

# HSBC Security Device

Welcome to the next step in the evolution of online security

Protecting your money and personal information is our top priority. The HSBC 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 banking needs.

Follow these instructions to activate and begin using your new Security Device today. For answers to Frequently Asked Questions and more information on your Security Device, visit [www.hsbc.ca/secure](http://www.hsbc.ca/secure)

**Please note: for security reasons you should not follow the processes explained in this guide anywhere you may be overheard. We recommend you use the enclosed headphones for additional privacy.**

## Getting started

If you haven't registered for Internet Banking, you will need to sign up before you can activate your Security Device and begin banking online. To register for Internet Banking go to [www.hsbc.ca/registernow](http://www.hsbc.ca/registernow)

# Activating your HSBC Security Device

Log on to Internet Banking as you normally would and follow the 3 steps below to activate your Security Device:

## Step 1:

Enter the 10-digit serial number found on the back of your Security Device. Alternatively, it can be heard through your device once you have set up your Personal Identification Number (PIN). Instructions on setting up your PIN are below.



## Step 2:

Create your Security Device PIN.

- a. Press and hold the  button for 2 seconds to turn on your Security Device.



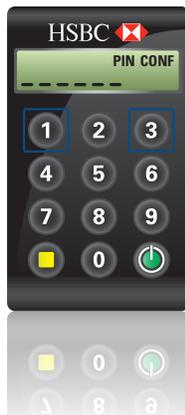
- b. Create and enter a new PIN between 4 to 8 digits when prompted, then press the  button.



Only strong PINs will be accepted by your Security Device. Weak PINs with consecutive (1234) or repetitive (1111) numbers will not be accepted.

Remember your PIN and do not disclose it to anyone.

c. The words 'PIN CONF' will then appear on the screen of your Security Device. Confirm your PIN by re-entering it into your Security Device. Once your PIN is confirmed, the word 'HSBC' will display on your device screen. You will hear an acknowledgement that your PIN has been set up successfully. You have now successfully activated your Security Device and it is ready to use.



### Step 3:

Generate a Security Code.

With the 'HSBC' welcome screen displayed, press the  button. This will generate a 6-digit security code. Enter this code into the 'Security Code' field on the Internet Banking page and click 'Continue'.



Once your PIN has been set up, the serial number can be heard by holding the  button and pressing '5' from the home screen.

If you make an error entering your PIN, you can use the  button to delete the last digit you entered. You can also wait for your device to turn off and then restart the activation process.

The Security Device does not have an 'off' button. After 30 seconds of inactivity, the device will automatically turn off.

# Logging on to Internet Banking with your HSBC Security Device

Log on to Internet Banking as you normally would and then follow the on-screen instructions to generate a security code.

Once you have activated your Security Device, you should use it each time you log on to Internet Banking.

## Step 1:

Press and hold the  button for 2 seconds to turn on your Security Device. Once it is on, the screen will display the word 'PIN' in the top right corner. Enter your Security Device PIN.



## Step 3:

Enter the 6-digit code shown on your Security Device into the 'Security Code' field on the Internet Banking page and click 'Continue'.

You should now be logged in to your Account Summary page of Internet Banking.

## Step 2:

With the 'HSBC' welcome screen displayed, press the  button again. This will generate a 6-digit security code.



# Using your HSBC Security Device to authorize sensitive transactions

*Certain transactions warrant a higher level of security, such as transfers to another person's account. To complete such sensitive transactions, you will need to log on to Internet Banking using your Security Device, then you will need to authorize the transaction by generating a second unique code called a 'Transaction Signing Code'. This code will verify the authenticity of the destination account number and ensure that no one can change the destination of the transaction.*

To complete a transfer to another person's account, log on to Internet Banking and follow the on-screen instructions.

## Hints and tips

- The keypad consists of buttons 0 through to 9 – this matches the standard telephone layout design.
- The 'ON/ENTER' button  is coloured green and can be found at the bottom right hand corner of the keypad.
- To help you find your way around the keypad, the '5' button has two raised dots on it and the 'ENTER/ON' button (bottom right) has a single raised dot.
- Your PIN can be made up of any numbers as long as the numbers do not follow a logical or sequential pattern, for example 123456 or 24681012.

# Your Security Device – special functions

These functions, except the audible repeat, can be activated from the HSBC welcome screen on your Security Device after you have entered your PIN.

<b>Decrease playback speed</b>	While holding down the bottom right corner button, press '4'. Hold the bottom right corner button and press '4' repeatedly until you find a speed of playback that you are comfortable with.
<b>Increase playback speed</b>	While holding down the bottom right corner button, press '6'. Hold the bottom right corner button and press '6' repeatedly until you find a speed of playback that you are comfortable with.
<b>Decrease volume</b>	While holding down the bottom right corner button, press '7'. Hold the bottom right corner button and press '7' repeatedly until you find a volume that you are comfortable with.
<b>Increase volume</b>	While holding down the bottom right corner button, press '9'. Hold the bottom right corner button and press '9' repeatedly until you find a volume that you are comfortable with.
<b>To hear the serial number</b>	Hold the bottom right corner button and press '5' to hear the serial number. This can be repeated as many times as you like.
<b>Audible repeating of security codes</b>	<p>When generating a security code, you can hear them repeated back to you by your Security Device. Simply hold the bottom right corner button and press '0'.</p> <p>You can repeat this as many times as you like, however the code will only be valid to gain access to your Personal Internet Banking for a limited period of time before it expires. After it expires, another code will need to be generated by your Security Device. Remember not to follow this process anywhere you may be overheard.</p>

## Learn more

For more information on your HSBC Security Device, including answers to Frequently Asked Questions and a Troubleshooting Guide, visit [www.hsbc.ca/secure](http://www.hsbc.ca/secure) or call 1-877-621-8811.

查詢滙豐保安編碼器詳情，請上網到[www.hsbc.ca/safe](http://www.hsbc.ca/safe)，或致電1-877-621-8811。