How do I unlock or reset my Security Device?

If you have forgotten your Security Device PIN or 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:


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

4. Before proceeding, determine which of the following scenarios represents your current issue:

- **Device is not locked**: If you have forgotten your Security Device PIN but the device is not locked, choose the Forgotten your Security Device PIN? link. Complete the on-screen instructions to lock the Security Device before selecting the Unlock your Security Device link to continue.

**Forgotten your Security Device PIN? – link**

Reset your Security Device PIN
If you’ve forgotten your Security Device PIN, here is how you reset it.

1. Lock your Security Device by entering an incorrect PIN 3 times. Once your device is locked, you’ll see ‘LOCK PIN’ on the screen along with a 7-digit code.

   If you see a PIN fail message eg ‘FAIL 1’, press the green button (bottom right button) and enter an incorrect PIN again. Continue doing this until you see ‘LOCK PIN’.

2. Once you’ve done this you need to unlock your Security Device.

   ![Reset Security Device PIN](image)

**Device is locked**: If you entered the incorrect PIN 3 times, your Security Device will display a ‘LOCK PIN’ message on the device screen along with a 7-digit code. Proceed to select the Unlock Security Device link and completing the four-step process as per on-screen instructions.

**Unlock Security Device – 1. Security question 1**

Unlock Security Device
To unlock your Security Device, you need to answer your security questions and enter your Security Device lock code.

Please answer your first security question.
Name a famous car brand

![Unlock Security Device](image)

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

Please answer your second security question.
What is your favourite film?

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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.

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

Unlock Security Device – 3. Lock code

7. Follow the on-screen instructions to complete the Unlock Security Device step. Choose Continue to proceed.

1. To switch on your Security Device press the green circle (bottom right) button for 2 seconds. The LOCK PIN message and 7-digit lock PIN appear in the device window.

2. Press the green circle (bottom right) button again and enter this unlock code: 9613330

3. Restart a new 4-digit PIN and press the yellow square (bottom left) button. If you make a mistake entering the PIN, press the green circle (bottom right) button to clear your entry. Once you’ve entered your new PIN, the ‘LOCK PIN CONF’ message appears.

4. Key in your new PIN again. The device window displays the NEW PIN CONF message briefly then two dashes.

Your device is now unlocked and you’ve reset your PIN. You can now use your Security Device to access HSBCnet.

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 ‘How do I reset my security information?’ guide.

You have successfully unlocked your Security Device and reset the PIN. You can now log on to HSBCnet.