

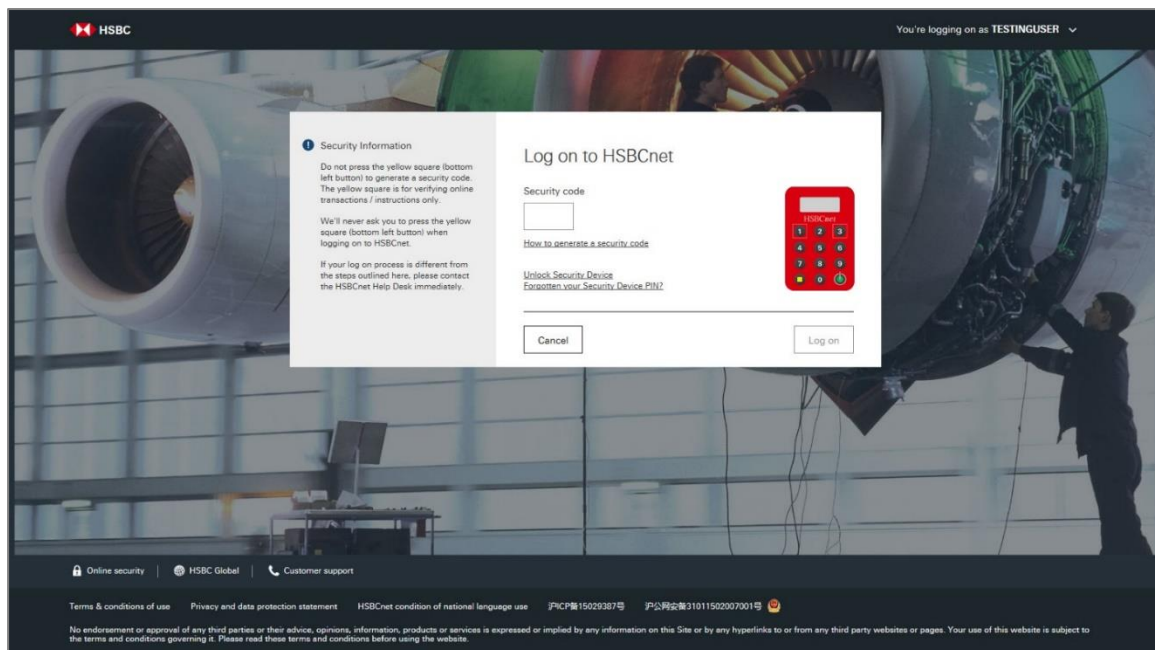
# How do I log on to HSBCnet using my Security Device?

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 quick guides on the [Getting started](#) page.

1. Access the HSBCnet Home page at [www.hsbcnet.com](http://www.hsbcnet.com). Then choose **Log on to HSBCnet** 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



## Generating a security code

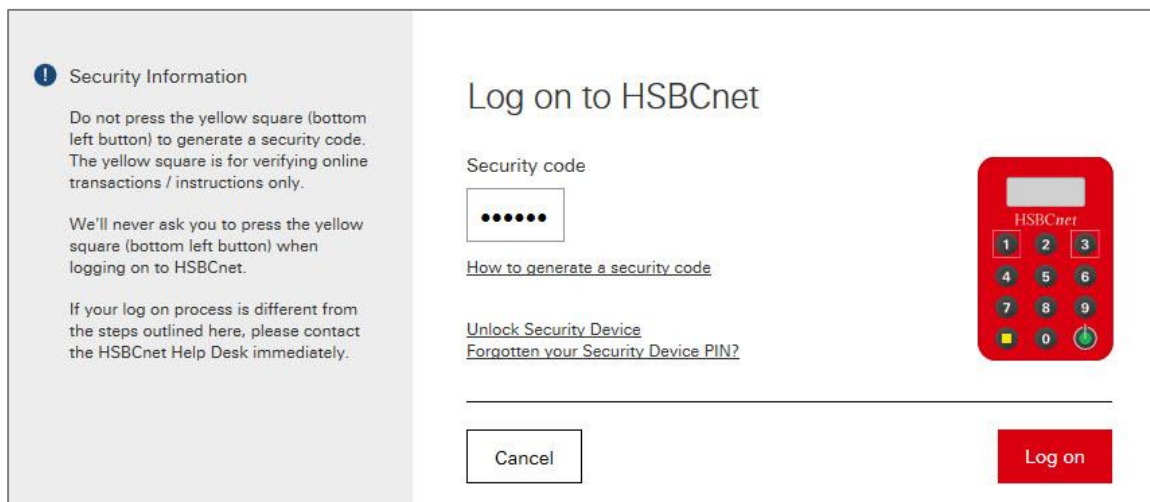
4. Switch on your Security Device by pressing down the green circle (bottom-right button) for 2 seconds.
5. Next, key in your PIN using the Security Device keypad. (This PIN was selected by you during the activation process of your Security Device).
6. Press the Green circle button (bottom-right button) again after you key in your PIN.
7. The Security Device generates and displays a code in the device window.



**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 the [How do I troubleshoot Security Device issues?](#) guide.

8. Enter the security code from the Security Device window into the **Security code** field on your computer.

#### Input Security Device code



The screenshot shows the 'Log on to HSBCnet' interface. On the left, a grey sidebar contains 'Security Information' with instructions: 'Do not press the yellow square (bottom left button) to generate a security code. The yellow square is for verifying online transactions / instructions only.' It also states, 'We'll never ask you to press the yellow square (bottom left button) when logging on to HSBCnet.' and 'If your log on process is different from the steps outlined here, please contact the HSBCnet Help Desk immediately.' The main area is titled 'Log on to HSBCnet' and features a 'Security code' input field with five dots. Below the field are links for 'How to generate a security code', 'Unlock Security Device', and 'Forgotten your Security Device PIN?'. A red HSBCnet Security Device is shown on the right. At the bottom, there are 'Cancel' and 'Log on' buttons.

9. Choose **Log on** to proceed. If the authentication is successful, your HSBCnet Personal page appears.

**Note:** If you have forgotten your Security Device PIN choose the **Forgotten your Security Device PIN?** link. Or select **Unlock Security Device** if you have locked your Security Device by entering the incorrect PIN three times in the Security code field.

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