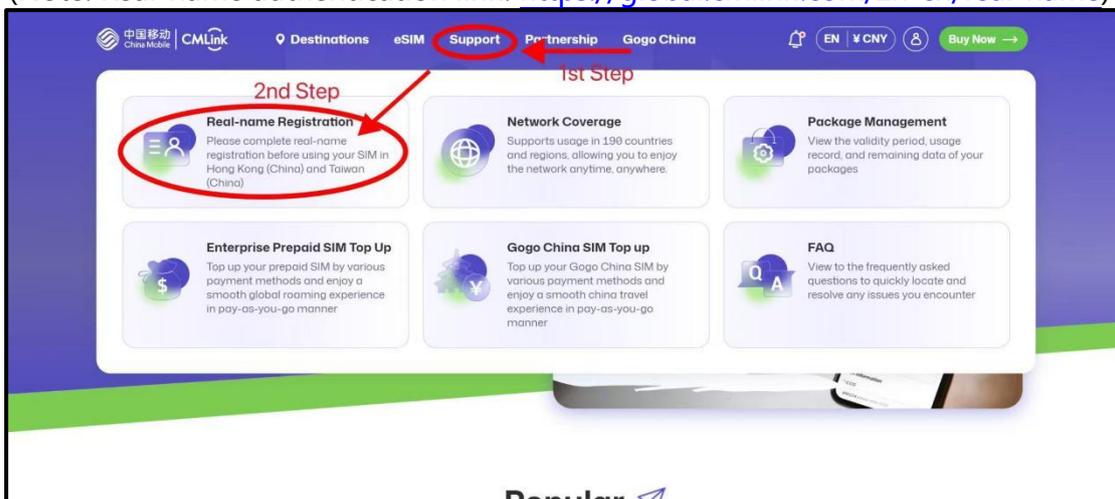


# CMLink Global Data SIM Real-Name Registration User Guide

## I. Real-Name Authentication Entrance

1. Official website <https://global.cmlink.com>: Top menu on the homepage -> click "Support" -> in the pop-up menu, click "Real-Name Registration"

(Note: Real-name authentication link: <https://global.cmlink.com/zh-cn/real-name>)



3. Real-name authentication SMS: After users arrive in Hong Kong, they will receive a real-name authentication SMS when inserting the SIM card into the mobile phone. Click the link in the SMS to complete the real-name authentication. (Supports real-name registration by inserting the card in advance)

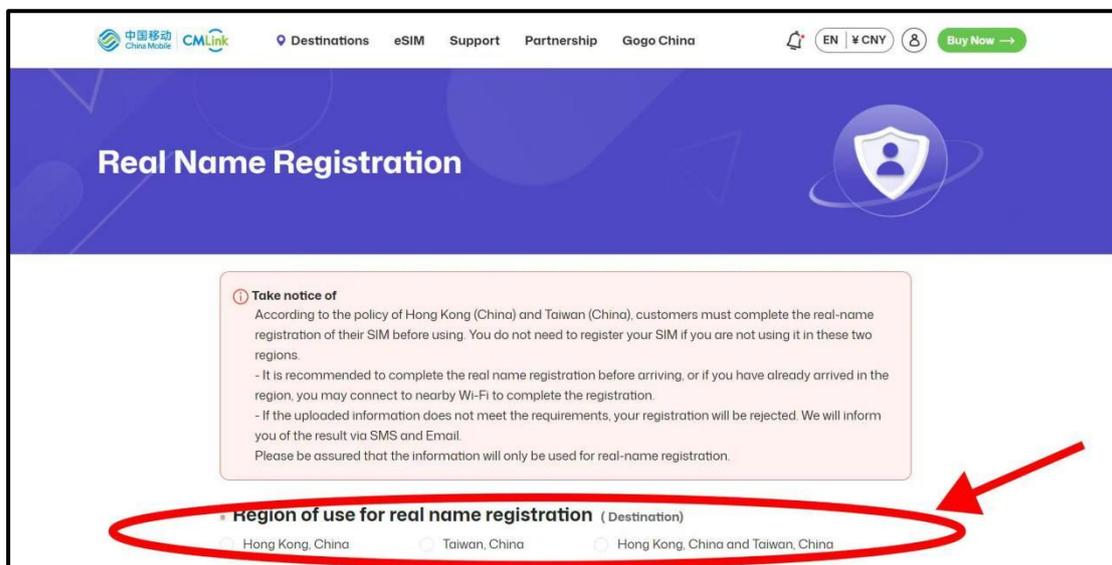
SMS template:

CMLink (xxx), since you have not completed the real-name authentication, you cannot activate the global data sim {packageName} for the time being. Please click the following link {URL} to complete the real-name authentication as soon as possible. Thank you!

## II. Requirements for Filling in Real-Name Authentication Information

1.Region for real-name authentication: Select the region where the SIM card will be used (no distinction between physical cards/eSIM cards).

For example: Hong Kong, China / Taiwan, China / Hong Kong, China and Taiwan, China



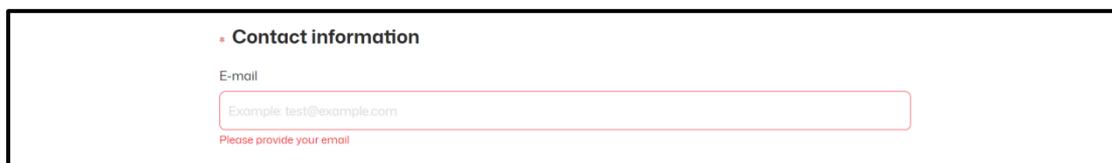
**Real Name Registration**

**Take notice of**  
According to the policy of Hong Kong (China) and Taiwan (China), customers must complete the real-name registration of their SIM before using. You do not need to register your SIM if you are not using it in these two regions.  
- It is recommended to complete the real name registration before arriving, or if you have already arrived in the region, you may connect to nearby Wi-Fi to complete the registration.  
- If the uploaded information does not meet the requirements, your registration will be rejected. We will inform you of the result via SMS and Email.  
Please be assured that the information will only be used for real-name registration.

**Region of use for real name registration** (Destination)

Hong Kong, China     Taiwan, China     Hong Kong, China and Taiwan, China

2.Contact information: Fill in the contact email (used to receive notifications related to real-name authentication processing)



**Contact information**

E-mail

Example: test@example.com

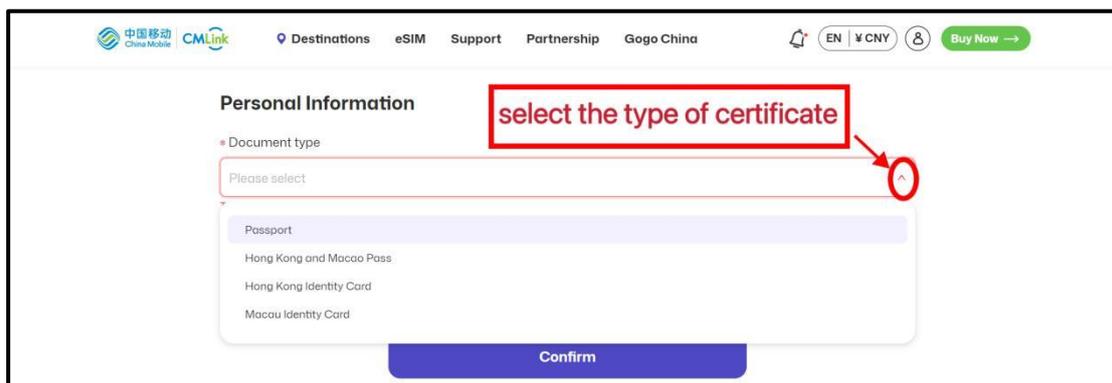
Please provide your email

3.Fill in SIM card information (8985234 is the fixed prefix of ICCID; only the last 13 digits need to be filled in)

-If the local usage region is Hong Kong, China, **each person can bind at most 10 ICCIDs through real-name authentication with one certificate.**

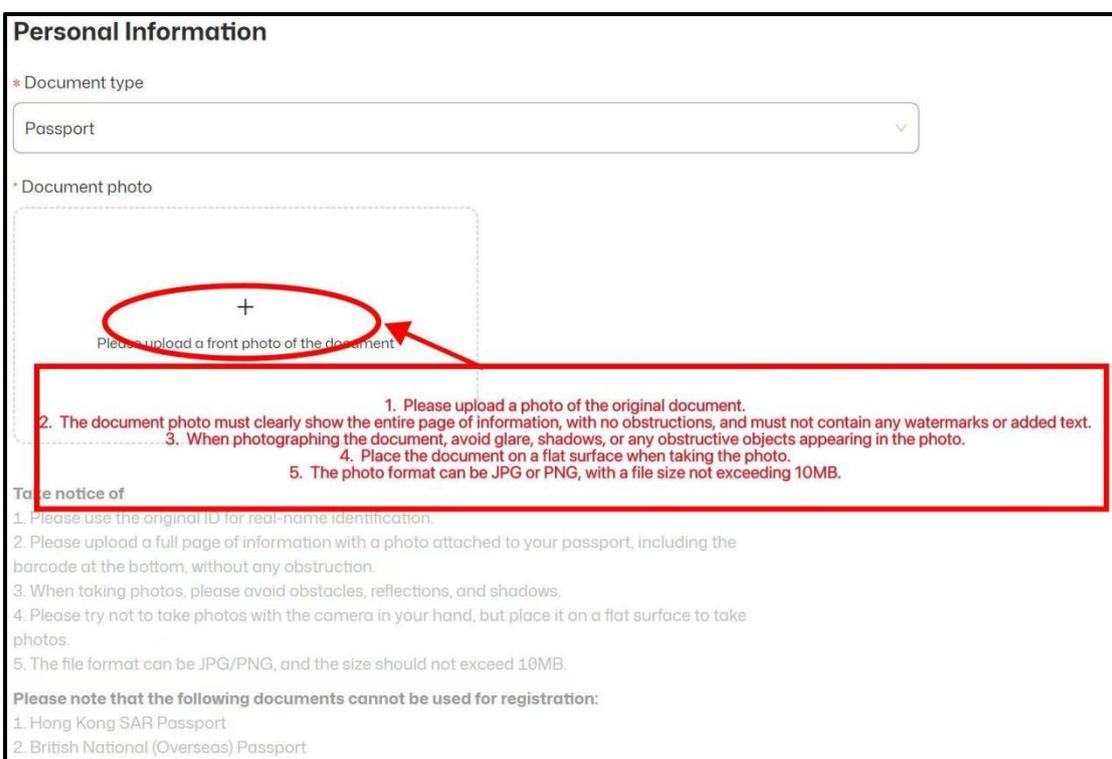
4.Select certificate type: Passport / Hong Kong and Macao Pass / Hong Kong Identity Card / Hong Kong Identity Card.

Note: For real-name authentication in Hong Kong region, customers need to insert the physical card into the device (or install and activate the eSIM in the device) first. After submission, the system will automatically identify the information on the certificate. Customers can complete the real-name authentication after checking and confirming that the information is correct.



5.Upload certificate pictures: Photos can be uploaded on the computer side; only photos taken directly can be uploaded on the mobile phone side, and existing photos cannot be uploaded.

Note: The certificate types must be: Passport, Mainland Travel Permit for Hong Kong and Macau, Hong Kong ID Card, Macau ID Card. People's Republic of China ID Card, Hong Kong Special Administrative Region Passport, and British National (Overseas) Passport (BNO Passport) are not accepted.



**[NEW] For Hong Kong, China' s real- name registration, iAM Smart is supported now.**

1) Choose "Hong Kong Identity Card" , the system will redirect to iAM Smart for your real-name registration. Please use iAM Smart to scan the QR Code, and confirm if the Birth Date, Chinese Name, English Name and Hong Kong ID Card' s number are correct.

### Personal Information

\* Document type

Hong Kong Identity Card

歡迎使用 Welcome to use

智方便 iAM Smart

You can use "iAM Smart" for real-name registration. After successfully completing authentication, it will automatically fill in the registration information, saving your time.

 Continue with iAM Smart

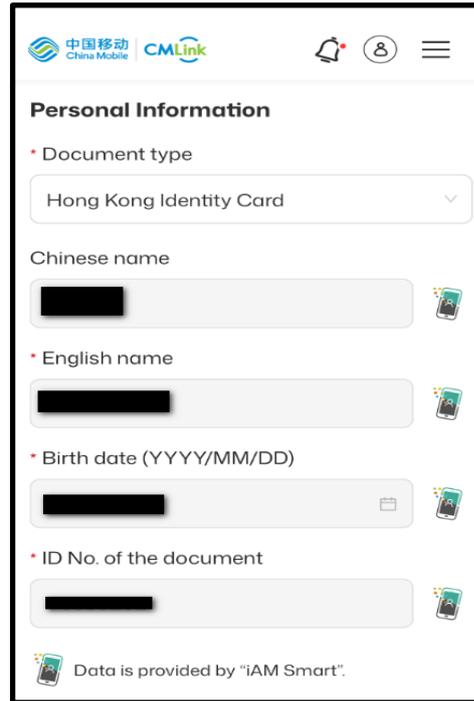
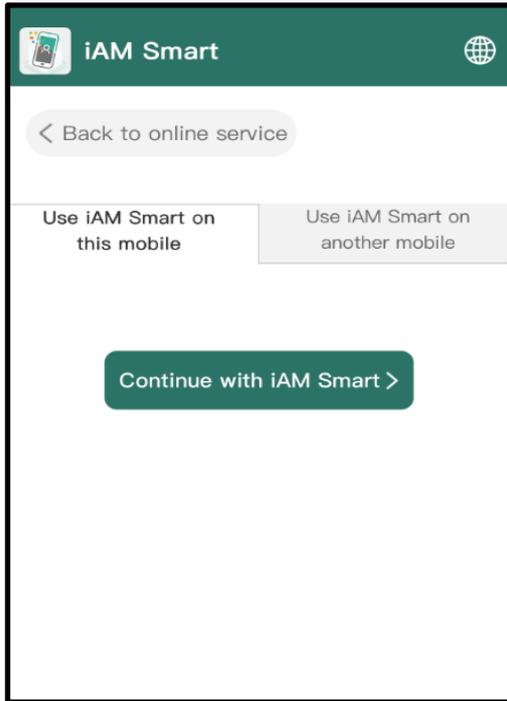
iAM Smart English

< Back to online service

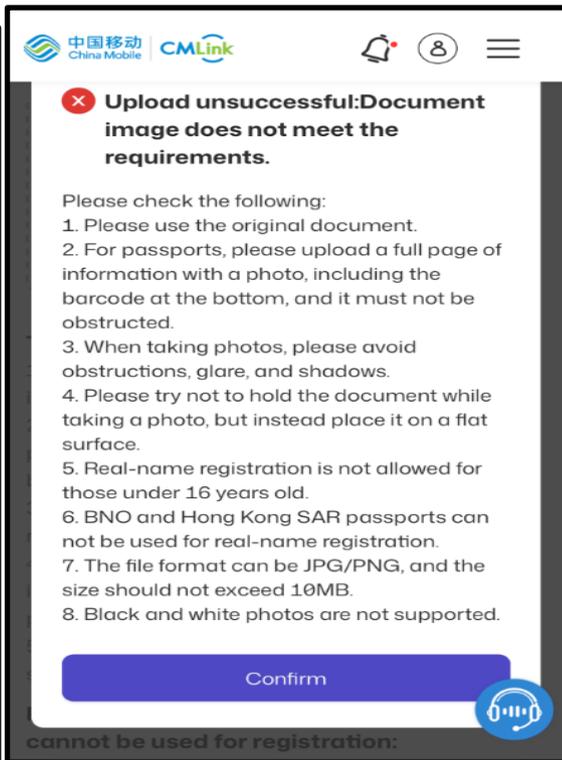
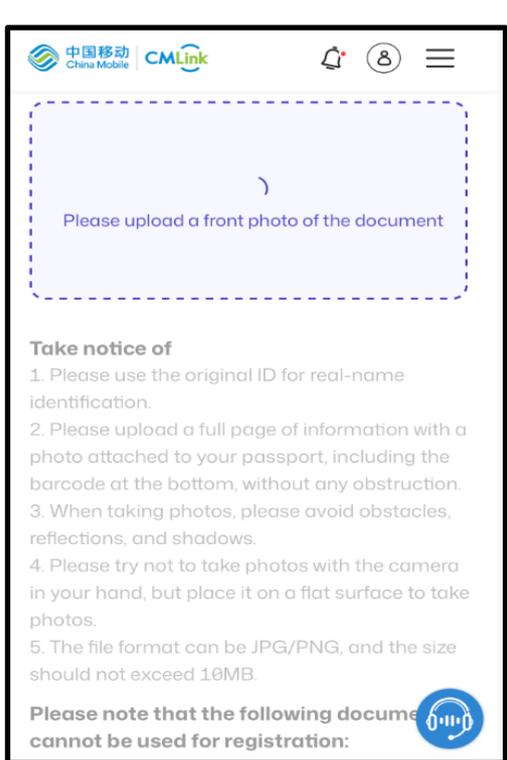
### Form-filling via iAM Smart :

1. Please open iAM Smart App in your mobile
2. Tap the scan button in iAM Smart App
3. Scan the QR Code





2) On the real-name registration page, after synchronizing default information via iAM Smart, customers need to upload certificate' s image manually. If the image does not meet the requirements, the upload will be unsuccessful.



6. Read and check the relevant terms and information -> click "Confirm"

The screenshot shows a registration confirmation screen with three checked checkboxes and a 'Confirm' button. Red annotations highlight the checkboxes and the button. A red box highlights the instruction text below the checkboxes, with an arrow pointing to the 'Confirm' button.

I declare that all information submitted is accurate and correct, and is consistent with the information on the document, and I bear corresponding legal responsibilities

I agree to the transfer of the above personal data to [CMLink's headquarters](#) located outside EU

I have read and accepted the [privacy policy](#)

After reading the relevant terms and information, check the box and click [confirm](#)

Confirm

7. Prompt for successful registration after submission



## IV. Real-Name Authentication FAQ

### 1. What packages require real-name registration?

Currently, only packages related to Hong Kong, China and Taiwan, China that are purchased and used in these regions require real-name registration.

Registration address: <https://global.cmlink.com/store/realname>

### 2. What certificates are accepted for real-name authentication?

- a. Passport (excluding Hong Kong Special Administrative Region Passport and British National (Overseas) Passport)
- b. Mainland Travel Permit for Hong Kong and Macau
- c. Macau Identity Card
- d. Hong Kong Identity Card

When choosing a Hong Kong Identity Card, You can use “iAM Smart” for real-name registration. After successfully completing authentication, it will automatically fill in the registration information, saving your time.

### 3. What information is required for real-name authentication?

- a. Chinese name (if applicable) and English name
- b. Date of birth (the user must be over 16 years old)
- c. Identification document number (if the applicant does not hold a Hong Kong ID Card, he/she must make the following declarations: (i) does not hold a Hong Kong ID Card; (ii) has not used other identification documents for registration)
- d. Copy of the identification document (non-black and white)

### 4. How many global data SIM cards can each user register?

Each user can register no more than 10 cards.

### 5. How to know if the real-name registration is successfully completed?

After successful registration, we will send you a notification via SMS or email. If the real-name verification fails, you will also be notified via SMS or email. If you have not received the confirmation of successful registration, you can contact customer service directly for further inquiries.

### Contact Us

For users in Chinese Mainland, please call:  
4001666011

For users in other regions, please call:

+852 39756662

Customer Service Email:

[cs@cmlink.com](mailto:cs@cmlink.com)