

# How do I manage my mobile security PIN?

If you have enabled HSBCnet mobile authentication, you can manage your mobile security PIN in one of two ways:

- **Reset** your mobile security PIN (if you have forgotten your security PIN and/or are locked out), or
- **Change** your PIN

## Resetting your mobile security PIN

Complete the following steps to reset your PIN if you have locked your Security PIN before you log on.

A message appears informing you that your mobile security pin is locked as you have made too many unsuccessfully logon attempts entering the wrong pin. Choose **Reset your security PIN** to proceed.

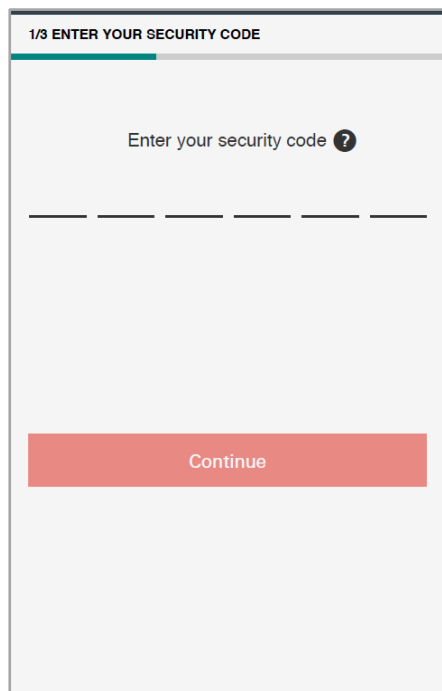
**Note:** you will also have the option to reset your PIN on the security PIN input screen before the PIN is locked.

1. If you have a security device, generate a security code, and enter it in your mobile device. If you do not have a security device, a reset code is sent to your registered email address that you must enter in the security code field. Hong Kong customers will receive their reset code as an SMS message on their registered mobile device.

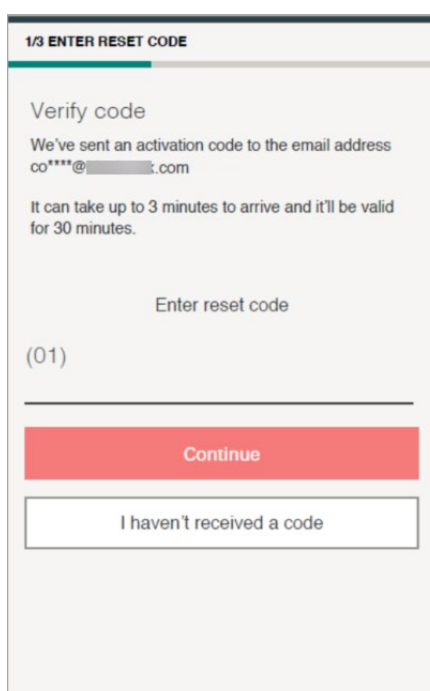
**Important:** While waiting to receive the reset code, you may only minimise the HSBCnet Mobile app, but do not exit the app as this will invalidate the reset code.

2. Choose **Continue** when finished.

Enter Security code (with Security device)



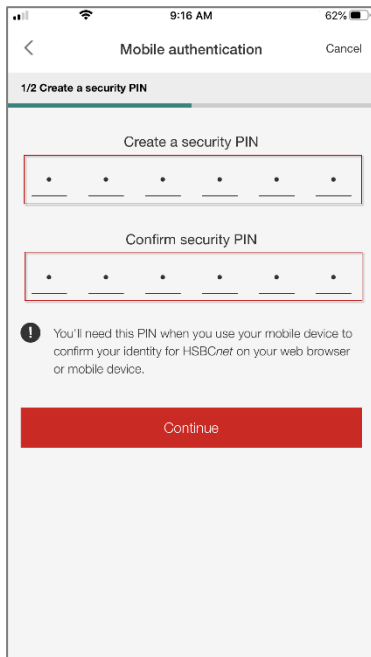
Enter Security code (without security device)



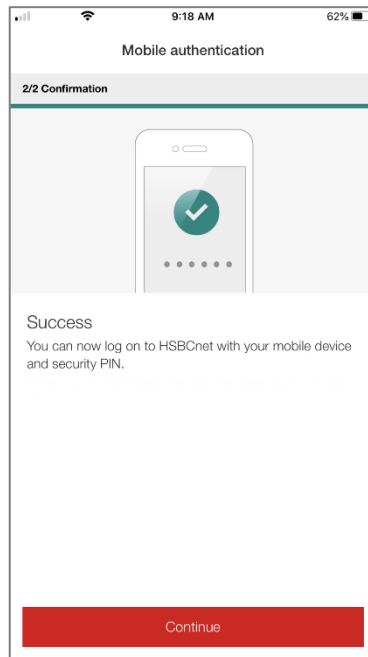
3. On the next screen, create a new security PIN and confirm it by re-entering it. Select **Continue** to complete the process.

4. An acknowledgement confirms the successful creation of a new security PIN. Choose **Continue** to complete the PIN reset. An email/SMS Alert informs you that the PIN has been reset.

#### Create a new PIN and confirm



#### Acknowledgement

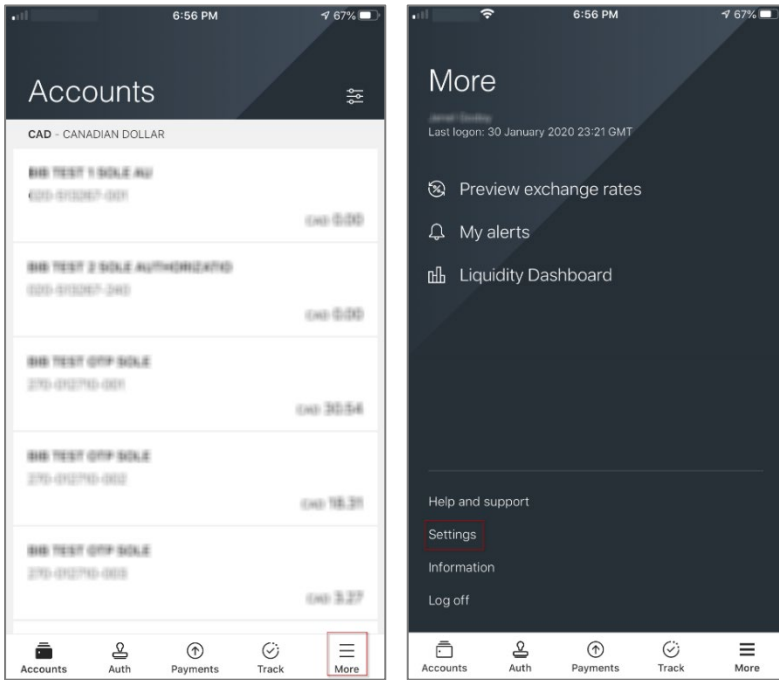


## Changing your security PIN

You can change your security PIN at any time by accessing the mobile app settings.

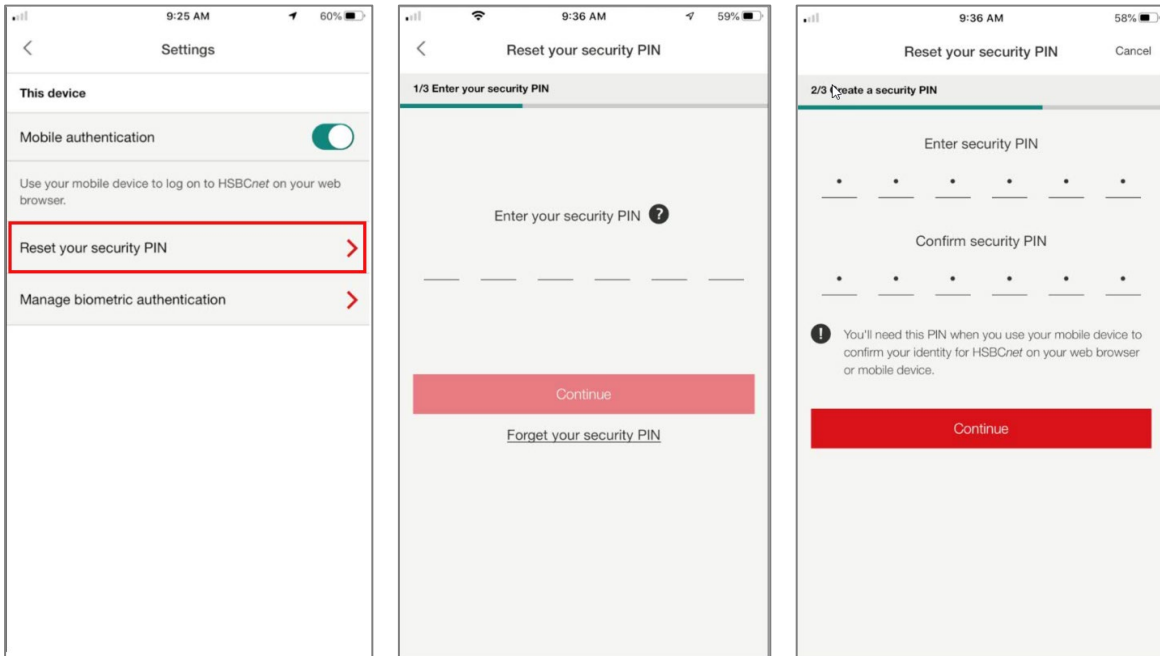
5. Begin by logging on and authenticating yourself using your current pin.
6. Access the Settings menu by selecting the More link in the HSBCnet App.

Settings link on the More screen



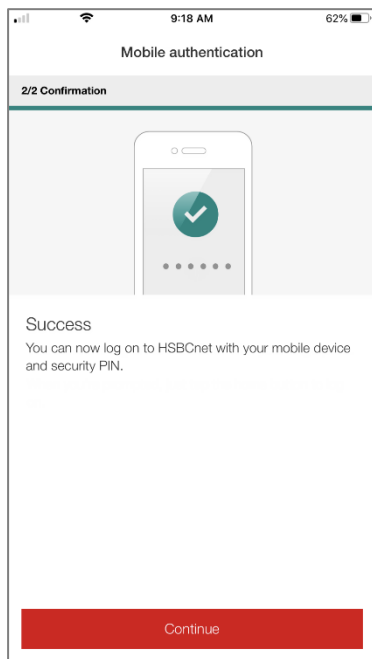
7. Choose **Reset your security PIN**. Enter your security **PIN** to continue.
8. Create a new security PIN and enter it again to confirm. Choose **Continue** to proceed.

Changing your security PIN - steps



9. An acknowledgement appears confirming successful creation of a new security PIN. Choose **Continue** again to close the message and return to the HSBCnet Mobile app.

### Acknowledgement



**Note:** If you do not remember your current pin to log on, you will be redirected to reset your PIN.

## Download the HSBCnet Mobile app

If you don't have the HSBCnet app on your mobile phone, you can download it from the Apple App Store or Google PlayTM.



Scan one of the QR codes above to quickly download the app. Alternatively, open the App Store or Google Play on your mobile device and search 'HSBCnet'.

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