As a System Administrator, you can deactivate a User’s Security Device when it is lost or continues to malfunction even after it is resynchronised. To deactivate a Security Device by username, complete the following steps:

**Important:** Deactivating permanently disables the Security Device. Once applied, this action cannot be reversed and the Security Device cannot be reused.

**Step 1**
Access the User Management tool under the User and Account Management tab. Select **Manage Security Devices** to proceed.

**Step 2**
Authenticate yourself using your Security Device. Choose **Continue**.

**Step 3**
The Security Device Management - View Users page appears. Select the **Maintain** option under Users tab.

**Step 4**
The Maintain User Summary page appears. Select the username you wish to maintain.

**Step 5**
The Maintain Security Device page appears. Verify that the username is the one you wish to deactivate. Choose **Deactivate Security Device**.
**Step 6**

In the Maintain Security Device - Deactivate page, review the security profile of the selected User. Select the Reason for deactivation:
- Security Device is lost or missing
- Security Device is not working

Select **Submit**.

**Step 7**

The Deactivate Security Device Confirm page appears. Select **Confirm**.

**Step 8**

An acknowledgement confirms your action. If your company follows dual administration control, the Security Device status is **Pending Deactivation** and requires authorisation by another HSBCnet System Administrator.