

## Hang Seng HSBCnet Mobile Authentication (“Soft token”) Activation Guide

### Before you begin

Please ensure to complete the following simple steps:

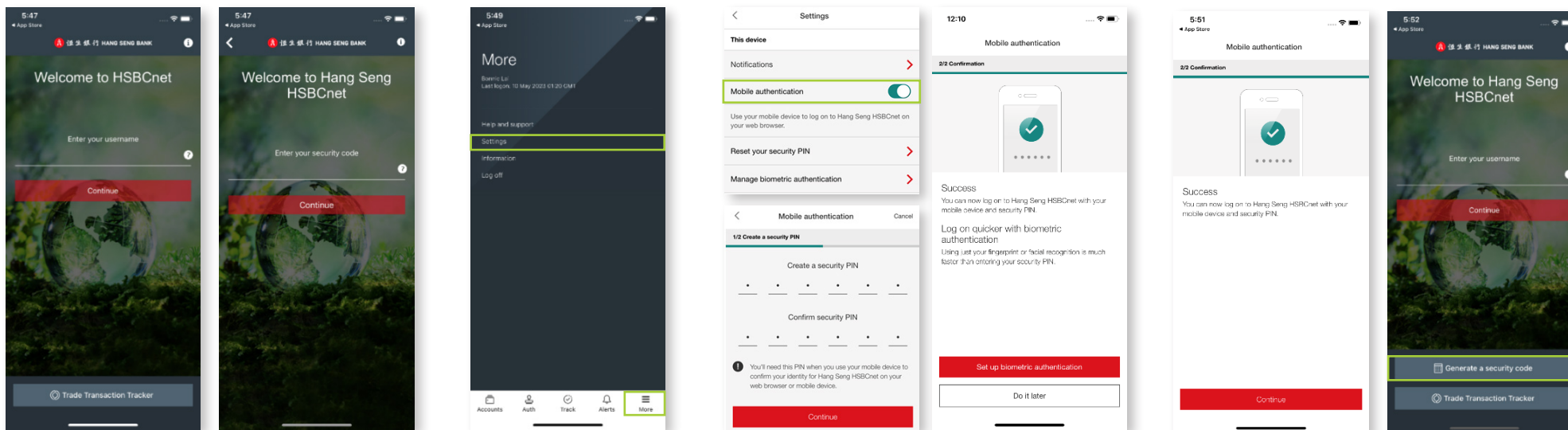
- Request your System Administrator to first enable the feature in your Hang Seng HSBCnet profile
- Next, download the latest version of Hang Seng HSBCnet Mobile app from the Apple App Store or Google Play
  - ※ Apple, the Apple logo, iPhone, Touch ID and Face ID are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.
  - ※ Android, Google Play and the Google Play logo are trademarks of Google LLC.



### Setting up your Mobile device

#### — Activate Soft token with a physical security device

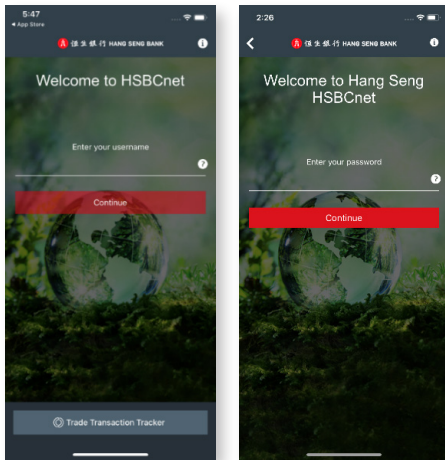
- ① Log on Hang Seng HSBCnet Mobile app with your username and a 6-digit security code generated from your physical security device
- ② Go to the “**More**” page and select “**Settings**” from the menu
- ③ Toggle on “**Mobile authentication**” option and create a 6-digit security PIN or optionally enable Biometrics authentication feature (Fingerprint ID/ Touch ID/Face ID)
- ④ Upon successful setup, the “**Generate a security code**” button will be displayed on the Hang Seng HSBCnet Mobile app logon page



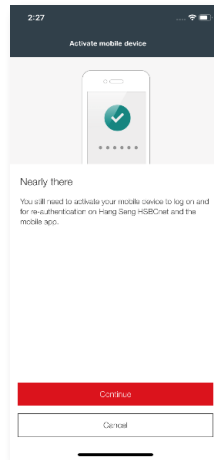


— **Activate Soft token without a physical security device**

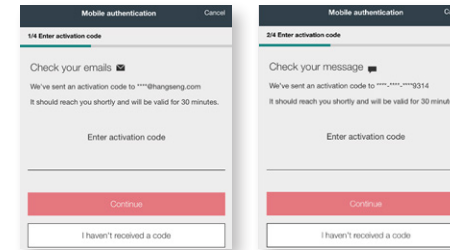
① Log on Hang Seng HSBCnet Mobile app with your **username** and **password**



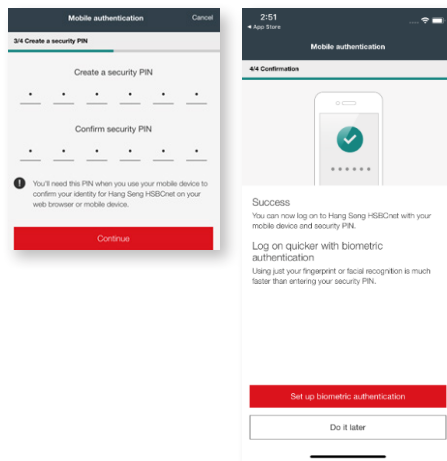
② Start the activation process to register your device and select **"Continue"**



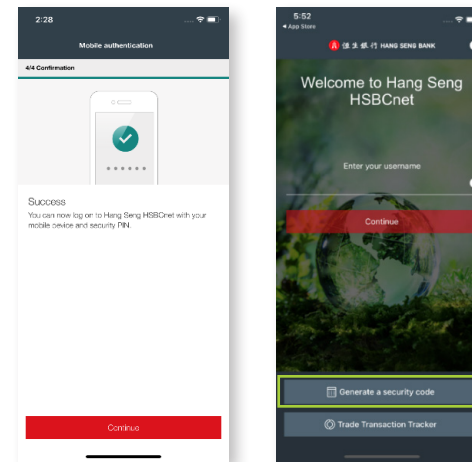
③ An activation code is automatically sent to the registered email address and mobile number on your Hang Seng HSBCnet profile. Enter **Email and SMS activation code** in the Mobile app and select **"Continue"**



④ Create a 6-digit security PIN or optionally enable Biometrics authentication feature (Fingerprint ID/Touch ID/Face ID)



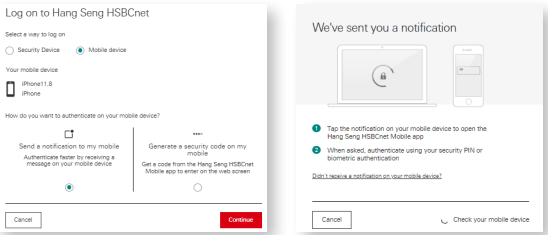
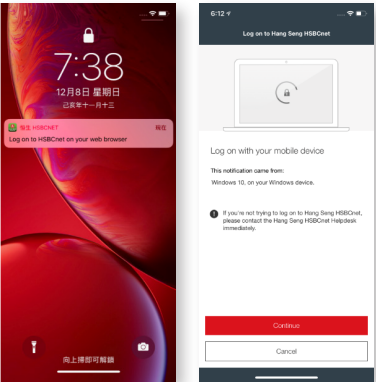
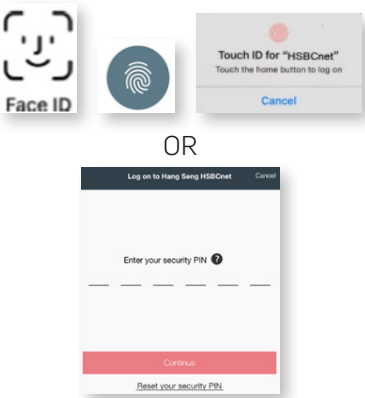
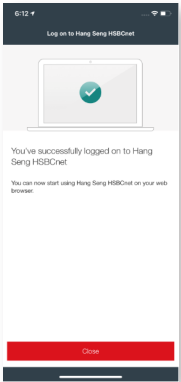
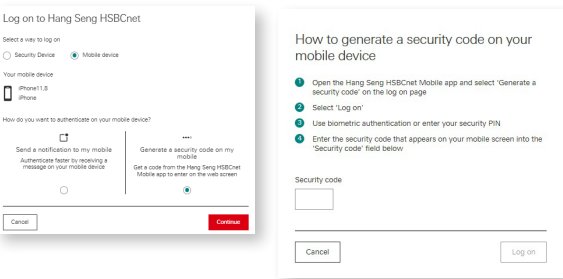


⑤ Upon successful setup, the **'Generate a security code'** button will be displayed on the Hang Seng HSBCnet Mobile app logon page





Here how's you log on to Hang Seng HSBCnet by using your soft token

	 <b>Desktop View</b>		 <b>Mobile View</b>
<p><b>Option 1</b> – Send a notification to my mobile device</p>	<p>Select <b>"Send a notification to my mobile"</b> and click on <b>"Continue"</b></p> 	<p>① Receive notification via Hang Seng HSBCnet Mobile app and click on <b>"Continue"</b></p> 	<p>② Authenticate using biometric (if enabled) or your mobile security PIN</p> <p>③ Logged on Successfully</p> 
<p><b>Option 2</b> – Generate a security code on my mobile</p>	<p>Select <b>"Generate a security code on my mobile"</b> and click on <b>"Continue"</b></p> 	<p>① Receive notification via Hang Seng HSBCnet Mobile app and click on <b>"Continue"</b></p> 	<p>② Authenticate using biometric (if enabled) or your mobile security PIN</p> <p>③ Enter the 6-digit security code into the web browser</p> 