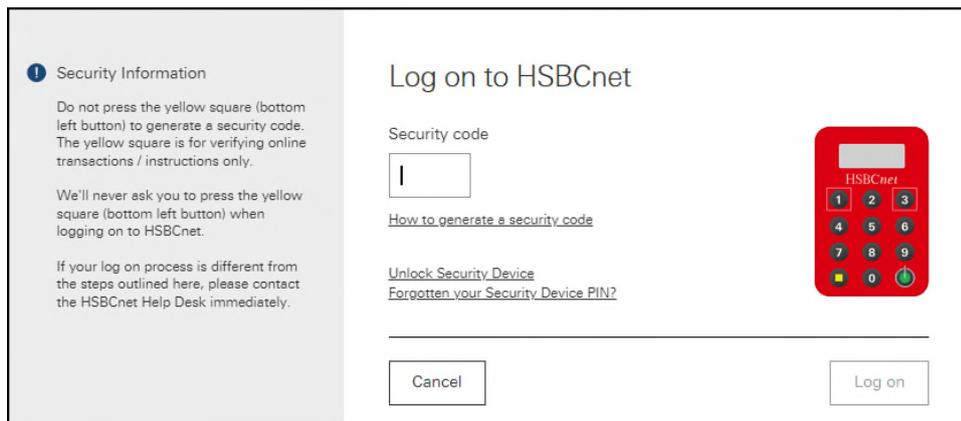


# How do I unlock or reset my Security Device?

If you have forgotten your Security Device PIN or your Security Device is locked after several unsuccessful attempts to enter your PIN into the device, you can reset the PIN using the online PIN reset function. To do so, complete the following steps:

1. Access the HSBCnet Home Page and select **Log on to HSBCnet**.
2. Enter your username then choose **Continue**. The Security Device authentication page appears.

## Security Device authentication page



**1 Security Information**

Do not press the yellow square (bottom left button) to generate a security code. The yellow square is for verifying online transactions / instructions only.

We'll never ask you to press the yellow square (bottom left button) when logging on to HSBCnet.

If your log on process is different from the steps outlined here, please contact the HSBCnet Help Desk immediately.

### Log on to HSBCnet

Security code

[How to generate a security code](#)

[Unlock Security Device](#)

[Forgotten your Security Device PIN?](#)

Cancel Log on

3. Before proceeding, determine which of the following scenarios represents your current issue:
  - **Device is not locked:** If you have forgotten your Security Device PIN but the device is not locked, choose the **Forgotten your Security Device PIN?** link. Complete the on-screen instructions to lock the Security Device before selecting the **Unlock your Security Device** link to continue.

## Forgotten your Security Device PIN? – link



### Reset your Security Device PIN

If you've forgotten your Security Device PIN, here is how you reset it.

- 1** Lock your Security Device by entering an incorrect PIN 3 times. Once your device is locked, you'll see 'LOCK PIN' on the screen along with a 7-digit code.

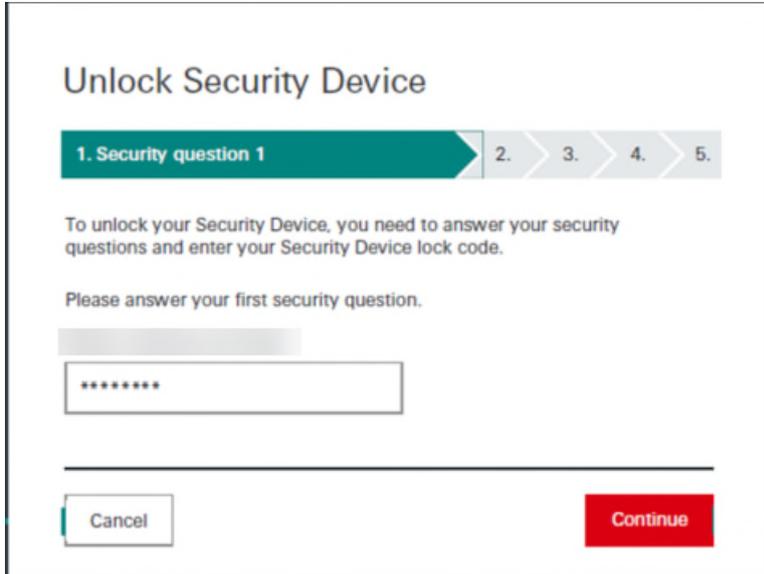
If you see a PIN fail message eg 'FAIL1', press the green button (bottom right button) and enter an incorrect PIN again. Continue doing this until you see 'LOCK PIN'.

- 2** Once you've done this you need to [unlock your Security Device](#)

Back

- **Device is locked:** If you entered the incorrect PIN three times, your Security Device will display a 'LOCK PIN' message on the device screen along with a 7-digit code. Proceed to select the **Unlock Security Device** link and completing the four-step process as per on-screen instructions.

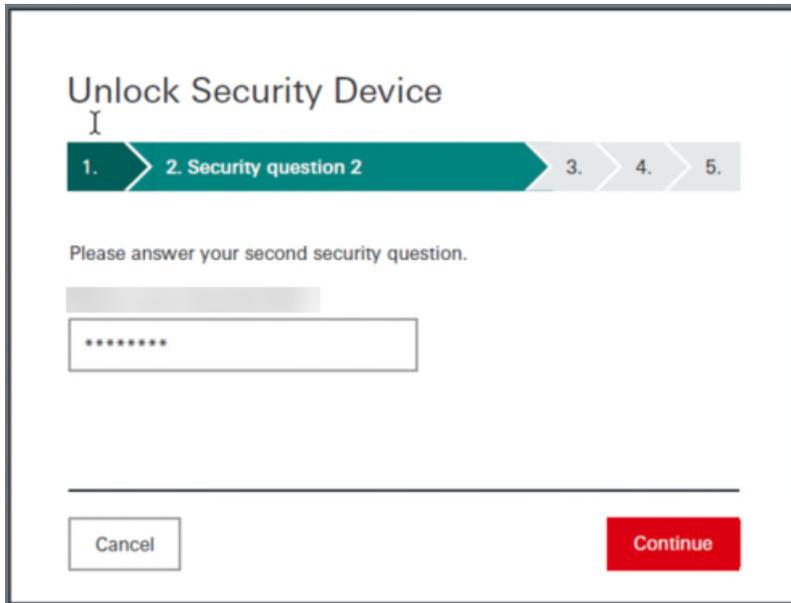
#### Unlock Security Device – 1. Security question 1



The screenshot shows the 'Unlock Security Device' interface. At the top, the title 'Unlock Security Device' is displayed. Below it, a progress indicator shows five steps: '1. Security question 1' (highlighted in green), '2.', '3.', '4.', and '5.'. The main text reads: 'To unlock your Security Device, you need to answer your security questions and enter your Security Device lock code. Please answer your first security question.' Below this is a text input field containing seven asterisks. At the bottom, there are two buttons: 'Cancel' on the left and 'Continue' on the right.

4. Answer the second security question correctly and select **Continue** to complete the verification process.

#### Unlock Security Device – 2. Security question 2



The screenshot shows the 'Unlock Security Device' interface. At the top, the title 'Unlock Security Device' is displayed. Below it, a progress indicator shows five steps: '1.', '2. Security question 2' (highlighted in green), '3.', '4.', and '5.'. The main text reads: 'Please answer your second security question.' Below this is a text input field containing seven asterisks. At the bottom, there are two buttons: 'Cancel' on the left and 'Continue' on the right.

**Note:** If you have forgotten either of your security questions, and have entered the incorrect answer three times, you will be directed to the **Security Information Reset** process.

5. After correctly answering the security questions, complete the on-screen instructions to generate and enter the LOCK PIN code from your Security Device into the Lock Code field on-screen. Choose **Continue** again to proceed.

### Unlock Security Device – 3. Lock code



6. Follow the on-screen instructions to complete the **Unlock Security Device** step. Choose **Continue** to proceed.

#### Unlock Security Device – 4. Security Device PIN

**Unlock Security Device**

1. 2. 3. **4. Unlock Security Device** 5.

- 1 To switch on your Security Device press the green circle (bottom right) button for 2 seconds. The LOCK PIN message and 7-digit lock PIN appear in the device window.
- 2 Press the green circle (bottom right) button again and enter this unlock code:  
**9613330**
- 3 Enter a new 4-8 digit PIN and press the yellow square (bottom left) button. If you make a mistake entering the PIN, press the green circle (bottom right) button to clear your entry. Once you've entered your new PIN, the 'LOCK PIN CONF' message appears.
- 4 Key in your new PIN again. The device window displays the NEW PIN CONF message briefly then two dashes.

Your device is now unlocked and you've reset your PIN. You can now use your Security Device to access HSBCnet.

Cancel Continue

You have successfully unlocked your Security Device and reset the PIN. You can now log on to HSBCnet.

**Note:** If you have forgotten either of your security questions, and have entered the incorrect answer three times, you will be directed to the Security Information Reset process.

For more information on how to complete a Security Information Reset (SIR) refer to '[How do I reset my security information?](#)' guide.

1. If you have entered your HSBCnet password incorrectly three times during the logon process, your profile is locked. You must answer your security questions to unlock your profile.

#### If you entered your HSBCnet password incorrectly three times

**Security Information**

We'll only ask for your password when you're logging on. We'll never ask for this information for any other reason.

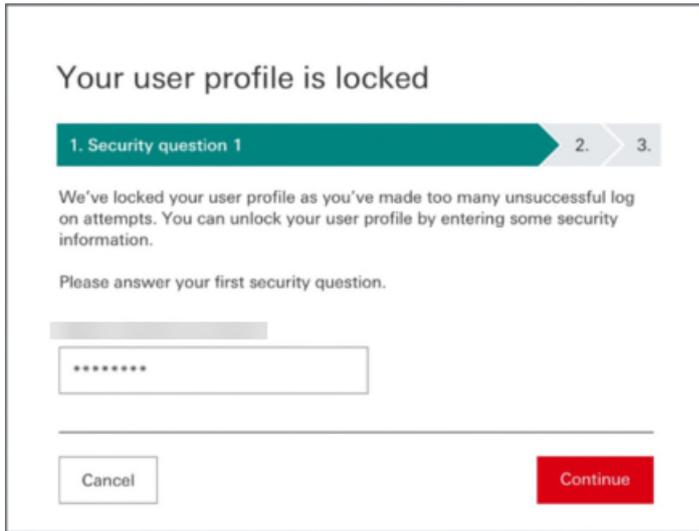
**Log on to HSBCnet**

Password  
\*\*\*\*\*  
[Forgotten your password?](#)

Cancel Log on

2. Answer the first security question. You set up this security information during your profile registration or activation process.

### Security question 1



The screenshot shows a dialog box titled "Your user profile is locked". At the top, there is a progress indicator with three steps: "1. Security question 1" (highlighted in green), "2.", and "3.". Below the title, the text reads: "We've locked your user profile as you've made too many unsuccessful log on attempts. You can unlock your user profile by entering some security information." followed by "Please answer your first security question." There is a text input field containing seven asterisks. At the bottom, there are two buttons: "Cancel" and "Continue".

**Note:** If you do not remember this information or you've entered an incorrect answer, your profile is locked, and you are forced to reset your security information. Refer to the guide on ['How do I reset my security information?'](#) for a step-by-step procedure.

### Reset security information



The screenshot shows a dialog box titled "Your user profile is locked" with a warning icon. The text reads: "You need to reset your security information." followed by "We've had to block you from unlocking your user profile as you've entered incorrect security information." and "To unlock your user profile, you'll need to submit new security information and have it approved by your System Administrator." At the bottom, there are two buttons: "Close" and "Reset security information".

3. Proceed to answer you second security question.

### Security question 2

Your user profile is locked

1. 2. Security question 2 3.

Please answer your second security question.

\*\*\*\*\*

Cancel Continue

4. If you answered both security questions correctly, your profile is unlocked, and you can create a new password. On-screen instructions guide you through the process. Choose **Submit** when finished.

### Set a new password

Your user profile is now unlocked

1. 2. New password

Please choose a password between 8 and 30 characters containing at least one letter and one number.  
We recommend it has at least one special character (such as # \$ % &).

New password

Confirm new password

Cancel Continue

You can now log on to HSBCnet using your new credentials.

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