HSBC Digital Security Device Guide

Welcome to the next step in the evolution of online security

Protecting your money and personal information is our top priority. The HSBC Digital Security Device provides an extra level of protection for your personal information and more sensitive transactions. It's easy to use and it will keep your money even safer while meeting your evolving Online Banking needs.

Getting started

If you haven't registered for Online Banking, you'll need to register before you can activate your Digital Security Device and begin banking online – go to **us.hsbc.com/register**

You'll also need the **HSBC** Mobile Banking app on your phone – visit the Apple Store or Google Play to download it now.

This guide will help you **activate your HSBC Digital Security Device** in:
- HSBC Personal Internet Banking
- HSBC Mobile Banking App

This guide will also help you **generate codes using your HSBC Digital Security Device**:
- Log on security code
- Transaction security code
- Re-authentication security code

For more help with the HSBC Security Device and online and mobile banking, visit **us.hsbc.com/online-banking**

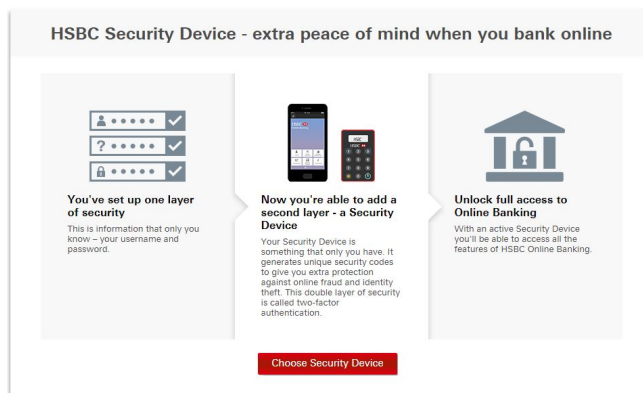# Activate your HSBC Digital Security Device in Personal Internet Banking (PIB)

Step 1
After logging on to HSBC PIB, from the My HSBC menu, locate and click on Manage my Security Device under the Security heading.
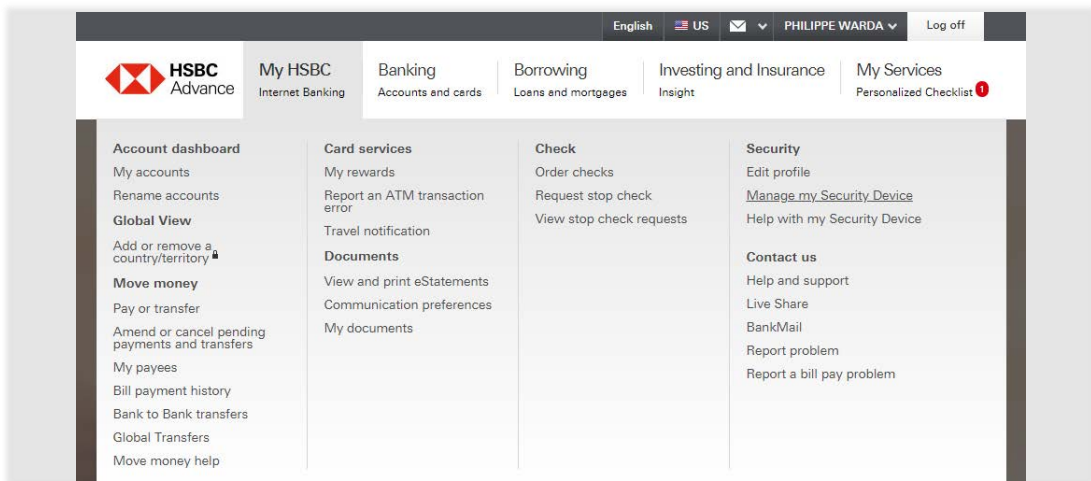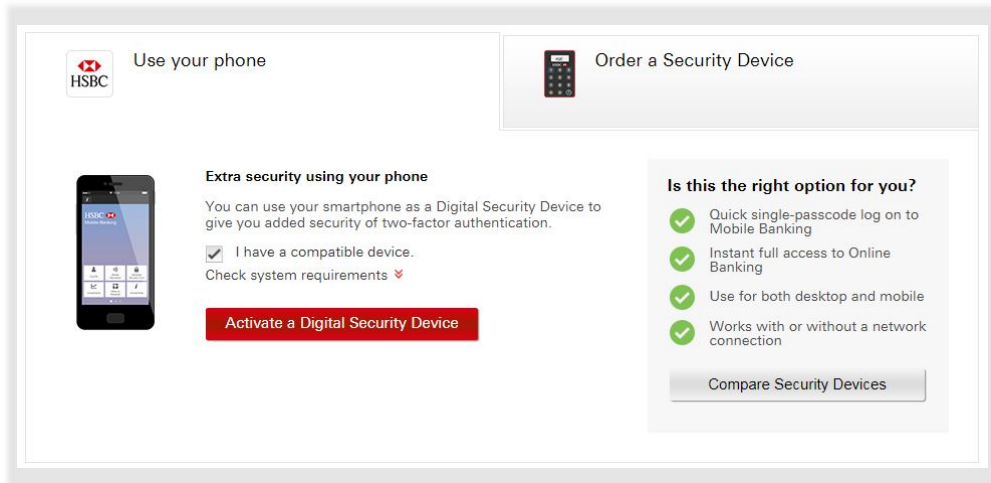
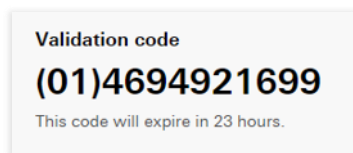

Step 2
Select *Choose Security Device*.

Step 3

In the *Use your phone* tab, check the box to indicate you have a compatible device. Then, select *Activate a Digital Security Device*.
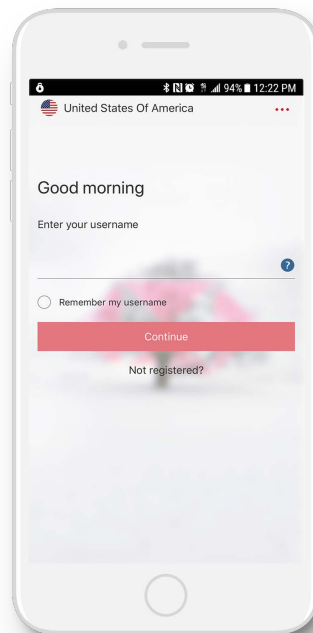

Step 4

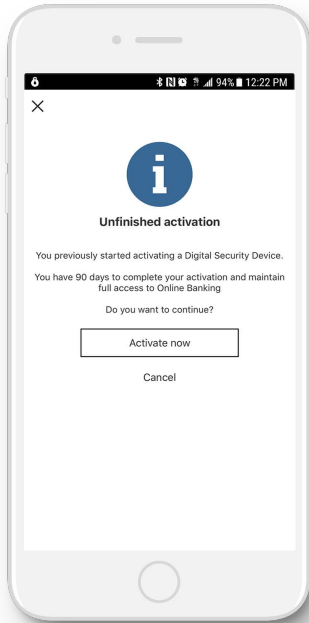A validation code will be created – make note of it because you'll need this in a next step.

Step 5

Launch the HSBC Mobile Banking app on your phone. Log on with your username and password.
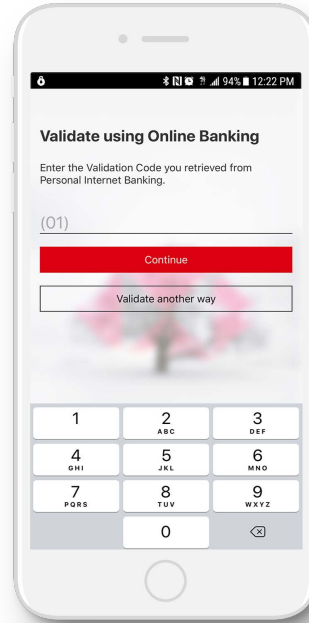
Step 6
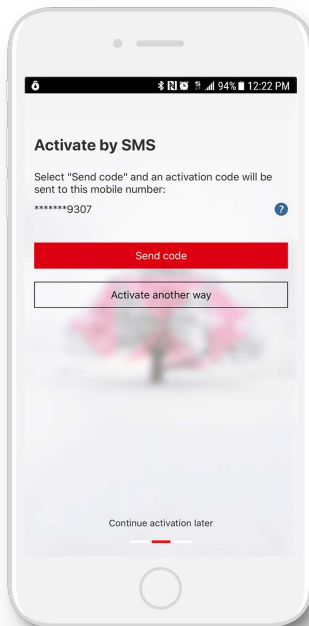Select *Activate now* to activate your Digital Security Device.

Step 7
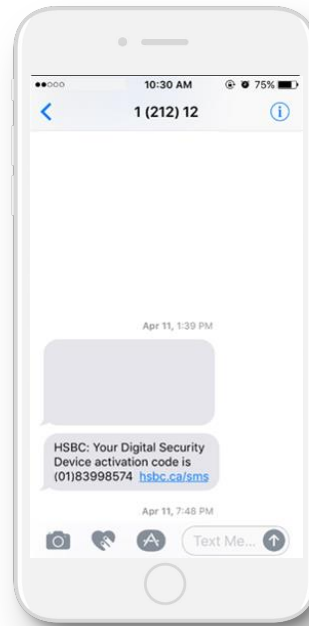Enter the validation code and select *Continue*.

Step 8
Once your validation code is accepted, we will send you an activation code using the delivery method you chose (SMS/text shown here).
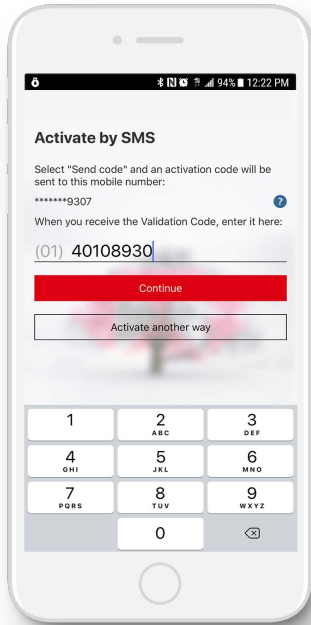

Step 9
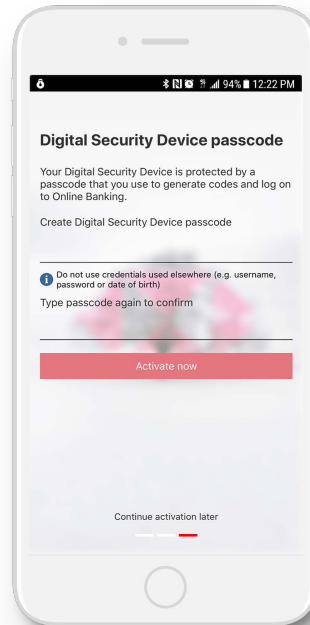Retrieve the activation code from your email or text.

Step 10
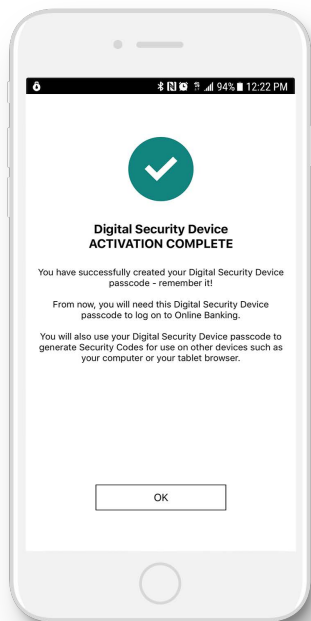In the mobile app, enter the code and select *Continue*.

Step 11
Create and confirm your new Digital Security Device passcode*. Select *Activate now*.

You have now activated your HSBC Digital Security Device and it's ready to use

* Remember your new Digital Security Device passcode!

You'll need it every time you log on to the HSBC Mobile Banking app – and take note, it's different from the password you use for Personal Internet Banking. You'll also need your Digital Security Device passcode to generate security codes.

In addition, iOS compatible devices and certain Android devices can utilize fingerprint or face print biometrics for Log On and security code generation.

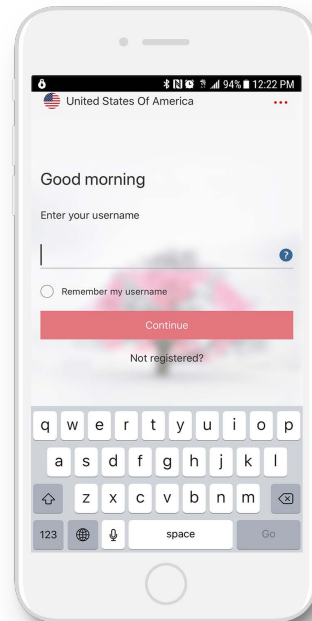# Activate your Digital Security Device using the HSBC Mobile Banking app

Step 1
Download the HSBC Mobile Banking app from the App Store[SM] or Google Play[TM].
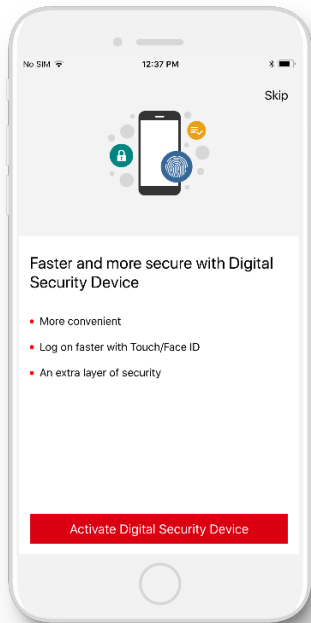
Step 2
Launch the HSBC Mobile Banking app and log on using your username and password.

Google Play is a trademark of Google Inc.
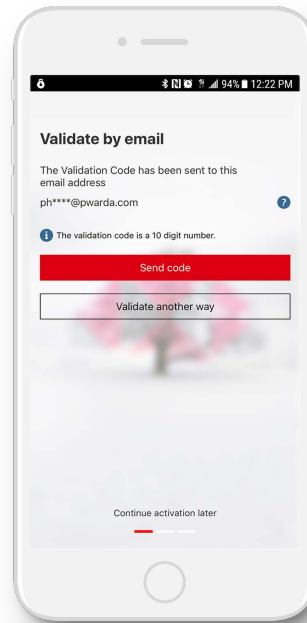App Store is a service mark of Apply Inc.

Step 3
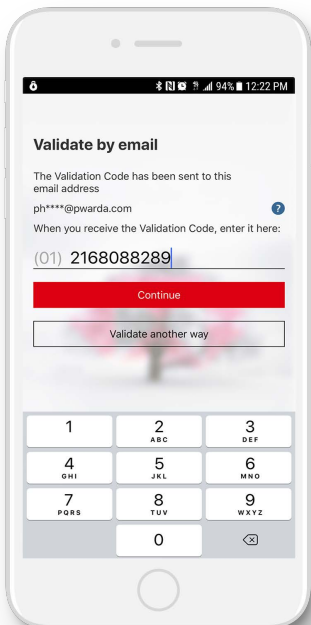You'll now be prompted to activate a device. Select *Activate Digital Security Device*.

Step 4
Choose a method to receive the validation code –email is the default option. Select *Send code*.
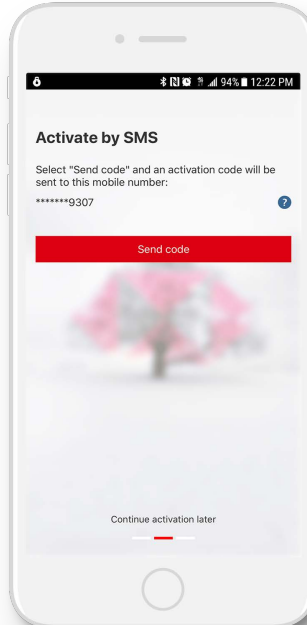
Step 5
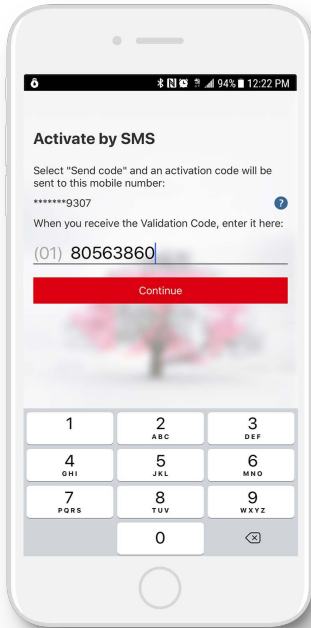Enter the validation code and select *continue*.

Step 6
Once the validation code has been accepted, you will be prompted to receive the activation code (SMS/text shown below). Select *Send code*.
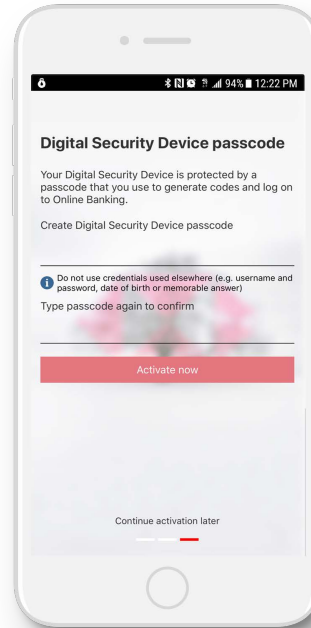
Step 7

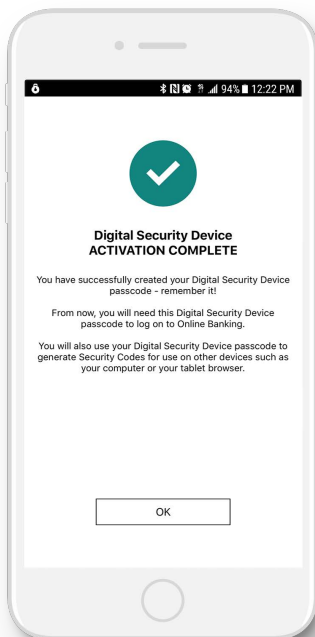Enter the code you received and select *Validate code*.

Step 8

Create and confirm your new Digital Security Device passcode*. Finally, select *Activate now.*

You've now activated your HSBC Digital Security Device

* Remember your new Digital Security Device password!

You'll need it every time you log on to the HSBC Mobile Banking app – and note, it's different from your password for Personal Internet Banking. You will also need your Digital Security Device passcodes generate security codes.

In addition, iOS compatible devices and certain Android devices can utilize fingerprint or face print biometrics for Log On and security code generation.
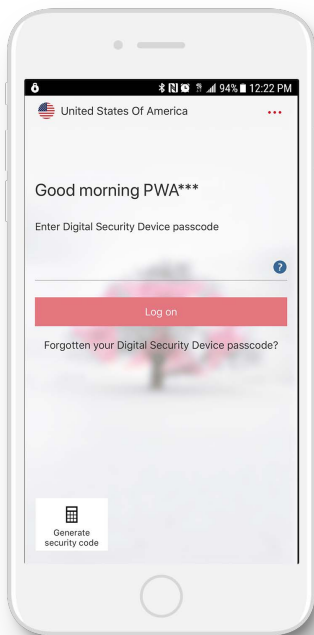
Generate a Log on security code

For access to all Online Banking functions, we encourage you to always log on using your security device.

Have an iPhone with Touch/Face ID enabled? Generate a Log on security code with just Face/Touch ID – no need to enter your Digital Security Device passcode.
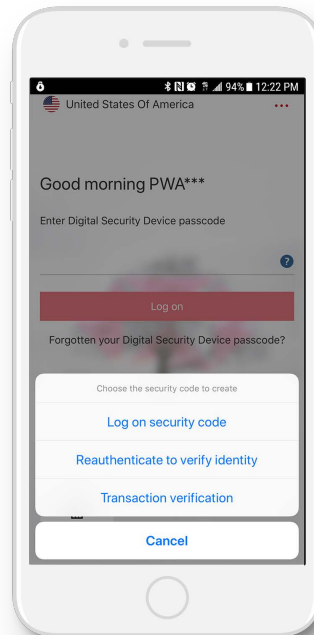
Step 1
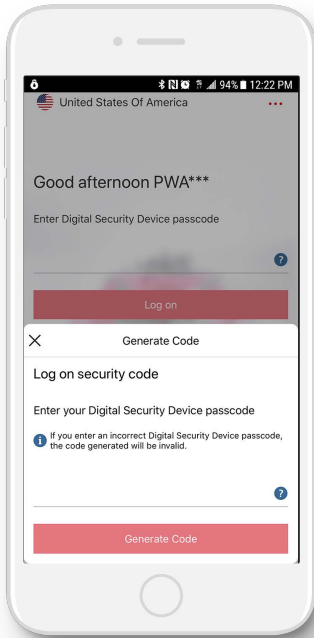Launch the HSBC Mobile Banking app and select *Generate security code*.
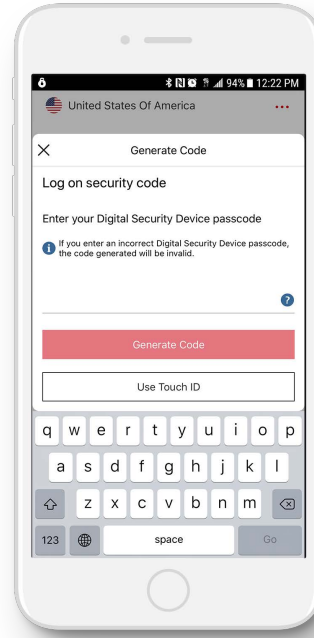

Step 2
Select *Log on security code*.

Step 3
**Passcode option** - Enter your Digital Security Device passcode and select *Generate code*.

Fingerprint/Face Print option – Select *Use Face/ Use Touch ID* to scan your face or finger.

You've now generated a Log on security code Use this code to log on to Online Banking with an extra layer of security and piece of mind.

Remember!
The Digital Security Device passcode for the mobile app is different from your Online Banking password on www.us.hsbc.com
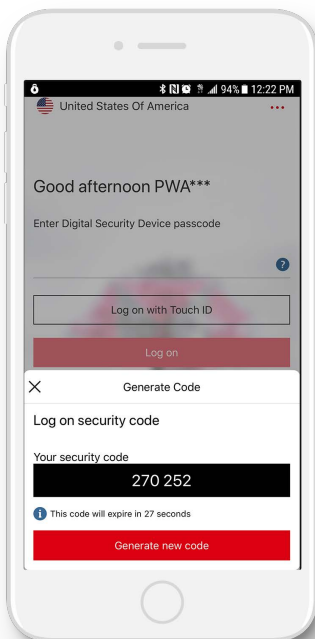
Tip!
Getting an error message after entering a security code in Online Banking? You may be entering an incorrect Digital Security Device passcode which will generate an invalid security code.
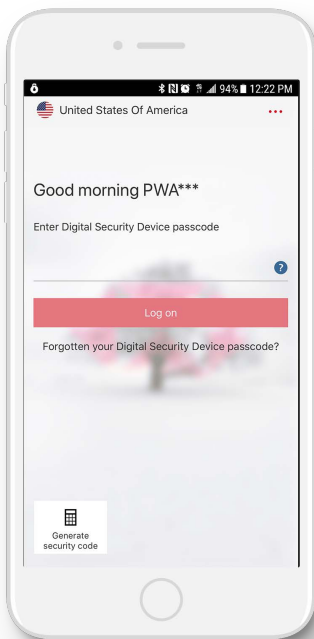
Generate a Transaction security code

For certain Online Banking transactions, you'll need to generate a Transaction security code. Amongst other needs, this code is required when you add a new wire beneficiary.

Have an iPhone with Face/Touch ID enabled? Generate a log on Transaction security code with just Face/Touch ID – no need to enter your Digital Security Device password.
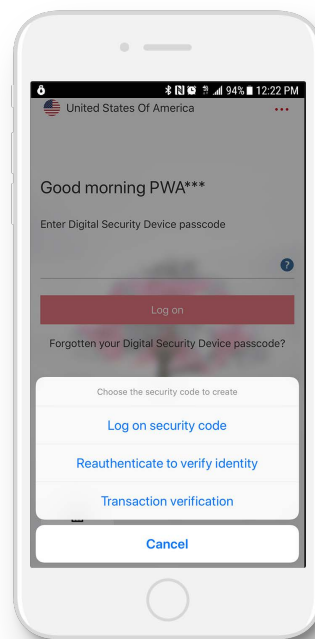
Step 1
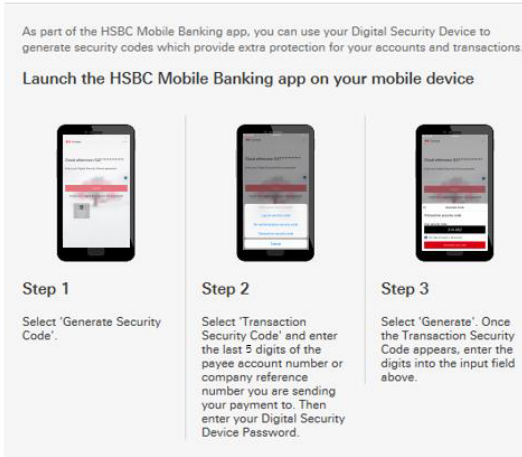Launch the HSBC Mobile Banking app and select *Generate security code*.

Step 2
Select *Transaction security code*.

Step 3

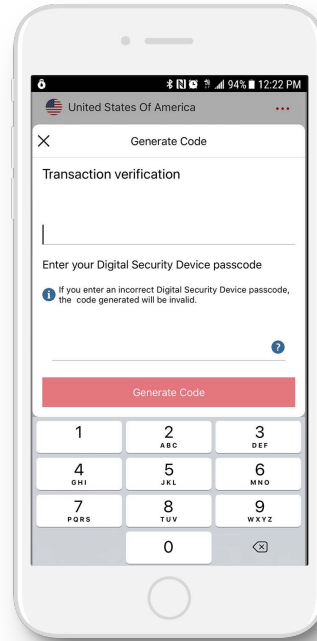**a.** In PIB at www.us.hsbc.com, at the bottom of the page, follow the instructions on how to generate the required code.

b. Passcode option – In the mobile app, enter the payee's account numbers as instructed. Then, enter your Digital Security Device password and select *Generate code*.

b. Face/Touch ID option – In the mobile app, enter the payee's account number as instructed. Select *Use Face/Touch ID* to scan yor face or finger.

You've now generated a Transaction security code
Enter it into the *Transaction security code* field in PIB to complete your transaction.
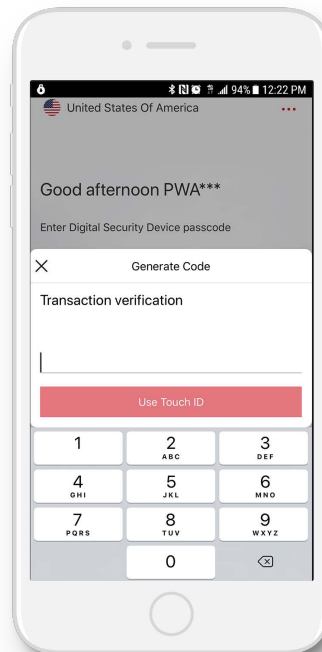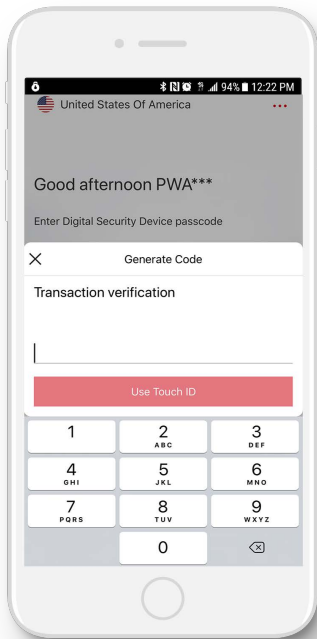
Note: In order to generate a transaction security code, you will need to input the last five (5) digits of the destination account's number.
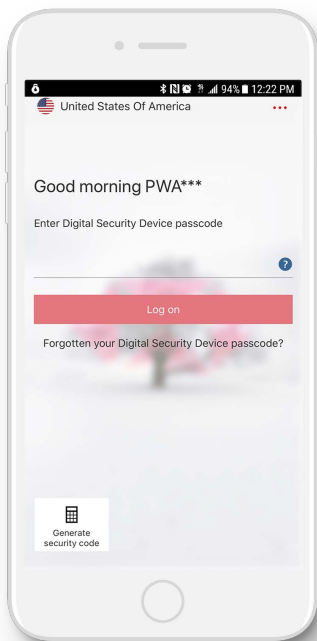
Generate a Re-authentication security code

To change your personal security details, i.e. your password or security question, you will need to generate a Re-authentication security code.

Have an iPhone with Face/Touch ID enabled? Generate a Re-authentication code with just Face/Touch ID – no need to enter your Digital Security Device password.
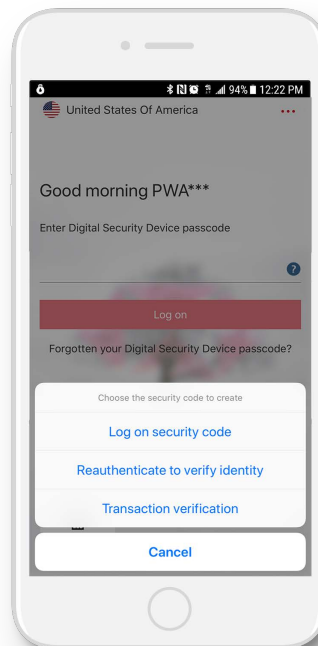
Step 1
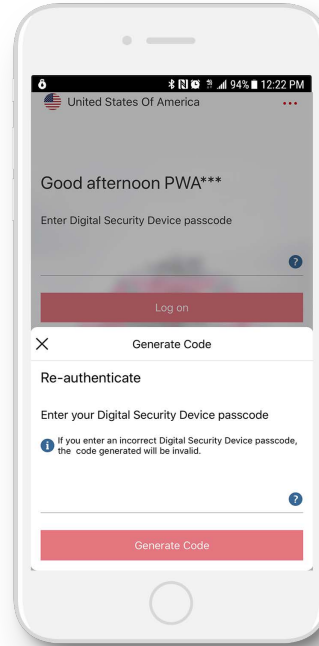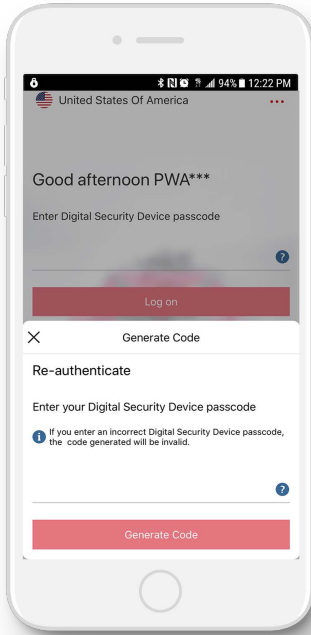Open the HSBC Mobile Banking app on your phone and select *Generate Security Code*.

Step 2
Select *Re-authentication security code*.

Step 3

Password option – Enter your Digital Security Device passcode and select *Generate code*.

Face/Touch ID option – Select *Use Face/Touch ID* to scan your face or finger.

You've now generated a Re-authentication security code
Enter this into the *Authentication security code* field in PIB