

How do I activate my HSBCnet profile with my temporary username and Security Device?

If you have been assigned a Security Device and received a temporary username via email from your System Administrator, 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 [“How do I activate my HSBCnet profile using my temporary username and mobile device?”](#) if you don’t have a Security Device and/or if you wish to use your mobile device for authentication.

1. On the HSBCnet home page **www.hsbcnet.com**, choose the **Logon** button.
2. Enter your temporary username and choose **Continue**.
3. Your profile activation page appears displaying a step-by-step process. Begin by selecting the **Generate activation code** button. An activation code is sent to your registered email address. Hong Kong customers will receive their activation code as an SMS message on their registered mobile device.

Important: While waiting to receive the activation code, you may only minimize the HSBCnet window or HSBCnet Mobile app but do not close the page or exit the app as this will invalidate the activation code.

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

Note: 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 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.
5. Enter the code in the Activation code field on the page and choose **Continue**.

Step 1. Activation code

The screenshot shows the 'Activate your profile' page with a progress bar at the top indicating seven steps. Step 1, 'Activation code', is highlighted in green. On the left, a 'Security information' sidebar contains a warning not to share PIN or security details. The main content area explains that the user needs to activate their profile and provides instructions on how to generate a code. A 'Generate activation code' button is visible. Below it is an 'Activation code' input field. At the bottom are 'Cancel' and 'Continue' buttons.

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 2. 3. 4. 5. 6. 7.

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

Select the 'Generate activation code' button below. We'll send a code to: ****@example.com. 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.

Generate activation code

Activation code

Cancel Continue

Note: Hong Kong customers will receive their activation code via SMS message to their registered mobile device

6. Accept the Terms & Conditions (Step2) and Privacy & data protection statement (Step 3) before continuing to the next step.

Steps 2 & 3 - Terms and conditions, Privacy and data protection statements

Activate your profile

1.

2. Terms & Conditions

3.

4.

5.

6.

7.

HSBCnet E-CHANNEL TERMS AND CONDITIONS

The pages of the HSBCnet E-Channel are secure and hence require you to access them by using your username and password. The following pages set out the HSBCnet E-Channel Terms and Conditions.

The General Terms and Conditions shall apply to your use of the HSBCnet E-Channel except that:

1. The General Terms and Conditions shall be amended as follows:

References to the 'Site'

References to the 'Site' shall be read as a reference only to the HSBCnet E-Channel.

Contracting HSBC Group Member

The General Terms and Conditions shall be amended such that the member of the HSBC Group which enters into the General Terms and Conditions with you shall be deemed to be the following and references to 'we', 'us' and 'our' shall be read accordingly:

(a) If the company/organisation that you represent has entered into an agreement with a member of the HSBC Group for that member to provide the HSBCnet E-Channel to your company/organisation, then that member of the HSBC Group; or

(b) If the company/organisation that you represent has not entered into an agreement referred to in (a)

☐ I accept the HSBCnet Terms and Conditions

Cancel

Continue

7. **Step 4: Activate your Security Device** page provides you step-by-step on-screen instructions to activate your new Security Device. Complete all steps as instructed.
 - a. If the Security Device serial number is blank, find the 10-digit serial number on the back of the device and enter it into the field (ignore any dashes).

Step 4a: Activate your Security Device

Activate your profile

1.

2.

3.

4. Activate your Security Device

5.

6.


7.

Please follow these instructions to activate your Security Device.

Find the 10-digit serial number on the back of the device and enter it into the 'Security Device serial number' field below (ignore any dashes).

Security Device serial number

0000000000



>

Cancel

Continue

- b. If the Security Device serial number field is already populated with a number, confirm that the 10-digit serial number on the back of your Security Device matches the number below. If not, contact your System Administrator to get the correct Security Device allocated to you.

Step 4b: Activate your Security Device

Activate your profile

1. 2. 3. 4. Activate your Security Device 5. 6. 7.

Please follow these instructions to activate your Security Device.

Confirm that the 10-digit serial number on the back of your Security Device matches the number below.

If the numbers don't match, contact your System Administrator of HSBCnet Support Centre.

Security Device serial number

0000000000

Cancel Continue

8. Choose one of three options on the page that matches the display on your Security Device. Your choices are:
 - a. **Device with New PIN** – proceed to choose a new PIN. Next, generate and enter a security code to activate your new Security Device.
 - b. **Device with PIN** – Generate and enter a security code to activate your new Security Device.
 - c. **Device with locked PIN** – complete the steps to unlock your Security Device before choosing a new PIN. Next, generate and enter a security code to activate your new Security Device.

Step 4: Activate your Security Device- choose one of three options

Activate your profile

1.

2.

3.

4. Activate your Security Device

5.


6.

7.

Switch on the device by pressing down the green circle (bottom right button) for 2 seconds.

Select the option below that matches what appears in the display window of your device.


<



Device with new PIN


a ☐

>



Device with PIN

b ☐




Device with locked PIN

c ☐

Cancel

Continue

 **HSBC**

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Step 4a: Device with new PIN selected

Activate your profile

1.

2.

3.

4. Activate your Security Device

5.

6.

7.

You need to create a new PIN. Enter your new PIN of 4-8 digits then press the yellow square (bottom left button).

Set your Security Device PIN




- The PIN must not contain repeated or sequential numbers
- If you enter an incorrect character, use the green circle (bottom right button) to delete
- If you have problems completing these steps, leave the Security Device alone for 30 seconds, to switch off, then start again

<

Your device will display the message 'PIN CONF'. Confirm your PIN by re-entering it. The device will display the message 'NEW PIN CONF'.

If you fail to confirm your PIN, in the step above, you'll need to start the process again.

>



Cancel

Continue

Note: If you selected option 2b in the earlier step, you are directed to the Security Device Activation step to generate and enter a security code.

Step 4c: Device with locked PIN option selected

Activate your profile

1.

2.

3.

4. Activate your Security Device

5.

6.

7.

Your new Security Device is currently locked. Please follow these instructions to unlock it.

Switch on the device by pressing down the green circle (bottom right button) for 2 seconds. A 'lock code' will appear on your device's screen.

<

Enter the lock code generated into the 'Lock code' field below.

>

Lock code

43957892

Cancel

Continue



Step 4c Continued – Device with locked

Activate your profile


1.

2. Activate your Security Device

3.

Press the green circle (bottom right button). Enter this unlock code:

9613330



Your device is now unlocked. Enter your new PIN of 4-8 digits then press the yellow square (bottom left button).




Set your Security Device PIN

- The PIN must not contain repeated or sequential numbers
- If you enter an incorrect character, use the green circle (bottom right button) to delete
- If you have problems completing these steps, leave the Security Device alone for 30 seconds, to switch off, then start again

< >

Your device will display the message 'PIN CONF'. Confirm your PIN by re-entering it. The device will display the message 'NEW PIN CONF'.

If you fail to confirm your PIN, in the step above, you'll need to start the process again.



Cancel

Continue

Step 4: Activate your Security Device – generate and enter a security code

9. 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 – Personal details

10. In **Step 6: Security details** page, choose and 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

1 Password format

Your password must contain:

- between 8 and 30 characters
- only letters and numbers

Your password must not contain:

- more than 2 identical characters in a row, eg 111 or aaa
- more than 2 characters in a sequence, eg 123 or abc
- your name or any company name
- the name of your institution, eg HSBC
- the words 'password', 'memorable', 'answer', 'claw' and 'contraseña'
- your username, memorable answer, memorable question, security answer 1 or security answer 2
- any information that can be easily guessed

Consider using a phrase with a mixture of numbers and letters.

Activate your profile

1 2 3 4 5 6. Security details 7.

Please complete your security details. *Required information

Password

Create a password.

Password *

Confirm password *

Security questions

Please answer your chosen security questions.
Your answers must be between 3 and 30 characters and include no punctuation.

Security question 1 *

Security answer 1 *

Confirm security answer 1 *

Security question 2 *

Security answer 2 *

Confirm security answer 2 *

Note: The following step only applies if mobile authentication has been enabled for you. Mobile authentication is only available in select countries.

11. **Step 7: Activate your mobile device** - complete these instructions separately to activate mobile authentication. Choose **Continue** to complete the activation process. For detailed information refer to the guide [How do I activate my mobile device authentication for HSBCnet with a Security Device?](#)

Step 7: Activate your mobile device

Activate your profile

1 2 3 4 5 6 7. Activate your mobile device

Once you've activated your mobile, you can use it to log on and authenticate instructions on both desktop and mobile.

Steps to set up your mobile device:

- 1 Log off of HSBCnet on your web browser
- 2 Open and log on to the HSBCnet Mobile app
- 3 On the menu page, select the setting icon (bottom left button)
- 4 Follow the on-screen instructions to link your device and create a security PIN

Don't have the app? You can download it from the App Store or Google Play.

12. 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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