



How to Activate your Digital Secure Key

At HSBC, we take your banking security very seriously. That's why we ask you to log on to the HSBC Australia Mobile Banking App using a Digital Secure Key. It's a valuable step that keeps your financial information secure. So let's get your Digital Secure Key Activated so you can start banking on the go.

Activating your HSBC Digital Secure Key on your mobile device is easy. To get started, log on to the HSBC Australia Mobile Banking App. Select Profile, Security, and then tap Activate Digital Secure Key.

Now you are ready to set up your Digital Secure Key. In order to do this, you will receive two validation codes. So let's step you through how to receive and enter each of these.

To receive the first validation code, you will be given the option to receive it by email. However, if you want to receive it another way, tap the other validation code options button to receive the code via SMS or receive it by logging onto HSBC Online Banking in your Browser.

Here, we are opting to receive our validation code via email. It will be sent to the email address you used when you registered with HSBC.

To receive your first validation code, tap Send code.

You should receive an email from us that will include the validation code you need to use. Please copy this code and enter it in the app as we are doing now. Once entered, Tap validate.

Great, now you are ready to receive the second validation code, and complete the set-up of your Digital Secure Key.

Because you received the first Validation code via email, you will need to receive the second validation code via a different channel.

So, in this example, you will receive the second code via SMS. Before you tap "send code" please check that the last 4 digits match your mobile number. If the number isn't correct, you will need to call us on 1300 308 008 to update your contact details.

So now, tap "send code" and a text message will be sent to your mobile with the second validation code.

Please copy this code and enter it in the app as we are doing now, then tap validate.

You're almost there.

All you need to do now is create your Digital Secure Key password. You will use this password to log on to your HSBC Australia Mobile Banking App.

Create your password then confirm your password, and tap 'Complete activation'.

You will now be automatically logged off the mobile banking app. To log back in, use the Digital Secure Key password you just created. You can do that by tapping Continue.

Enter your new Digital Secure Key password and tap continue.

At this point, if you have a compatible mobile, you will be given the option to log on in the future with Touch or Face ID for easier, faster access.

You can enable Face ID by tapping the red button.

And you're done. All set up and ready to use HSBC Australia Mobile Banking on the go.