How do I deactivate my mobile device authentication?

You may need to deactivate mobile device authentication in one of the following scenarios:

- You wish to stop using mobile authentication, (only if you have a Security device),
- You have lost your mobile authentication enabled device, or
- You have upgraded your mobile device and need to enable mobile authentication on the new device

You can easily complete this process by following the steps listed below:

Stop using mobile authentication on your current device

If you have been assigned a Security Device by your System Administrator, you can choose to stop using mobile device authentication by deactivating mobile authentication on your current device.

You can do so by simply logging on to your current device, accessing the settings menu in the More link of the HSBCnet Mobile app, and toggle off Mobile authentication to disable this device.

Settings link on the More screen

Disable mobile authentication on your current device
Lost your mobile authentication enabled device or upgraded to a new mobile device

1. Download the HSBCnet Mobile app in the new device from the Apple or Google Store and log on.

**Note:** Refer to the guide on [How do I log on to HSBCnet using my mobile device?](#) for step by step guidance.

2. To activate mobile authentication on this (new) device, you first need to deactivate it on another of your devices. Choose Deactivate next to the old device listed in the settings.

3. A message appears asking you to confirm your deactivation action.

   **Security device user**

   ![Deactivate previous device](image)

   **Non-security device user**

   ![Deactivate previous device](image)

4. Once deactivation is complete, you can proceed to activate mobile authentication on your new device. For detailed information refer to one of the following guides.

   [How do I activate mobile device authentication for HSBCnet with a security device?](#)
   [How do I activate mobile device authentication for HSBCnet without a security device?](#)