How do I manage my mobile security PIN?

If you have enabled HSBCnet mobile authentication, you can manage your mobile security PIN in one of two ways:

- **Reset** your mobile security PIN (if you have forgotten your security PIN and/or are locked out), or
- **Change** your PIN

**Resetting your mobile security PIN**

Complete the following steps to reset your PIN if you have locked your Security PIN before you log on.

A message appears informing you that your mobile security pin is locked as you have made too many unsuccessfully log on attempts entering the wrong pin. Choose **Reset your security PIN** to proceed.

**Note**: you will also have the option to reset your PIN on the security PIN input screen before the PIN is locked.

1. If you have a security device, generate a security code and enter it in your mobile device. If you do not have a security device, a reset code is sent to your registered email address which you must enter in the security code field. Choose **Continue** when finished.
2. On the next screen, create a new security PIN and confirm it by re-entering it. Select Continue to complete the process.

3. An acknowledgement confirms the successful creation of a new security PIN. Choose Continue to complete the PIN reset. An email/SMS Alert informs you that the PIN has been reset.

### Changing your security PIN

You can change your security PIN at any time by accessing the mobile app settings.

1. Begin by logging on and authenticating yourself using your current pin.
2. Access the Settings menu in the HSBCnet App and choose Change your security PIN.
3. Create a new security PIN and enter it again to confirm. Choose Continue to proceed.
4. An acknowledgement appears confirming successful creation of a new security PIN. Choose Continue again to close the message to return to the HSBCnet Mobile app.

**Note:** If you do not remember your current pin to log on, you will be redirected to reset your PIN.
Changing your security PIN - steps

1. **THIS DEVICE**
   - Mobile authentication
     - Use your mobile device to log on to HSBCnet on your web browser.
   - Change your security PIN
   - Manage biometric authentication

2. **CREATE A SECURITY PIN**
   - Create a security PIN
     - Enter your new security PIN.
   - Confirm security PIN
     - Verify your new security PIN.

3. **CONFIRMATION**
   - You've successfully created a new security PIN
   - You'll need this security PIN when you use your mobile device to log on to HSBCnet.

    Continue