How do I log on to HSBCnet using my mobile device?

As an HSBCnet user, you can now use your internet-enabled Mobile Devices such as mobile phones or tablets to authenticate yourself when logging on and accessing HSBCnet services.

Here’s how you log on to HSBCnet using your mobile device instead of your security device:

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

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

3. Select Mobile device and how you want to authenticate on your mobile.

4. Choose Send a notification to my mobile device or Generate a security code on my mobile device. The fastest way to log on is to send a notification on your mobile device. Select Continue to proceed.
Choosing to send a notification

5. A desktop notification informs you that a notification has been sent to your mobile device.

Desktop notification

6. When you see the notification on your mobile device open it and confirm you are trying to log on by selecting **Continue**.
7. Authenticate yourself using your biometric. If you don’t have a biometric enabled, you will need to enter your mobile security PIN. When that’s done you’ll be logged on.

Biometric identification (setup dependant) and mobile security PIN
If biometrics have not been enabled, or if you choose to skip this option, you will be required to enter your mobile security PIN.

**Request for security PIN**

8. If you don’t see a notification, select the “Didn’t receive a notification on your mobile device?” link on your desktop screen or let the request expire. Make sure your device is connected to the internet and notifications are enabled for the HSBCnet mobile app.

**Desktop option - Didn’t receive a notification link**

9. Then select **Resend notification**.
10. If your device is not able to connect to the internet or not receiving the notifications, you can generate a security device code on your device instead. On the desktop, choose **Generate a security code on my mobile** option and select **Continue**.
11. On the mobile app welcome page, select **Generate a security code**. Select **Log on** to continue.

12. If you have biometric settings enabled, you will be asked for your biometric reading. You will then be provided with the required security code to log into your web browser.

**Biometric identification (setup dependant) and mobile security PIN**
13. If biometrics have not been enabled, or if you skip this option, you will be required to enter your mobile security PIN that you had previously created.

**Request for security PIN (no biometrics enabled)**

14. Enter the security code from your mobile and choose Log on.

**Enter the provided security code produced by your mobile device**

15. You have successfully logged on to HSBCnet using your mobile device.