How to access the Help Directory on HSBCnet:

1) Log on as normal on https://www.hsbcnet.com/

HS	BC					
2 🗙 Menu	Reports and files download	Account information	User guides 🖇	* <mark>6</mark>		
Net Plus	s	PAYMENTS Investigate transaction Payment cancellation/recall		SUPPORT (4) HSBCnet Help (5) User guides Saved guides Message Centre	SECURITY AND FRAUD PRO	

- 2) Click 'Menu' in the top left-hand corner under the HSBC logo
- 3) Click the last option: 'Self-service and support'

Now there are 2 options for you to get help; either with the Virtual Assistant or the user guides as explained below.

- 4) HSBCnet Help (Virtual Assistant)
 - Once you click the 'HSBCnet Help' link under the SUPPORT section, the virtual assistant window will pop out from the right, as shown below. This can also always be accessed from the pink 'Need Help?' icon that always stays on the right-hand side of the screen.

∎ Menu ∣ R∈	II HSBCnet Help Virtual Assistant FAQs	
earn about Webre	Select category	Virtual assistant 11 August 2022 17:
Latest update	How do I set daily authorisation limits? > How do I set up a new user? > How do I change a user's access rights? > How do I make a payment >	How can I help you today? Please don't enter any personal information here. That includes: • Account numbers • User names • PINs and passwords Any information you do enter here will be recorded to ensure the quality of our service and processed in accordance with our <u>Privacy and Data Protection</u> Statement
Show far to be	How do I repair a payment? > How do I track my payments? > How do I use File Upload? > How do I see my statements? >	
+ 40202 Subtotal		Type in your question here (140 characters) Send
10W 50 V	User Guides Here you'll find guides about our services	Message Centre Securely send and receive service requests

- There are common FAQs on the left-hand side that the virtual assistant will assist you with once you click on the question. The FAQs can be changed by selecting a category of FAQs from the dropdown box.
- Or you can type in your own question in the search bar if your question is not an FAQ.
- The user guides can also be accessed from the bottom left-hand corner of the virtual assistant window or from the 'Menu' as in step 2.
- 5) User Guides
 - Once you click the 'User guides' link under the SUPPORT section, you will be taken to the user guides homepage. There are various sections here which have further information and numerous guides, as shown below.

User Guides	
Access information and guides for HSBCnet services	
Search user guides	
Browse topics	

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HSBCnet training webinars >	Are you a new HSBCnet user? >	HSBCnet Mobile app >
Register for our sessions to learn about using HSBCnet.	Start here.	Conveniently access HSBCnet on the go.
User and account management > Manage system administration services for users and accounts.	Accounts > Access account balances, statements, reports, term deposits and much more.	Payments and transfers > Send, transfer and track funds.

• Click through the sections to find a guide for various processes, such as how to upload a file. HSBC have created detailed step-by-step guides with screenshots to guide you through these processes.

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Submit your instructions as files.	Menu Reports and files download Account information User guides	
Save this guide 28 Jan 2022 Becorr PDF You have an accounting/Enterprise Resource Planning (ERP) software that can produce payment and other types of instructions as files, you can use HSBCnet File Upload service to submit them in a variety of supported formats. This method can save you time on higher volume transactions since you don't have to manually enter payment instructions on HSBCnet screens. Important information before you get started Once you've determined the types for your application, your HSBC Client Services representative can: Provide the appropriate Message implementation guides (MIG) for formatting the files in your ERP software. As part of this process, we recommend performing sufficient file testing before uploading on HSBCnet. Identify regional / format specific File Upload reports that may need to be added for your organisation. Where available, these reports provide file validation and processing results after users upload files. Users who have permissions to the reports can access them in the Reports and Files Download service. For detailed instructions about this service, review the <u>File Upload user guide</u> Here are some quick guides to show you how to complete specific tasks: How do I grant user permissions for File Upload 2, for System Administrators) How do I authorise a file2 How do I authorise instructions in a payment file using Payment File ILA service2 / For customers with ILA+ service).	File Upload	
If you have an accounting/Enterprise Resource Planning (ERP) software that can produce payment and other types of instructions as files, you can use HSBCnet File Upload service to submit them in a variety of supported formats. This method can save you time on higher volume transactions since you don't have to manually enter payment instructions on HSBCnet screens. Important information before you get started Once you've determined the types for your application, your HSBC Client Services representative can: • Provide the appropriate Message implementation guides (MIG) for formatting the files in your ERP software. As part of this process, we recommend performing sufficient file testing before uploading on HSBCnet. • Identify regional / format specific File Upload reports that may need to be added for your organisation. Where available, these reports provide file validation and processing results after users upload files. Users who have permissions to the reports can access them in the Reports and Files Download service. For detailed instructions about this service, review the <u>File Upload user quide</u> Here are some quick guides to show you how to complete specific tasks: How do I grant user permissions for File Upload? (for System Administrators) Hew dd I grant user permissions for File Upload? (for System Administrators) Hew dd I authorise instructions in a payment file using Payment File ILA service? (For customers with ILA+ service).	Submit your instructions as files.	
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6) You can also pin your most-used functions at the top, such as the user guides by pinning it to the top bar. This can be seen in the first screenshot.