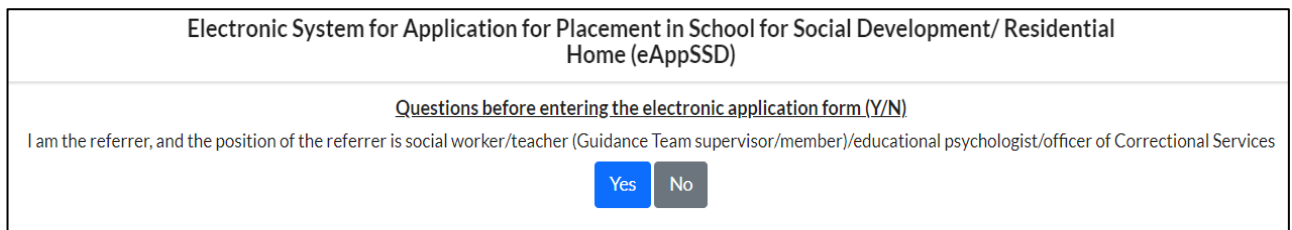
- a. On the main page, click “Register Application” (Figure 4).

Figure 4



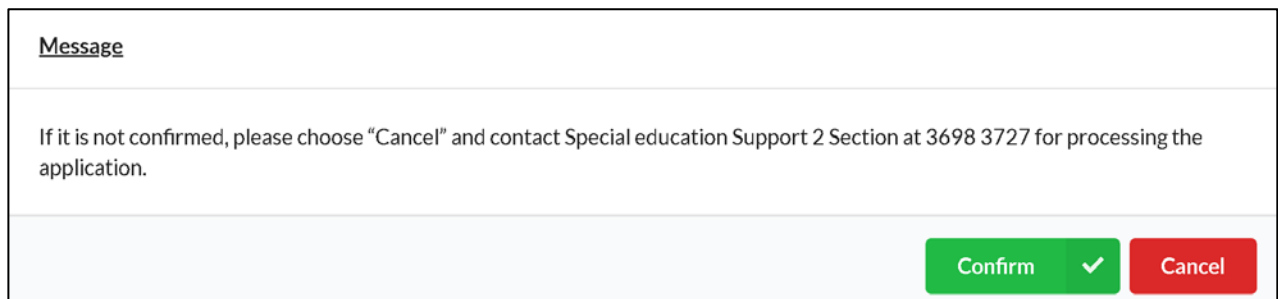
- b. The user will be requested to answer 5 questions one by one (Figure 5). If the answer is “Yes”, the next question will appear automatically.

Figure 5



- c. If any of the answers is “No”, the system will prompt the message in Figure 6 below. Click “confirm” and answer the question again. If necessary, the user may contact Special Education Support 2 Section of the Education Bureau.

Figure 6



- d. Fill in user's email address after answering all the questions (Figure 7). The email address will be used for receiving all messages regarding the application.

Figure 7

- e. Select "Student ID type" and input the required "Student ID No." (Figure 8 and 9), then click "Register".

Figure 8

Figure 9

- f. Upon successful registration, the system will prompt the message "The password for this registration application has been sent to your email address. Please enter your email address and the password you received in the "Homepage" to view and continue processing the online application form." (Figure 10). Retrieve the password issued to the registered email address (Figure 11).

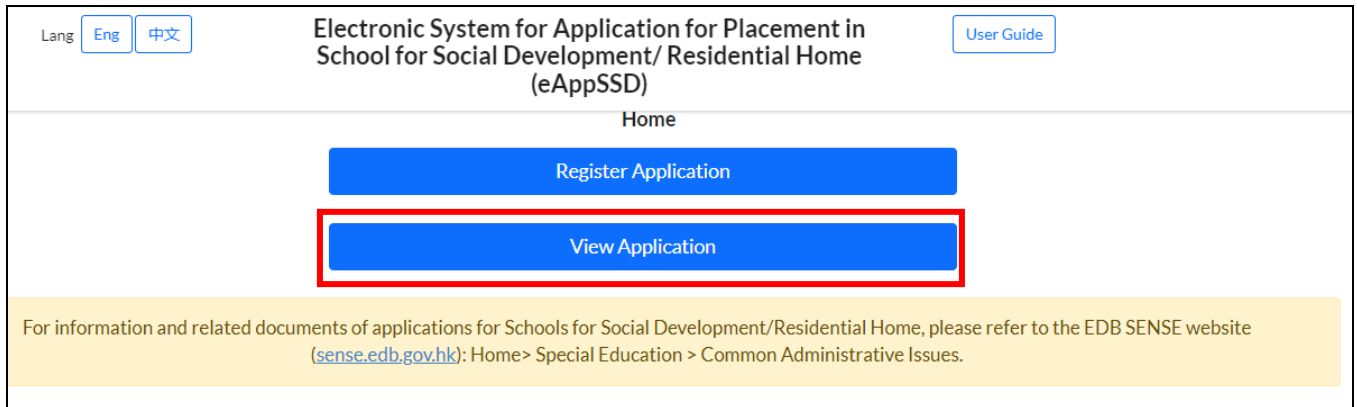
Figure 10

Figure 11

### 3. Complete the application and submit related documents

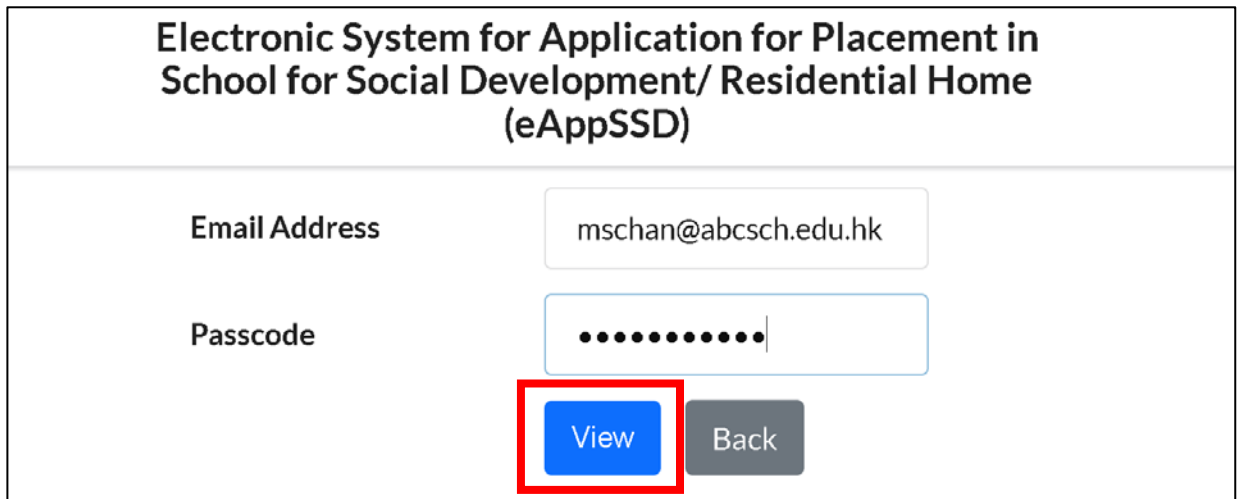
- a. Click “View Application” (Figure 12).

Figure 12



- b. On “View Application” page, enter the email address provided for registration and the password generated by system, then click “View” (Figure 13).

Figure 13



c. Input information to the electronic application form (Figure 14).

Figure 14

Electronic System for Application for Placement in School for Social Development/ Residential Home (eAppSSD) [User Guide](#)

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 [Print Comments](#)

Request of Vetting Committee(CCRM) for Supplementary Information / Supplementary information provided by the Referrer

Status : New  
CCRM No. : XXXXX CRM-F1

Application Form for Placement in School for Social Development/Residential Home

Enquiries  
For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

Please answer all questions

I. Personal Particulars of the Student

1. Name (English):  (Chinese):

2. Gender:  Date of birth:  Age:

3. Document Type:  Document No.:   
Place of birth:

4. Student Reference No. (STRN):

5. Chinese Address: [Edit](#)  
English Address: [Edit](#)  
Home Tel.:

6. Name of parent/guardian(English):  (Chinese):

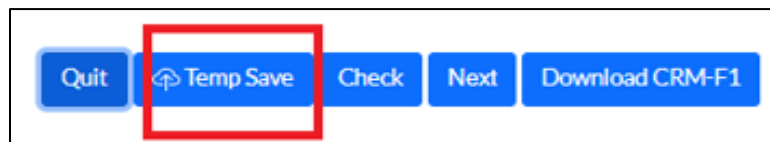
7. Parent's/Guardian's mobile phone number:

d. Temp Save

Click “temp save” at the bottom of the page for saving the information temporarily while inputting the information (Figure 15).

Please note: the “temp save” function is applicable only when at least the student’s gender and class level to be applied on page 1 are entered.

Figure 15



The system will show the message “Save Success” (Figure 16).

Figure 16

CRM-F1

Application Form for Placement in School for Social Development/Residential Home

Enquiries

For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

Save Success

Please answer all questions

I. Personal Particulars of the Student

1. Name (English):  (Chinese):

- e. During inputting information, click “Previous” or “Next” button (Figure 17), or the page tabs to shift to another page (Figure 18).

Figure 17

Quit Previous Temp Save Check Next

Figure 18

Page 1 Page 2 Page 3 Page 4 Page 5 Page 6 Page 7 Page 8 Print Comments

- f. Upload and submit related documents

- On Page 6, click “select the report” and the type of file (Figure 19), then click “Choose File” (Figure 20). Choose the file to be uploaded from the list, click “Open” (Figure 21) and “Upload”.

Figure 19

Upload PDF Report (File size limit: 10MB)

Type:

Latest school report  
Medical report  
Psychologist's/counsellor's report  
Psychiatrist's report  
Others

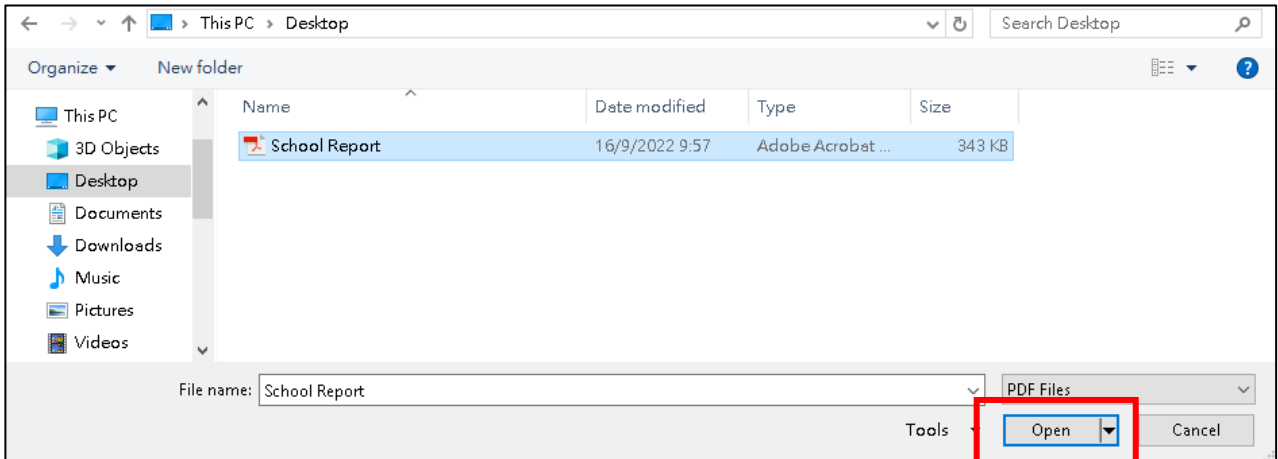
Figure 20

Upload PDF Report (File size limit: 10MB)

Type:

Upload File:  No file chosen

Figure 21



- For successful upload, the system will show the uploaded file (Figure 22). Click “Download” or “Delete” button to download or delete the file if required (Figure 23).

Figure 22

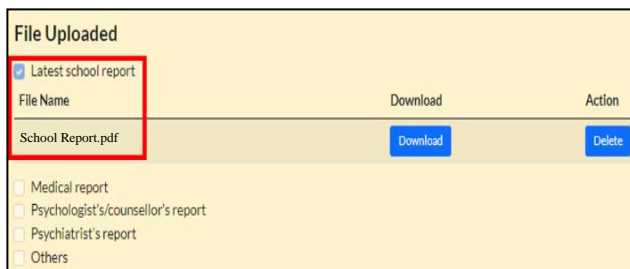
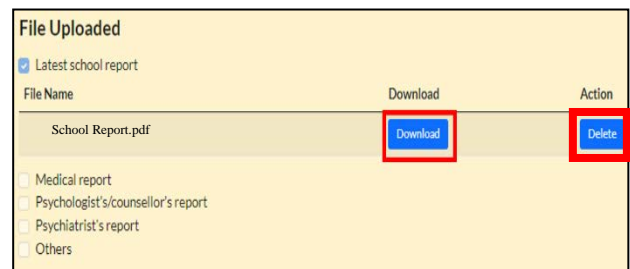


Figure 23



g. Check the input information

- Click “Check” button at the bottom of the page requiring checking (Figure 24), the system will perform the validation and show the missing information or fields with errors (Figure 25).

Figure 24

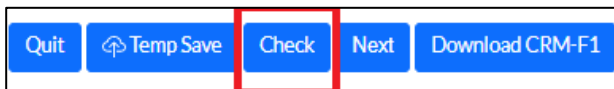
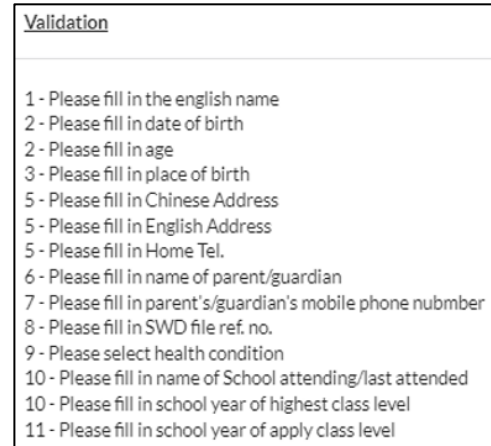


Figure 25



- If information has been input accurately, the system will prompt the message “Verify Success” (Figure 26).

Figure 26



#### h. Print application

Click the “Print Comments” button to print the information of a specific page (Figures 27 and 28).

Figure 27



Figure 28

<p><b>Print</b></p> <p>Destination:  Microsoft XPS Document</p> <p>Pages: All</p> <p>Layout: Portrait</p> <p>Color: Color</p> <hr/> <p>More settings <span>^</span></p> <p>Paper size: A4</p> <p>Pages per sheet: 1</p> <p>Margins: Default</p> <p>Scale: Custom 100</p> <p>Print using system dialog... (Ctrl+Shift+P) </p> <p><b>Print</b> Cancel</p>	<p>Status : New CCRM No : XXXXX</p> <p style="text-align: center;"><u>CRM-F1</u></p> <p style="text-align: center;"><u>Application Form for Placement in School for Social Development/Residential Home Enquiries</u></p> <p>For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau) For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)</p> <p>Please answer all questions</p> <p><u>I. Personal Particulars of the Student</u></p> <p>1. Name (English): ABC (Chinese): 小明</p> <p>2. Gender: <input checked="" type="checkbox"/> Male Date of birth: DD/MM/YYYY Age: 10</p> <p>3. Document Type: Document No.: SXXXXXXXXX Place of birth: Hong Kong</p> <p>4. Student Reference No. (STRN): SXXXXXXXXX</p> <p>5. Chinese Address: English Address: Home Tel.: 12345887</p> <p>6. Name of parent/guardian(English): Test (Chinese): 測試</p>
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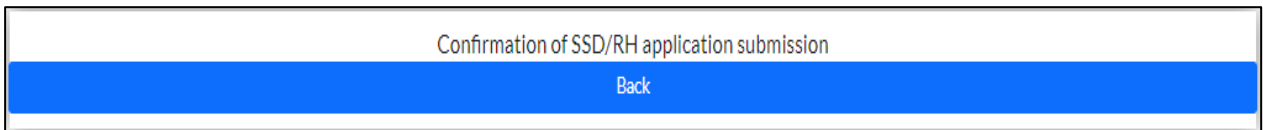
i. Submit the application form

Click “Submit” button on Page 8 when all pages have been verified successfully (Figure 29). The system will prompt the message “Confirmation of SSD/RH application submission” to show that the application has been submitted successfully (Figure 30).

Figure 29



Figure 30



#### 4. Download the submitted application

Click “Download CRM-F1” button (Figure 31), set the password (please comply with the system requirement for setting a password) (Figure 32), then click “Download” button to save the application form.

Figure 31

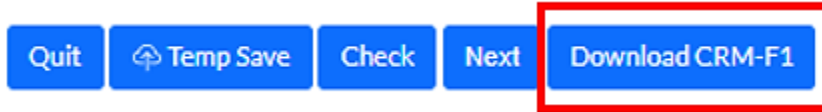


Figure 32

Set Password To Download Report

Password

Enter a password with at least 8 characters which contain at least one lowercase letter, one uppercase letter and one numeric digit

Cancel Download ✓

## 5. Withdraw the application

- a. Before the “CCRM Vetting Committee” releases the result for a case, the referrer can withdraw the application through the system.
- b. Click “Withdraw” button on Page 8 (Figure 33), the system will show the page for withdrawing the application for school for social development and residential home.

Figure 33



- c. Input “1” to indicate the main reason of withdrawal, “2” for the second reason and so on (Figure 34).

Figure 34

CRM-F3

**Withdrawal of application for placement in SSD/RH**

Enquiries

For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

Withdrawal of application for placement in SSD/RH

Withdrawal of application for day placement in SSD (please number in order of significance with '1' being the most significant):

Shows improvement in emotion / behaviour

Improvement in family support

Restored home

Returned to the original school

Transferred to another school

Other training/education service is secured (please specify)

Alternative residential placement is secured (please specify)

Under statutory supervision (please specify)

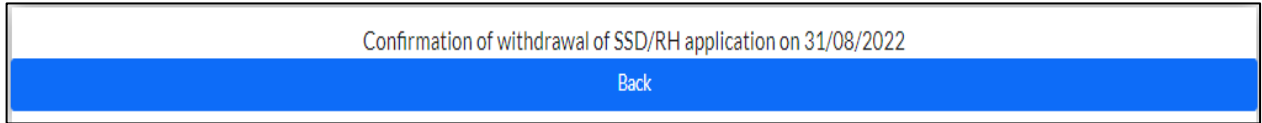
Entered workforce Missing Others (please specify)

Missing

Others (please specify)

- d. Click “Submit” button to withdraw the application. The system will prompt the message “Confirmation of withdrawal of SSD/RH application submission” to show that the application has been withdrawn successfully (Figure 35).

Figure 35



## 6. Frequently Asked Questions

### Question (1) Forget and Reset Passcode

- a. Click “Forget Application Passcode” button on View Application page (Figure 36)

Figure 36

Electronic System for Application for Placement in School for Social Development/ Residential Home (eAppSSD)

**View Application**

Email Address

Passcode

- b. Fill in user’s email address. Select “Student ID Type” and input the required “Student ID No.,” then click “Reset Passcode” (Figure 37 and 38).

Figure 37

**Forget Application Passcode**

Email Address

Student ID Type

Student ID No.

Hong Kong Identity Card  
Hong Kong Birth Certificate  
STRN

Figure 38

**Forget Application Passcode**

Email Address

Student ID Type

Student ID No.

- c. After resetting, the system will show the message “The password for this registration application has been resent to your email address. Please enter your email address and the password you received in the "Homepage" to view and continue processing the online application form.” Check the user’s email to get the reset passcode for the application (Figure 39 and 40).

Figure 39

The password for this registration application has been resent to your email address. Please enter your email address and the password you received in the "Homepage" to view and continue processing the online application form.

**Forget Application Passcode**

Email Address

Student ID Type

Student ID No.

Figure 40

noreply@edb.gov.hk

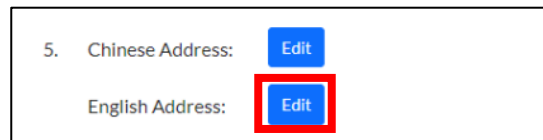
**Registered Application Passcode (Reset)**

The registered application passcode is o\$g3#MDie3

## Question (2) How to input address

- a. Click “Edit” (Figure 41).

Figure 41

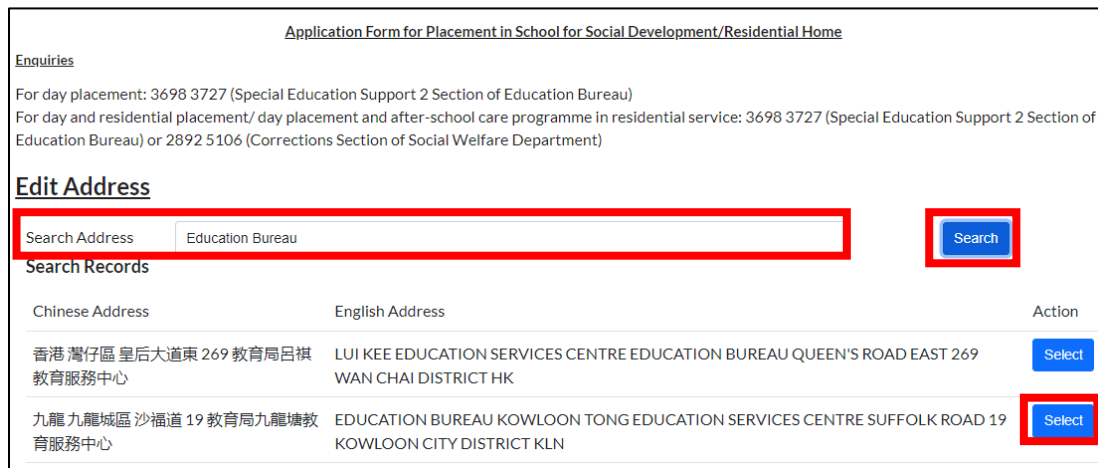


5. Chinese Address:

English Address:

- b. Under “Search Address”, enter keywords of the address, then click “Search”. Choose an appropriate address from the searching results, then click “Select” (Figure 42).

Figure 42



Application Form for Placement in School for Social Development/Residential Home

Enquiries  
For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

**Edit Address**

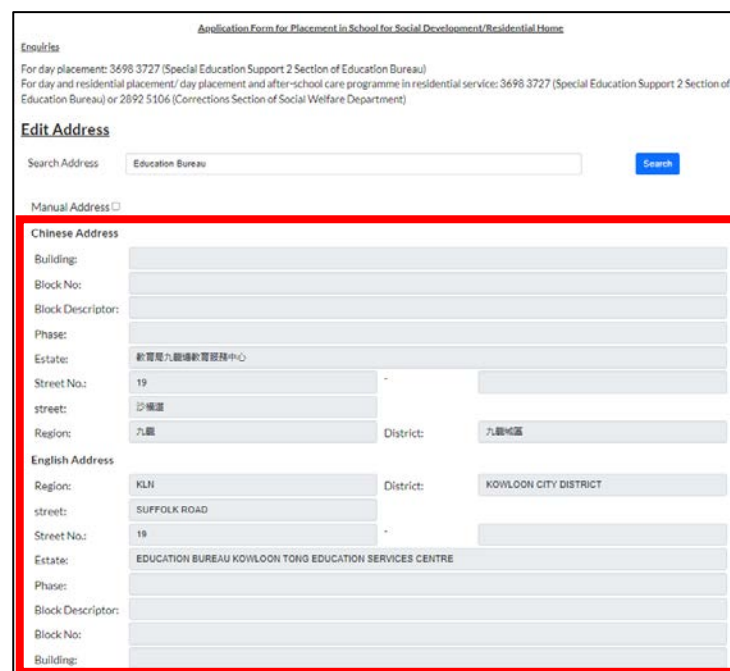
Search Address: Education Bureau

**Search Records**

Chinese Address	English Address	Action
香港灣仔區皇后大道東269教育局呂祺教育服務中心	LUI KEE EDUCATION SERVICES CENTRE EDUCATION BUREAU QUEEN'S ROAD EAST 269 WAN CHAI DISTRICT HK	<input type="button" value="Select"/>
九龍九龍城區沙福道19教育局九龍塘教育服務中心	EDUCATION BUREAU KOWLOON TONG EDUCATION SERVICES CENTRE SUFFOLK ROAD 19 KOWLOON CITY DISTRICT KLN	<input type="button" value="Select"/>

- c. After clicking “Select”, the system will fill in the address automatically. Please counter-check the accuracy of the address detail (Figure 43).

Figure 43



Application Form for Placement in School for Social Development/Residential Home

Enquiries  
For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

**Edit Address**

Search Address: Education Bureau

Manual Address

**Chinese Address**

Building:

Block No:

Block Descriptor:

Phase:

Estate: 教育局九龍塘教育服務中心

Street No: 19 -

street: 沙福道

Region: 九龍 District: 九龍城區

**English Address**

Region: KLN District: KOWLOON CITY DISTRICT

street: SUFFOLK ROAD

Street No: 19 -

Estate: EDUCATION BUREAU KOWLOON TONG EDUCATION SERVICES CENTRE

Phase:

Block Descriptor:

Block No:

Building:



### **Question (3) How to submit supplementary information**

- a. During the CCRM vetting, the Vetting Committee may request the referrer to provide supplementary information. A notification email will be sent to the referrer to remind logging in the system again. After logging in to the system, the application status will be “1-Resubmit”. The page marked with “\*” indicates that supplementary information is required. The request of the Vetting Committee will be displayed at the top of each page (Figure 47).

Figure 47

Electronic System for Application for Placement in School for Social Development/ Residential Home (eAppSSD)

Page 1 Page 2 **Page 3\*** Page 4 Page 5 Page 6 Page 7 Page 8 Print Comments

Request of Vetting Committee(CCRM) for Supplementary Information / Supplementary information provided by the Referrer

**After providing all supplementary information, please press the “Resubmit” button at the bottom of Page8.**

Comments from EDB

Page No	Follow-Up Item	Request of Vetting Committee(CCRM) for Supplementary Information / Supplementary information provided by the Referrer	Action
3	III,13	Please fill in "Student's strengths and potentials" and provide examples.	<a href="#">Reply</a>

**Status: 1-Resubmit**  
CCRM No: XXXXXX

CRM-F1

[Application Form for Placement in School for Social Development/Residential Home](#)

Enquiries  
For day placement: 3698 3727 (Special Education Support 2 Section of Education Bureau)  
For day and residential placement/ day placement and after-school care programme in residential service: 3698 3727 (Special Education Support 2 Section of Education Bureau) or 2892 5106 (Corrections Section of Social Welfare Department)

Please answer all questions

- b. The referrer can provide supplementary information by clicking “Reply” and input supplementary information in the box provided. Click “Reply” again (Figure 48). The referrer can also input supplementary information directly in the relevant part of the electronic application form (Figure 49).

Figure 48

Page 1 Page 2 **Page 3\*** Page 4 Page 5 Page 6 Page 7 Page 8 Print Comments

Request of Vetting Committee(CCRM) for Supplementary Information / Supplementary information provided by the Referrer

**After providing all supplementary information, please press the “Resubmit” button at the bottom of Page8.**

Comments from EDB

Page No	Follow-Up Item	Request of Vetting Committee(CCRM) for Supplementary Information / Supplementary information provided by the Referrer	Action
3	III,13	Please fill in "Student's strengths and potentials" and provide examples.	<a href="#">Reply</a>

The student is good at sports. He is a member of the swimming team. He won several swimming competitions.

[Reply](#) [Cancel](#)

Figure 49

13. Student's strengths and potentials:

The student is good at sports. He is a member of the swimming team. He won several swimming competitions.

- c. After providing all supplementary information, please press the “Resubmit” button at the bottom of Page 8 (Figure 50).

Figure 50

Name of Office/ Service Unit/ Social Welfare Department:

Others (Please specify):

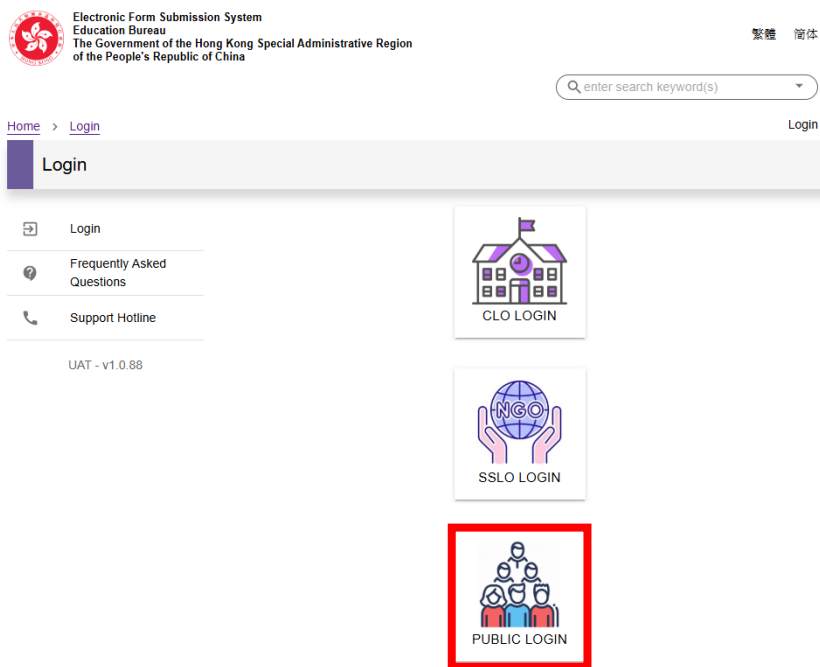
Tel. No.:  Fax. No.:

[Home](#) [Previous](#) [Temp Save](#) [Check](#) [Resubmit](#)

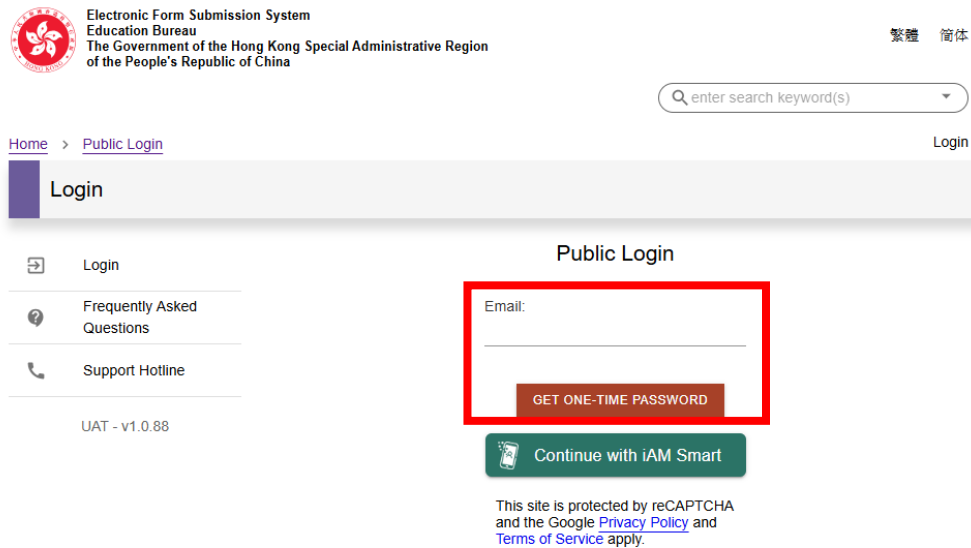
## 7. Steps on Submitting CRM-Form 3A and 3B through eFormSS by the referrer

### a. Public Log in to eFormSS (applicable to all referrers)

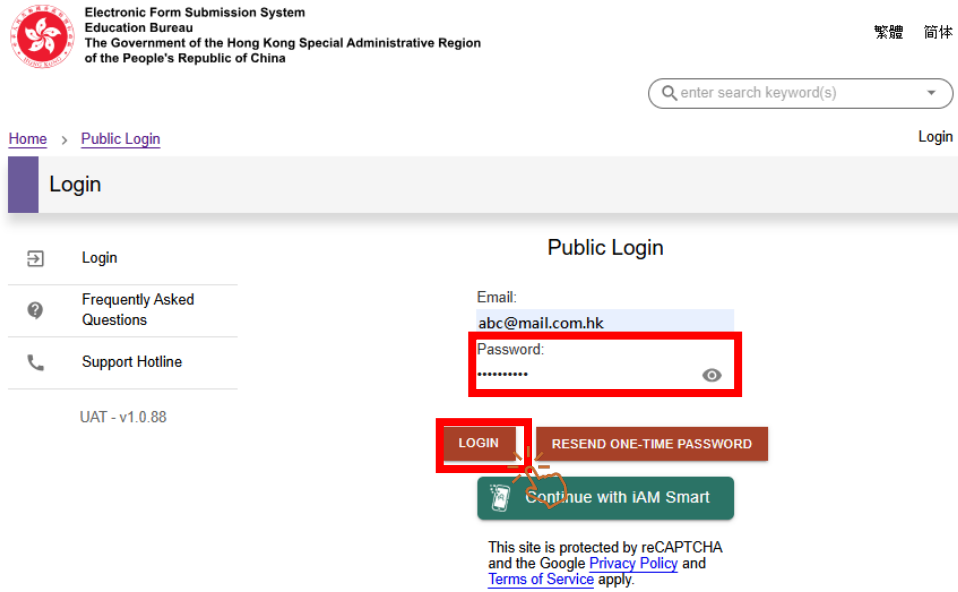
1. Click 'PUBLIC LOGIN' button.



2. Input an email address to get a one-time password.

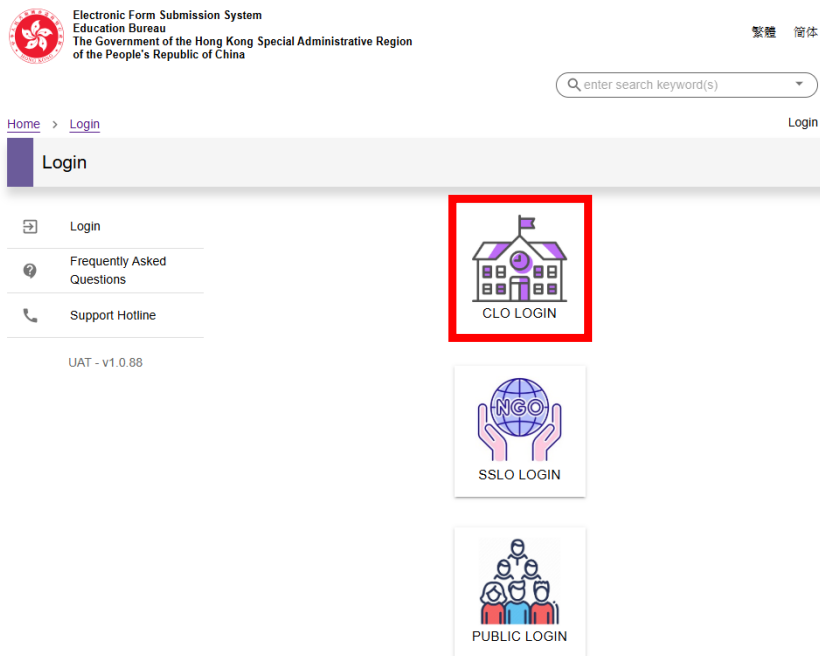


3. Check the email. Input the one-time password and click ‘LOGIN’.

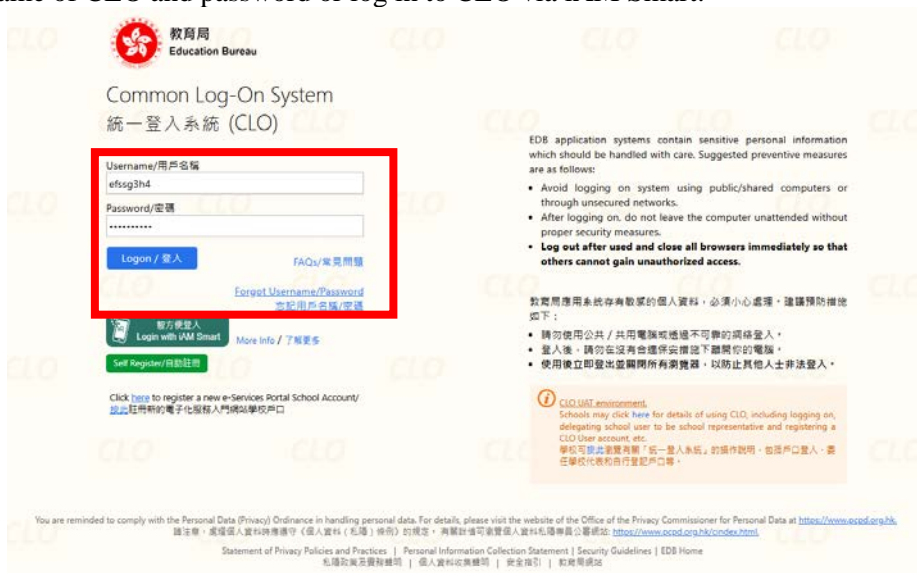


**b. Schools Log in to eFormSS via Common Log-On (CLO) System (applicable to school social workers with CLO account)**

1. Click ‘CLO LOGIN’.

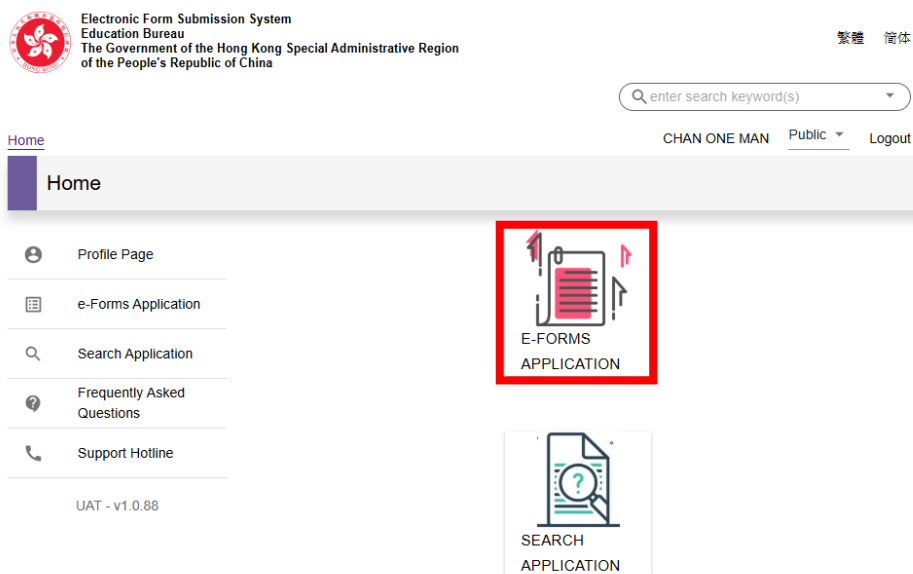


2. Input the username of CLO and password or log in to CLO via iAM Smart.

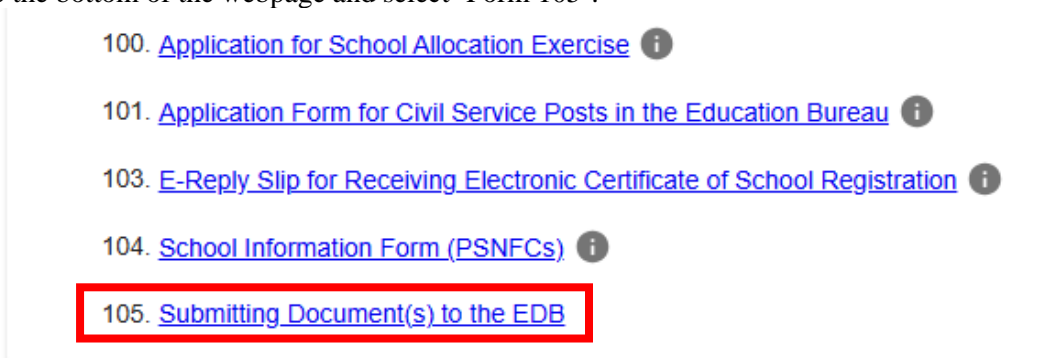


### c. Submission of Data

1. Click 'E-FORMS APPLICATION'.



2. Move to the bottom of the webpage and select 'Form 105'.



3. Select the form to be submitted.

The screenshot shows the 'Submitting Document(s) to the EDB' page. At the top left is the logo of the Education Bureau, The Government of the Hong Kong Special Administrative Region of the People's Republic of China. To the right are language options '繁體' and '简体'. A search bar contains the text 'enter search keyword(s)'. Below the search bar, the user's name 'CHAN ONE MAN' and role 'Public' are displayed, along with a 'Logout' link. The main heading is 'Submitting Document(s) to the EDB'. On the left, a sidebar shows 'Step 1 Select the document(s) for submission' and 'Step 2 Confirmation'. The main content area is titled 'Step 1 Select the document(s) for submission'. It includes a 'Submit document(s)' section with a 'Please Select:' dropdown menu. Two options are visible: 'CRM-F3A Updating of Application for Day Placement' and 'CRM-F3B Updating of Application for Residential Placement', both highlighted with red boxes. A red 'OR' is placed between the two options. A hand cursor points to the second option. 'SAVE' and 'NEXT' buttons are at the bottom right.

4. Choose the file(s) to be uploaded.

The screenshot shows the 'Submitting Document(s) to the EDB' page. At the top left is the logo of the Education Bureau, The Government of the Hong Kong Special Administrative Region of the People's Republic of China. To the right are language options '繁體' and '简体'. A search bar contains the text 'enter search keyword(s)'. Below the search bar, the user's name 'CHAN ONE MAN' and role 'Public' are displayed, along with a 'Logout' link. The main heading is 'Submitting Document(s) to the EDB'. On the left, a sidebar shows 'Step 1 Select the document(s) for submission' and 'Step 2 Confirmation'. The main content area is titled 'Step 1 Select the document(s) for submission'. It includes a 'Submit document(s)' section with a 'Please Select:' dropdown menu. The selected option is 'CRM-F3A Updating of Application for Day Placement'. Below this is a 'Choose the file(s) to be submitted.\*' section with a 'Choose File' button highlighted by a red box and a hand cursor. An 'ADD' button is also visible. Below the file selection is a 'Contact person of this submission:' section with a red box around the input fields. The contact information is: 'CHAN ONE MAN', 'Telephone number of the contact person: XXXX XXXX', 'E-mail address of the contact person.\* abc@mail.com.hk', and 'School / Organisation: ABC school'. At the bottom, there is a checkbox for 'I confirm that the above 0 file(s) is/are to be submitted to Systems & Information Management Section.' and 'SAVE' and 'NEXT' buttons.

5. Tick the check box as shown below.

Home > eFormSS CHAN ONE MAN Public Logout

### Submitting Document(s) to the EDB

**Step 1**  
Select the document(s) for submission

Step 2  
Confirmation


**Step 1** Select the document(s) for submission

\*: mandatory fields

Submit document(s)

Please Select:  
CRM-F3A Updating of Application for Day Placement

Choose the file(s) to be submitted.\*

 CRM F3A.pdf

REMOVE

ADD

Contact person of this submission:  
CHAN ONE MAN

Telephone number of the contact person:  
XXXX XXXX

E-mail address of the contact person.\*  
abc@mail.com.hk


School / Organisation:  
ABC school

For matters related to the submission, please contact Special Education Support 2 Section at 3698 3727.  
For technical support, please contact the Helpdesk of EDB e-Form Submission System at 2694 5892.  
This form is completed by the referrer. The referrer should submit this form to EDB through CLO/ Public Login.  
Thank you.

I confirm that the above 1 file(s) is/are to be submitted to Systems & Information Management Section.

SAVE NEXT

6. Submit the form after checking.

 Electronic Form Submission System  
Education Bureau  
The Government of the Hong Kong Special Administrative Region  
of the People's Republic of China 繁體 简体

Q enter search keyword(s)

Home > eFormSS CHAN ONE MAN Public Logout

### Submitting Document(s) to the EDB

Step 1  
Select the document(s) for submission

**Step 2**  
Confirmation

**Step 2** Confirmation

\*: mandatory fields

Submit document(s)

Please Select:  
**CRM-F3A Updating of Application for Day Placement**

Choose the file(s) to be submitted:  
**CRM F3A.pdf**


Contact person of this submission:  
**CHAN ONE MAN**

Telephone number of the contact person:  
**XXXX XXXX**

E-mail address of the contact person:  
**abc@mail.com.hk**

School / Organisation:  
**ABC school**

BACK **SUBMIT**



7. The document is submitted to Special Education Support 2 Section successfully.

The screenshot displays the 'Electronic Form Submission System' interface. At the top, it identifies the 'Education Bureau' and 'The Government of the Hong Kong Special Administrative Region of the People's Republic of China'. A search bar and user information (CHAN ONE MAN, Public, Logout) are visible. The main heading is 'Submitting Document(s) to the EDB'. The process is divided into two steps: 'Step 1: Select the document(s) for submission' and 'Step 2: Confirmation'. A modal dialog box titled 'Successful Form Submission' is centered on the screen, containing the following text: 'You have successfully submitted the form.', 'An email of confirmation has been sent to your registered email address.', and 'Reference number: Form105000202'. A 'CLOSE' button is located at the bottom right of the dialog. In the background, contact information for CHAN ONE MAN is partially visible, including an email address 'edbsimeformss1@gmail.com' and a telephone number '34640530'. 'BACK' and 'SUBMIT' buttons are located at the bottom right of the page.