

The MyService HUB User Guide

Prepared by
HKBN Enterprise Solutions

Version: 1.1

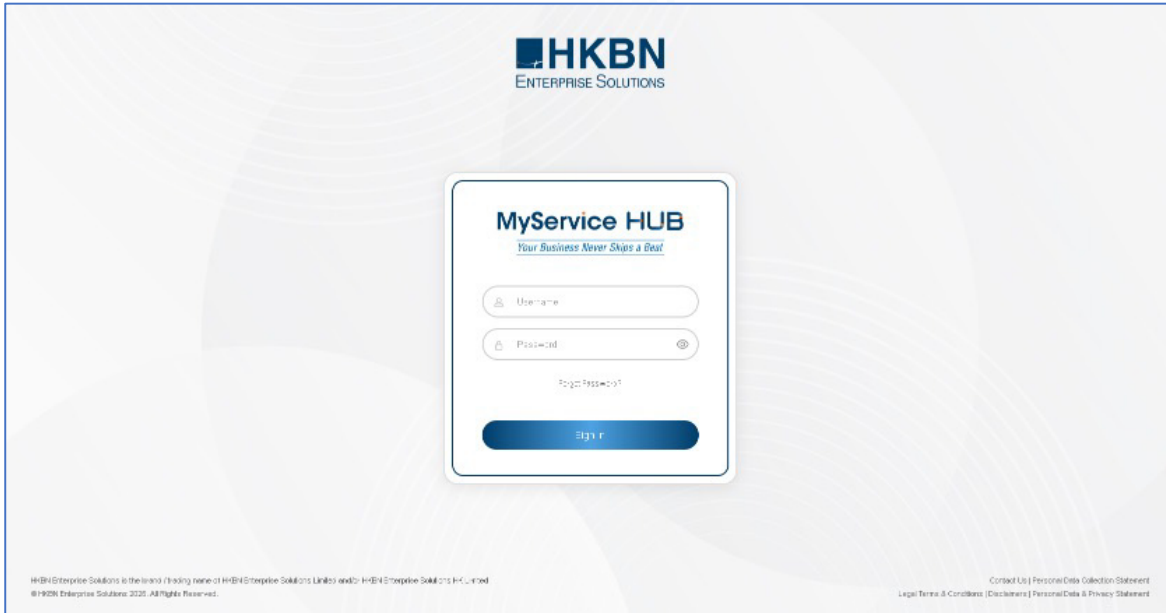
Date: 28 Apr 2026



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The MyService HUB is a web platform that enables users to browse and select available services, redirecting them to the corresponding service portals.

2.1 Login Page

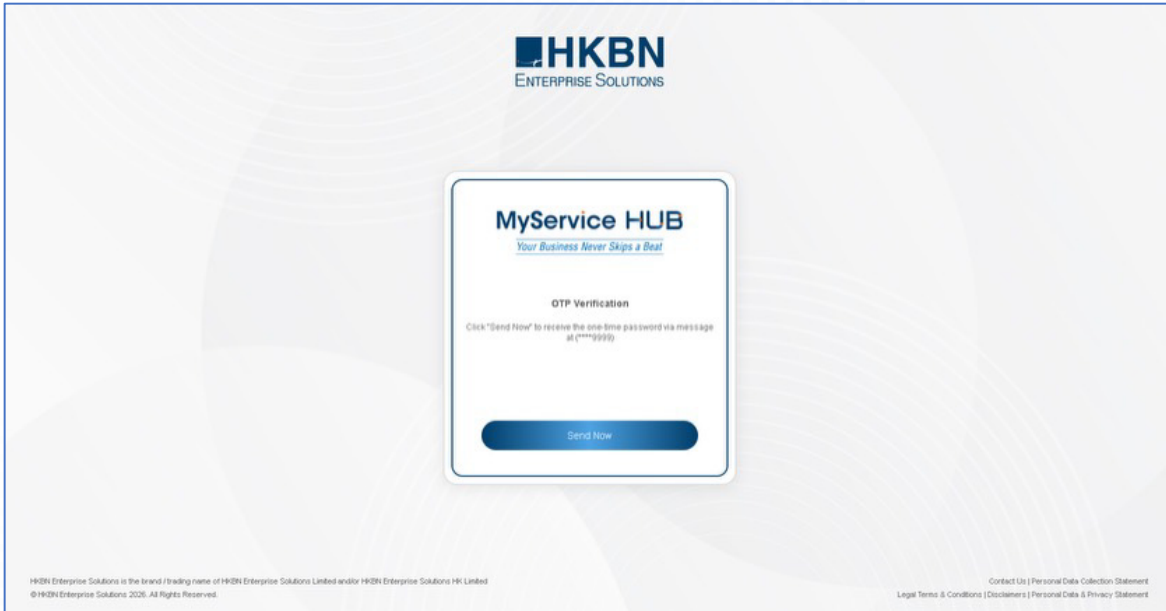


On the login page, user inputs Username and Password to login.

The login page also has static links for "Contact Us", "Personal Data Collection Statement", "Legal Terms and Conditions", "Disclaimers" and "Personal Data Privacy Policy Statement".

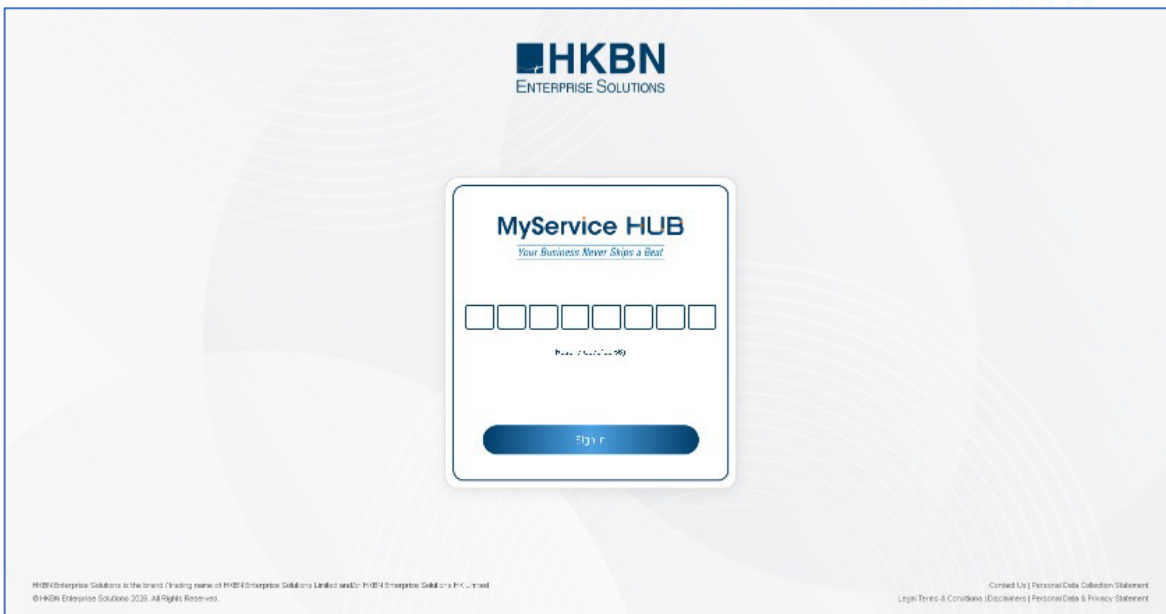
| | |
|--|---|
| Contact Us | https://www.hkbnes.com/web/contact-us/ |
| Personal Data Collection Statement | https://www.hkbnes.com/web/personal-data-collection-statement/ |
| Legal Terms and Conditions | https://hkbnes.com/support/pdf-tnc/T_C_Eng.pdf |
| Disclaimers | https://www.hkbnes.com/web/disclaimer/ |
| Personal Data Privacy Policy Statement | https://www.hkbnes.com/web/personal-data-privacy-policy-statement/ |

2.2 Login Page – Prompt OTP



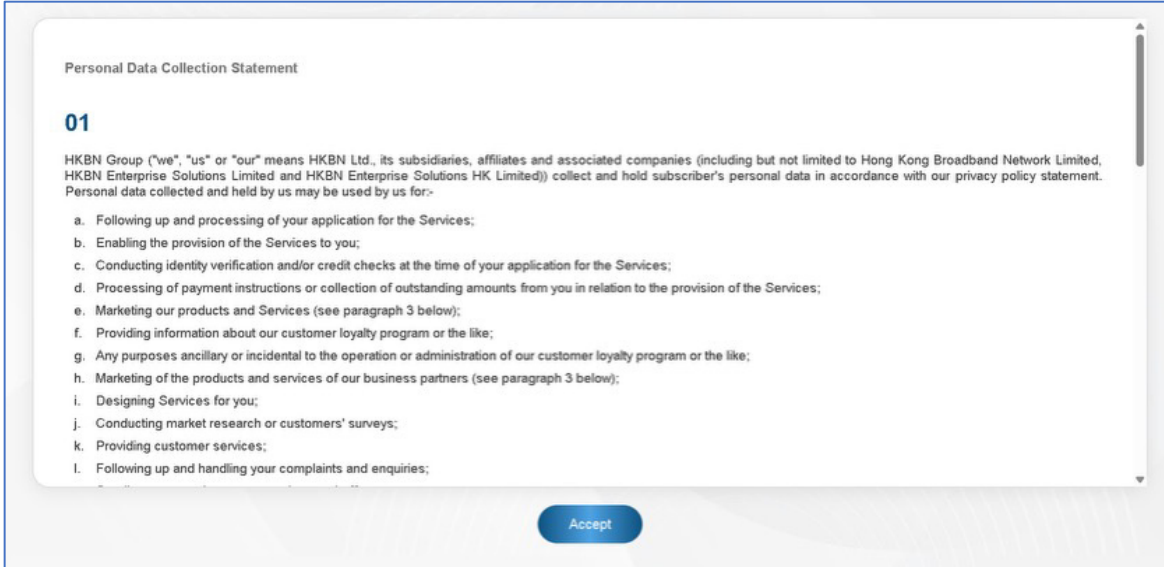
Send OTP to user's email address / SMS phone number for OTP
Please refer to Appendix for OTP's content.

2.3 Login Page – Input OTP



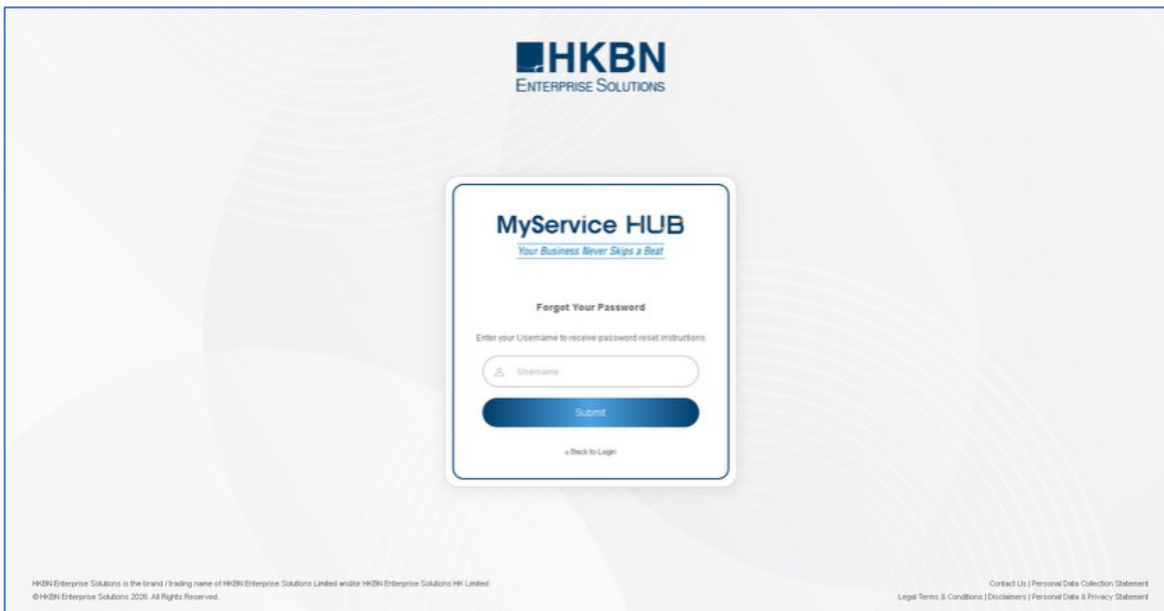
Enter OTP must be correct (Error Msg: Invalid OTP, please re-enter)
Consecutive 5 invalid OTP will lock account and prompt error when next attempt

2.4 Login Page – First Time Login



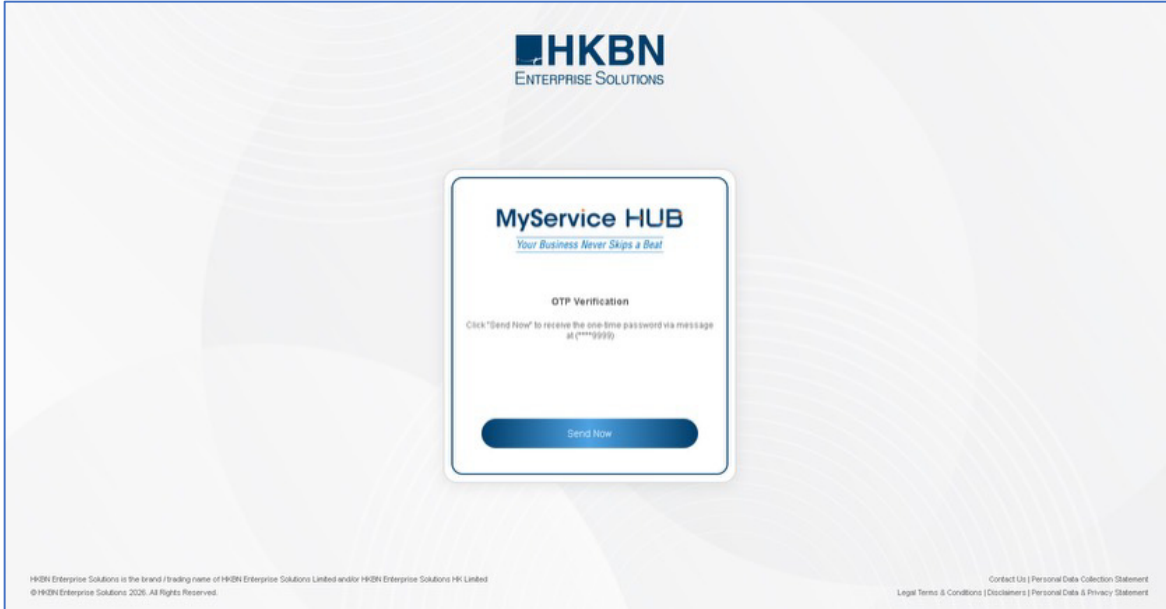
Show Personal Data Collection Statement for the first time login.

2.5 Forgot Password Page



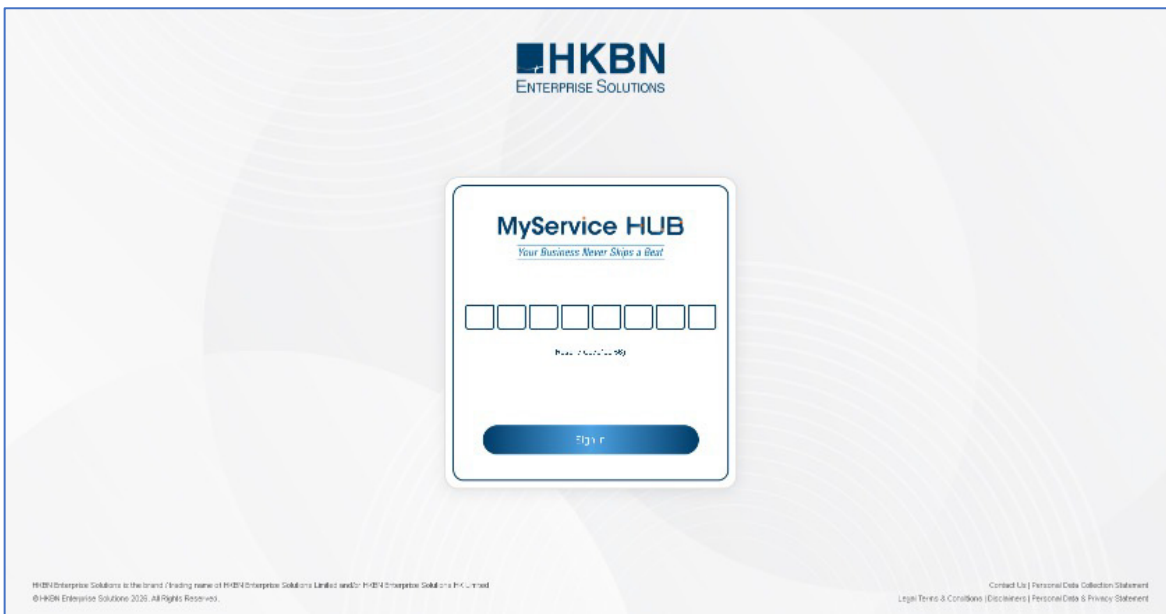
To reset a password, users can click "Forgot Password" on the login page. On the Forgot Password page, they will be prompted to enter their username. They will then guide them through the reset process by requesting a one-time password (OTP) and a new password. After resetting password, users will be redirected to login screen to login.

2.6 Forgot Password Page – Prompt OTP



Send OTP to user's email address / SMS phone number for OTP
Please refer to Appendix for OTP's content.

2.7 Forgot Password Page – Input OTP



Enter OTP must be correct (Error Msg: Invalid OTP, please re-enter)
Consecutive 5 invalid OTP will lock account and prompt error when next attempt

2.8 Forgot Password Page – Input New Password

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Reset Password

Password Requirements:

- Your new password must contain at least 8 characters.
- It must include a combination of at least three of the following character types:
 - Uppercase letters (A-Z)
 - Lowercase letters (a-z)
 - Numbers (0-9)
 - Common punctuation marks
- Your new password must not be the same as any of your previous four passwords.
- Your password must not contain consecutive characters (e.g., "1234", "abcd", "W01rZ).

New Password

Confirm Password

Submit

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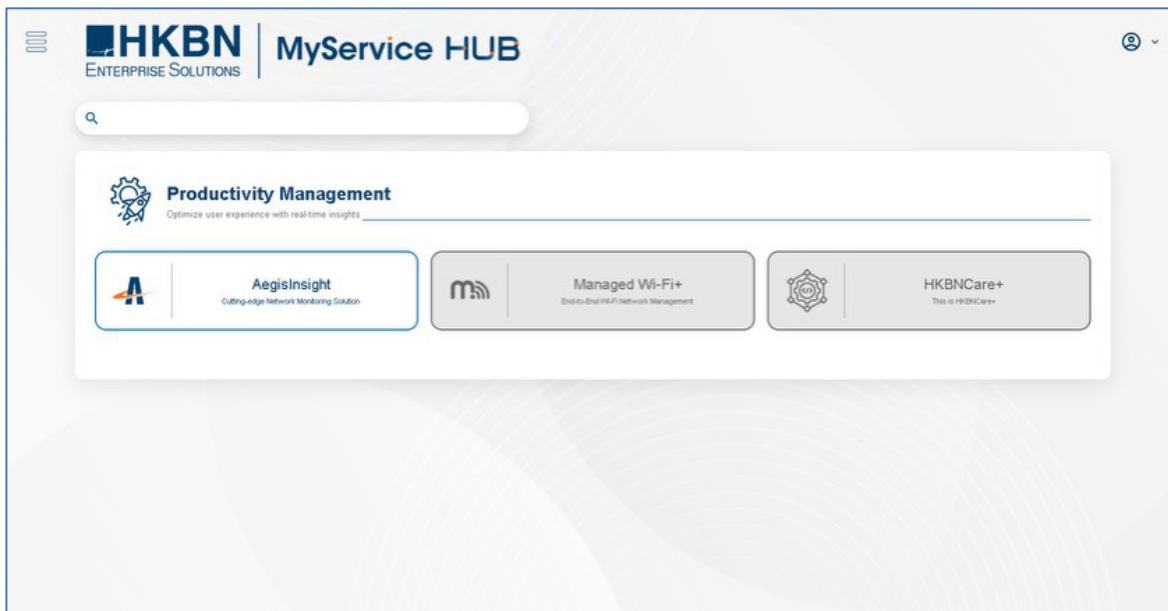
Must follow Password Criteria:

- Must be at least 8 characters long.
- Must have at least three of the following: capital letters, lowercase letters, numbers, and common punctuation characters.
- Must not be the same as any of last four passwords.

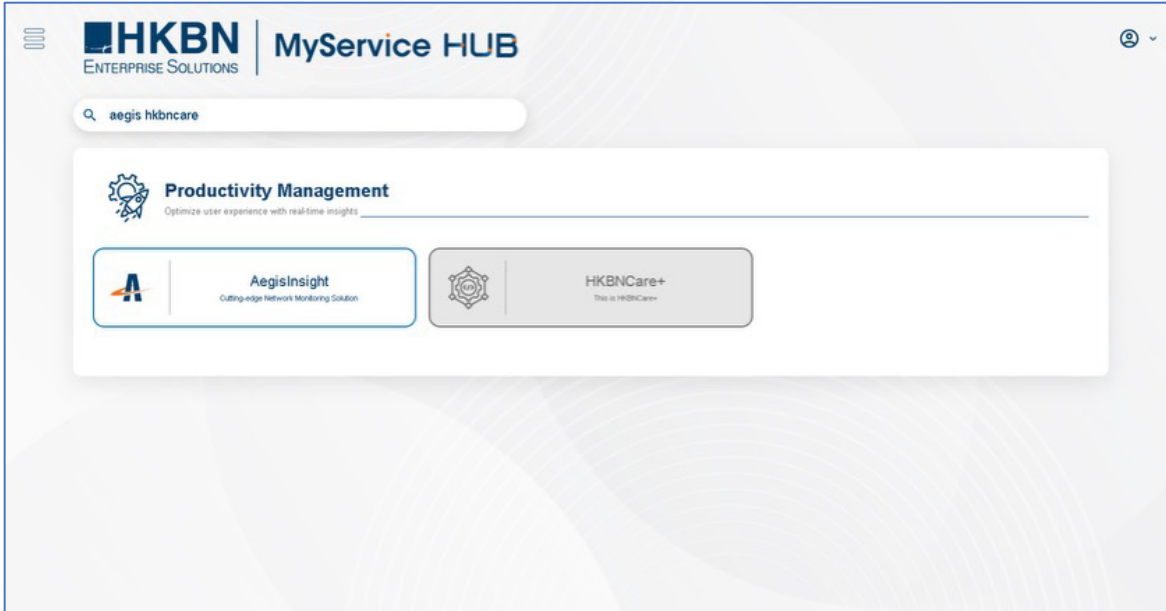
2.9 Home Page



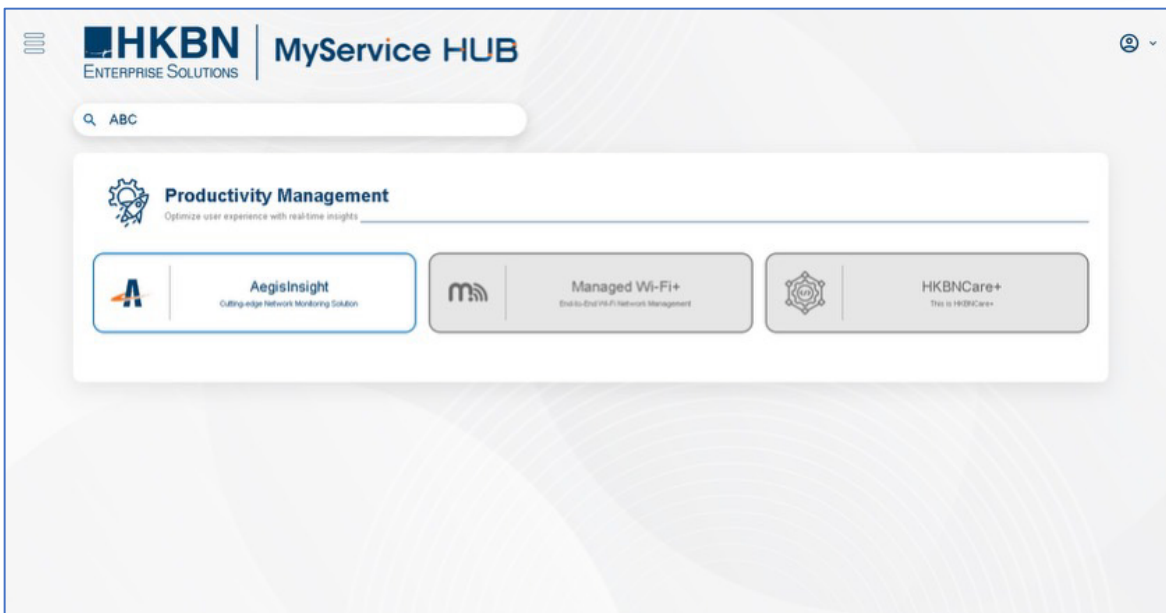
When the home page loads, a banner is displayed. Users can click on the white dots below the banner to navigate the next image. User must click “X” to close the banner to enter the home page.



2.10 Home Page – Search Bar

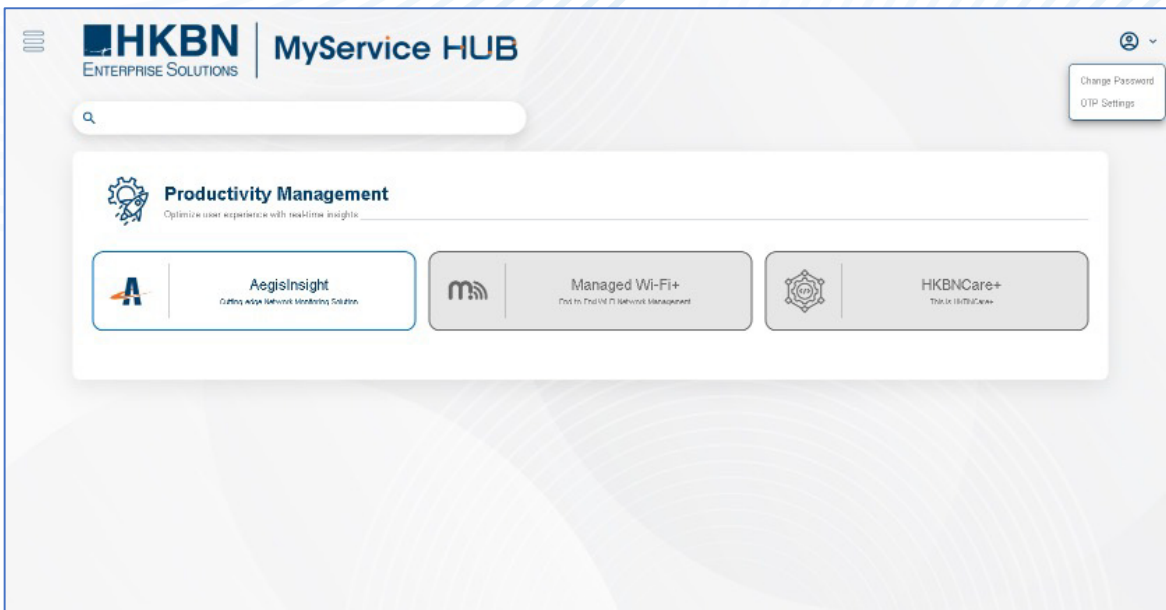
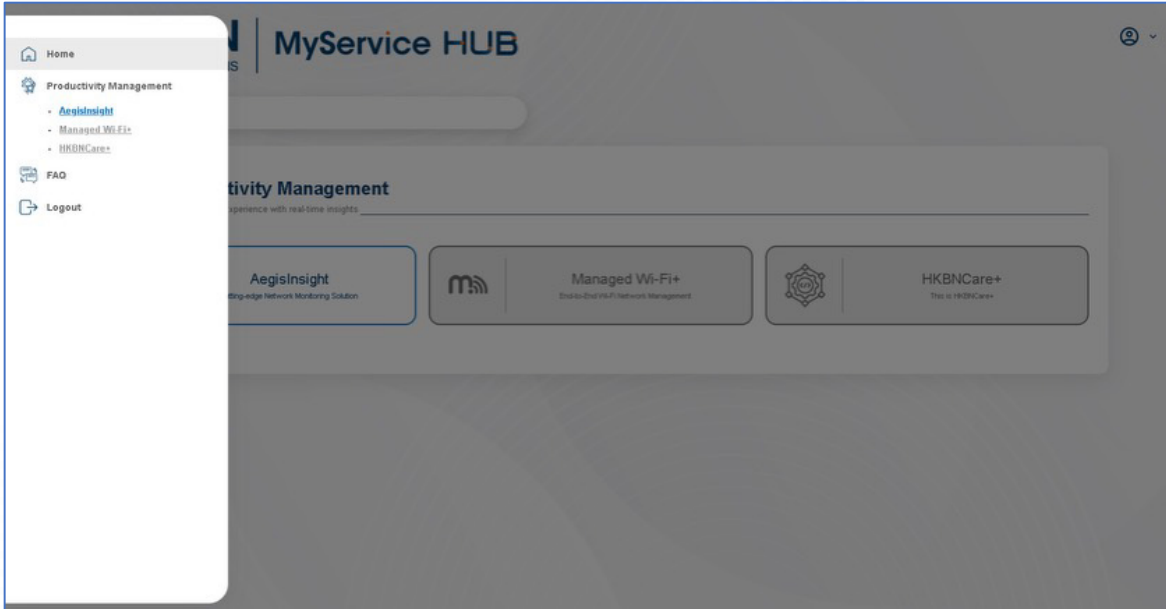


This search by partially matching any word in service's title on home page to filter services shown above. At least 3 characters inputted to perform the search.



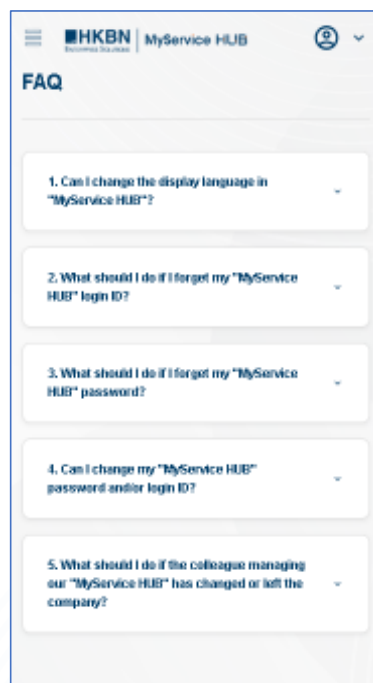
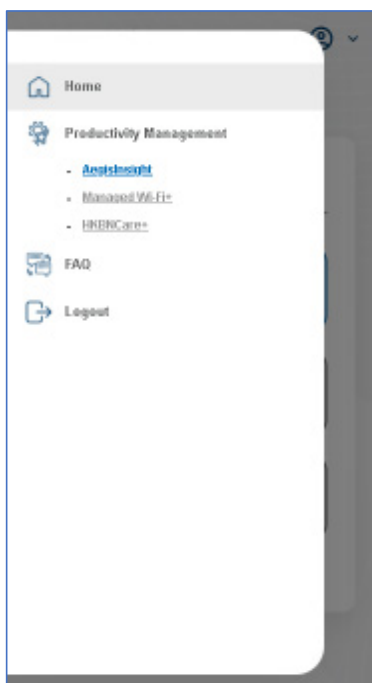
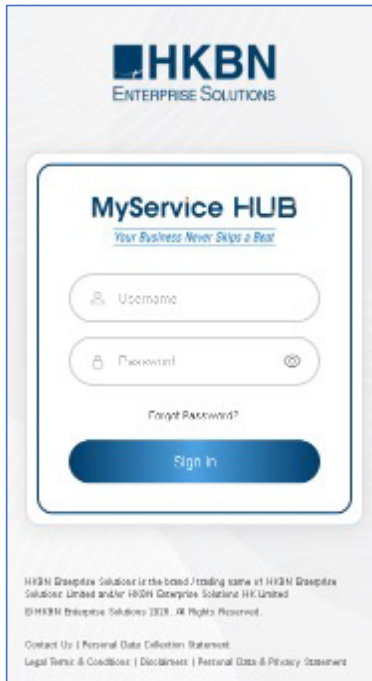
If nothing matches, all services are shown as above.

2.11 Top Menu & Side Menu



Click on the “hamburger” icon at top left corner to expand the left side menu for "Home", "FAQ", and "Logout".
Click on the “person” icon at top right corner to show the top menu for "Change Password" and "OTP Settings".
Click on the company log in all pages to go back to the home page.

2.12 Home Page – View in Mobile Device’s Browser



This website is responsive and can be viewed on mobile device’s browser, as shown in the example above.

2.13 Change Password Page

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Change Password

Password Requirements:

- Your new password must contain at least 8 characters.
- It must include a combination of at least three of the following character types:
 - Uppercase letters (A-Z)
 - Lowercase letters (a-z)
 - Numbers (0-9)
 - Common punctuation marks
- Your new password must not be the same as any of your previous four passwords.
- Your password must not contain consecutive characters (e.g., "1234", "abcd", "WXYZ").

Old Password

New Password

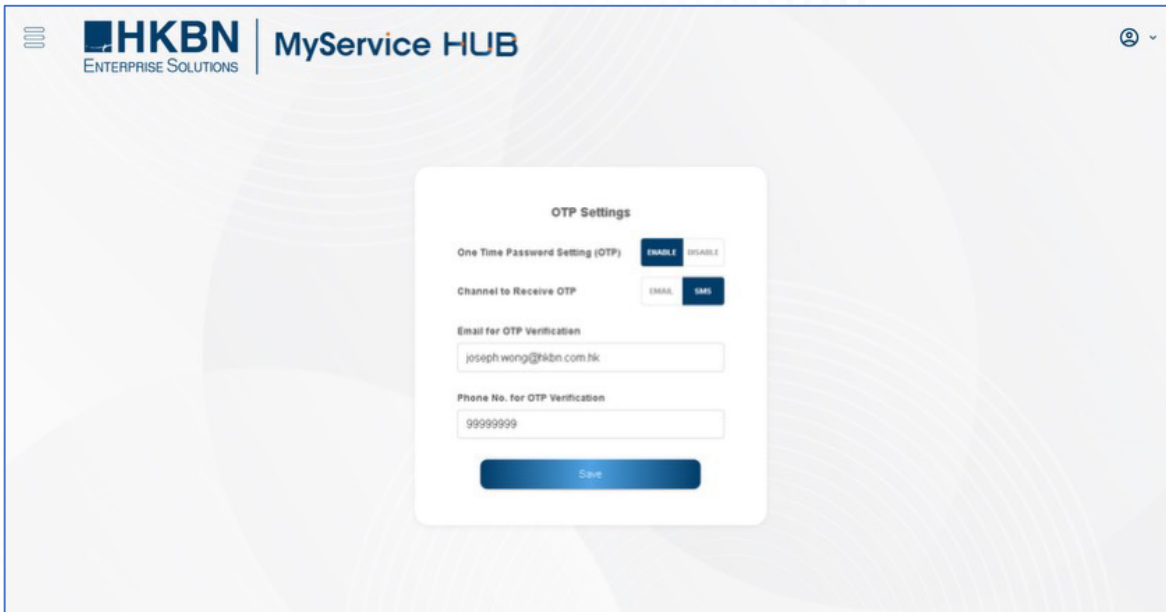
Confirm Password

Submit

Change Password Criteria:

- Must be at least 8 characters long.
- Must have at least three of the following: capital letters, lowercase letters, numbers, and common punctuation characters.
- Must not be the same as any of last four passwords.

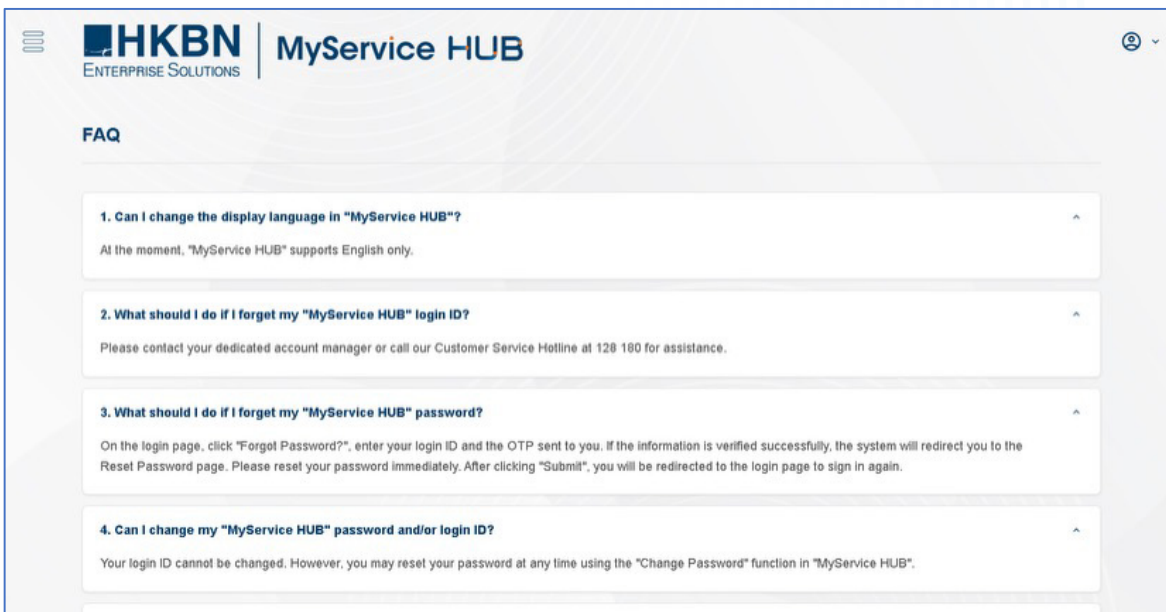
2.14 OTP Settings Page



One Time Password Setting (OTP) can set for Enable / Disable
Channel to Receive OTP

- Email for OTP Verification must be in email format
- SMS Phone No. for OTP Verification must be in valid format: 8 digits exactly, first digit must be between 4 and 9, remaining 7 digits can be any digits 0-9. HK number only.

2.15 FAQ Page



3.1 Login / Forgot Password OTP Content – SMS

[MyService HUB] Your OTP for verification is XXXXXXXX. Please enter this code on the verification page within the next 5 minutes to complete the process. Thank you!

3.2 Login / Forgot Password OTP Content – Email

Sender: myservicehub@hkbnes.net

Contact us: corpinfo@hkbnes.net

MyService HUB

You have request One-Time Password Verification on your MyService HUB account.
Please find the OTP code below to proceed:

67168993

Please enter this code on the verification page within the next 5 minutes to complete the process.
If you didn't request this, you can ignore this email or [contact us](#).