Frequently Asked Questions – Mobile JoyYou Card

Q1. Does the Government intend to discontinue the Physical JoyYou Card?

A1. The Government will not discontinue the Physical JoyYou Card. Eligible beneficiaries may choose on their own to use either the Physical JoyYou Card or the Mobile JoyYou Card according to their needs.

Q2. Who can download and use the Mobile JoyYou Card?

A2. All Hong Kong residents aged 60 or above who hold a valid Hong Kong Smart Identity Card may opt to use the Mobile JoyYou Card to enjoy the $2 Scheme. Please visit the Octopus' website or the Octopus App for details. You may also call the Octopus Customer Service Hotline at 2266 2222 (press "1-5" after selecting your language) for enquiries.

Q3. I already hold a Physical JoyYou Card. Can I also apply for a Mobile JoyYou Card?

A3. Eligible beneficiaries of the $2 Scheme can only hold one valid JoyYou Card at any time, whether it is a Physical JoyYou Card or a Mobile JoyYou Card. If you wish to switch to a Mobile JoyYou Card, you may directly transfer your existing Physical JoyYou Card to a Mobile JoyYou Card via the Octopus App. Please visit the Octopus' website for details on the relevant procedures.

Please note:
The original Physical JoyYou Card will be disabled immediately and cannot be used. Its card number will also become invalid after the transfer process. The invalidated Physical JoyYou Card cannot be used as proof of eligibility for the $2 Scheme.

Q4. Which smartphones are compatible with the mobile JoyYou Card?

A4. The Mobile JoyYou Card is compatible with smartphones supporting iOS or Android, but is not compatible with Apple Watch or other smartwatches. Please refer to the list of support phones on

the Octopus' website or in the Octopus App.

If your phone does not support the Mobile JoyYou Card, you may still enjoy the $2 Scheme using a Physical JoyYou Card.

Q5. Why is it necessary to have the "iAM Smart" mobile app downloaded and registered in advance when applying for a JoyYou Card via the Octopus App?

A5. The JoyYou Card serves as proof of eligibility for the $2 Scheme for Hong Kong residents aged 60 or above. Eligible persons applying through the Octopus App[#1] must hold a valid Hong Kong Smart Identity Card[#2] and undergo identity verification via an "iAM Smart" account in order for their application to be approved and for the Mobile JoyYou Card to be added to their smartphone. This is to prevent misuse by unauthorised persons.

#1 Eligible persons may apply for either a **Physical JoyYou Card** or a **Mobile JoyYou Card** via the Octopus App; both require identity verification through an "iAM Smart" account.

#2 Persons exempted from applying for or renewing a Hong Kong Smart Identity Card may still apply for a **Physical JoyYou Card** in paper form.

Q6. How should a Mobile JoyYou Card user cooperate when a ticket inspection is being conducted?

A6. Octopus App is the designated ticket inspection interface for Mobile JoyYou Card. Please ensure that, under all circumstances, the Octopus App is installed and updated to the latest version on your mobile phone, and that your phone has sufficient battery power to cooperate with the ticket inspections.

When requested by public transport operators and authorised personnel to verify your identity, please tap "Card Details" in the Octopus App main page to show your JoyYou Card details (including photo, name and card number) and a real-time timestamp for inspection. Otherwise, the public transport operators and authorised personnel may require you to pay the full fare and reserve the right to redress.

The invalidated Physical JoyYou Card cannot be used as proof of eligibility for the $2 Scheme.

Q7. Will the Government introduce a mobile version of the Personalised Octopus with "Person with Disabilities Status"?

A7. We understand that there is a view in the community that the mobile Octopus should further support eligible persons with disabilities in using the Personalised Octopus with "Person with Disabilities Status". The Government notes that the Octopus Cards Limited is actively preparing to extend the Mobile Octopus to eligible persons with disabilities in the first half of 2027, and is currently discussing with the Octopus Cards Limited on the relevant arrangements. The Octopus Cards Limited will announce the implementation details in due course.

For further frequently asked questions, please refer to the website of the Octopus Cards Limited.