



Website accessibility

Making sure our website is accessible to everyone

It's important everyone can use our website, whether it's to bank online, learn something new or contact us. Here's what we're doing to make it as easy as possible. You'll also find some technical guidelines to help you make sure you're set up correctly.

Accessibility guidelines

Our websites and applications should meet the [Web Content Accessibility Guidelines Version 2.1 \(WCAG 2.1\)](#)[Web Content Accessibility Guidelines Version 2.1 \(WCAG 2.1\)](#) [This link will open in a new window](#). These World Wide Web Consortium (W3C) guidelines explain how to make web content more accessible for people with disabilities.

To find out about our global accessibility programme, view [HSBC Digital Accessibility](#).

Accessibility features on this site include:

- All controls work with a keyboard alone
- Form fields have labels so you can tab through from the start to the end
- Non-decorative images include text alternatives (alt text) for screen readers
- Link text is descriptive – we don't use 'click here'
- Screen-reader users can navigate and understand our pages
- We use strong colour contrast so it's easy to read text and graphics
- Error messages describe what the errors are
- We give you enough time to complete activities
- Controls are big enough to click or tap
- Page layout is flexible and responsive

Supported browsers and operating systems

These are the browsers and operating systems we support.

Browsers

- Google Chrome (latest version)
- Firefox (latest version)
- Microsoft Edge (latest version)
- Safari (9 and above)

Operating systems

- Windows 8 and above
- Mac OS X 10.9 and above

Windows 7 and 8.1

Online banking no longer supports Windows 7 and 8.1. This is because Microsoft has stopped security updates and fixes for these operating systems.

If this affects you, you should:

- Upgrade to a newer operating system, if possible
- Stop using these operating systems for online banking or shopping
- Use another device, such as a tablet, or download our mobile app

[View Microsoft operating systems guidance](#)[View Microsoft operating systems guidance](#) [This link will open in a new window](#)

Pop-up settings

For your security, online banking signs you out after a certain period of inactivity. A pop-up message will give you 60 seconds to confirm if you'd like to stay signed in. You won't see this message if you've disabled pop-ups in your browser setting.

We update our list of supported browsers and operating systems from time to time as the software used by our customers will change.

More information on digital accessibility

There are organisations and charities who can offer further help with different types of digital accessibility.

AbilityNet is a charity that provides free support with digital accessibility. The [AbilityNet website](#)[AbilityNet website](#) [This link will open in a new window](#) has lots of helpful tips, including simple ways to make your devices easier to use.

Sight loss charity [RNIB](#)[RNIB](#) [This link will open in a new window](#) also has information on desktop accessibility if you're blind or partially sighted.