Introduction

This guide details the steps that a new Online Banking customer will undertake to register for, order and activate a Security Key for the first time.

As part of the registration process, all users must be verified with a 'secret' that is shared between the bank and the customer. It can be verified via a Debit Card PIN or a Phone Banking PIN.

REGISTRATION

1.
This screen provides an overview of the registration process.

Go to
http://www.hsbc.com.cn
Under Internet Banking > Personal, click "Register"

HSBC

Registration

① Terms & Conditions ② Verify identity ③ Create log on ④ Choose security questions ⑤ Choose Security Key ⑥ Confirmation

Terms & Conditions

Click here for Terms and Conditions of Personal Internet Banking
Click here for Terms and Conditions of Internet Banking for Business
Click here for Terms and Conditions of Internet Banking for Private Banking
Click here for Terms and Conditions for HSBC's SMS Alert Service

THE USE OF ANY AND ALL SERVICES AT OR UNDER online@hsbc SHALL AT ALL TIMES BE GOVERNED BY THE FOLLOWING TERMS AND CONDITIONS.

INTERNET BANKING FOR PERSONAL AGREEMENT

Terms and Conditions for online@hsbc

🖨 Print   ✉ Download   ☑ I have read and accepted the Terms & Conditions

Cancel   Continue

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2.
You must read and accept the Terms and Conditions for registration, by clicking the check box.

Click 'Continue' to proceed.

Registration

① Terms & Conditions ② Verify identity ③ Create log on ④ Choose security questions ⑤ Choose Security Device ⑥ Confirmation

To verify your identity, please select your account information from the list and fill in the required details.

Registration Method   [Debit Card number ▾]

Debit Card Number   [   ]
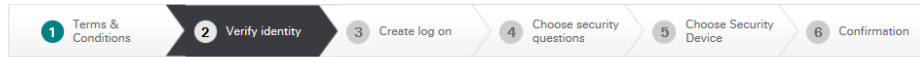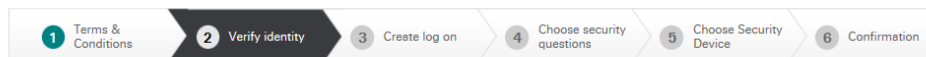
Issue Number   [   ]

View sample ⌄

PIN   [   ]

Cancel

Registration Method | Phone banking number |
                       | Debit Card number |

3.
You will have to confirm his identity. There are two options to do it:
Option a – Debit Card Number (if any) OR
Option b – Phone Banking Number

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Registration

1 Terms & Conditions | 2 Verify identity | 3 Create log on | 4 Choose security questions | 5 Choose Security Device | 6 Confirmation

To verify your identity, please select your account information from the list and fill in the required details.

Registration Method	Debit Card number ⌄
Debit Card Number	
Issue Number	

View sample ⌄

PIN	

Cancel

Continue

Option a –
Debit Card Number
You have to confirm their identity by providing Debit Card Number & PIN.

Click 'Continue' to proceed.

Registration

1 Terms & Conditions | 2 Verify identity | 3 Create log on | 4 Choose security questions | 5 Choose Security Device | 6 Confirmation

To verify your identity, please select your account information from the list and fill in the required details.

Registration Method	Phone banking number ⌄
Phone Banking Number	
PIN	

Cancel

Continue

Option b –
Phone Banking Number
You have to confirm their identity by providing Phone Banking Number & PIN.

Click 'Continue' to proceed.

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Registration

| 1 Terms & Conditions | 2 Verify identity | 3 Create log on | 4 Choose security questions | 5 Choose Security Device | 6 Confirmation |

Create log on

Create the log on details you will use to access online and mobile banking.

Username	
	○ Between 5 - 76 characters
Memorable question	Choose a question ▾
Memorable answer	
	○ Between 6 - 36 characters
Confirm answer	
	○ Must match your memorable answer
Password	
	○ Between 8 - 30 characters
Confirm password	
	○ Must match your password

Cancel   **Continue**

4.
Next, you must set up their online banking log on credentials. Criteria for each credential is clearly displayed for the customer on screen.

Click 'Continue' to proceed

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Registration

| 1 Terms & Conditions | 2 Verify identity | 3 Create log on | 4 Choose security questions | 5 Choose Security Key | 6 Confirmation |

Create log on

Create the log on details you will use to access online and mobile banking.

Username	PRDPT0012 ✓
	ⓘ This Username is available, you can use it to log on to internet banking or the HSBC Mobile Banking app.
Memorable question	What is your memorable answer? ▾
Memorable answer	•••••••• ✓
Confirm answer	•••••••• ✓
	ⓘ We'll ask you this question each time you log on to internet banking.
Password	•••••••• ✓
Confirm password	••••••••| ✓
	ⓘ We'll ask you to enter 3 random characters from your password when you log on

Cancel   **Continue**

Registration

| 1 Terms & Conditions | 2 Verify identity | 3 Create log on | **4 Choose security questions** | 5 Choose Security Device | 6 Confirmation |

Choose security questions

If you forget your log on details you can use these security questions to reset them.

Security question 1	Select a security question ▾
Answer	
	○ Between 3 - 30 characters
Confirm answer	
	○ Must match your answer to security question 1
Security question 2	Select a security question ▾
Answer	
	○ Between 3 - 30 characters
Confirm answer	
	○ Must match your answer to security question 2

Cancel | Continue

5.

You are now asked to set up 2 Security Questions, which will be used to verify your identity online should you need to reset their log on credentials in the future.

Click 'Continue' to proceed.

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Registration

| 1 Terms & Conditions | 2 Verify identity | 3 Create log on | **4 Choose security questions** | 5 Choose Security Key | 6 Confirmation |

Choose security questions

If you forget your log on details you can use these security questions to reset them.

Security question 1	Who is your favourite sports star? ▾
Answer	••• ✓
Confirm answer	••• ✓
Security question 2	What is your favourite flower or plant? ▾
Answer	••• ✓
Confirm answer	••• ✓

⚠ We'll ask you these questions if you need to reset your internet banking details.

Cancel | **[Continue]**

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ONLINE BANKING REGISTRATION

Registration

Steps: 1 Terms & Conditions · 2 Verify identity · 3 Create log on · 4 Choose security questions · 5 Choose Security Key · 6 Confirmation

Apply for a Security Key

Order Security Key | No Security Key (basic access)

Extra security for your HSBC Internet Banking

Both HSBC Mobile Banking and HSBC Internet Banking website are protected by an additional layer of security called two-factor authentication, giving you extra protection against online fraud and identity theft.

To have extra peace of mind when you bank online, you can order a Security Key by post to have full access to HSBC Internet Banking services.

To order your Security Key, choose "Order a Security Key by post".

Know more about Security Key
- ✓ Full access to internet banking
- ✓ Portable and simple to use
- ! Delivery takes a few days

Compare Security Key features

✉ Order a Security Key by post

We will send you the Security Key to your correspondence address according to the Bank's record

You should receive your Security Key in 3-7 working days.

****SBC 112-007687 ADDRESS P1

☐ No, please do not send the security key to my address according to the bank's record

Order Security Key

Frequently Asked Questions
What does basic access to online banking service mean? ⌄

Cancel | Continue

6.
You can now choose to apply for a Security Key or access without Security Key (basic access).

Option a –
If you choose to select a Security Key will order it by post and confirm the destination address.

Click "Order a Security Key" tab then "Order Secure Key".

Registration

Apply for a Security Key

Order Security Key | **No Security Key (basic access)**

Access to basic internet banking

You can log on to internet banking without using a Security Key, but your access will be limited to basic functions. For example, you can view your accounts but cannot create new payees or edit your personal details.

If you want full access to internet banking you can activate a Security Key once you have registered for internet banking.

☑ I understand that without a Security Device I will not have full access to internet banking.

Finish registration

Is this the right option for you?
- ✓ Password-only access to basic functions
- ! Limited access to internet banking

Compare Security Key features

Option b –
If you choose not to order a Security Key, you will only have limited access to online banking functionalities.

Click "No Secure Key (basic access)" then "Finish migration".

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Registration

① Terms & Conditions ② Verify identity ③ Create log on ④ Choose security questions ⑤ Choose Security Key ⑥ Confirmation

Confirmation

✓ **You've successfully registered for HSBC Internet Banking**
You can start using HSBC Internet Banking right now.

- PRDPT0012
- What is your memorable answer?

You'll need an Security Key to access all the functions of HSBC Internet Banking. You can order a Security Key in HSBC Internet Banking via the 'Manage Security Key' option.

Keep your details secure

Please take all reasonable precautions to prevent fraudulent use of any of your log on details or security credentials

Learn More > >

[Cancel]   [**Continue**]

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7.
The Registration process is now complete.

You are now registered successfully on HSBC Internet Banking.

Click "Continue" to start using HSBC Internet Banking.

English ▾   China   ▾   21 001 CN HSB ▾   [Log Off]

HSBC Premier

My banking — Account dashboard   Products & Services — Product Center, Interest & Forex Rate Enquiry   My investments — Investment & wealth   Contact HSBC — Help & Support

My accounts

Welcome back 21 001 CN HSB, you last logged in at 13:26 CST on Jul 22, 2016

✓ We need you to confirm an updated mobile number. Keep your Security Device with you and update it now.   [Not now] [Update Now]

My accounts
Balance summary CNY   5,965,280.33

SETTLEMENT ACCOUNT
088-_____-050   494,170.79 CNY

Taiwan REMITTANCE SAVINGS AC...
001-_____-054   0.00 CNY

Taiwan REMITTANCE SAVINGS AC...
001-_____-901   0.00 CNY

STATEMENT SAVINGS ACCOUNT
001-_____-050   500,476.39 CNY

Print 🖨

Taiwan REMITTANCE SAVINGS ACCOUNT
001-_____-901
Currency CNY

Balance ⓘ   0.00
Available balance ⓘ   0.00

[Move money ⤢]   [Manage ☰] [Search 🔍] [Details ☰]

❗ There is no transaction history for the period you selected. Our Ref.:{PG6}

Print 🖨   ⌃ Back to top

Quick Transfer
Transfer money between your accounts

From account   ▾

Currency Converter

🇨🇳 CNY ▾ 1.00

1.00 CNY = 0.23 AUD
About this indicative rate

8.
Once you log on you will see the Account Dashboard to access your account information.

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logoff

Log on to HSBC Internet Banking

Security Key Activation

9996
DAY(S)

You have 9996 day(s) left to activate your Security Key, after which you will only be able to access basic Internet banking functions.
For uninterrupted access to HSBC online banking you must activate your Security Key.
If you have already received your Security Key you should activate it immediately.

Don't have your Security Key?

Activate now

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1.
Once you have ordered the Security Key, on subsequent access to online banking, you will be presented with a screen from which you can select whether or not to activate the Security Key when received.

Click "Activate now' for the activation process.

Security Key Activation

9996
DAY(S)

You have 9996 day(s) left to activate your Security Key, after which you will only be able to access basic Internet banking functions.
For uninterrupted access to HSBC online banking you must activate your Security Key.
If you have already received your Security Key you should activate it immediately.

Don't have your Security Key?

Your Security Key should be mailed out after 3 working days from your order.

If you have not received your Security Key after 30 days, please call Customer Services on

• Premier customers
Call: 800-820-8828 (within Mainland China)(+86)-400-820-8828 / (+86)-(21)-3888 8828 (from overseas)
24 hours per day including public holidays
•Advance customers
Call: 800-820-8878 (within Mainland China)(+86) 400-820-8878 / (+86)-(21)-3888 8878 (from overseas)
24 hours per day including public holidays
• Other Personal Banking customers
Call: 800-830-2880 (within Mainland China)(+86)-400-820-3090 / (+86)-(21)-3888 3015 (from overseas)
Mon - Fri: 8:30-17:30 excluding public holidays

If you are still waiting to receive your Security Key or don't have it with you now, you can continue logging on and activate it later.

Log on without Security Key

A Security Key provides extra security for your accounts. If you log on without it you will only have access to basic HSBC Internet Banking functions and may be unable to complete certain tasks without additional security checks.

Activate now

1a.
You can still log on and activate your Security Key later by clicking "Log on without Security Key".

HSBC ◆X◆

HSBC

Manage Security Device

Activate your Security Device

Activation code (00) [   ]

Don't have your activation code ? [Generate activation code]

2.
Input Activation code generated and sent to your mobile number.

If you do not have the activation code, click "Generate activation code".

Create a PIN for your Security Device

Press and hold down the ⏻ button for 2 seconds to turn on your Security Device.

Choose a PIN with 4-6 digits. Enter it into your Security Device and press the 🟠 button.

Confirm your Security Device PIN by entering it again.

Need help with your Security Device? ›

3.
Create a PIN for your Security Key.

Enter your Security Device's serial number

12-34567890-1

The serial number is on the back of your Security Device in the lower left corner.

www.hsbc.com

Serial number [   ] ··· [   ] ··· [   ]

4.
Enter the serial number on the back of the Security Key.

Generate a Security Code

Press and hold the ⏻ button for 2 seconds to turn on your Security Device, then enter your Security Device PIN

With the HSBC welcome screen displayed, press the ⏻ button again

The security code appears on your Security Device screen

Security code [   ]

Activate later   [Continue]

5.
Enter the security code generated from the Security Key.

Click "Continue".

HSBC ◆◆

logoff

HSBC

Activation

✓ You have now activated your Security Key, which will give you access to all the features of internet banking.
Don't forget, you'll need your Security Key with you each time you log on to get full access to internet banking.

Continue

6.
Your Security Key is activated successfully.

Click "Continue' to have full access of online banking functions.

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