

How do I activate my HSBCnet profile with my temporary username and mobile device?

If you have received a temporary username via email from your System Administrator and have mobile device authentication enabled, complete the following steps to log on for the first time and activate your HSBCnet profile.

Note: Refer to the guide [“How do I activate my HSBCnet profile using my invitation email?”](#) if you have received an invitation email from your System Administrator to register and log on.

Refer to the guide on [“How do I activate my HSBCnet profile using my temporary username and security device?”](#) if you wish to activate your profile using your security device.

1. On the HSBCnet home page www.hsbcnet.com, choose the **Logon** button.
2. Enter your temporary username and choose **Continue**. Your profile activation page appears to display a step-by-step process.
3. To log on, you'll need to activate your profile. Begin by selecting the **Generate activation code** button. We'll send an activation code to your registered email address in your HSBCnet profile. Enter the activation code on this page and choose **Continue** to proceed to the next step.

Important: While waiting to receive the activation code, you may only minimise the HSBCnet window, but do not close the page as this will invalidate the activation code. If you've previously received an email with a code, please ignore it and generate a new code. If you do not receive an email with the activation code from the Bank,

- Check your spam folder to determine if it was filed there in error, or
- Confirm if the email address or mobile number used by your System Administrator or Bank staff when registering your username is correct.
- Each new activation code is valid for 30 minutes per session. You can generate a new code after a gap of 180 seconds.

Step 1. Activation code via email

i Security information

Never share your PIN, security information or other log on details with anyone, including your System Administrator and HSBC.

You should also not write down security information.

Activate your profile

1. Activation code (Email) 2. 3. 4. 5. 6. 7.

To log on, you'll need to activate your profile.

Select 'Generate activation code' below. We'll send a code to: ****@hsbc.ca. If this email address is incorrect, please contact your System Administrator or HSBCnet representative.

If you've previously received an email with a code, please ignore it and generate a new code.

Send another code (176s)

Your activation code has been sent. It should reach you shortly and will be valid for 30 minutes.

Activation code

[Didn't receive the email?](#)

Cancel Continue

- 4. In the next step, another activation code is sent to your registered mobile number via SMS. Check your messages and enter that activation code in the mobile app. Select **Continue**.

Step 2. Activation code via SMS

i Security information

Never share your PIN, security information or other log on details with anyone, including your System Administrator and HSBC.

You should also not write down security information.

Activate your profile

1. 2. Activation code (SMS) 3. 4. 5. 6. 7.

Select 'Generate activation code' below. We'll send a code to: **.***-3549 (1 message for each user, message / data rates may apply). If this mobile number is incorrect, please contact your System Administrator or HSBCnet representative.

If you've previously received a code by text message, please ignore it and generate a new code.

Send another code (79s)

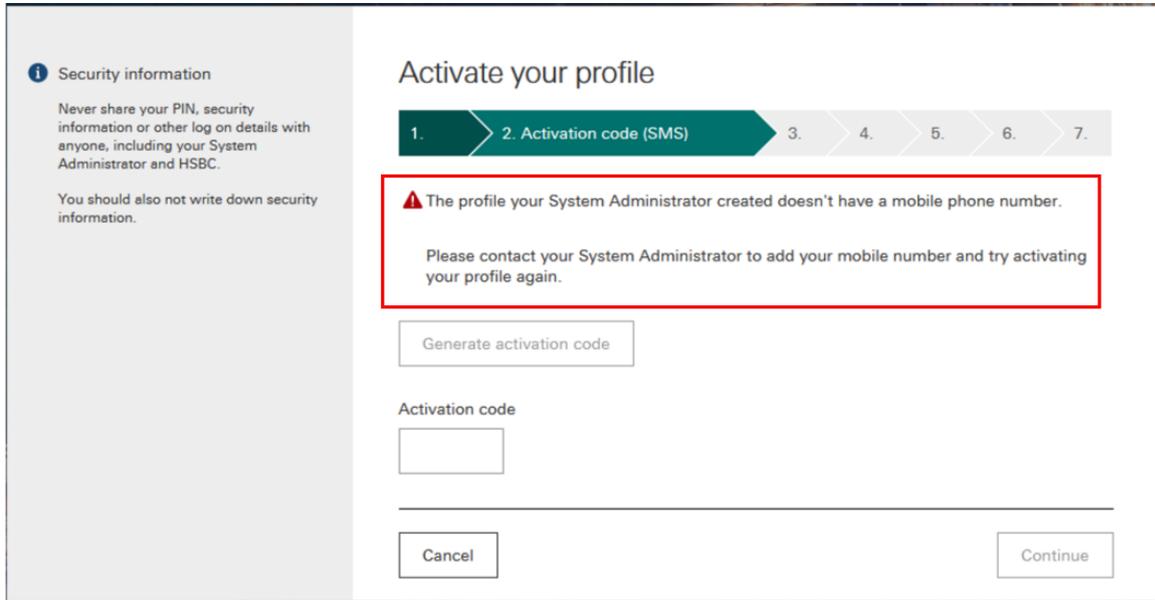
Your activation code has been sent. It should reach you shortly and will be valid for 100 seconds.

Activation code

Cancel Continue

Note: If your System administrator did not add your mobile number when creating your profile, you will not be able to proceed. Contact your System administrator to add your mobile number and try activating your profile again.

Error message if mobile number missing from your profile



5. Accept the Terms and Conditions (Step 3) and Privacy and data protection statement (Step 4) before continuing to the next step.
6. Next, follow the on-screen instructions to complete all mandatory fields in **Step 5. Personal information** page. **Note:** it is mandatory to change your temporary username. Choose a username between 8 to 76 characters. Once you've chosen your username, you can't change it. Select **Continue** when finished.

Step 5 – Personal information

1 Selecting a bank business unit

Primarily, I want to:

- Make payments and manage cash - **Global Payments and Cash Management**
- View securities transactions, positions and / or market information - **Securities Services**
- Access trades services account information and initiate trade services transactions, such as documentary credits - **Trade Services**
- View research, market data and analytics - **Global Markets**
- Use HSBCnet for liquidity business - **Global Asset Management**
- Use HSBCnet as my internal bank staff - **Internal Bank Staff**

Activate your profile

1. 2. 3. 4. **5. Personal information** 6. 7.

Please complete your personal information. *Required information

Personal details

Please ensure that personal details provided are correct, full and unabbreviated. Please review your details on a regular basis and provide updates if any of those details change.

Title*	Mrs
Full legal first name*	Test Name
Full legal middle name	Test
Full legal last name*	Test Legal
Date of birth*	01/01/1970

Username

Choose a username of between 8 and 76 characters. You can use your work email address as your username. **Once you've chosen your username, you can't change it.**

Username*	YourUsername
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Contact details

Email address

Work email address	****@hsbc.ca
--------------------	--------------

Work phone number

Country / territory code*	Canada +1
Work phone number*	5555555555

Mobile phone number

Country / territory code*	+1
Mobile phone number*	**.*-3549

7. In **Step 6: Security details** page, 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 # \$ % &
- Your password must not contain:
 - More than two identical characters in a row, for example, 111 or aaa
 - More than two characters in a sequence, for example, 123 or abc
 - Your name or any company name
 - The name of your institution, for example, HSBC
 - The words 'password', 'memorable', 'answer', etc.
 - Your username, memorable answer, memorable question, security answer 1 or security answer 2
 - Any information that can be easily guessed

Confirm a new password. Next, choose and confirm two security questions and answers. All fields on this page are mandatory. These are required to authenticate yourself when you are locked out or need to reset your security information. Choose **Continue** to proceed to the next step.

Step 6: Security details

Activate your profile

1. > 2. > 3. > 4. > 5. > 6. Security details > 7.

Please complete your security details. • Required information

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 € £ " # \$ % & ').

Password *

Confirm password *

Security questions

Please select two security questions. Answers must be between 8 and 30 characters.

Security question 1 *

Security answer 1 *

Confirm security answer 1 *

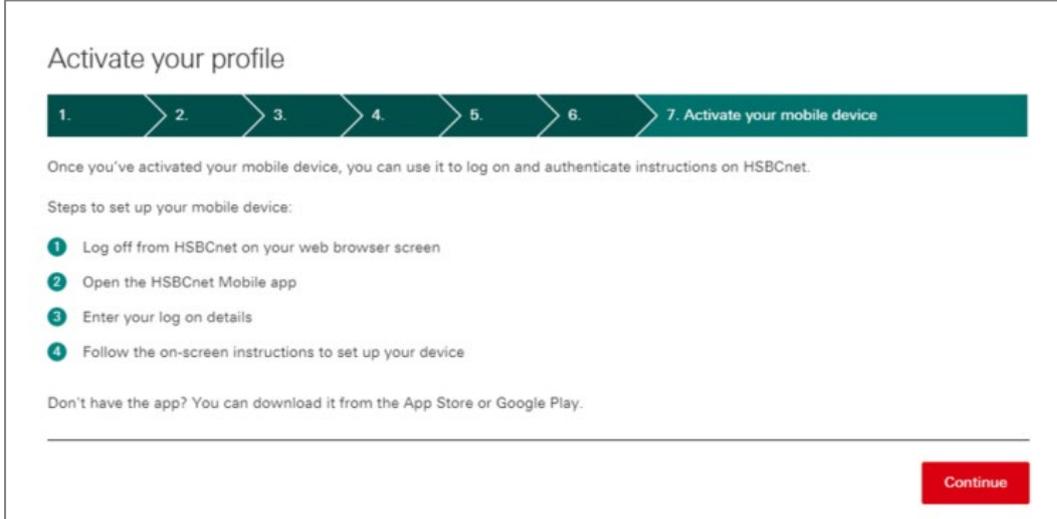
Security question 2 *

Security answer 2 *

Confirm security answer 2 *

8. **Step 7: Activate your mobile device** - complete these instructions separately to activate mobile authentication. Choose **Continue** to complete the activation process. For details refer to the guide [How do I set up mobile authentication without a security device?](#)

Step 7: Activate your mobile device



The screenshot shows a progress bar with seven steps. Step 7, 'Activate your mobile device', is highlighted in green. Below the progress bar, the text reads: 'Once you've activated your mobile device, you can use it to log on and authenticate instructions on HSBCnet.' This is followed by the heading 'Steps to set up your mobile device:' and a numbered list of four instructions: 1. Log off from HSBCnet on your web browser screen, 2. Open the HSBCnet Mobile app, 3. Enter your log on details, and 4. Follow the on-screen instructions to set up your device. A note below the list says 'Don't have the app? You can download it from the App Store or Google Play.' At the bottom right of the screen is a red 'Continue' button.

9. A confirmation appears acknowledging that you have successfully updated your profile information. Choose **Log on** to proceed to your HSBCnet personal page.

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