Your Guide to the
HSBC Digital Security Device

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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 online personal information and certain types of transactions. It’s easy to use and will keep your funds even safer while meeting your evolving banking needs. HSBC is one of the first major banks in the U.S. to bring you this enhanced level of security.

Follow the instructions inside to activate and begin using your new HSBC Digital Security Device today. For Frequently Asked Questions and additional information about your HSBC Digital Security Device, visit us.hsbc.com/securitydevice.

Activating your HSBC Digital Security Device via Personal Internet Banking

Log on to HSBC Personal Internet Banking as you normally would and follow the steps below to activate your HSBC Digital Security Device.

Step 1
Log on to Personal Internet Banking and click ‘My HSBC’ from the top navigation menu.

Step 2
Select ‘Manage Security Device’ found under ‘Security’ and then click the ‘Activate a Digital Security Device’ button.

Step 3
To activate your Digital Security Device, you need to enter two separate codes.

The first code, known as Validation Code will be provided to you immediately. (Write this code down as you will need it in Step 6.)

Validation code
(01)6482777078
This code will expire in 23 hours.

Step 4
Launch the HSBC Mobile Banking app from your smart phone. (If you do not already have the app on your smart phone, you can download it from the App Store™ or Google Play™.)

Step 5
Launch the HSBC Mobile Banking app and log on using your current logon credentials.

A. From the home screen, select the ‘Log On’ button, enter your Personal Internet Banking username and click ‘Continue’.
B. Enter your password and click ‘Log On.’
Step 6
A. Upon logging on you will be prompted to ‘Activate Now’ or ‘Activate Later.’ To proceed in activating your HSBC Digital Security Device, select ‘Activate Now.’

B. Enter Validation Code (obtained in Step 3.)

Step 7
A. Select how you would like to receive the second code, called Activation Code and click ‘Continue.’

B. Retrieve the Activation Code.
Step 8
Enter Activation Code in the designated field and select ‘Continue.’

Step 9
A. You can now create the Security Device passcode to complete activation.

B. Your passcode must be at least 6 characters long and contain both letters and numbers. (Note: this cannot be the same as your existing Internet Banking username or password.)

C. You will need to re-enter your passcode to confirm. Then select ‘Complete Activation.’

Your HSBC Digital Security Device has now been activated and is ready to use!

Use your new Security Device passcode to log on to your account from your smart phone from now on. You will also use your Digital Security Device to generate security codes for use on other devices such as your personal computer.
Activating your HSBC Digital Security Device via the HSBC Mobile Banking App

Step 1
Download the HSBC Mobile Banking app from the App Store℠ or Google Play™.

Step 2
Launch the HSBC Mobile Banking app and log on using your current credentials:

A. From the home screen, select the ‘Log On’ button, enter your Personal Internet Banking username and click ‘Continue.’
B. Enter your password and click ‘Log On.’

Step 3
Select ‘Activate Now’ to proceed in activating your HSBC Digital Security Device.

Step 4
A. To activate your Digital Security Device, you need to enter two separate codes. You can choose to receive your Validation Code to your registered email address or you can obtain it by logging on to Personal Internet Banking (see Steps 1-3 of Activating your HSBC Digital Security Device via Personal Internet Banking.)

B. Retrieve and enter the Validation Code that was provided and select ‘Continue.’

Note: If your initial Validation Code has expired, you can have a new Validation Code sent to your email address:

1. Log onto the HSBC Mobile Banking app.
2. Select ‘Activate Now’ at logon.
3. Select ‘Help’ in the upper right corner, then select ‘I do not have Validation Code.’
4. Select ‘Resend Validation Code’ and confirm your delivery method. Then select ‘Activate Now.’

Step 5
A. You will now be prompted to send Activation Code via SMS message to your registered phone number. Click ‘Continue.’
B. Open the SMS message and retrieve Activation Code.

Step 6

Enter Activation Code in the designated field within the HSBC Mobile Banking App and select ‘Continue.’

Note: If your initial Activation Code has expired, you can have a new Activation Code sent:

1. Log onto the HSBC Mobile Banking App.
2. Select ‘Activate Now’ at logon.
3. Select ‘Help’ in the upper right corner, then select ‘I do not have Activation Code’
4. Select ‘Resend Activation Code’ and confirm your delivery method. Then select ‘Continue.’

Step 7

A. You can now create the Security Device passcode to complete activation. Your passcode must be at least 6 characters long and contain both letters and numbers.

Note: this cannot be the same as your existing Internet Banking username or password.
Your HSBC Digital Security Device has now been activated and is ready to use!

Use your new Security Device passcode to log on to your account from your smart phone from now on. You will also use your Digital Security Device to generate security codes for use on other devices such as your personal computer.
Generating a log on Security Code from your Digital Security Device

When logging on to Personal Internet Banking from a device other than your established Digital Security Device, such as your personal computer, we encourage you to use a Security Code generated from your Security Device. However, you can choose “Log on using password” as your log on access method on the log on page to log on without your device. If you attempt to perform certain transactions which require the use of the HSBC Security Device, you will be asked to “step up” your authentication level by entering a security code from your device.

Step 1
Launch the HSBC Mobile Banking app from your smart phone.

Step 2
Select the ‘Generate Security Code’ button from the home screen.

Step 3
A. Select the ‘Log on Security Code’ tab
B. Enter your Security Device passcode and select the ‘Generate’ button.
You have now generated a Log on Security Code!

You can use this code to log on to your account from a desktop computer, secondary smart phone or tablet with an extra layer of security and peace of mind.

*Note: this code is valid for 60 seconds.*
Generating a Transaction Security Code.

To perform certain transactions within Personal Internet Banking, you now require a ‘Transaction Security Code.’ For example, this code is required in order to ‘Add or Modify a Beneficiary’ for wire transfers.

Step 1
Launch the HSBC Mobile Banking app from your smart phone.

Step 2
Select the ‘Generate Security Code’ button from the home screen.

Step 3
Select the ‘Transaction Security Code’ tab.

Step 4
A. For the ‘Required digits’ field, enter the appropriate information:
   • Add/Modify a Wire Beneficiary: last 5 digits of receiving account number
B. In the ‘Security Device Passcode’ field, enter your established passcode and select ‘Generate.’
You have now generated a Transaction Security Code and can enter this in the designated field in Personal Internet Banking!
Generating a Re-authentication Security Code

To change any of your Personal Internet Banking credentials, you now require a Re-authentication Security Code to ensure protection of your account.

Step 1
Launch the HSBC Mobile Banking app from your smart phone.

Step 2
Select the ‘Generate Security Code’ button from the home screen.

Step 3
Select the ‘Re-authentication Security Code’ tab.

Step 4
Enter your Security Device passcode and select ‘Generate.’ You can now enter this code in the designated field in the desktop version of Personal Internet Banking to change your credentials.

Note: This code is valid for 60 seconds.

You have now generated a Re-authentication Security Code and can enter this in the designated field in Personal Internet Banking!
Learn More

For more information regarding your HSBC Digital Security Device, please visit us.hsbc.com/securitydevice, or contact us at 866.537.4722. If you are calling from outside of the United States, please call collect at 716.841.7172.