

FAQ

Why was the DCP Online Application Platform launched?

The DCP Online Application Platform facilitates the application process and has the following benefits:

- To facilitate the application process
- To enable charities to better manage their projects funded by the Programme
- To help the charities keep track of the application and report data/status
- To enhance the collaboration between HSBC and charities with more volunteer opportunities

Is the DCP Online Application Platform launched merely to replace the pdf application form?

No, the DCP Online Application Platform not only replaces the existing pdf application form, but also serves as a systematic platform for the applicants to enquire application status, accept the donation offer, providing information through a consistent and secured channel, making relevant requests (eg request for project extension) through all-in-one platform, and submit reports online.

What should I do if I forget my username?

To recover your username, please go to the DCP Online Application Platform logon page, click 'Forgot your username?' and answer correctly to a randomly-prompted security question, the answer of which was previously set by you during registration.

What should I do if I forget my password?

To recover your password, please go to the DCP Online Application Platform logon page, click 'Forgot your password?' and answer correctly to a randomly-prompted security question, the answer of which was previously set by you during registration.

What should I do if I forgot the username/password as well as the answer(s) to the security question(s)?

By using the email that you have registered in the DCP Online Application Platform, please send an email to districtcommunityprogrammehbf@hsbc.com.hk with a subject of either 'forgot username' or 'forgot password', and state which user profile (ie the Manager or the Applicant) is concerned. Upon receiving our notification of the username or the reset password by email, please log on, go to 'Account Management' and change the answers to the security questions.

What should I do if the organisation information has been changed?

Please send email request to districtcommunityprogrammehbf@hsbc.com.hk providing organisation name and the information that ought to be amended.