

## GETTING STARTED ON BUSINESS INTERNET BANKING GUIDE STEP-BY-STEP INSTRUCTIONS FOR ONLINE REGISTRATION

Registering for Business Internet Banking is a two-step process.

Step 1 - to validate your credentials and create your login information

Step 2 - to activate your Security Device

For security reasons, you must not disclose your Business Internet Banking ID or Activation Code to anyone, including Business Internet Banking Support staff, and must destroy all records of those codes after you have successfully completed registration. The Security Device is for your use only - you should not lend it to anyone. Your Security Device will be used for Logon and authorization of certain types of transactions. Should you have additional questions, please call our Business Internet Banking Support at 1-866-808-HSBC (1-866-808-4722). Once connected, please select your preferred language.

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### **Step 1: REGISTRATION INFORMATION**

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During this step you will need to input the credentials that were provided to you to activate your Business Internet Banking profile. You will create your own unique Username and a set of Verification Question & Answer that you will use to logon to Business Internet Banking going forward. You will also be creating your own set of Security Reset Questions & Answers that you will use in case you need to reset your Verification Question & Answer. Please ensure that you remember and keep this information confidential at all times.

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| 1. Go to <a href="http://www.hsbc.ca/register">www.hsbc.ca/register</a> . Click on the 'User Registration' tab.  |
| 2. Prior to proceeding with the registration, please review both of the on-screen privacy notices by selecting the 'Privacy Policy' and the 'Website Use Agreement'. If acceptable, click 'Register Now' to continue to the 'Registration' screen. |
| 3. Enter the information requested: Business Internet Banking ID and Activation Code.  |
| 4. Click 'Continue' to go to the 'Username' screen.  |
| 5. Create your Username.   |
| 6. Click 'Continue' to go to the 'Verification Question & Answer' screen<br><b>Important: If you experience multiple failed attempts, please contact Business Internet Banking Support at 1-866-808-HSBC (1-866-808-4722) for assistance.</b>      |
| 7. Complete your Verification Question & Answer.   |
| 8. Click 'Continue' to confirm your Verification Question & Answer.  |
| 9. The Online Password Setup page is displayed. Go to Verification Question & Answer Reset Questions section.  |

## VERIFICATION QUESTION & ANSWER RESET QUESTIONS

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In this section, you are to complete two Security Reset Questions and Answers.

1. Choose a Security Question from each drop-down box and enter the corresponding answers.  
**Note:** These two questions are required in order to reset your Verification Question and Answer online, should you ever forget your Verification Question and Answer and would like to reset to another of your choice.
2. Click 'Continue' and an Acknowledgement screen appears.
3. Click 'Continue' to display the Terms and Conditions.
4. Read the Terms and Conditions. If acceptable, click 'Accept' to be brought to the 'Acknowledgement' page. You have completed your registration.
5. Go to Step 2.

### Step 2: **ACTIVATION OF SECURITY DEVICE (FIRST TIME LOGON)**

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On your first logon attempt, you will be required to activate the Security Device that was provided to you by the Bank or your System Administrator.

1. From the 'Registration Acknowledgement' page, click 'Logon'. You will be brought to the login page. (Alternatively, you can go to [www.hsbc.ca](http://www.hsbc.ca), in the upper-right section of the page, click 'Internet Banking' and click 'For your business' tab.)
2. Enter your Username and click 'Logon'.
3. Enter your Verification Answer and click 'Continue'. The 'Token Activation Setup' screen will be displayed.
4. Enter the serial number located on the back of your Security Device.
5. Press the grey button on your Security Device to generate the Security Code. Enter this code.
6. Click 'Continue' and you will be brought to your Business Internet Banking landing page.

Remember, Internet Security is a joint effort. System Administrators and Secondary Users are responsible for ensuring their Business Internet Banking Usernames and Answers are protected. Please contact Business Internet Banking Support immediately at 1-866-808-HSBC (1-866-808-4722) if a User's security information has been compromised.

Security Tips can be found at <http://www.hsbc.ca/security>