

How do I activate my HSBCnet profile with my temporary username and mobile device?

If you have received a temporary username via email from your System Administrator and have mobile device authentication enabled, 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 on [“How do I activate my HSBCnet profile using my temporary username and security device?”](#) if you wish to activate your profile using your security device.

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.

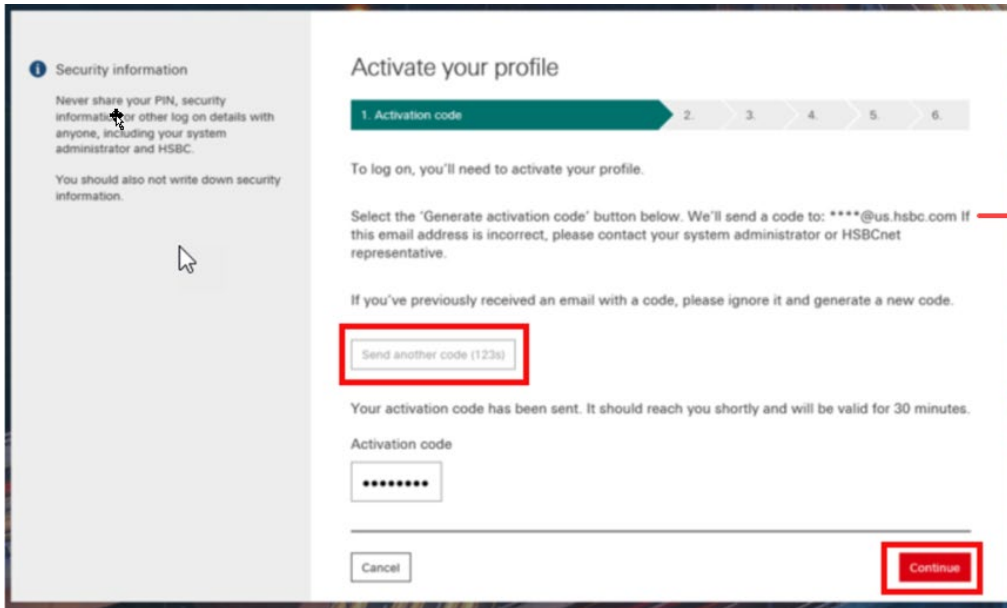
Important: While waiting to receive the activation code, you may only minimize the HSBCnet window or HSBCnet Mobile app but do not close the page or exit the app as this will invalidate the activation code.

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**.

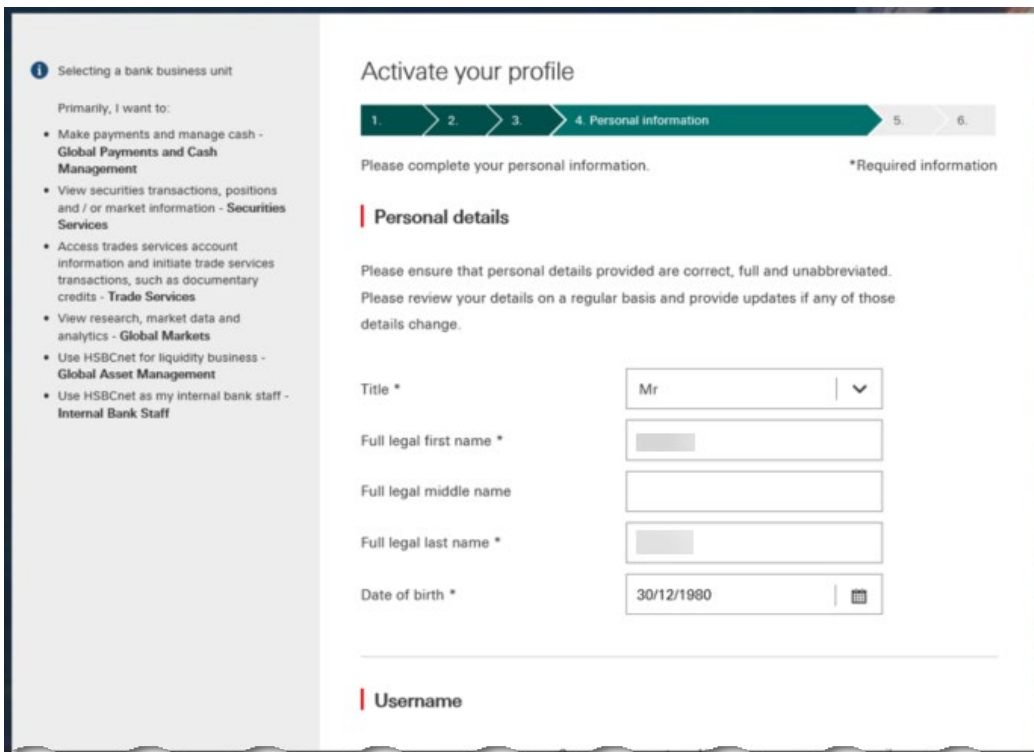
Step 1. Activation code



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.
7. Next, follow the on-screen instructions to complete all mandatory fields in **Step 4. 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 4 – Personal information – Personal details



- In **Step 5: 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 5: 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', 'clave' 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. Security details 6

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 *

- Step 6: Activate your mobile device** - complete these instructions separately to activate mobile authentication. Choose **Continue** to complete the activation process. For details refer to the guide [How do I set up mobile authentication without a security device?](#)

Step 6: Activate your mobile device

Activate your profile

1 2 3 4 5 6. Activate your mobile device

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

Steps to set up your mobile device:

- 1 Log off from HSBCnet on your web browser screen
- 2 Open the HSBCnet Mobile app
- 3 Enter your log on details
- 4 Follow the on-screen instructions to set up your device

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

Continue

- 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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