How do I activate my mobile device authentication for HSBCnet without a Security 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.

Before you begin

To be able to use your Mobile Devices for authentication purposes,

- Request your System Administrator to first enable the feature in your HSBCnet profile
- Next, download the HSBCnet Mobile App from the Apple or Google Store
- You will only be able to register one mobile device per username and a mobile device can only be registered to one username.

Note: This guide explains the mobile device activation process if you have not been assigned a Security Device by your System Administrator. If you have an assigned security device, please refer to the guide on How do I activate my mobile device authentication for HSBCnet with a Security Device?

Setting up your Mobile device

Here’s how to set up your mobile device for authentication in the HSBCnet app once you have been granted permission by your system administrator.

1. Open the HSBCnet Mobile App and log on by entering your username and password.

Log on to HSBCnet with your Username and password

![Welcome to HSBCnet](image)

1. Enter your username
2. Enter your password
3. Continue
2. You still need to activate your mobile device to log on and for re-authentication on HSBCnet and the mobile app. Select **Continue** to proceed. A one-time activation code is automatically sent to the registered email address on your HSBCnet profile. Check your email and enter that activation code in the mobile app. Choose **Continue** to proceed.

**Note:** if you haven’t received an activation code in your email:
- Check your spam folder in case it was automatically directed there by your email security settings, or
- Choose “I haven’t received a code” to generate and receive a new activation code to your registered email

### Activate mobile device

![Activate mobile device](image)

3. Next, choose **Enable log on notifications** to allow us to send you messages when we require you to authenticate using your mobile device.

4. You also need to select **Enable location tracking** so we can verify it’s you when you access HSBCnet.
5. Now, create a 6-digit PIN that you will use when you are accessing HSBCnet with your mobile device. Re-enter your PIN to confirm the number. Choose **Continue** when finished.
6. An acknowledgement confirms that you have successfully completed the setup. You can now log on to HSBCnet with your mobile device.
7. Before you proceed, did you know that you can set up your biometric to access HSBCnet? **Note:** this option is only available if your mobile device supports biometric authentication. To do so, select **Set up biometric authentication in the acknowledgement screen.** Read and accept the Terms and Conditions of your biometric. You’ll be prompted to verify your biometric according to your device settings.

8. An acknowledgement confirms the successful biometric setup. You are now ready to access HSBCnet using your biometric.

Biometric setup and acknowledgement

9. You can maintain your device PIN, or biometric setup or reset your device PIN in the Mobile App settings at any time.

Manage biometrics and PIN via device Settings

10. Next time you open your Mobile device app you will be offered the option to **Generate a security device code.**

Refer to the guide on **How do I log on to HSBCnet using my mobile device?** for step by step log on instructions.