HSBC Digital Security Device Guide

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 personal information and more sensitive transactions. It's easy to use and it will keep your money even safer while meeting your evolving online and mobile banking needs.

Getting started

If you haven't registered for Online Banking, you'll need to register before you can activate your Digital Security Device and begin banking online – go to **hsbc.ca/registernow**

You'll also need the **HSBC Canada** Mobile Banking app on your phone – visit the Apple Store or Google Play to download it now.

This guide will help you **activate your HSBC Digital Security Device** in:
- HSBC Online Banking on hsbc.ca
- HSBC Canada Mobile Banking app

This guide will also help you **generate codes using your HSBC Digital Security Device**:
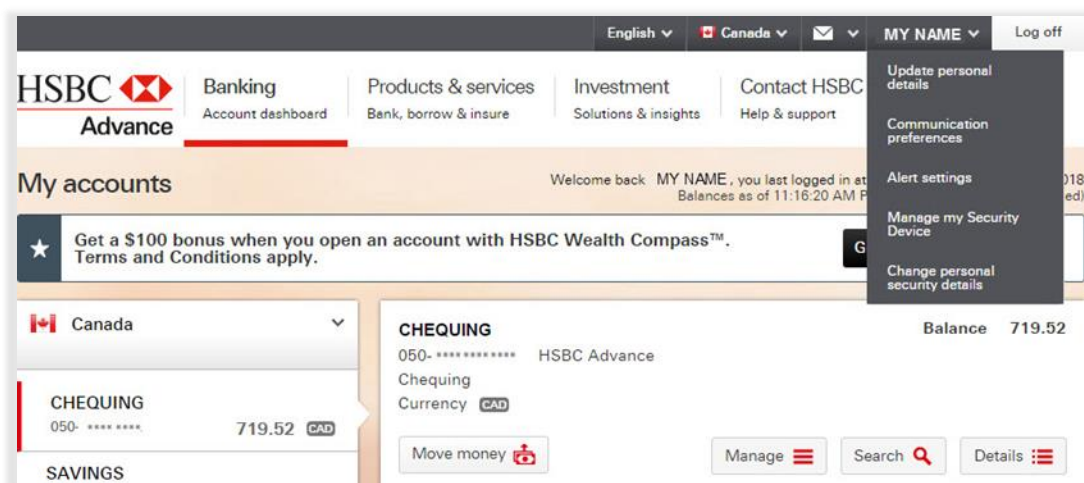- Log on security code
- Transaction security code
- Re-authentication security code

For more help with the HSBC Security Device and online and mobile banking, visit **hsbc.ca/onlinehelp**

Activate your HSBC
Digital Security Device
in hsbc.ca

Step 1
After logging on to HSBC Online Banking, select your name at the top right and then select *Manage my Security Device*.
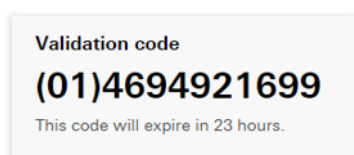

Step 2
Select *Choose Security Device*.

Step 3

In the *Use your phone* tab, check the box to indicate you have a compatible device. Then, select *Activate a Digital Security Device*.

Use your phone

Order a Security Device

Extra security using your phone

You can use your smartphone as a Digital Security Device to give you added security of two-factor authentication.

☑ I have a compatible device.

Check system requirements ⌄

Activate a Digital Security Device

Is this the right Security Device for you?

✓ Quick single-password log on to mobile banking

✓ Instant full access to online banking

✓ Use for both desktop and mobile

! Works with or without a network connection

Compare Security Devices

Step 4

A validation code will be created – make note of it because you'll need this in a next step.

Validation code

(01)4694921699

This code will expire in 23 hours.

Step 5

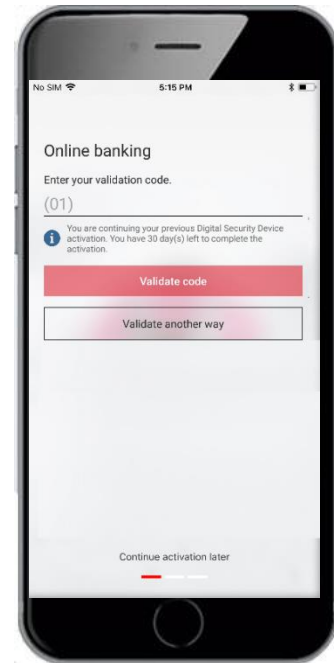Launch the HSBC Canada Mobile Banking app on your phone. Log on with your username and password.

(✦) Canada   ...

Good afternoon

Please Enter your username

⊘

○ Remember me

Continue

Not registered for online banking?
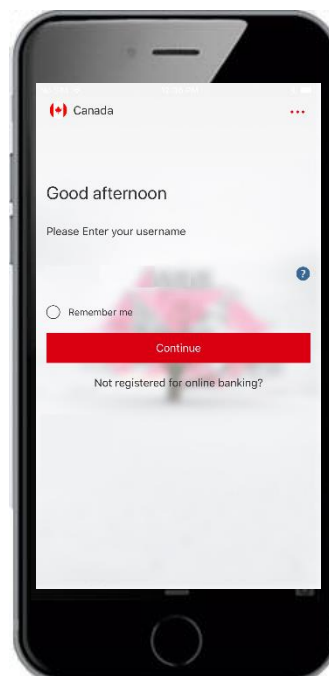
Step 6

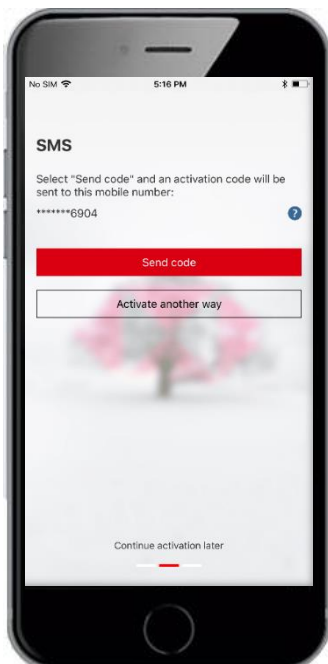Select *Continue* to activate your Digital Security Device.
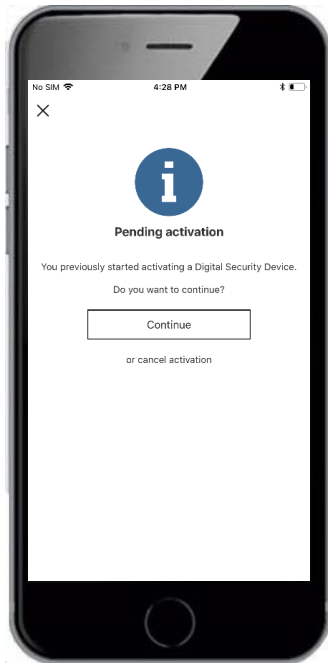
Step 7

Enter the validation code and select *Validate code*.

Step 8

Once your validation code is accepted, you'll send an method you choose (SMS/text shown here).
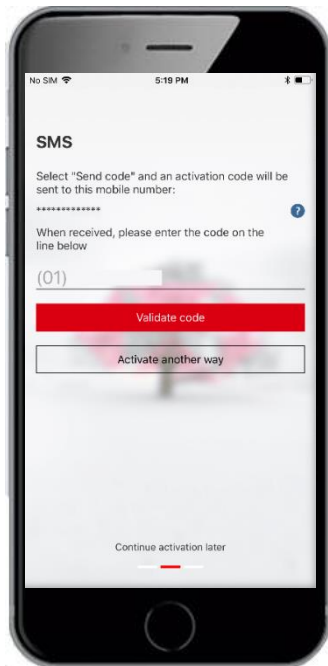
Step 9

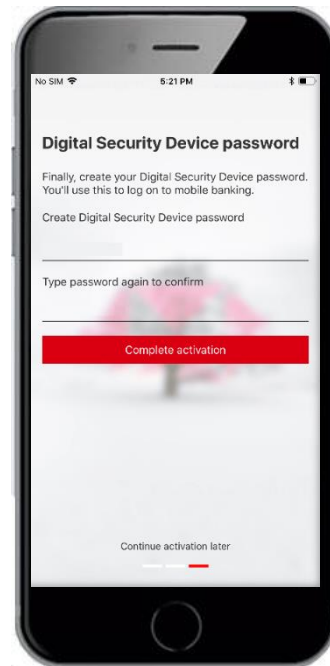Retrieve the activation code from your email or text.

Step 10
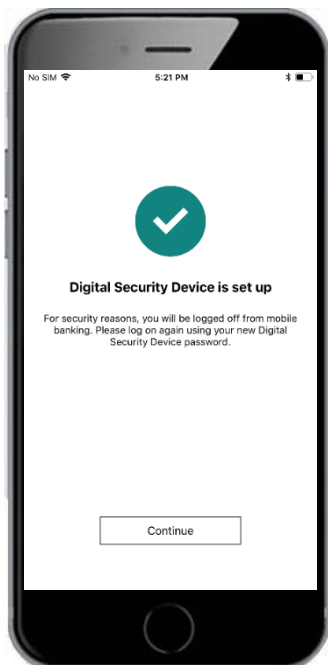In the mobile app, enter the code and select *Validate code*.

Step 11
Create and confirm your new Digital Security Device password*. Select *Complete Activation*.

You have now activated your HSBC Digital Security Device and it's ready to use

* Remember your new Digital Security Device password!

You'll need it every time you log on to the HSBC Canada Mobile Banking app – and take note, it's different from the password you use for Online Banking on hsbc.ca. You'll also need your Digital Security Device password to generate security codes for Online Banking on hsbc.ca.

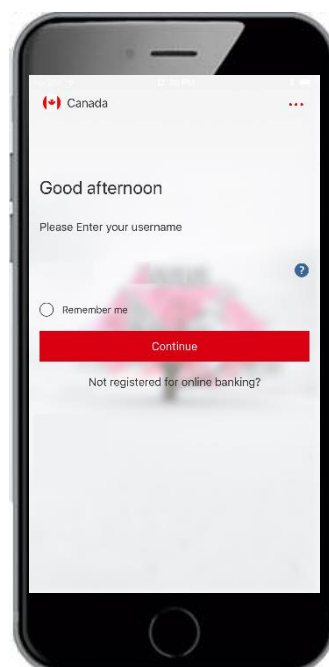# Activate your Digital Security Device using the HSBC Canada Mobile Banking app

Step 1
Download the HSBC Canada Mobile Banking app from the App Store or Google Play.
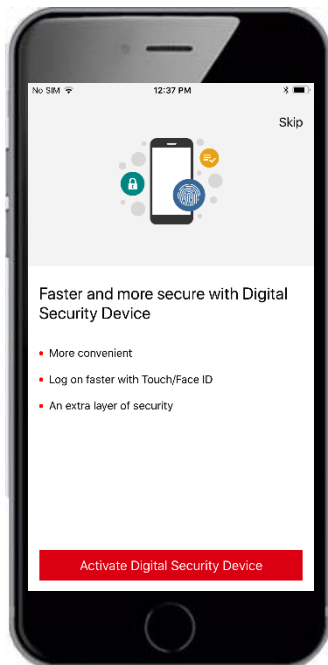
Step 2
Launch the HSBC Canada Mobile Banking app and log on using your username and password.
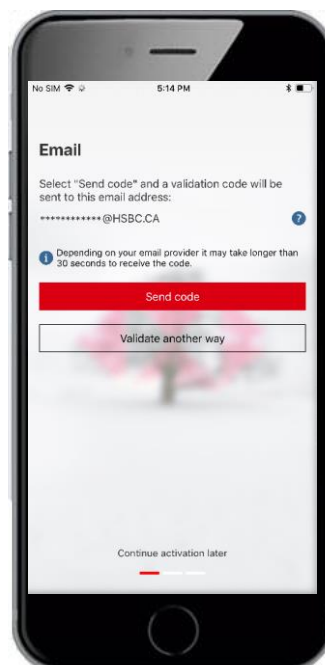
Step 3
You'll now be prompted to activate a device.
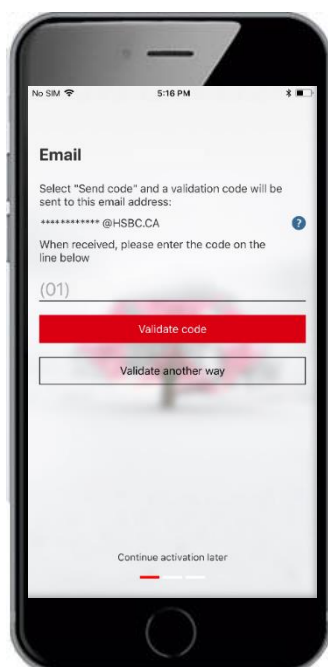Select *Activate Digital Security Device*.

Step 4
Choose a method to receive the validation code –
either text, email or by calling HSBC (email shown
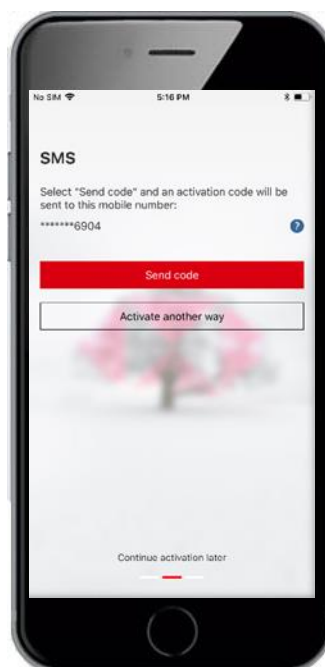below). Select *Send code*.

Step 5
Enter the validation code and select *Validate code*.

Step 6
Once the validation code has been accepted, you
will be prompted to receive the activation code*
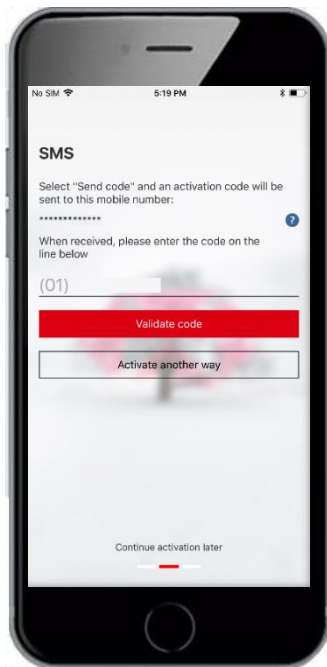(SMS/text shown below). Select *Send code*.

*If you received the validation code by text, the activation code
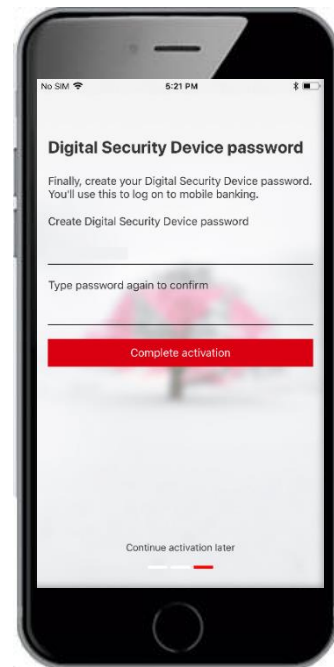will be sent by email, and vice versa.

Step 7
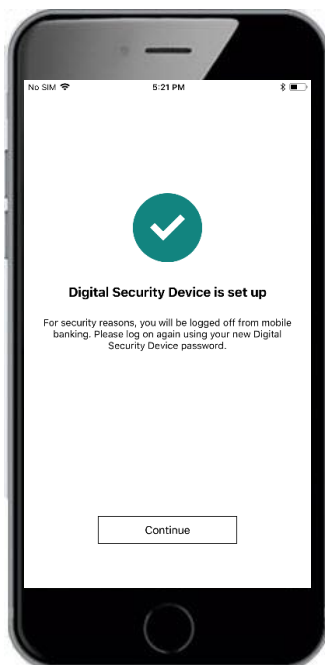
Enter the code you received and select *Validate code*.

Step 9

Create and confirm your new Digital Security Device password*. Finally, select *Complete activation*.

You've now activated your HSBC Digital Security Device

* Remember your new Digital Security Device password!

You'll need it every time you log on to the HSBC Mobile Banking app – and note, it's different from your password for Online Banking on hsbc.ca. You will also need your Digital Security Device password to generate security codes when banking on hsbc.ca.
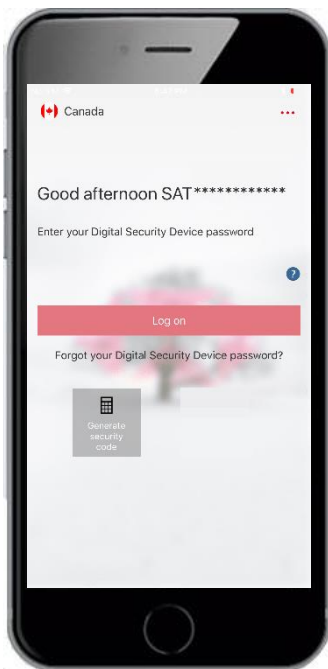
Generate a Log on security code

For access to all online banking functions, we encourage you to always log on using your security device.

Have an iPhone with Touch/Face ID enabled? Generate a Log on security code with just Face/Touch ID – no need to enter your Digital Security Device password.
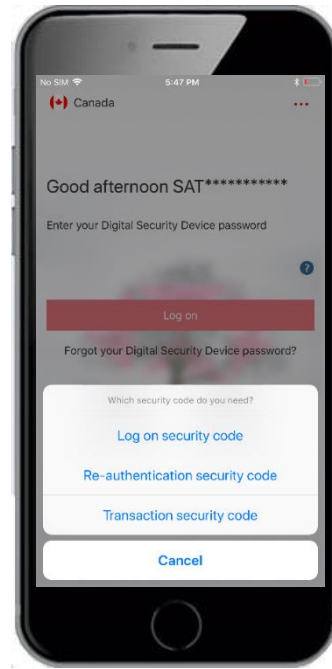
Step 1
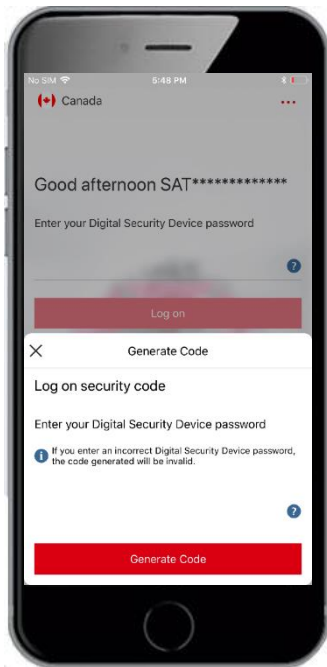Launch the HSBC Canada Mobile Banking app and select *Generate security code*.
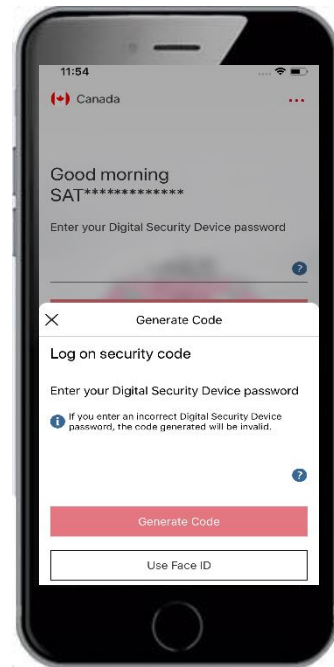
Step 2
Select *Log on security code*.

Step 3
Password option - Enter your Digitial Security Device password and select *Generate code*.
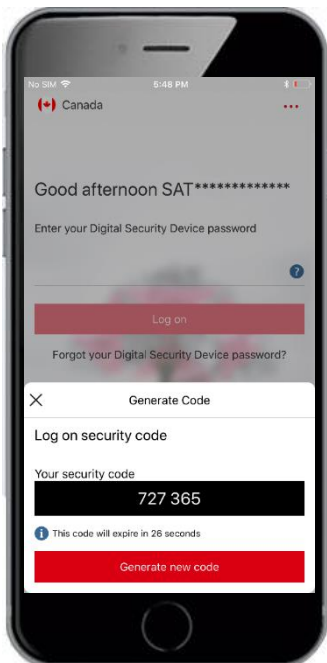
Face/Touch ID option – Select *Use Face/ Use Touch ID* to scan your face or finger.

You've now generated a Log on security code
Use this code to log on to Online Banking on hsbc.ca with an extra layer of security and piece of mind.

Remember!
The Digital Security Device password for the mobile app is different from your Onine Banking password on hsbc.ca.

Tip!
Getting an error message after entering a security code in Online Banking? You may be entering an incorrect Digital Security Device password which will generate an invalid security code.
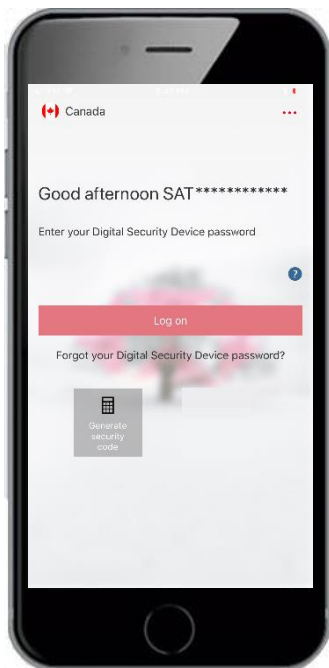
Generate a Transaction security code

For certain Online Banking transactions, you'll need to generate a Transaction security code. This code is required when you want to:
- add a new credit card payee
- add a new payee who is also an HSBC Bank Canada customer
- add a new wire transfer payee

Have an iPhone with Face/Touch ID enabled? Generate a log on Transaction security code with just Face/Touch ID – no need to enter your Digital Security Device password.
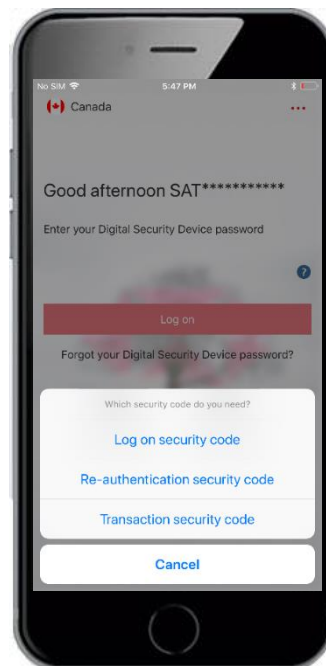
Step 1
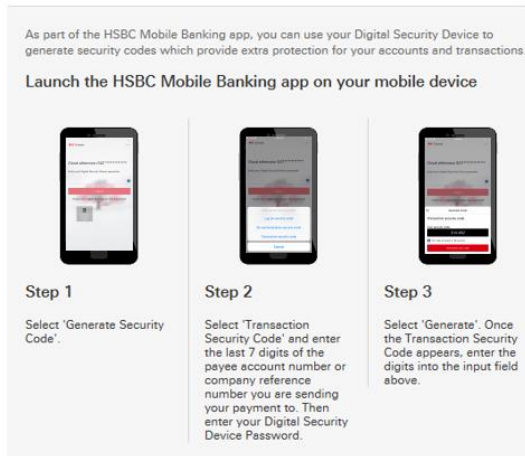Launch the HSBC Canada Mobile Banking app and select *Generate security code*.

Step 2
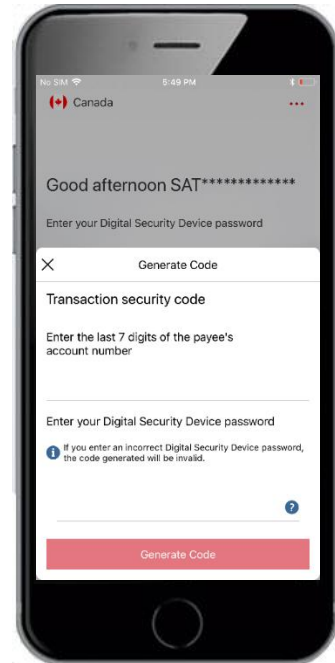Select *Transaction security code*.

Step 3

a. In Online Banking on hsbc.ca, at the bottom of the page, follow the instructions on how to generate the required code.

b. Password option – In the mobile app, enter the payee's account numbers as instructed. Then, enter your Digital Security Device password and select *Generate code*.

As part of the HSBC Mobile Banking app, you can use your Digital Security Device to generate security codes which provide extra protection for your accounts and transactions.

Launch the HSBC Mobile Banking app on your mobile device

Step 1
Select 'Generate Security Code'.

Step 2
Select 'Transaction Security Code' and enter the last 7 digits of the payee account number or company reference number you are sending your payment to. Then enter your Digital Security Device Password.

Step 3
Select 'Generate'. Once the Transaction Security Code appears, enter the digits into the input field above.

b. Face/Touch ID option – In the mobile app, enter the payee's account number as instructed. Select *Use Face/Touch ID* to scan yor face or finger.

You've now generated a Transaction security code Enter it into the *Transaction security code* field in hsbc.ca to complete your transaction.
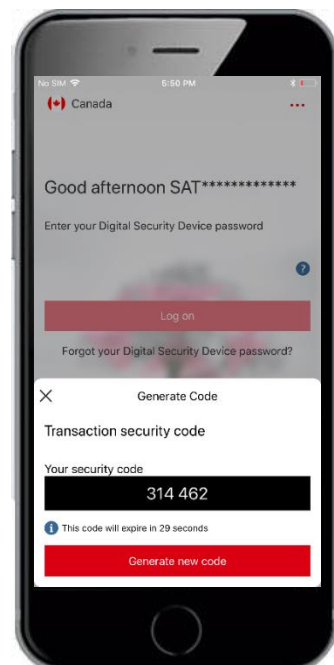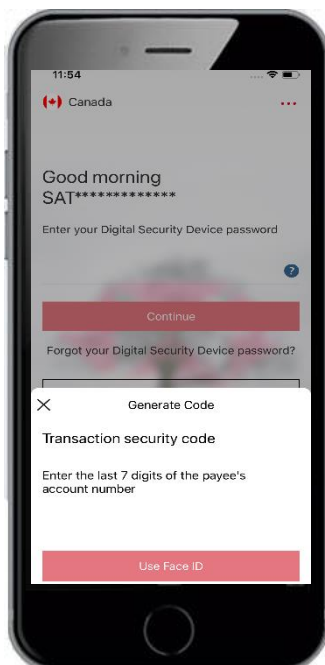
Generate a Re-authentication security code

To change your personal security details, i.e. your password or security question, you will need to generate a Re-authentication security code.

Have an iPhone with Face/Touch ID enabled? Generate a Re-authentication code with just Face/Touch ID – no need to enter your Digital Security Device password.
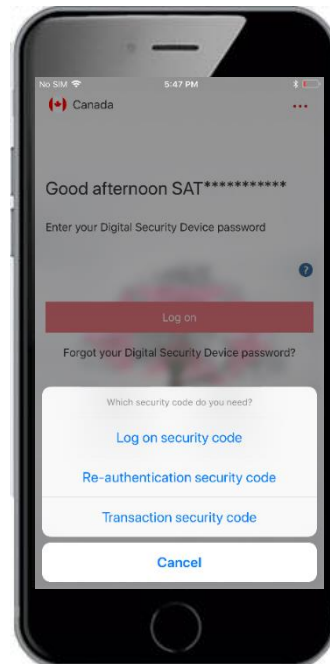
Step 1
Open the HSBC Mobile Banking app on your phone and select *Generate Security Code*.
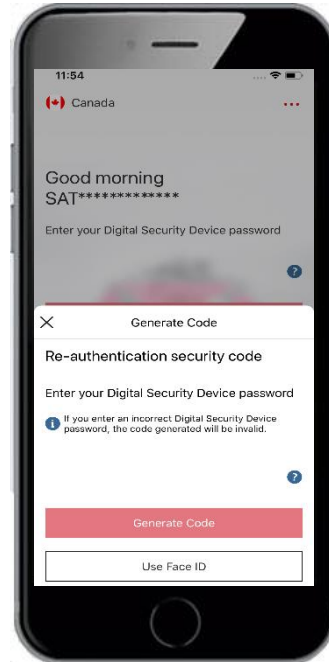
Step 2
Select *Re-authentication security code*.

Step 3

Password option – Enter your Digital Security Device password and select *Generate code*.

Face/Touch ID option – Select *Use Face/Touch ID* to scan your face or finger.

You've now generated a Re-authentication security code
Enter this into the *Authentication security code* field in hsbc.ca