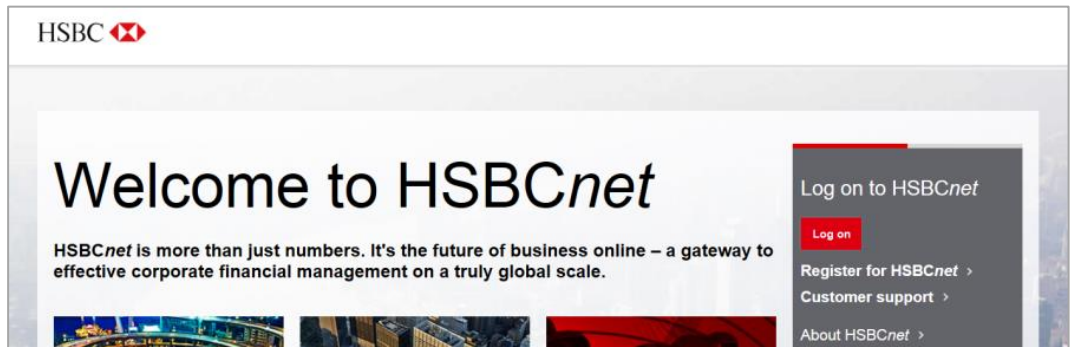


How to...

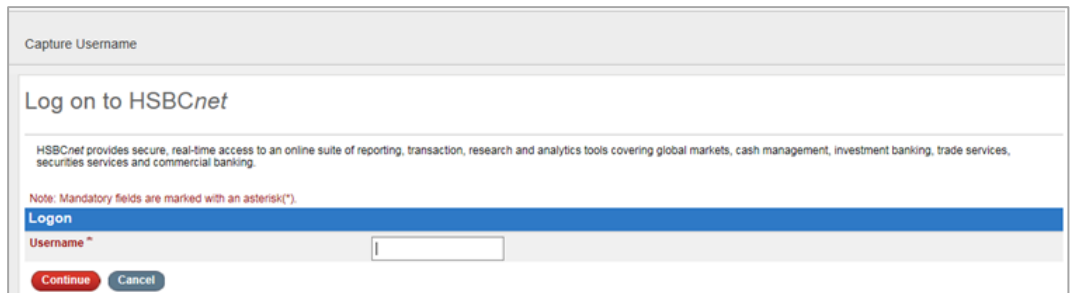
## How do I reset my Security Device PIN when I am locked out?

If your Security Device is locked, after a number of unsuccessful attempts to enter your PIN into the device, you can reset the PIN using the online PIN reset function. To do so, complete the following steps:

1. Access the HSBCnet Home Page at [www.hsbcnet.com](http://www.hsbcnet.com). Select **Log on**, in the top right corner.



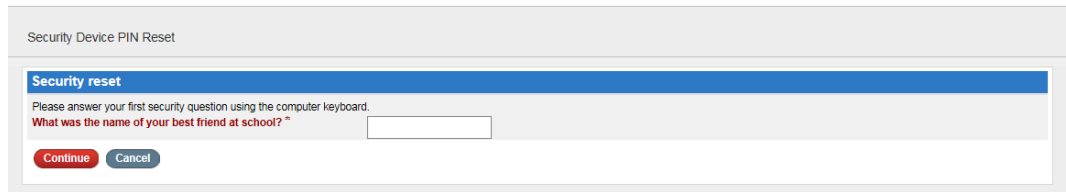
2. The Capture Username page appears. Enter your username then choose **Continue** to proceed.



3. The Security Device authentication page appears, as per the instructions on screen, select the **click here** link as shown in the image below.



4. A window appears requiring you to answer the first of two security questions selected by you during your registration process. Answer the first question and select **Continue** to proceed to the second question.



Security Device PIN Reset

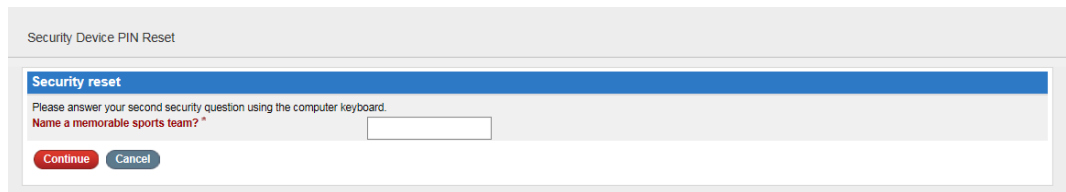
**Security reset**

Please answer your first security question using the computer keyboard.

What was the name of your best friend at school? \*

**Continue** **Cancel**

5. Answer the second security question correctly and select **Continue** to complete the verification process.



Security Device PIN Reset

**Security reset**

Please answer your second security question using the computer keyboard.

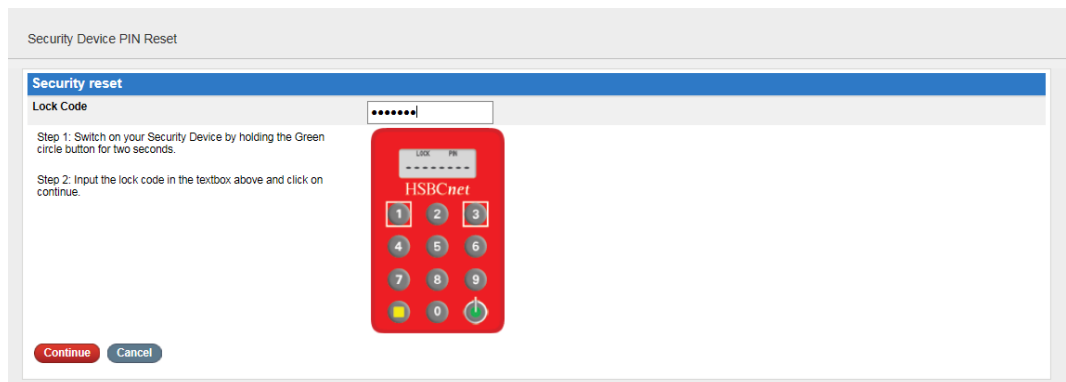
Name a memorable sports team? \*

**Continue** **Cancel**

**Note:** If you have forgotten either of your security questions, and have entered the incorrect answer three times, you will be directed to the **Security Information Reset** process.

For more information on how to complete a Security Information Reset (SIR) refer to the section on Resetting Security Information in the *User Authentication User Guide*.

6. After correctly answering the security questions, enter the LOCK PIN code from your Security Device into the Lock Code field on-screen. Choose **Continue** again to proceed.




Security Device PIN Reset

**Security reset**

Lock Code

Step 1: Switch on your Security Device by holding the Green circle button for two seconds.

Step 2: Input the lock code in the textbox above and click on continue.



**Continue** **Cancel**

7. The Security Device PIN Reset page appears, displaying the Security Device unlock code.

Security Device PIN Reset

The security device unlock code has been returned as **3054191**. Please follow the instructions to reset your PIN and create a new one.

1. Switch on the Security Device press the green circle button for two seconds. The device will display the message 'LOCK PIN' and the code calculated by your Security Device when it was locked.
2. Press the On/Off Switch again. Enter the unlock code quoted above.
3. Once the unlock code is accepted, you will be prompted to re-set the PIN. Please re-set your PIN immediately! Use the Yellow square button to accept your PIN once you have entered it. You will be unable to access HSBCnet until the re-set is successfully completed.

When the unlock code has been accepted, the Security Device will display 'NEW PIN'.

If the re-set has not been successful please repeat Steps 2 and 3.

4. To complete the re-set, please input your new PIN (PIN must contain 4-8 digits). If you make a mistake the On/Off Switch can be used to clear your input.
5. Once you have successfully entered the new PIN, the Security Device will display 'PIN CONF'. You must now re-enter your PIN. If you do not see the PIN CONF screen, please repeat Step 4 above.

The device is now unlocked and the PIN re-set.

You can now use your Security Device to access HSBCnet.

Once completed please close the browser and start a new session to logon again.

8. Follow the instructions listed below to complete the Security Device PIN Reset.
  - a. Turn on your Security Device by pressing the Green circle button for two seconds. The LOCK PIN message appears displaying the 7-digit lock pin in the device window.
  - b. Press the Green circle button again. The device window displays a series of dashes. Key in the on-screen unlock code into your Security Device and press the Yellow square button. The LOCK NEW PIN message appears in the device window.
  - c. Key in a new 4 to 8 digit PIN using the device key pad and press the Yellow square button again. The LOCK PIN CONF message appears.
  - d. Key in the same 4 to 8 digit PIN again. The NEW PIN CONF message appears in the device window briefly before displaying two dashes.

You have successfully unlocked your Security Device and reset the PIN.