

About SmartHR

1. **What is SmartHR?**

SmartHR is a cloud-based HR management system powered by HR Easily HK Limited (HReasily). It helps you to automate and digitalise your company's HR processes, including payroll calculations, leave application and approval, and expense claims management. SmartHR integrates with HSBC banking solutions so your business can become more efficient by streamlining workflows and automating processes. Your employees also benefit, as they can view their information, apply for leave and receive their payslips through a mobile app or web browser at any time, anywhere.

2. **How can my employees access SmartHR?**

As the business owner, you can add your employees to the system. To create an employee profile, go to the Staff Directory, enter your employee's email address and tick the box next to 'grant this employee online access'. Your employee's username, password and log-in link will be sent to them by email.

3. **Can I set different levels of access for my employees?**

Yes, you can give your employees access permissions that are appropriate for their role. For example, you can allow your deputy to help you manage leave, claims and payroll activities. The basic access permissions for an employee include (depending on the modules your company has subscribed to) viewing their payslips, viewing and applying for leave, viewing and submitting claims, clocking in or out and downloading documents.

4. **Can I cancel my subscription at any time?**

Your subscription is paid monthly or annually in advance, and no refund is available if you cancel it within the subscription period. If you would like to cancel your subscription, please email hello@hreasily.com at least 30 days before it's due. Email received after office hour is deemed received on the next working day.

5. **What happens when my free trial ends?**

As an HSBC Smart Solution customer, you can sign up for a 3-month free trial. When your free trial is about to end, the HR platform will send you an email and a pop-up message to remind you to decide whether to pay for a subscription or not. A subscription will not start automatically when your free trial ends.

6. **Will I be able to use the HR system without help?**

SmartHR is designed to be simple and user-friendly. When you sign up for a free trial, you will receive a welcome pack by email, which tells you how to use the HR functions. When you visit the platform, an online tour will take you through a step-by-step guide. If you need more help, HReasily provides support through live chat, over the phone and by email.

7. **How can I contact HReasily support?**

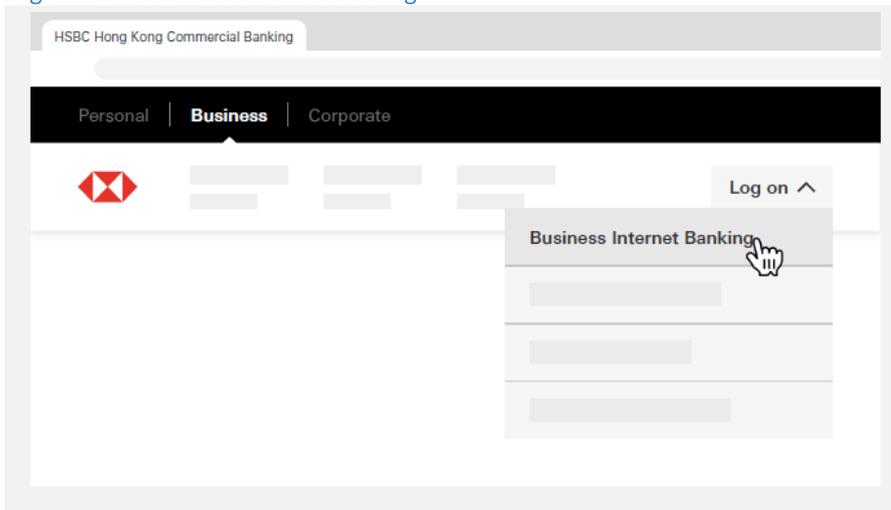
HReasily supports live chat on the platform and on its company website. You can also speak to a representative by calling +852 5803 6408 or you can email hello@hreasily.com. All support channels are open from 9am to 6pm, Monday to Friday (except public holidays).

8. **How can I pay my employees through the integration of SmarHR and HSBC autoPay?**

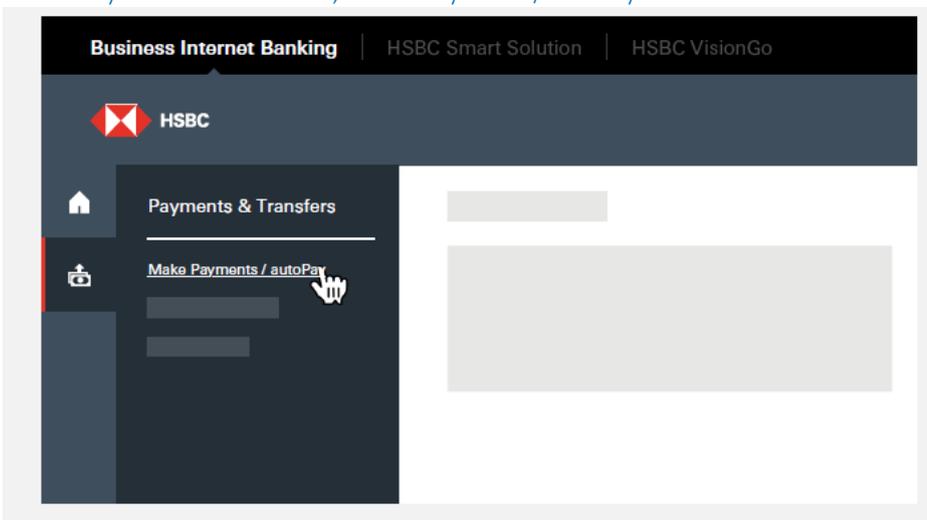
SmarHR generates an autoPay file in HSBC format for you to upload and approve in HSBC Business Internet Banking. You just need to download the Bank payment file from SmarHR, then follow below step-by-step to submit the payment instruction.

i) Download the Bank payment file from SmarHR (click [here](#) for details)

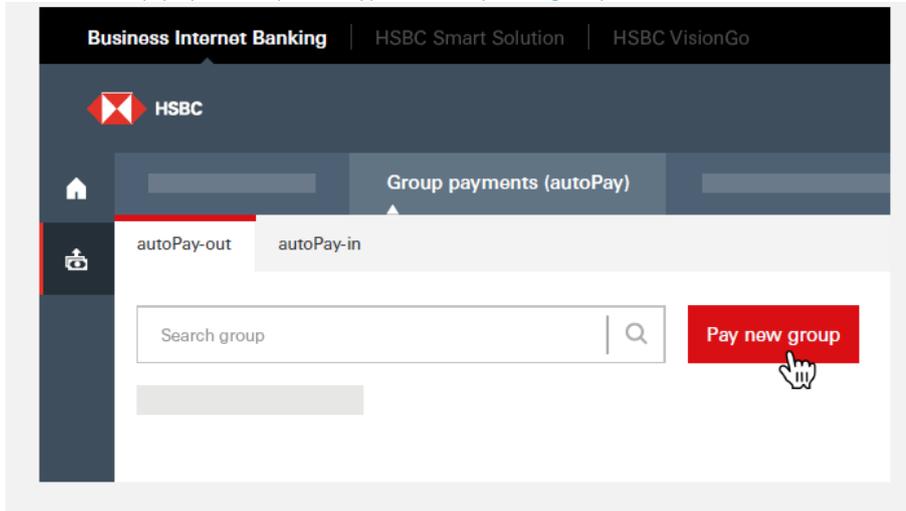
ii) Logon HSBC Business Internet Banking



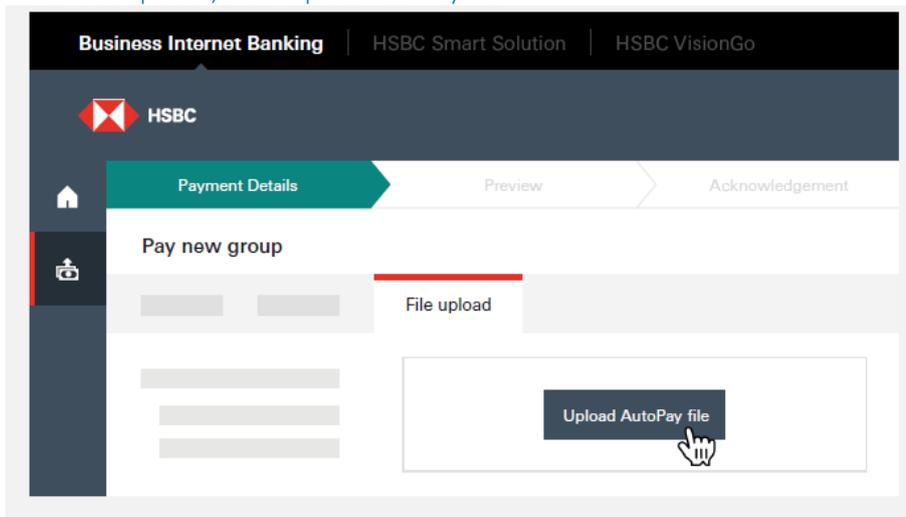
iii) Go to "Payments & Transfers", "Make Payments / autoPay"



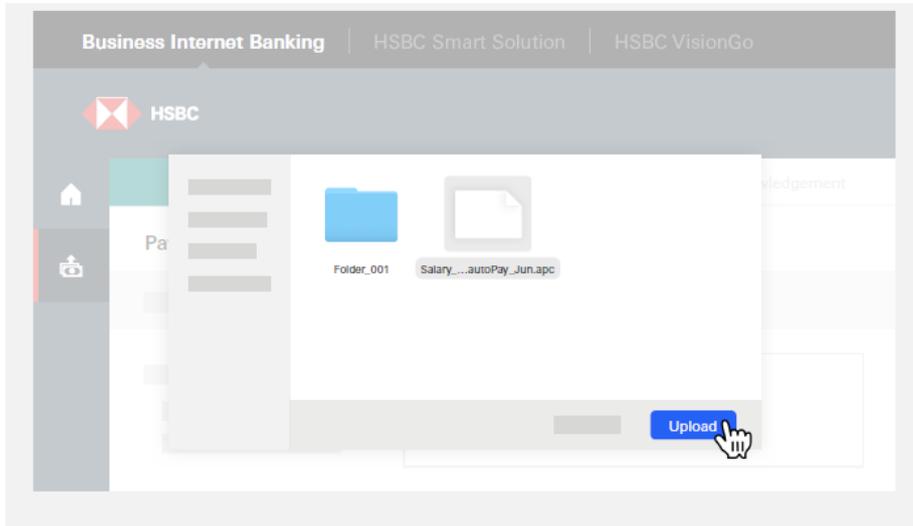
iv) Select "Group payments (autoPay), click "Pay new group"



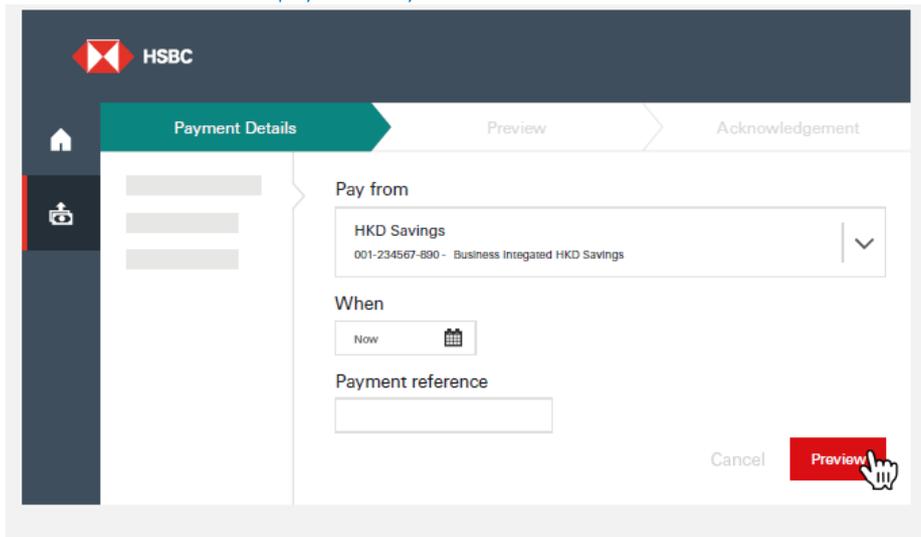
v) Go to "File upload", click "Upload AutoPay file"



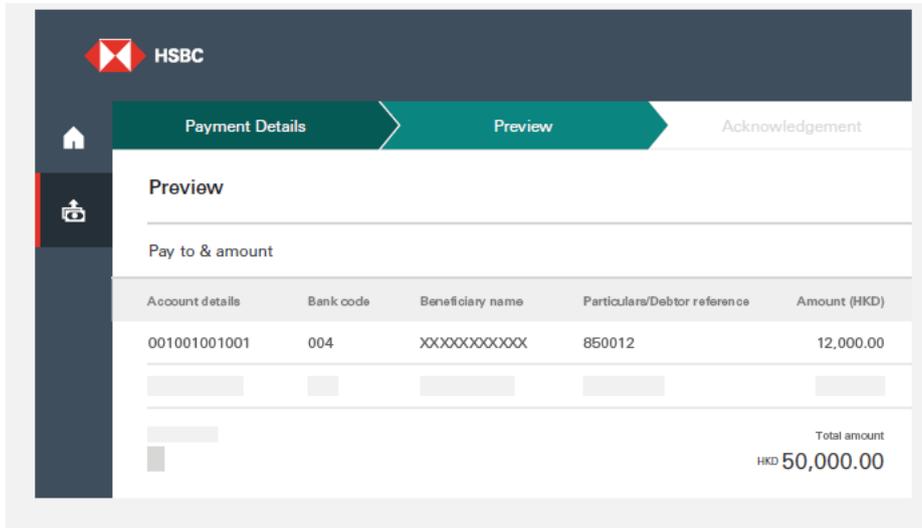
vi) Select the Bank payment file to upload



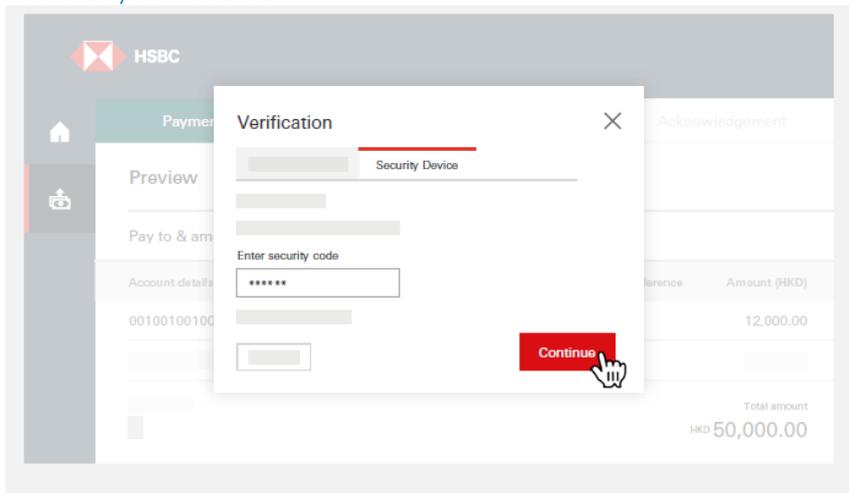
vii) Select debit account and payment day



viii) Preview payment details



ix) Authorize your instruction



x) Instruction submitted

