How do I enable mobile device authentication for a user? (For System Administrators)

HSBCnet users can now use their internet enabled Mobile Devices such as mobile phones or tablets to authenticate themselves when logging on and accessing HSBCnet services.

As a System Administrator, you must grant permission to a user to use Mobile Device authentication by editing their profile. Complete the following steps to do so:

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

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

3. Once you have been authenticated, choose User Management under the User and account management tab in the main menu.

4. On the Users summary page, use the filter to locate the user you wish to grant mobile authentication permission. Select View user details to proceed.
5. The selected user’s profile details appear on the **Profile** tab. Choose **Edit user profile** to begin.

6. Select the checkbox in the **Mobile Device** field which allows the user to authenticate using their mobile device. Choose **Continue** when finished.

**Enable Mobile Device Authentication**

7. Mobile device status is updated with a check mark. Select **Submit for authorisation** to complete the process.
8. An acknowledgement confirms your submission. Further authorisation from another system administrator may be required if your HSBCnet company settings have been set to Dual Administration.