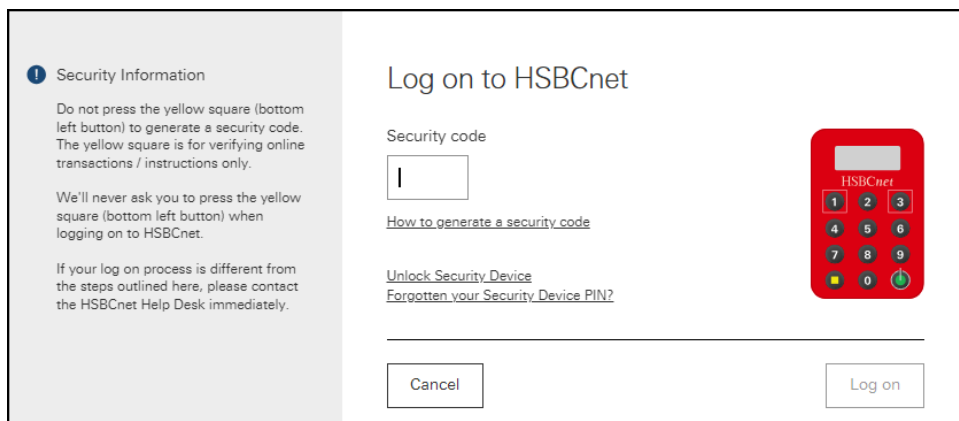


## 如何解鎖或重設安全裝置？

如果忘記了安全裝置 PIN 碼或您的安全裝置因多次嘗試輸入 PIN 碼失敗而被鎖定，您可使用網上重設 PIN 碼的功能重新設定 PIN 碼。要完成有關程序，請進行以下步驟：

1. 進入滙豐財資網主頁並選取**登入滙豐財資網**。
2. 輸入您的使用者名稱，然後選擇**繼續**。「安全裝置驗證」頁面出現。

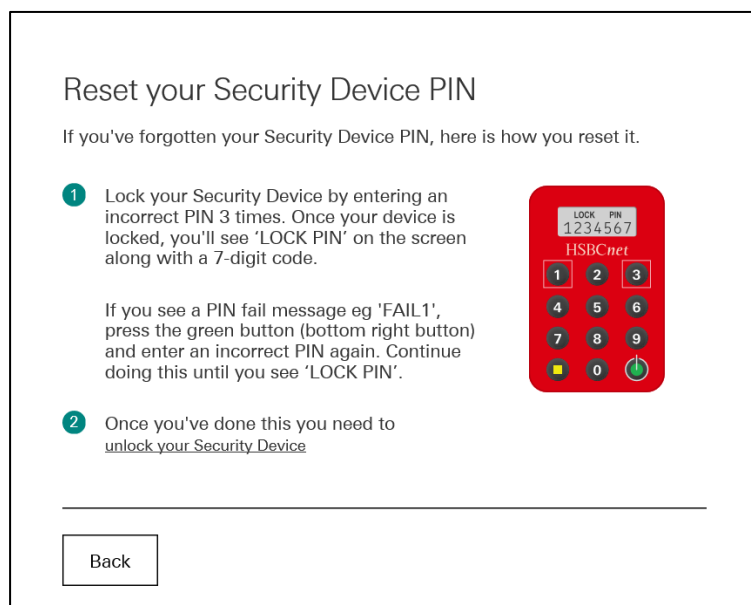
「安全裝置驗證」頁面



The screenshot shows the 'Log on to HSBCnet' page. On the left, there is a 'Security Information' section with instructions: 'Do not press the yellow square (bottom left button) to generate a security code. The yellow square is for verifying online transactions / instructions only. We'll never ask you to press the yellow square (bottom left button) when logging on to HSBCnet. If your log on process is different from the steps outlined here, please contact the HSBCnet Help Desk immediately.' In the center, there is a 'Security code' input field with a single digit '1' entered. Below it are links for 'How to generate a security code', 'Unlock Security Device', and 'Forgotten your Security Device PIN?'. On the right, there is an image of a red HSBCnet security device with a keypad and a green button. At the bottom, there are 'Cancel' and 'Log on' buttons.

3. 在繼續前，請先確定以下哪種情況才能代表您目前遇到的問題：
  - **裝置沒有被鎖定：**如果您忘記了自己安全裝置 PIN 碼但裝置沒有被鎖定，請選擇**忘記安全裝置 PIN 碼？**之連結。在選擇**解鎖安全裝置**連結以繼續前，請先按畫面上的指示鎖定安全裝置。

忘記安全裝置 PIN 碼？ - 連結



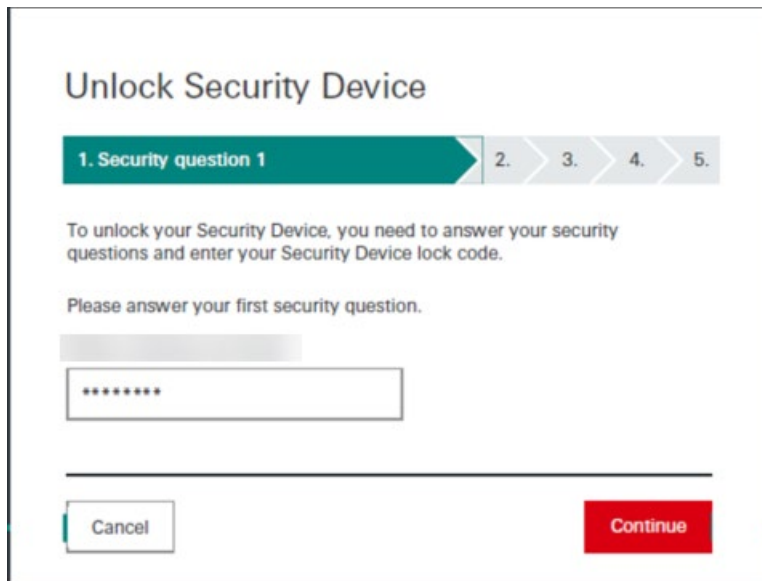
The screenshot shows the 'Reset your Security Device PIN' page. It includes the title 'Reset your Security Device PIN' and the text 'If you've forgotten your Security Device PIN, here is how you reset it.' There are two numbered steps: 1. 'Lock your Security Device by entering an incorrect PIN 3 times. Once your device is locked, you'll see 'LOCK PIN' on the screen along with a 7-digit code.' 2. 'Once you've done this you need to [unlock your Security Device](#)'.

Below the text is an image of a red HSBCnet security device. The screen displays 'LOCK PIN' and a 7-digit code '1234567'. The keypad has buttons 1-9, 0, and a green button. A yellow square button is also visible.

At the bottom left, there is a 'Back' button.

- **裝置已被鎖定：**如果您輸入了錯誤的 PIN 碼 3 次，安全裝置螢幕上會顯示「LOCK PIN」訊息以及 7 位數代碼。繼續選擇**解鎖安全裝置**之連結並按畫面上的指示完成 4 步程序。

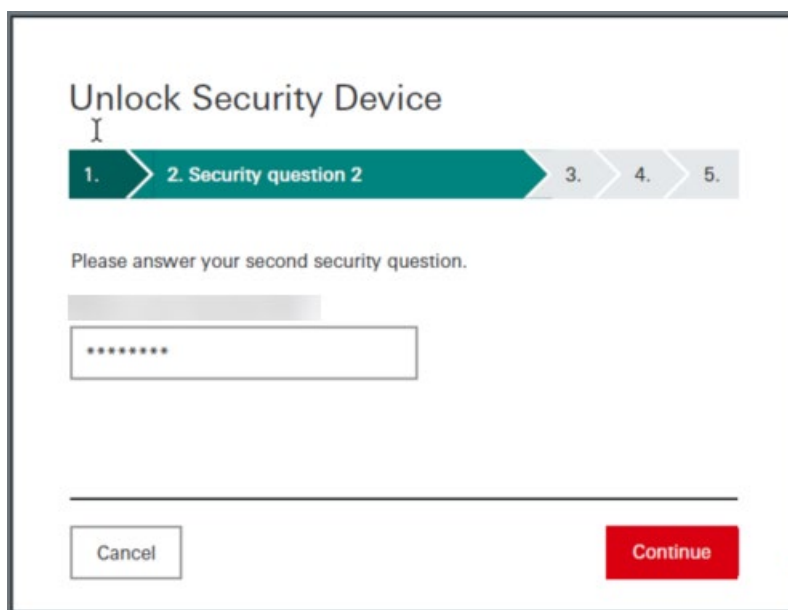
### 解鎖安全裝置 - 1.安全問題 1



The screenshot shows a mobile application interface for unlocking a security device. At the top, the title 'Unlock Security Device' is displayed. Below the title is a progress indicator with five steps: '1. Security question 1' (highlighted in green), '2.', '3.', '4.', and '5.'. The main text reads: 'To unlock your Security Device, you need to answer your security questions and enter your Security Device lock code. Please answer your first security question.' Below this text is a greyed-out input field and a white input field containing seven asterisks. At the bottom, there are two buttons: 'Cancel' on the left and 'Continue' on the right.

4. 正確回答第 2 條安全問題並選擇繼續以完成驗證程序。

### 解鎖安全裝置 - 2.安全問題 2



The screenshot shows the same mobile application interface, but now for the second security question. The progress indicator shows '1.' and '2. Security question 2' (highlighted in green), followed by '3.', '4.', and '5.'. The main text reads: 'Please answer your second security question.' Below this text is a greyed-out input field and a white input field containing seven asterisks. At the bottom, there are two buttons: 'Cancel' on the left and 'Continue' on the right.

**備註：** 如果忘記了任何一條安全問題，並且已輸入了錯誤答案 3 次，便會導向至安全資料重設程序。

5. 正確回答安全問題後，請按畫面的指示產生鎖定 PIN 碼，並在畫面的欄位輸入安全裝置的鎖定碼。再次選擇繼續以繼續。

### 解鎖安全裝置 - 3. 鎖定碼

**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. 按畫面上的指示完成解鎖安全裝置步驟。選取「繼續」以繼續。

### 解鎖安全裝置 - 4. 安全裝置 PIN 碼

**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.

Cancel Continue

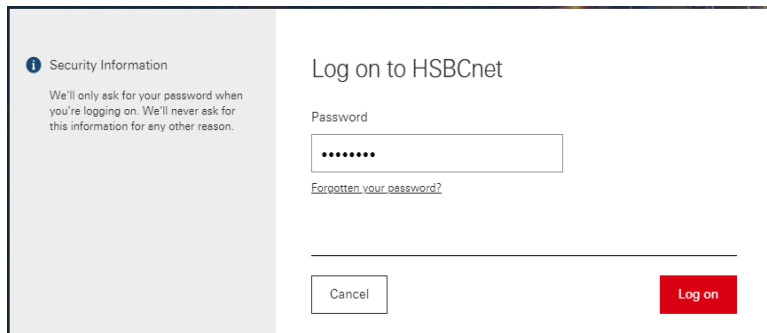
您已成功解鎖安全裝置並重設 PIN 碼。您現在可以登入滙豐財資網。

**備註：** 如果忘記了任何一條安全問題，並且已輸入了錯誤答案 3 次，便會導向至安全資料重設程序。

有關如何完成安全資料重設 (SIR) 的詳情，請參閱「[如何重設安全資料？](#)」指南。

1. 如您在登入過程中輸入錯誤的滙豐財資網密碼三次，您的設定檔將會被鎖定。您必須回答安全問題，才能解鎖設定檔。

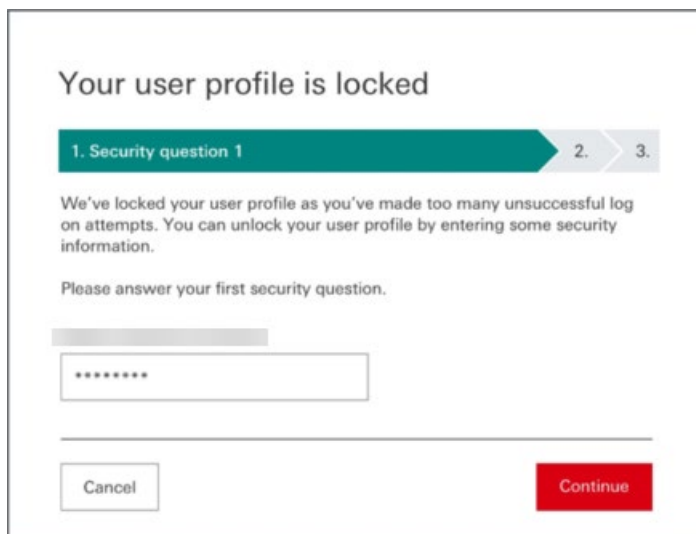
如您輸入錯誤的滙豐財資網密碼三次



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 masked characters (\*\*\*\*\*). Below the password field is a link for 'Forgotten your password?'. At the bottom, there are two buttons: 'Cancel' and 'Log on'.

2. 回答第一條安全問題。在註冊或啟用設定檔的過程中設定此安全資料。

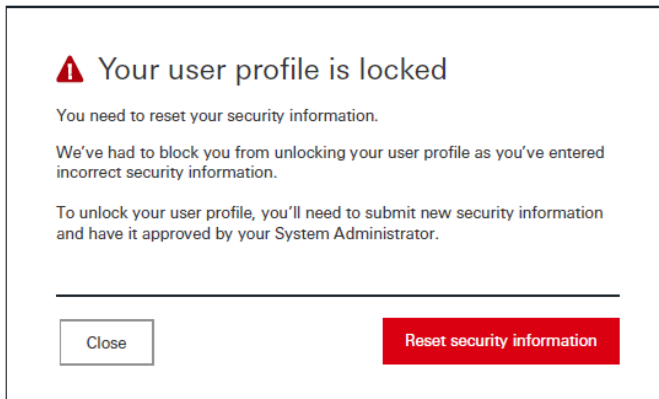
安全問題 1



The screenshot shows a screen titled 'Your user profile is locked'. It features a progress indicator with three steps: '1. Security question 1' (highlighted in green), '2.', and '3.'. Below the progress indicator, the text reads: '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 masked characters (\*\*\*\*\*). At the bottom, there are two buttons: 'Cancel' and 'Continue'.

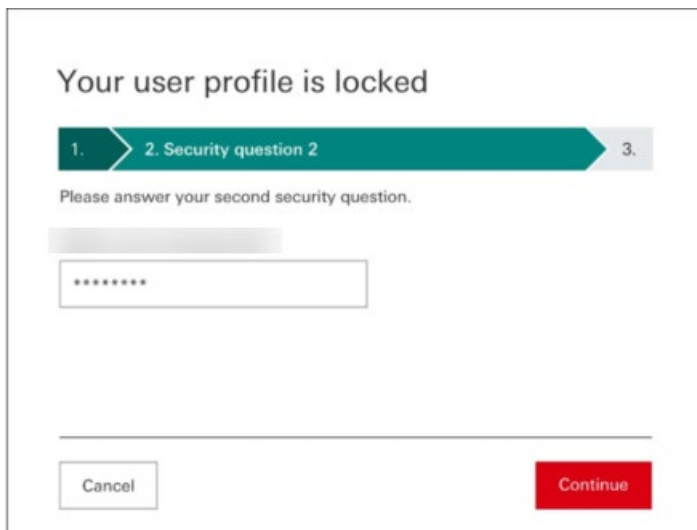
**備註：** 如您忘記此資料或輸入了錯誤的答案，設定檔將會被鎖定，並必須重設安全資料。請參閱「[如何重設安全資料？](#)」中的指南以獲得逐步指引。

### 重設安全資料



3. 繼續回答您的第二條安全問題。

### 安全問題 2



4. 如您正確回答了兩條安全問題，您的設定檔將被解鎖，並可建立新密碼。螢幕上的指示會引導您完成整個過程。完成後選取「提交」。

設定新密碼

Your user profile is now unlocked

1. **2. 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

---

您現在可以使用您的新憑證登入滙豐財資網。

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