

How do I reset my Security Device PIN when I am locked out?

If your Security Device is locked, after a number of 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 at www.hsbcnet.com. Select **Log on**, in the top right corner.
2. The Capture Username page appears. Enter your username then choose **Continue** to proceed.
3. The Security Device authentication page appears, as per the instructions on screen, select the **click here** link as shown in the image below.

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](#)

4. A window appears requiring you to answer the first of two security questions selected by you during your registration process. Answer the first question and select **Continue** to proceed to the second question.

Security Device PIN Reset - First Security question



Security Device PIN Reset

Security reset

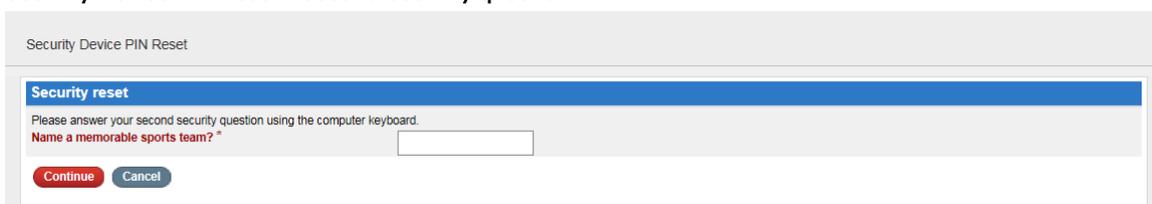
Please answer your first security question using the computer keyboard.

What was the name of your best friend at school? *

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

Security Device PIN Reset - Second Security question



Security Device PIN Reset

Security reset

Please answer your second security question using the computer keyboard.

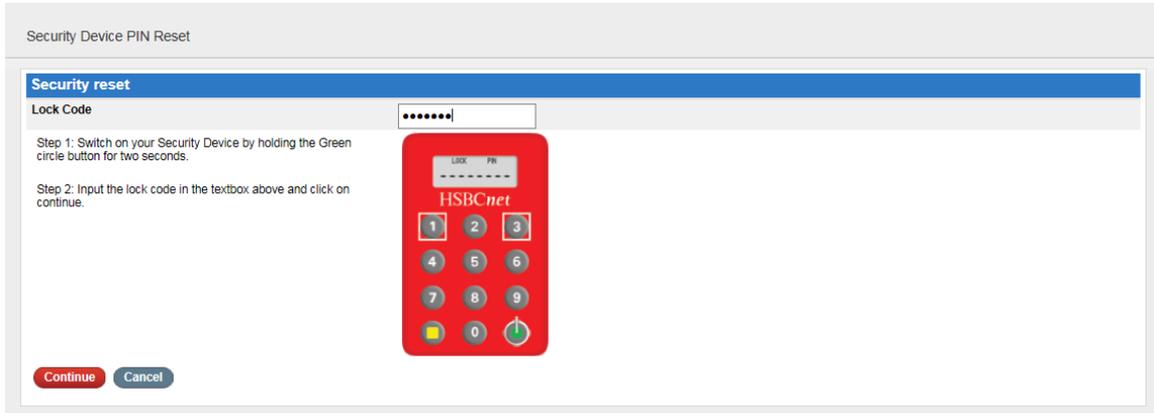
Name a memorable sports team? *

[Continue](#) [Cancel](#)

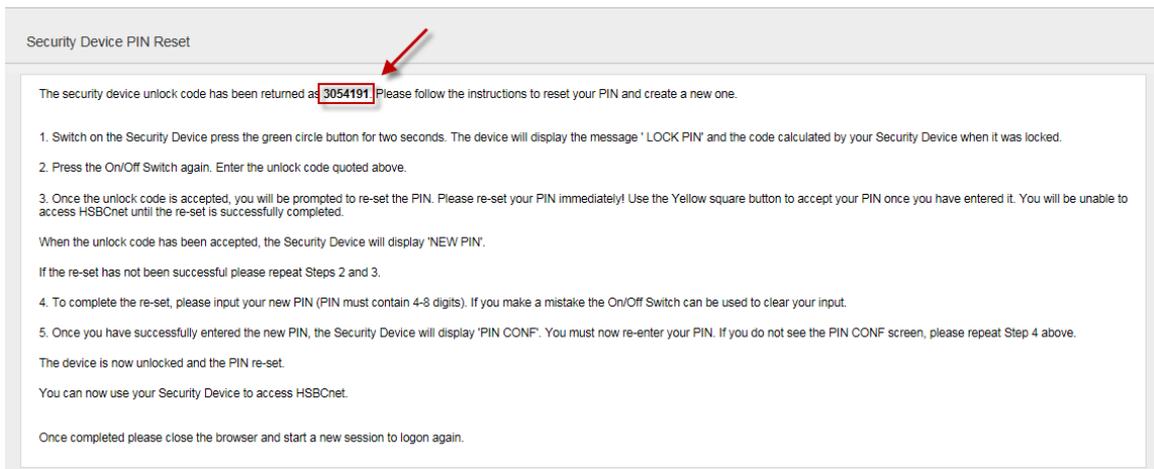
Note: If you have forgotten either of your security questions, and have entered the incorrect answer three times, you will be directed to the Security Information Reset process.

For more information on how to complete a Security Information Reset (SIR) refer to the section on Resetting Security Information in the **User Authentication** User Guide in the Help Centre.

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



7. The Security Device PIN Reset page appears, displaying the Security Device unlock code.



8. Follow the instructions listed below to complete the Security Device PIN Reset.

- a. Turn on your Security Device by pressing the Green circle button for two seconds. The LOCK PIN message appears displaying the 7-digit lock pin in the device window.
- b. Press the Green circle button again. The device window displays a series of dashes. Key in the on-screen unlock code into your Security Device. The LOCK NEW PIN message appears in the device window.
- c. Key in a new 4 to 8 digit PIN using the device key pad and press the Yellow square button. The LOCK PIN CONF message appears.
- d. Key in the same 4 to 8 digit PIN again. The NEW PIN CONF message appears in the device window briefly before displaying two dashes.

You have successfully unlocked your Security Device and reset the PIN.