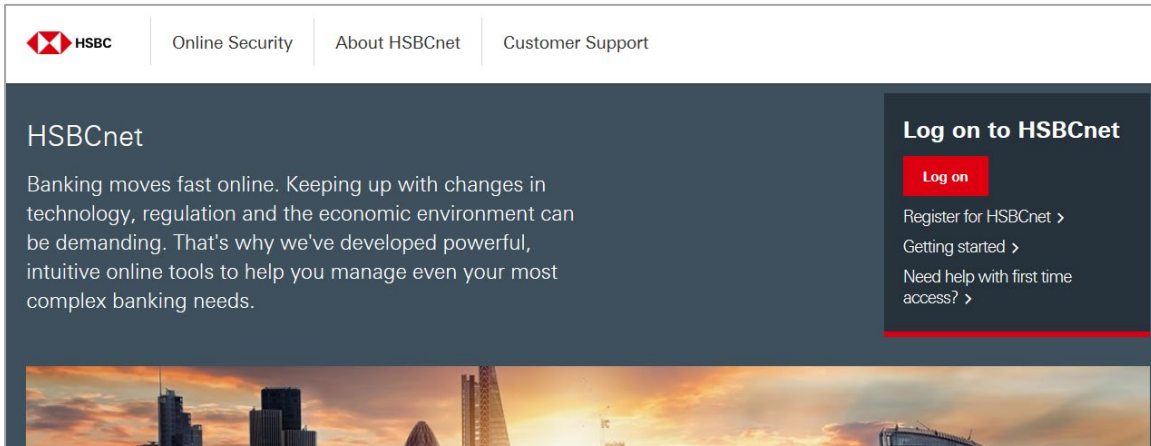


## How do I reset my Security Device PIN when I am locked out?

If your Security Device is locked, after a number of unsuccessful attempts to enter your PIN into the device, you can reset the PIN using the online PIN reset function. To do so, complete the following steps:

1. Access the HSBCnet Home Page at [www.hsbcnet.com](http://www.hsbcnet.com). Select **Log on**, in the top right corner.

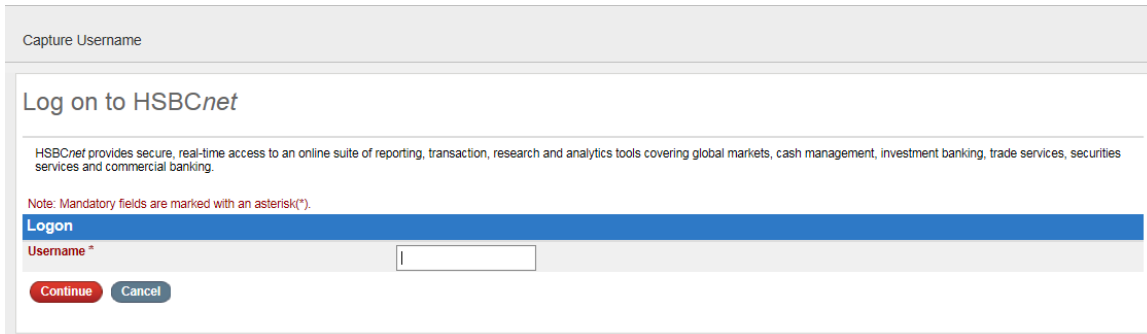
### HSBCnet log on page



The screenshot shows the HSBCnet homepage. At the top, there is a navigation bar with the HSBC logo and links for 'Online Security', 'About HSBCnet', and 'Customer Support'. The main content area features the HSBCnet logo and a brief description of the service. On the right side, there is a 'Log on to HSBCnet' section with a red 'Log on' button and links for 'Register for HSBCnet >', 'Getting started >', and 'Need help with first time access? >'. Below the text is a wide banner image of a city skyline at sunset.

2. The Capture Username page appears. Enter your username then choose **Continue** to proceed.

### Capture Username field



The screenshot shows the 'Capture Username' page. At the top, it says 'Capture Username'. Below that, there is a section titled 'Log on to HSBCnet' with a brief description of the service. A note states: 'Note: Mandatory fields are marked with an asterisk(\*)'. There is a blue bar with the word 'Logon' in white. Below that, the label 'Username \*' is followed by an empty text input field. At the bottom, there are two buttons: 'Continue' (red) and 'Cancel' (grey).

3. The Security Device authentication page appears, as per the instructions on screen, select the **click here** link as shown in the image below.

### Security Device code field

Capture One Time Password

You are logging on as [redacted]. If you are not [redacted], 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 \*

[Continue](#) [Cancel](#)

4. A window appears requiring you to answer the first of two security questions selected by you during your registration process. Answer the first question and select **Continue** to proceed to the second question.

### Security Device PIN Reset - First Security question

Security Device PIN Reset

**Security reset**

Please answer your first security question using the computer keyboard.

What was the name of your best friend at school? \*

[Continue](#) [Cancel](#)

5. Answer the second security question correctly and select **Continue** to complete the verification process.

### Security Device PIN Reset - Second Security question

Security Device PIN Reset

**Security reset**

Please answer your second security question using the computer keyboard.

Name a memorable sports team? \*

[Continue](#) [Cancel](#)

**Note:** If you have forgotten either of your security questions, and have entered the incorrect answer three times, you will be directed to the Security Information Reset process.

For more information on how to complete a Security Information Reset (SIR) refer to the section on Resetting Security Information in the **User Authentication** User Guide in the Help Centre.

6. After correctly answering the security questions, enter the LOCK PIN code from your Security Device into the Lock Code field on-screen. Choose **Continue** again to proceed.


Security Device PIN Reset

**Security reset**

**Lock Code**

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

Step 2: Input the lock code in the textbox above and click on continue.



Continue Cancel

7. The Security Device PIN Reset page appears, displaying the Security Device unlock code.

Security Device PIN Reset

The security device unlock code has been returned as 3054191. Please follow the instructions to reset your PIN and create a new one.

1. Switch on the Security Device press the green circle button for two seconds. The device will display the message ' LOCK PIN' and the code calculated by your Security Device when it was locked.
2. Press the On/Off Switch again. Enter the unlock code quoted above.
3. Once the unlock code is accepted, you will be prompted to re-set the PIN. Please re-set your PIN immediately! Use the Yellow square button to accept your PIN once you have entered it. You will be unable to access HSBCnet until the re-set is successfully completed.

When the unlock code has been accepted, the Security Device will display 'NEW PIN'.

If the re-set has not been successful please repeat Steps 2 and 3.

4. To complete the re-set, please input your new PIN (PIN must contain 4-8 digits). If you make a mistake the On/Off Switch can be used to clear your input.
5. Once you have successfully entered the new PIN, the Security Device will display 'PIN CONF'. You must now re-enter your PIN. If you do not see the PIN CONF screen, please repeat Step 4 above.

The device is now unlocked and the PIN re-set.

You can now use your Security Device to access HSBCnet.

Once completed please close the browser and start a new session to logon again.

8. Follow the instructions listed below to complete the Security Device PIN Reset.

- Turn on your Security Device by pressing the Green circle button for two seconds. The LOCK PIN message appears displaying the 7-digit lock pin in the device window.
- Press the Green circle button again. The device window displays a series of dashes. Key in the on-screen unlock code into your Security Device and press the Yellow square button. The LOCK NEW PIN message appears in the device window.
- Key in a new 4 to 8 digit PIN using the device key pad and press the Yellow square button again. The LOCK PIN CONF message appears.
- Key in the same 4 to 8 digit PIN again. The NEW PIN CONF message appears in the device window briefly before displaying two dashes.

You have successfully unlocked your Security Device and reset the PIN.