

HSBC Physical Security Device

Welcome to the next step in online security.

The HSBC Security Device provides an extra level of protection for your personal information and certain types of transactions. It's easy to use and built to meet your evolving online banking needs.

Follow these instructions to activate and start using your new HSBC Physical Security Device. For more information and answers to Frequently Asked Questions, visit [hsbc.ca/secure](https://www.hsbc.ca/secure).

Getting started

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



Activating your HSBC Physical Security Device

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


Step 1

Enter the 10-digit serial number found on the back of your Security Device.




Step 2

Create your Physical 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 have now successfully activated your Security Device and it is ready to use.



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 Online Banking with your HSBC Physical Security Device

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


Once you have activated your Physical Security Device, you should use it each time you log on to Online 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 2


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



Step 3

Enter the 6-digit code shown on your Security Device into the security code field in the Online Banking page and select 'Continue'.

You should now be logged in to your account.



Using your HSBC Security Device to authorize certain types of transactions

Some transactions warrant a higher level of security, such as adding certain types of new payees. To complete these types of transactions, you will need to log on to Online Banking using your Security Device, then you will need to authorize the transaction by generating a second unique code called a 'Transaction Security 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 add certain types of new payees, log on to Online Banking and follow the on-screen instructions.

For more information and answers to Frequently Asked Questions, visit [hsbc.ca/secure](https://www.hsbc.ca/secure).

Learn more

For more information on your HSBC Physical Security Device, including answers to Frequently Asked Questions and a Troubleshooting Guide, visit **hsbc.ca/secure** or call 1-877-621-8811.

查詢滙豐保安編碼器詳情，請上網到 **hsbc.ca/safe**，或致電1-877-621-8811。