

How do I log on to HSBCnet using my Security Device?

Complete the following steps to log on to HSBCnet using your Security Device:

Note: If you are using your Security Device for the first time, you must first activate it. For information on how to activate your new Security Device, refer to the **How do I activate my new Security Device** quick guide in the Help Centre.

1. Access the HSBCnet Home page at www.hsbcnet.com. Then choose **Log on** to proceed.
2. The Capture Username page appears. Enter your username then choose **Continue** to proceed.
3. The Security Device authentication page appears.

Security Device code field

Capture One Time Password

You are logging on as [redacted]. If you are not [redacted], please [click here](#).
If you have locked your security device and need to unlock it please [click here](#).
Note: Mandatory fields are marked with an asterisk(*)

Step 1: Switch on your Security Device by holding the Green circle button for two seconds.

Step 2: Input your PIN number.

Step 3: Press the Green circle button again to generate a security code.

Step 4: Enter the security code the Security Device generates in the space provided.



Important Reminder: The yellow button on your Security Device should only be used to authenticate transactions. We will never require you to activate the yellow button when logging on to HSBCnet. If your log on process deviates from the steps outlined please contact the HSBCnet Help Desk immediately.

Security Device code *

Continue **Cancel**

Generating a security code

4. To turn on the Security Device, press and hold the Green circle button on the bottom row of the keypad for two seconds.
5. Next, key in your PIN using the Security Device keypad. (This PIN was selected by you during the activation process of your Security Device). Press the Green circle button again after you key in your PIN.
6. The Security Device generates and displays a code in the device window.
7. Enter the security code from the Security Device window into the **Security Device code** field on your computer.



Note: The security code is only valid for a few seconds. If you get an error message, generate a new security code by repeating steps 4 to 7. If the error message persists, refer to [How do I troubleshoot Security Device Issues? Guide](#).

8. Choose **Continue** to proceed. If the authentication is successful, your HSBCnet Personal page appears.