How do I activate my new Security Device?

Note: Before activating your new Device, please note that it must be assigned to you by your System Administrator.

If you are a System Administrator or End User and are logging on to HSBC.net to activate your new Security Device, you must complete the following steps.

1. On your HSBCnet home page, choose Log on.

   ![HSBCnet log on page](image)

2. The Capture Username page appears. Enter your username and select Continue to proceed.

   ![Capture username page](image)

3. The Capture Security Credentials page appears. Enter your memorable answer. Enter the three requested characters of your password. Select Continue to proceed.

5. Complete the following instructions to select and set a new PIN for your Device.
   a. To power on your device, press and hold the Green circle button on your device for two seconds.
   b. The New PIN message appears in the device window. Select and enter a new 4 to 8 digit PIN using the device key pad.
   c. To submit your PIN, press the Yellow square button on your device key pad.
   d. If your PIN is accepted, the PIN CONF message appears in the device window.
   e. To confirm your PIN, key in the same 4 to 8 digit PIN again using the device key pad.
   f. The NEW PIN CONF message appears briefly in the device window before displaying two dashes. You have successfully set your PIN.

   **Note:** The device will require you to select a strong PIN. A weak PIN (example 11111 or 12345) will be rejected by the device and will display a not SAFE message briefly before reverting to the NEW PIN message. Resume selecting a strong PIN until accepted.
6. Next, select Continue to proceed.

Select Continue


PIN Confirmation page

8. On the Security Device Authentication page, the Security Device serial number field is already populated with the number of the device assigned to you. Ensure that this on-screen serial number matches with the serial number on the back of your device.
9. To power on your device, press and hold the Green circle button on your Security Device for two seconds. When the PIN message appears in the window, enter the PIN you selected earlier using the device key pad. To submit the PIN, press the Green circle button again. A six-digit security code appears in the Security Device window. Next, enter that code into the Security Device code field on your computer screen. Select Continue to proceed.

10. The HSBCnet Terms and Conditions page appears. Select the Accept Terms and Conditions checkbox at the bottom of the page and Continue again. The HSBCnet home page appears. You have successfully activated your new Security Device. Begin using the tools and services you have been entitled to.

Note: To log on to HSBCnet, in the future you will only be asked to authenticate yourself by entering your Security Device code.