How to access the Help Directory on HSBCnet:

1) Log on as normal on https://www.hsbcnet.com/
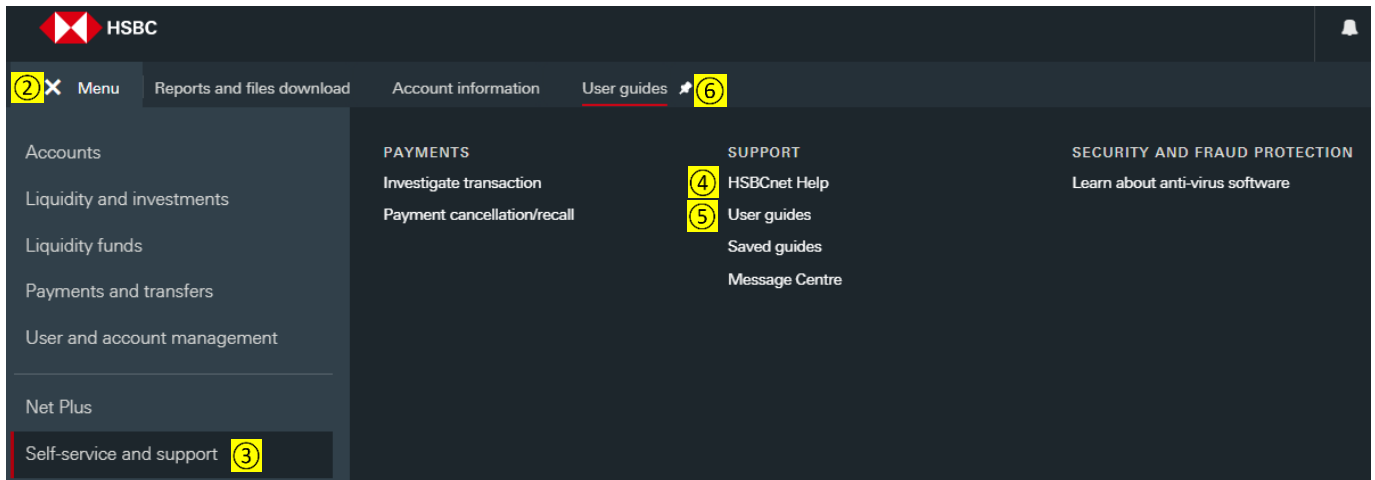
2) Click 'Menu' in the top left-hand corner under the HSBC logo
3) Click the last option: 'Self-service and support'

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.
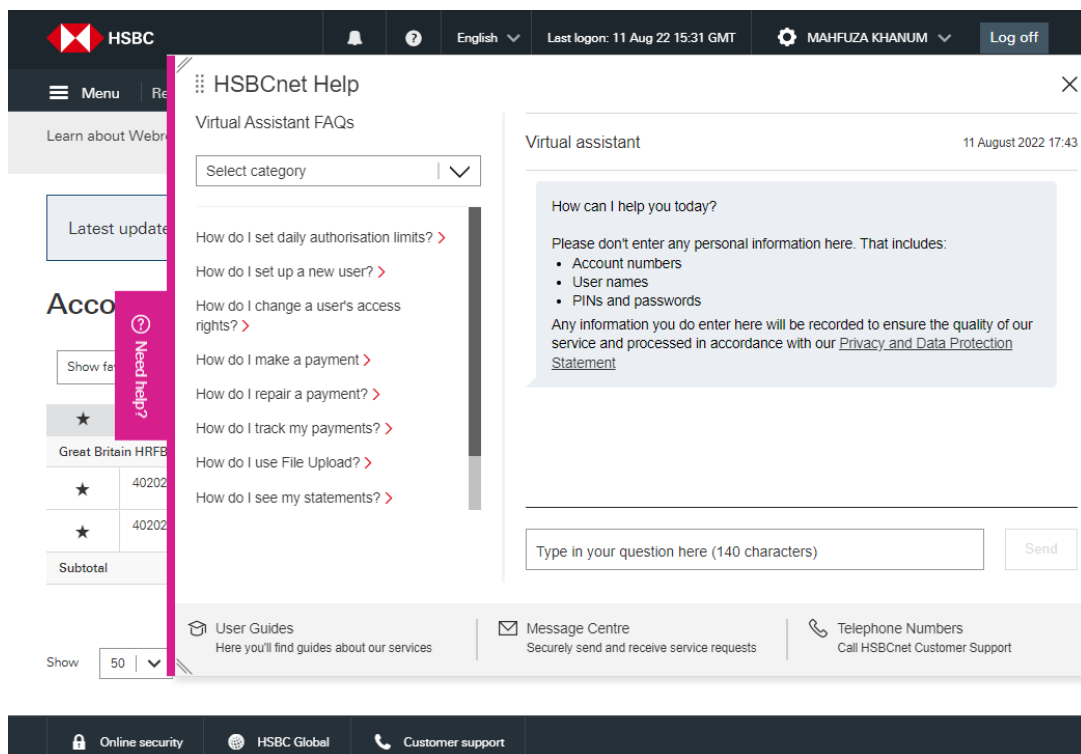
- There are common FAQs on the left-hand side that the virtual assistant will assist you with once you click on the question. The FAQs can be changed by selecting a category of FAQs from the dropdown box.
- Or you can type in your own question in the search bar if your question is not an FAQ.
- The user 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.
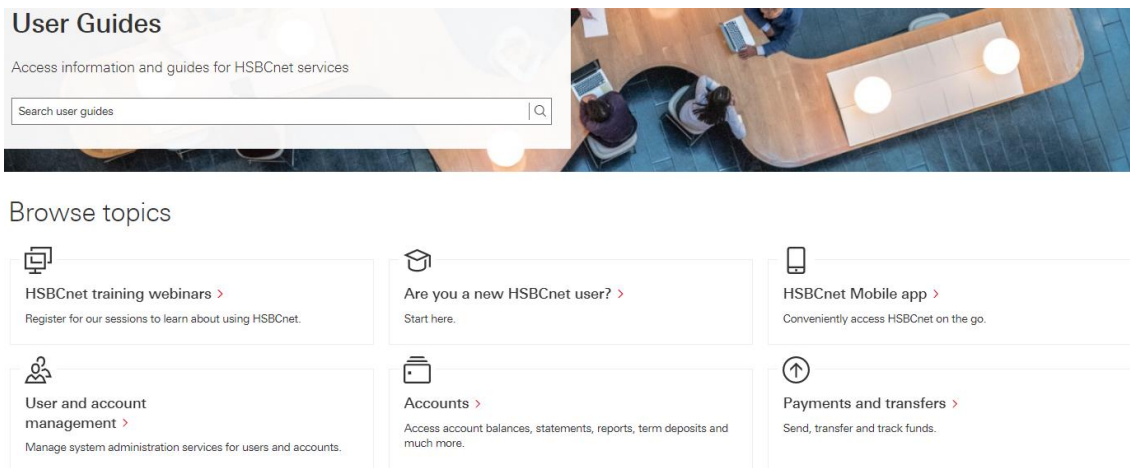
- Click through the sections to find a guide for various processes, such as how to upload a file. HSBC have created detailed step-by-step guides with screenshots to guide you through these processes.
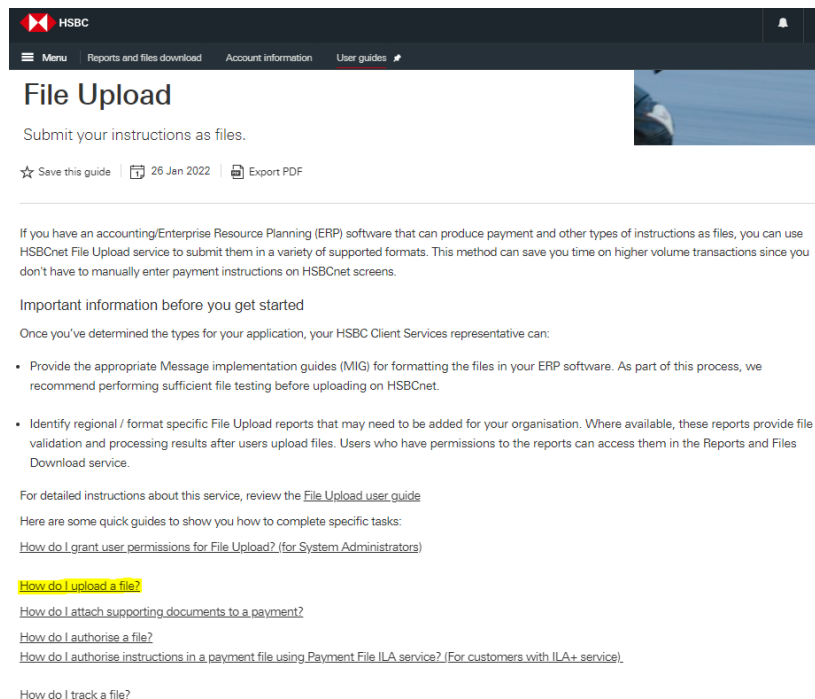
6) You can also pin your most-used functions at the top, such as the user guides by pinning it to the top bar. This can be seen in the first screenshot.