

How do I deactivate my mobile authentication?

You may need to deactivate mobile device authentication in one of the following scenarios:

- You wish to stop using mobile authentication (only if you have a Security device), or
- You have lost your mobile authentication enabled device (whether you have a Security Device or not), or
- You have changed your mobile device and need to enable mobile authentication on the new device (whether you have a Security Device or not)

You can easily complete this process by following the steps listed below:

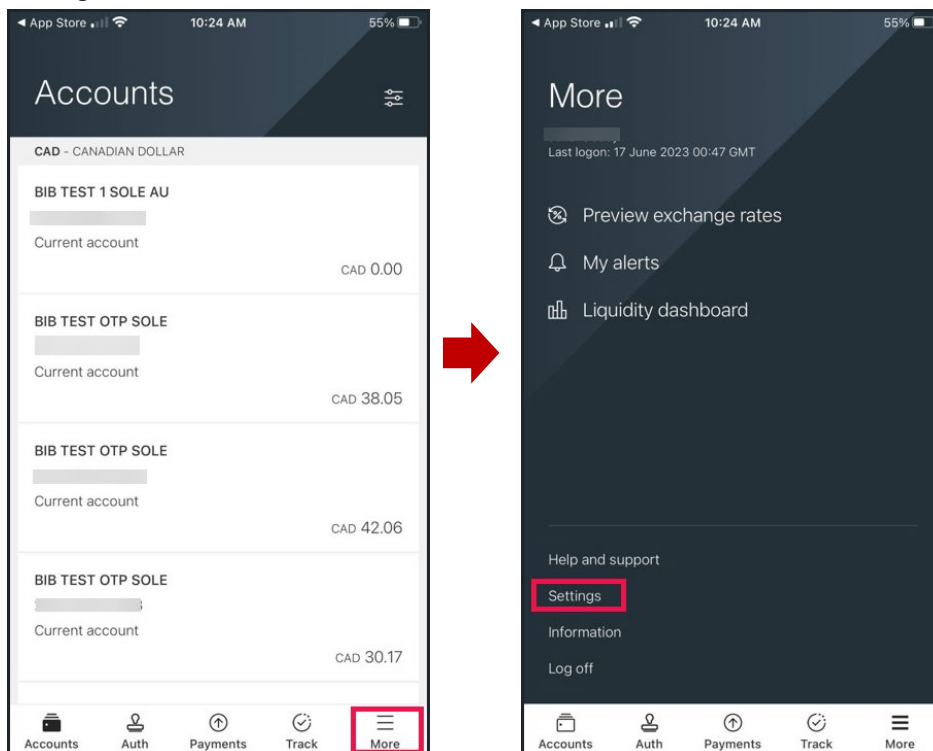
Stop using mobile authentication on your existing device (only if you have a Security Device)

If you have been assigned a Security Device by your System Administrator, you can choose to stop using mobile device authentication by deactivating mobile authentication on your existing device.

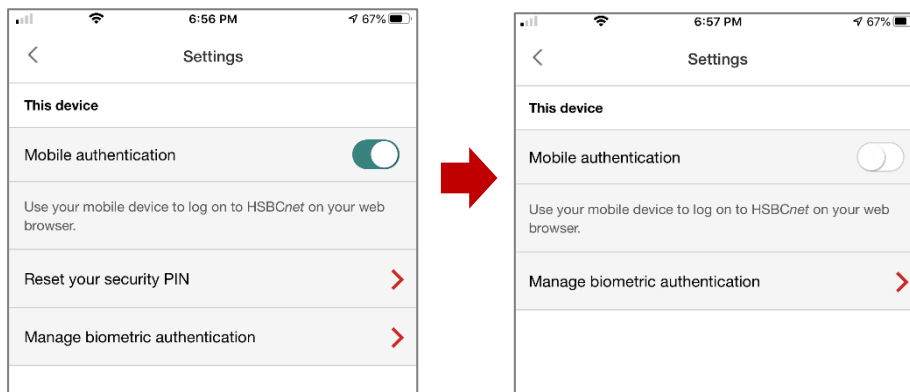
You can do so by simply logging on to your current device, accessing the settings menu in the **More** link of the HSBCnet Mobile app, and toggle off **Mobile authentication** to disable this device.

Note: In the future, you can only use your Security Device for authentication purposes.

Settings link on the More screen



Disable mobile authentication on your current device

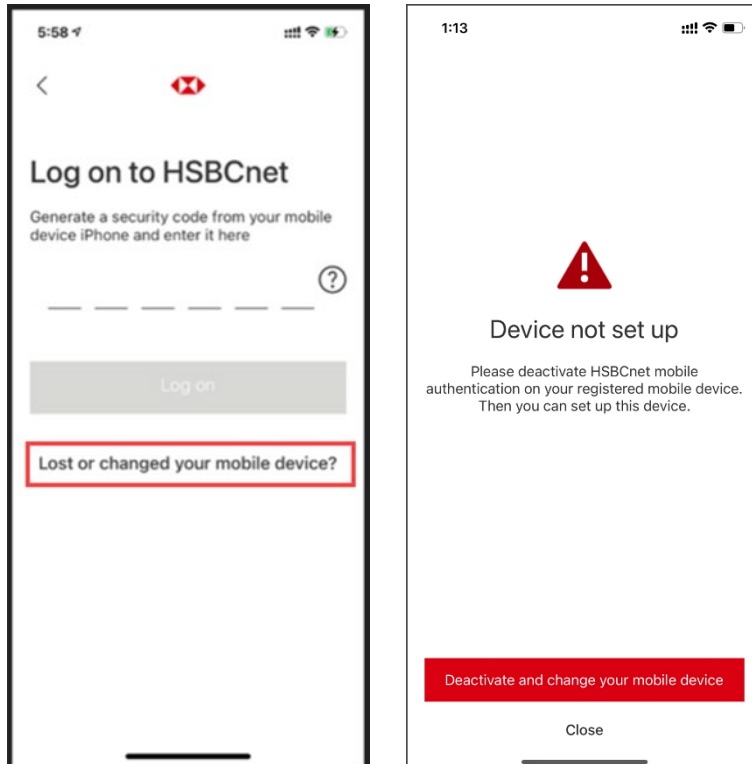


Lost your mobile authentication enabled device or changed to a new mobile device (if you don't have a Security Device)

Complete the following steps if you don't have a Security Device.

1. Download the HSBCnet Mobile app in the new device from the Apple or Google Store and open it.
2. Log on to the HSBCnet Mobile app and select one of the following links:
 - **Lost or changed your mobile device?**
 - **Deactivate and change your mobile device link** (for customers in mainland China)

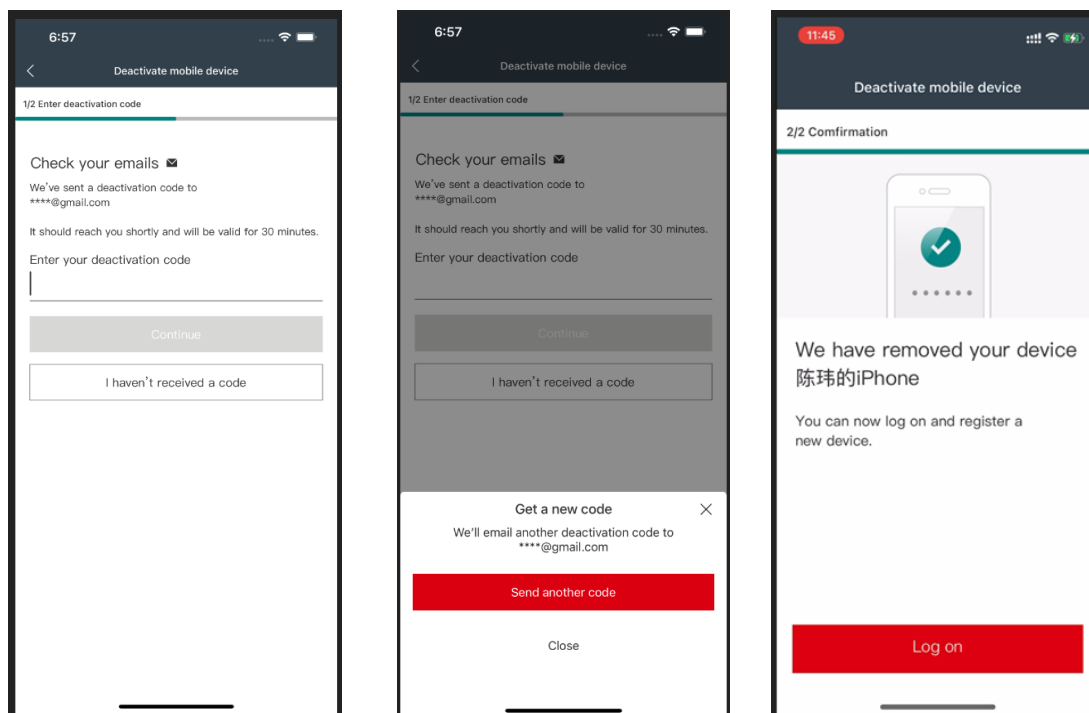
Log on screen without Security Device



3. A message appears instructing you to check your registered email where a deactivation code has been sent. Enter this code on that screen and choose **Continue**.

4. An acknowledgement confirms your device has been deactivated.

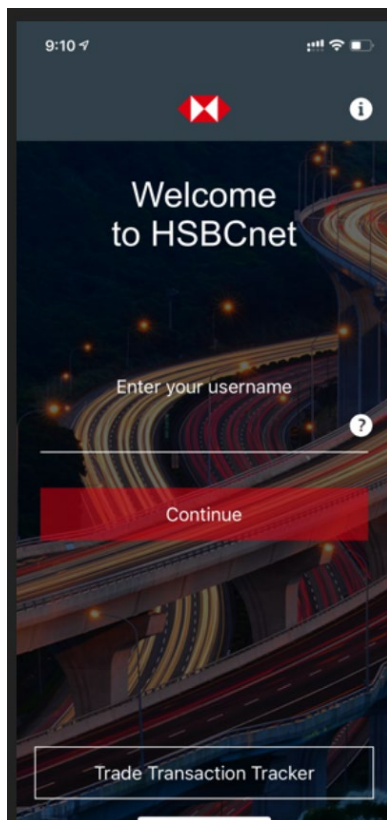
Deactivation screens



5. You can now log on and register the new device. Refer to the following guide for step-by-step instructions.

[How do I activate mobile device authentication for HSBCnet without a security device?](#)

HSBCnet Mobile Welcome screen

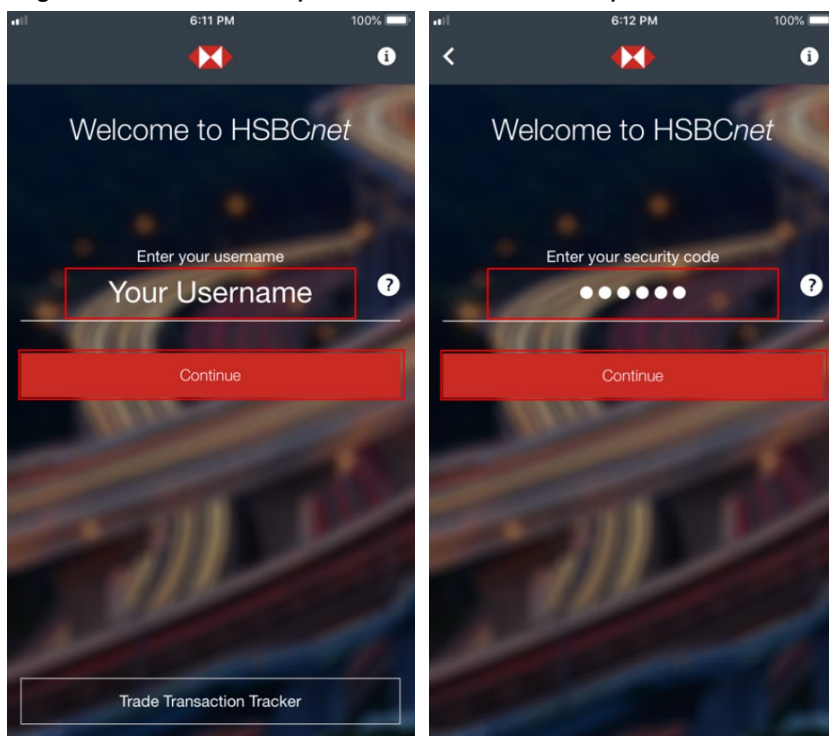


Lost your mobile authentication enabled device or changed to a new mobile device (if you have a Security Device)

Complete the following steps if you have a Security Device.

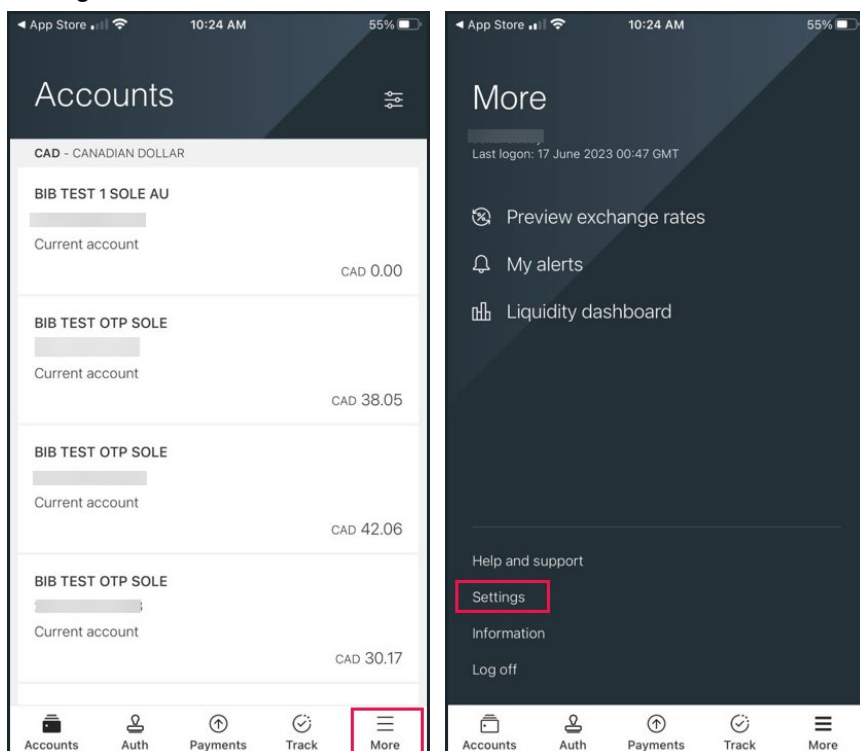
1. Download the HSBCnet Mobile app in the new device from the Apple or Google Store and open it.
2. Log on to the HSBCnet Mobile app and enter your username and security code.

Log on to HSBCnet with your Username and security code



3. From the home page, select **More** to access additional options on a new screen. Next, choose **Settings** from the menu.

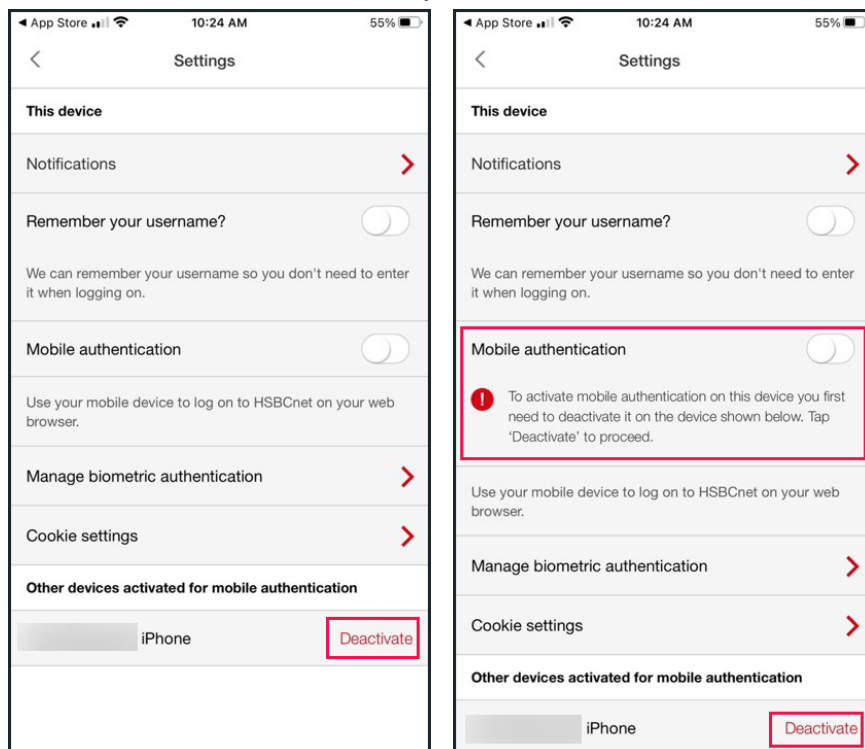
Settings link on the More screen



- On the Settings screen, the name of your existing, other device is listed under '**Other devices activated for mobile authentication**'. Select **Deactivate**.

Note: if you skip this step, a message appears notifying you that you first need to deactivate mobile authentication on your previous device before activating it on this, new device.

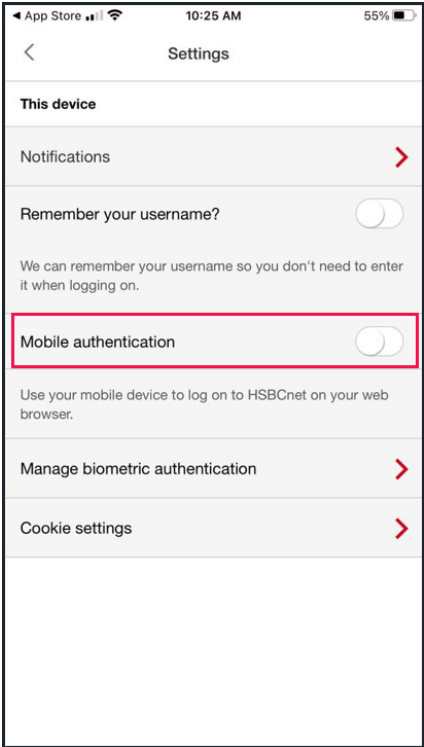
Disable mobile authentication from previous mobile device



- You can now activate mobile authentication for the new device. Refer to the following guide for step-by-step instructions.

[How do I activate mobile device authentication for HSBCnet with a security device?](#)

Mobile authentication is available to activate for new device



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