



HSBC

How to Switch your Digital Secure Key to a new device | HSBC Australia Mobile Banking

Switching your Digital Secure Key to a new device

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.

If you have a new mobile device, you are going to need to switch over your Digital Secure Key.

This can be achieved in a few simple steps. But before you begin, it's important that you have your old mobile device handy.

If for any reason you do not have your old mobile device, for instance, if it has been lost or stolen, please call us on **1300 308 008** and we will do our best to assist you.

To get started, download and open the HSBC Australia Mobile Banking app on your new mobile device and accept the terms and conditions.

You will need your **username** and **Online Banking password**.

For future app log-ons, you'll only need the Secure Key password that you will create shortly.

Don't forget to have your old device handy to complete the switch.

Right. Please now enter your username, select continue and then enter your online banking password and select continue.

To activate the Digital Secure Key on your new device – Select "Switch to this device".

For this step, you will need your old device.

If you don't have it, please call us on **1300 308 008**.

Now, open the HSBC App on your old device. Then select Generate Security Code.

Then tap on log on security code on your old device and a code will appear.

Now enter this code on your new device, where indicated, and then select continue.

Then you will need to validate the set up via an activation code, which we will send to your registered mobile number. Please click send code, and you will receive an SMS.

Enter the code you received, and press enter.

You're almost there.

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

Create your password then tap continue.

Once complete, you will be able to log onto your new mobile device with your newly set up Digital Secure Key.

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 that's it. You have successfully switched over your Digital Secure Key to your new mobile device, so you can use the HSBC Australian Mobile Banking on the go.