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 <u>"How do I activate my HSBCnet profile using my invitation email?"</u> if you have received an Invitation email from your System Administrator to register and log on.

Refer to the guide <u>"How do I activate my HSBCnet profile using my temporary username and mobile device?"</u> 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**.

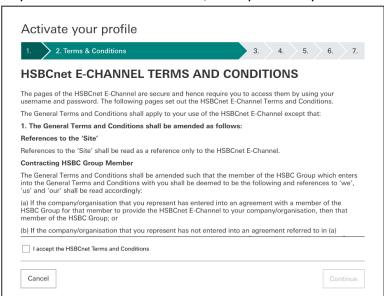






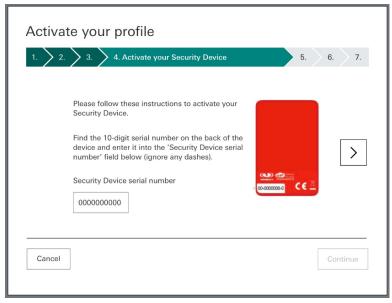
6. Accept the Terms & Conditions (Step2) and Privacy & data protection statement (Step 3) before continuing to the next step.

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



- 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).

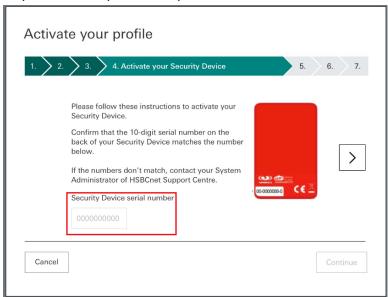
Step 4a: Activate your Security Device





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.

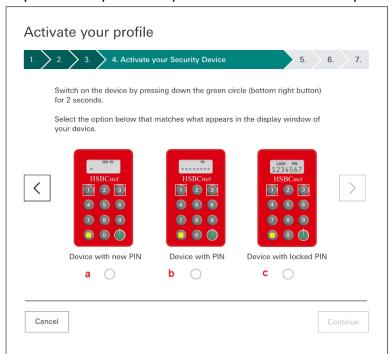
Step 4b: Activate your Security Device



- 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.

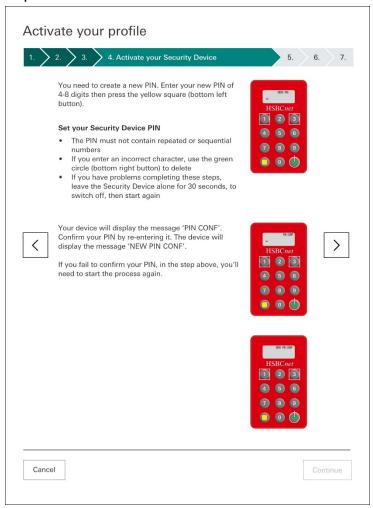


Step 4: Activate your Security Device- choose one of three options





Step 4a: Device with new PIN selected

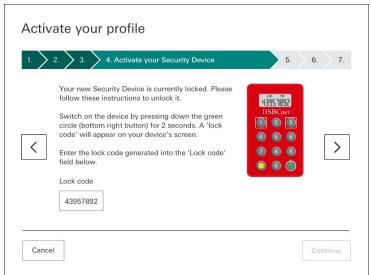


Note: If you selected option 2b in the earlier step, you are directed to the Security Device Activation step to generate and enter a security code.

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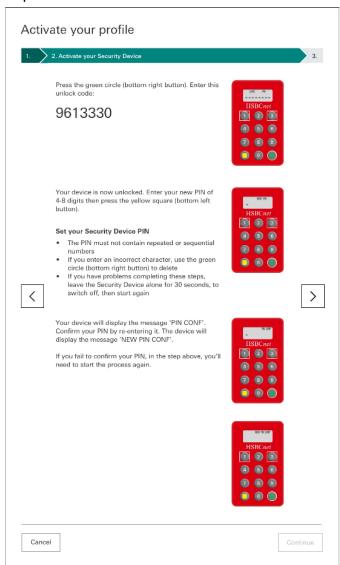


Step 4c: Device with locked PIN option selected



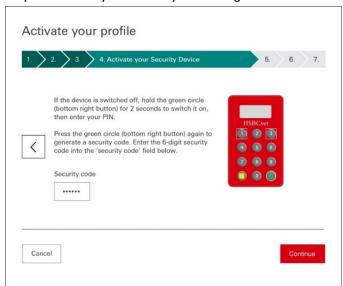


Step 4c Continued - Device with locked



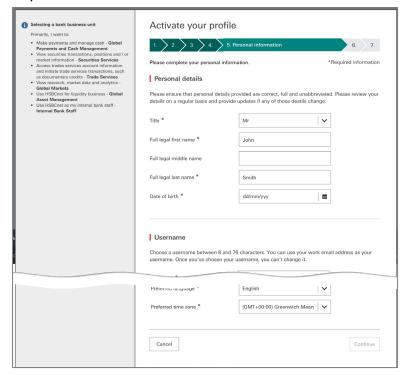


Step 4: Activate your Security Device - generate and enter a security code



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.



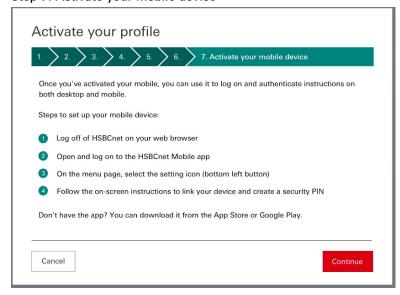
Step 6: Security details



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



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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