

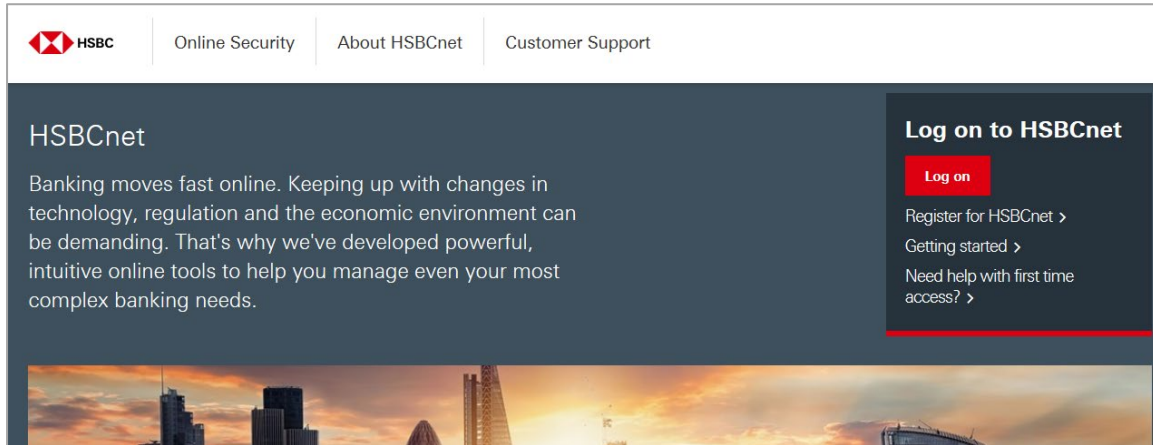
How do I activate my new Security Device?

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 HSBCnet to activate your new Security Device, you must complete the following steps.

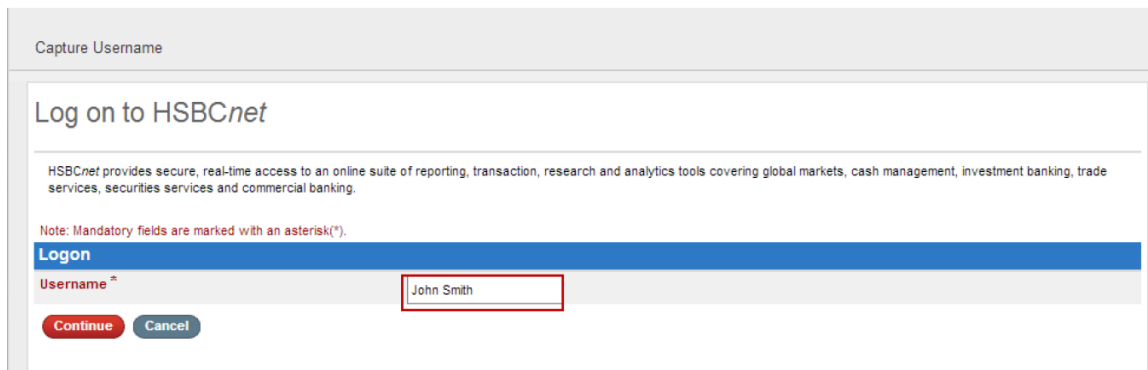
1. On your HSBCnet home page, choose **Log on**.

HSBCnet log on page



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

Capture username page



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

Capture Security Credentials page

Capture Security Credentials

You are logging on as ' [redacted] '. If you are not ' [redacted] ', please [log in again](#).

Note: Mandatory fields are marked with an asterisk(*).

Step 1 : Memorable answer

Please enter your memorable answer using your computer keyboard. Alternatively, you can [reset your memorable answer](#).

Memorable answer *

Step 2 : Enter your password

Please enter the 3rd, 4th, and last characters of your password. Alternatively, you can [reset your password](#).

Password * 3rd 4th Last

- The Security Device Registration page appears. Choose **Select** under the image that displays **New Pin** message to proceed. The Security Device Activation page appears.

Security Device Registration page

Capture Security Information

Select Security Device

Please note that the following steps are mandatory and must be completed before you can access HSBCnet.

By now you should have received a Security Device. If you have not please contact your System Administrator or customer support centre before going any further. Without a Security Device you will not be able to complete the remainder of the activation process. By following the steps you will be guided through setting up your Security Device and logging on to HSBCnet. During the process you will be asked to switch your Security Device on and off.

1. Set a Security Device PIN

Please switch on the Security Device by pressing the Green circle button for two seconds.

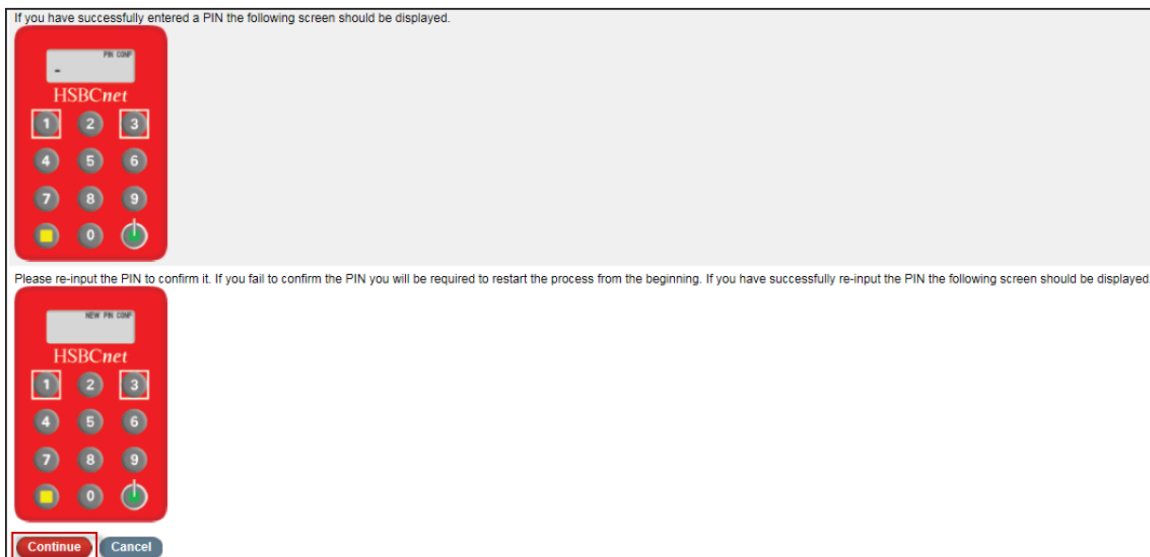
The Security Device should display one of three different screens when switched on. Please click on the screen displayed by your Security Device. Please note that the numbers your Security Device will display if the screen is showing LOOK PIN will differ from that shown.

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

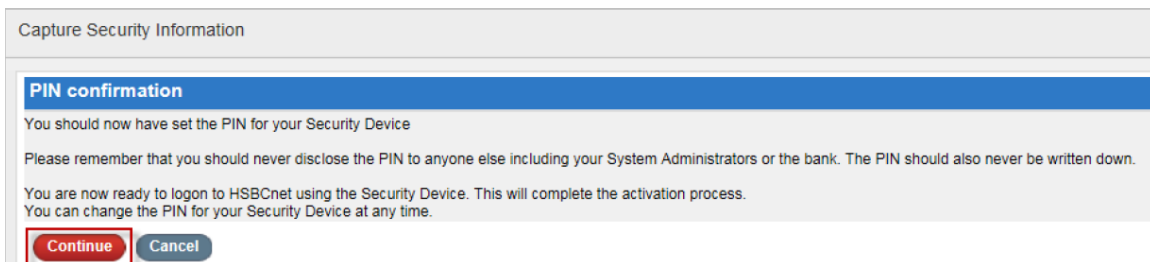
Note: The device will require you to select a strong PIN. A weak PIN (example 11111 or 12345) will be rejected by the device and will display a **not SAFE** message briefly before reverting to the **NEW PIN** message. Resume selecting a strong PIN until accepted.

Not SAFE message

- Next, select **Continue** to proceed.

Select Continue

- On the PIN confirmation page, select **Continue**. The Security Device authentication page appears.

PIN Confirmation page

- 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.

Security Device Authentication page

Note: Mandatory fields are marked with an asterisk(*).

Security Device Authentication

Username

Security Device serial number *

Security Device code *

Step 1: Switch on your Security Device by holding the Green circle button for two seconds.

Step 2: Input your PIN number.

Step 3: Press the Green circle button again to generate a security code.

Step 4: Enter the security code the Security Device generates in the space provided.

Step 5: Click on Continue. Your Security Device will be successfully activated and you will be taken to the HSBCnet logon page where you can now logon using your Security Device. We recommend that you spend a few minutes familiarising yourself with the help text relating to the user of your Security Device and in particular the section entitled Importance Security Guidance before logging in.



- 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.

Security Device Code field

Capture One Time Password

You are logging on as . If you are not , please [click here](#).

If you have locked your security device and need to unlock it please [click here](#).


Note: Mandatory fields are marked with an asterisk(*).


Step 1: Switch on your Security Device by holding the Green circle button for two seconds.

Step 2: Input your PIN number.

Step 3: Press the Green circle button again to generate a security code.

Step 4: Enter the security code the Security Device generates in the space provided.



Important Reminder: The yellow button  on your Security Device should only be used to authenticate transactions. We will never require you to activate the yellow button when logging on to HSBCnet. If your log on process deviates from the steps outlined please contact the HSBCnet Help Desk immediately.

Security Device code *

- 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.