Annex

Steps to access services of 1868 WeChat assistance hotline and 1868 Chatbot

Step	1868 WeChat assistance hotline
1	Follow the WeChat official account of the Hong Kong Immigration Department • In WeChat App, scan the QR Code below and follow the account of the Hong Kong Immigration Department; or • In WeChat App, search "HKSARIMMD" and follow the account of the Hong Kong Immigration Department
2	Tap "1868 assistance hotline" to contact the Assistance to Hong Kong Residents Unit (AHU)

Step	1868 Chatbot
1	Download or update the ImmD Mobile Application to the latest version free of charge from the Apple App Store, Google Play, Huawei AppGallery or ImmD Homepage
2	Open the ImmD Mobile Application and tap "Contact the Assistance to Hong Kong Residents Unit" under "Popular Services" on the main page
3	Tap the "1868 Chatbot" icon
4	Start conversation with 1868 Chatbot
5	For further assistance, tap the "Contact Staff" icon to contact the AHU via instant messaging or network data call