

How do I unlock or reset my Security Device? (For Mexico customers)

If you have forgotten your Security Device PIN or your Security Device is locked after several 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:

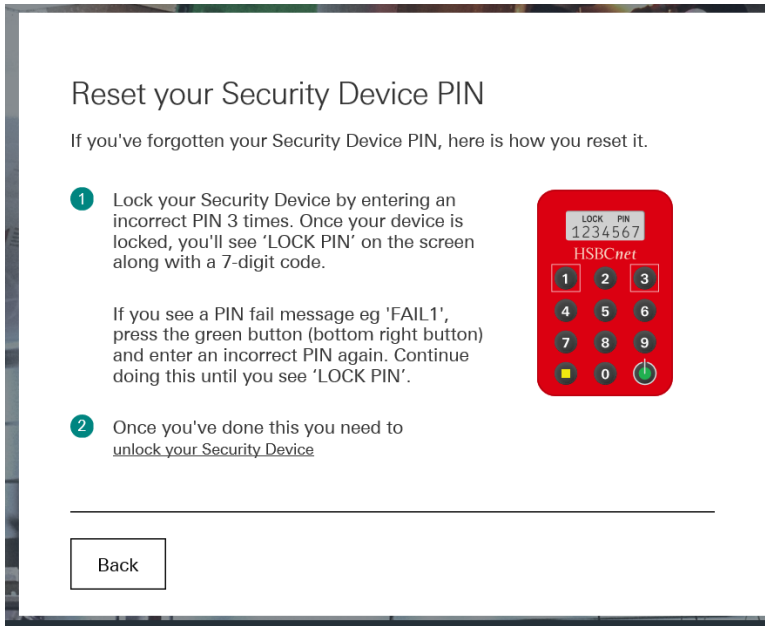
1. Access the HSBCnet Home Page and select **Log on to HSBCnet**.
2. Enter your username then choose **Continue**. The Security Device authentication page appears.

Security Device authentication page

The screenshot shows the 'Log on to HSBCnet' page. On the left, there is a 'Security information' sidebar with instructions. The main area has a 'Password' field with a 'Forgotten your password?' link below it. Below that is a 'Security code' field with a 'How to generate a security code' link. A red box highlights the 'Unlock Security Device' link, with 'Forgotten your Security Device PIN?' below it. At the bottom, there are 'Cancel' and 'Log on' buttons. An image of the HSBCnet Security Device is on the right.

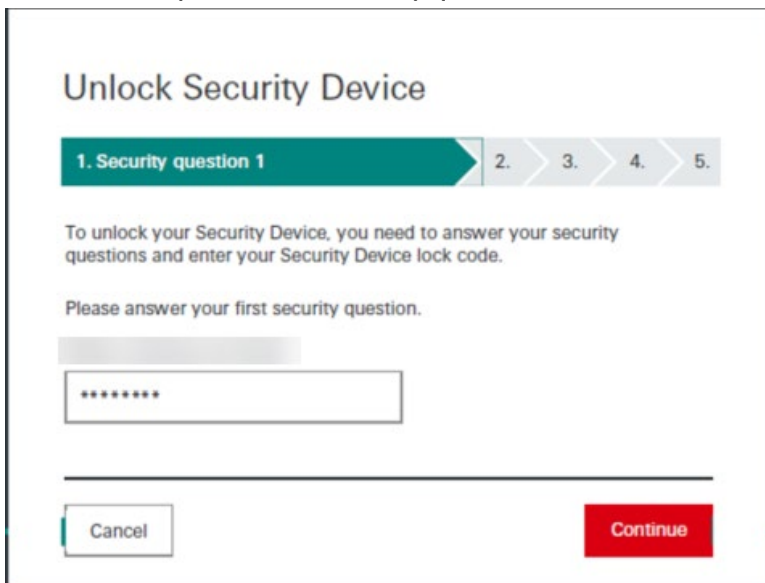
3. Before proceeding, determine which of the following scenarios represents your current issue:
 - **Device is not locked:** If you have forgotten your Security Device PIN but the device is not locked, choose the **Forgotten your Security Device PIN?** link. Complete the on-screen instructions to lock the Security Device before selecting the **Unlock your Security Device** link to continue.

Forgotten your Security Device PIN? – link



- **Device is locked:** If you entered the incorrect PIN three times, your Security Device will display a 'LOCK PIN' message on the device screen along with a 7-digit code. Proceed to select the **Unlock Security Device** link and completing the four-step process as per on-screen instructions.

Unlock Security Device – 1. Security question 1



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

Unlock Security Device – 2. Security question 2

Unlock Security Device

1. 2. Security question 2 3. 4. 5.

Please answer your second security question.

Cancel Continue

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.

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

Unlock Security Device – 3. Lock code

Unlock Security Device

1. 2. 3. Lock code 4. 5.

- 1 Switch on your Security Device by pressing down the green circle (bottom right button) for 2 seconds
- 2 Enter the lock PIN generated into the 'Lock PIN' field

Can't see a lock PIN on your Security Device?
Enter an incorrect PIN into your Security Device until a lock PIN appears. It should appear after 3 failed PIN attempts.

Lock PIN

Cancel Continue

6. Follow the on-screen instructions to complete the **Unlock Security Device** step. Choose **Continue** to proceed.

Unlock Security Device – 4. Security Device PIN

Unlock Security Device

1. > 2. > 3. > **4. Unlock Security Device** > 5.

- 1 To switch on your Security Device press the green circle (bottom right) button for 2 seconds. The LOCK PIN message and 7-digit lock PIN appear in the device window.
- 2 Press the green circle (bottom right) button again and enter this unlock code:
9613330
- 3 Enter a new 4-8 digit PIN and press the yellow square (bottom left) button. If you make a mistake entering the PIN, press the green circle (bottom right) button to clear your entry. Once you've entered your new PIN, the 'LOCK PIN CONF' message appears.
- 4 Key in your new PIN again. The device window displays the NEW PIN CONF message briefly then two dashes.

Your device is now unlocked and you've reset your PIN. You can now use your Security Device to access HSBCnet.

7. You must change your security questions and answers in this step. Security questions can only be used once, so you'll need to change yours for the next time you need them.

Unlock Security Device – 5 Change security questions and answers

Unlock Security Device

1. > 2. > 3. > 4. > **5. Change security questions and answers**

Security questions can only be used once, so you'll need to change yours for the next time you need them.

Please select two security questions. Answers must be between 8 and 30 characters.

Security question 1

Security answer 1

Confirm security answer 1

Security question 2

Security answer 2

Confirm security answer 2

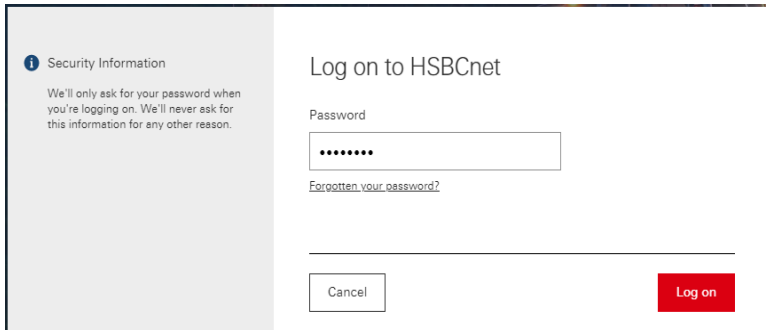
You have successfully unlocked your Security Device and reset the PIN. You can now log on to HSBCnet.

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 [‘How do I reset my security information?’](#) guide.

1. If you have entered your HSBCnet password incorrectly three times during the logon process, your profile is locked. You must answer your security questions to unlock your profile.

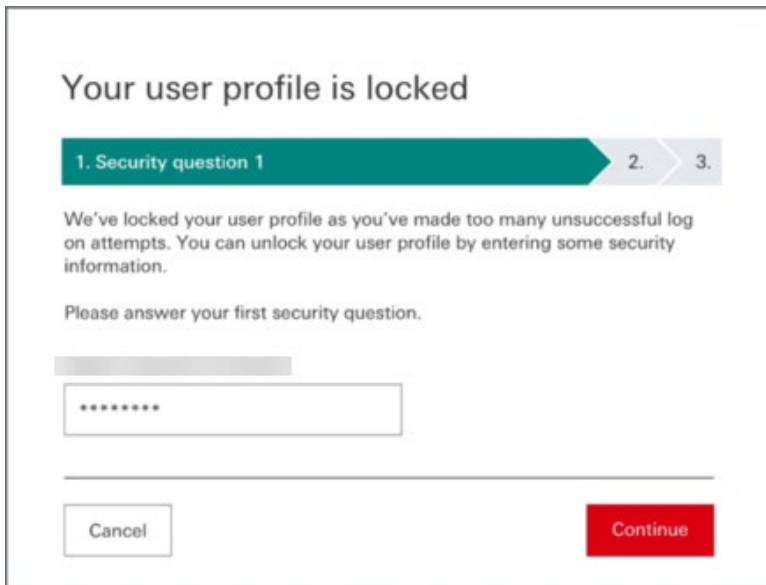
If you entered your HSBCnet password incorrectly three times



The screenshot shows the HSBCnet login interface. On the left, there is a 'Security Information' section with a note: 'We'll only ask for your password when you're logging on. We'll never ask for this information for any other reason.' The main area is titled 'Log on to HSBCnet' and contains a 'Password' field with a masked password (seven dots). Below the password field is a link for 'Forgotten your password?'. At the bottom, there are two buttons: a 'Cancel' button and a red 'Log on' button.

2. Answer the first security question. You set up this security information during your profile registration or activation process.

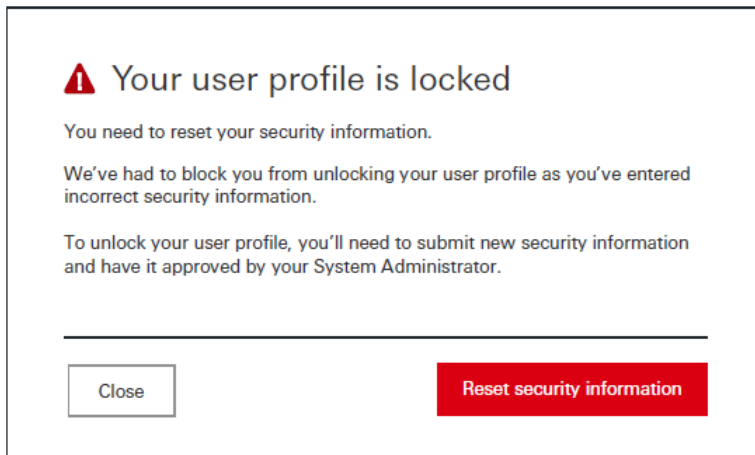
Security question 1



The screenshot shows the security question screen. At the top, it says 'Your user profile is locked'. Below this is a progress bar with three steps: '1. Security question 1' (highlighted in green), '2.', and '3.'. The text explains: 'We've locked your user profile as you've made too many unsuccessful log on attempts. You can unlock your user profile by entering some security information. Please answer your first security question.' There is a text input field with a masked password (seven dots). At the bottom, there are two buttons: a 'Cancel' button and a red 'Continue' button.

Note: If you do not remember this information or you've entered an incorrect answer, your profile is locked, and you are forced to reset your security information. Refer to the guide on [‘How do I reset my security information?’](#) for a step-by-step procedure.

Reset security information



⚠ Your user profile is locked

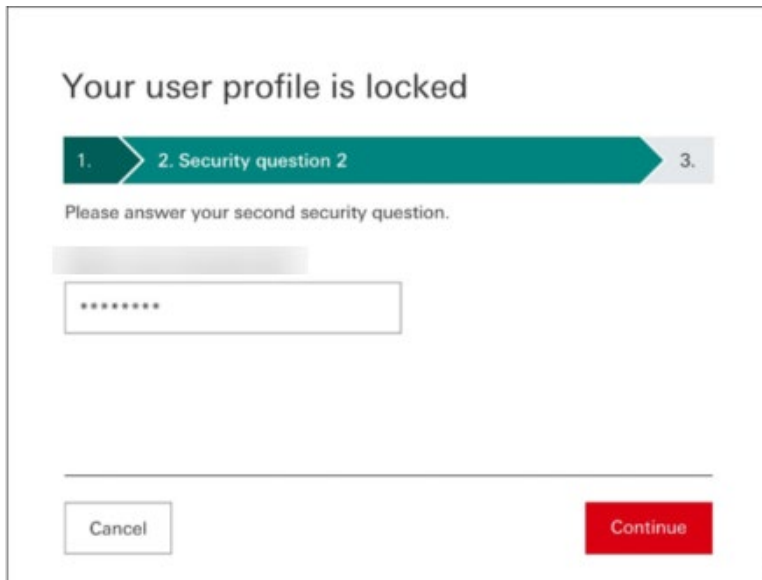
You need to reset your security information.

We've had to block you from unlocking your user profile as you've entered incorrect security information.

To unlock your user profile, you'll need to submit new security information and have it approved by your System Administrator.

3. Proceed to answer you second security question.

Security question 2



Your user profile is locked

1. > 2. Security question 2 > 3.

Please answer your second security question.

4. If you answered both security questions correctly, your profile is unlocked, and you can create a new password. On-screen instructions guide you through the process. Choose **Submit** when finished.

Set a new password

Set a new password

1. > 2. > 3. New password

Please choose a password between 8 and 30 characters containing at least one letter and one number.
We recommend it has at least one special character (such as # \$ % &).

New password

Confirm new password

5. Security questions can only be used once, so you'll need to change yours for the next time you need them. Choose **Continue** when finished to complete the profile unlock and password reset process.

Change security questions and answers

Change security questions and answers

Security questions can only be used once, so you'll need to change yours for the next time you need them.

Please select two security questions. Answers must be between 8 and 30 characters.

Security question 1 ▼

Security answer 1

Confirm security answer 1

Security question 2 ▼

Security answer 2

Confirm security answer 2

You can now log on to HSBCnet using your new credentials.

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