New Digital Authentication is live

How to use physical security device to set a trusted browser for online banking?

Go to online banking, enter your username.

If you still have physical security device, select 'Log on with security code'.

You can also select 'log on with password instead', enter your password.

Open your physical Security Device, press the green button to get a verification code. When 'HSBC' shows on the screen, enter the code from your device.

Select 'Trust this browser'.

You can set your preferred browser as a 'trusted browser' so you don't have to complete the verification process every time you log on to online banking.

How to make transactions in online banking after activate digital authentication?

Go to online banking, enter your username.

Open HSBC Online Banking, select '+' in the top right corner of the page, then choose 'Authenticate with QR code', follow the steps to select "Approve" on the mobile banking for the request.

Select "My banking" and select " Transfer and Currency Conversion"

Enter payee information and transfer amount, select "Submit"

Scan the QR code on the online banking page and follow the steps to confirm the transfer information through mobile banking, enter 6-digit mobile banking device password and password for verification.