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"



Registration		
1 Terms & 2	Verify identity 3 Create log on 4 Choose security 5 Choose Security Device 6 Confirmation	3.
To verify your identity, please sel	ect your account information from the list and fill in the required details.	identity. There are two
Registration Method	Debit Card number	options to do it: Option a – Debit Card
Debit Card Number		Number (if any) OR Option b – Phone Banking
Issue Number View sample ¥		Number
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Registration					Option a –
To verify your identity, please select	erify identity 3 Create log o	n Choose securit questions	y 5 Choose Security Device	6 Confirmation	Debit Card Number You have to confirm their identity by providing Debit Card Number & PIN.
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To verify your identity, please select your account information from the list and fill in the required details.	NOLL BOY O TO CONTINUE TOOLS
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1 Terms & 2 Vi Conditions	erify 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 us	e to access online and mobile banking.			
Username				
	Between 5 - 76 characters			
Memorable question	Choose a question	\sim		
Memorable answer				
	Between 6 - 36 characters			
Confirm answer				
	Must match your memorable answer			
Password				
	Between 8 - 30 characters			
Confirm password				
	Must match your password			

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

Registration	
1 Terms & 2 V	Verify identity 3 Create log on 4 Choose security 5 Choose Security 6 Confirman
Create log on	
Create the log on details you will us	e to access online and mobile banking.
Username	PRDPT0012
	7 This Ugername 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

1 Terms & 2 V Conditions	erify identity 3 Create log on 4 Choose security 5 Choose Security 6 Confirm	ation
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 cheracters	
Confirm answer		

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.

1 Terms & 2 Verify identity 3	Create log on 4 Choose security 5 Choose Security 6 Confirm
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 favourit	e sports star?
Answer	✓
Confirm answer •••	✓
Security question 2 What is your favouri	te flower or plant? V
Answer	✓
Confirm answer	✓
We'll ask you these or reset your internet be	uestions if you need to nking details.
Cancel	Con

ply for a Securi	ity Key Security Key	No Securit	y Key (basic access)	access without Security Key (basic access).
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You should receive Key in 3-7 working Frequently Aske What does basic ac Cancel Registratic Apply for a Se Orr	e your Security g days. ed Questions cess to online banking : pn ns 2 Verify iden ecurity Key eder Security Key	ervice mean? ¥	Ty (Continue (Continue) (Con	Option b – If you choose not to orde Security Key, you will on have limited access to online banking functionalities.



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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.

8.

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

ACTIVATION OF THE SECURITY KEY



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.

1a.

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

ACTIVATION OF THE SECURITY KEY

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ACTIVATION OF THE SECURITY KEY



6.

Your Security Key is activated successfully.

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

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