

Huawei mobile user guide

How to download and use the
HSBC HK BizExpress mobile app

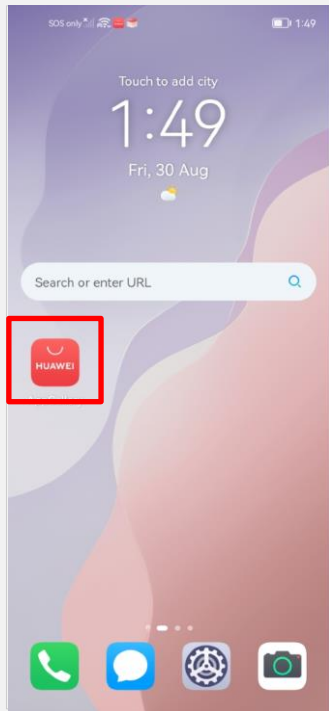


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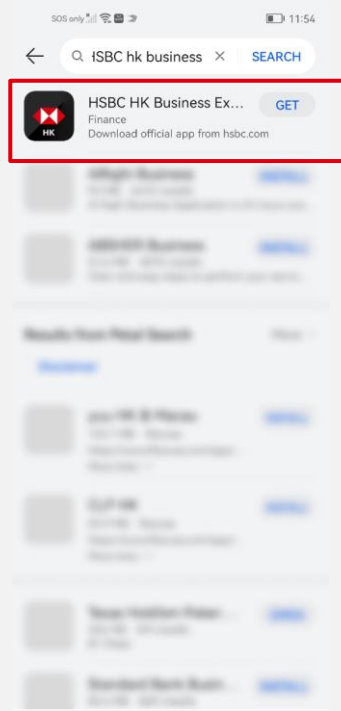
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Downloading the HSBC HK Business Express mobile app on your Huawei device

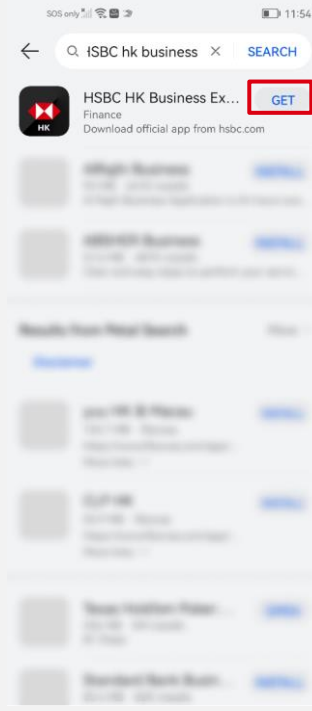
You can download the HSBC HK Business Express mobile app from the Huawei App Gallery.* Follow the steps below to find and download the app.



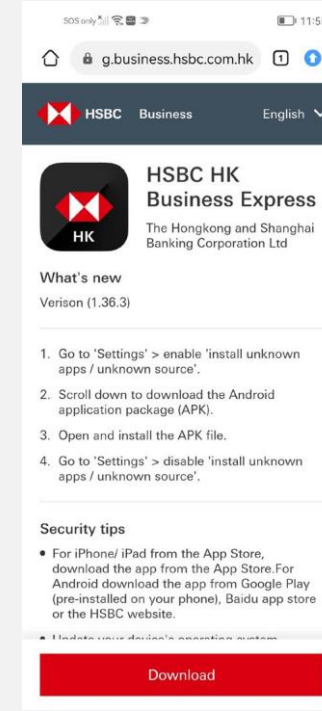
- 1 Open the App Gallery on your Huawei device



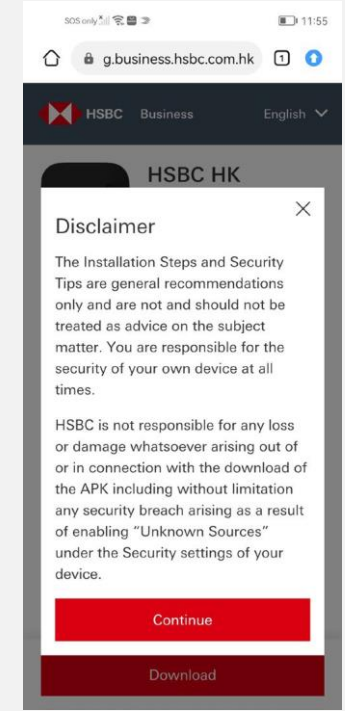
- 2 Enter 'HSBC HK Business Express' into the search box



- 3 Find the HSBC HK Business Express mobile app in the search results, and tap the 'Get' button that appears next to it



- 4 You'll be directed to the page above to download the APK file. Tap 'Download'**



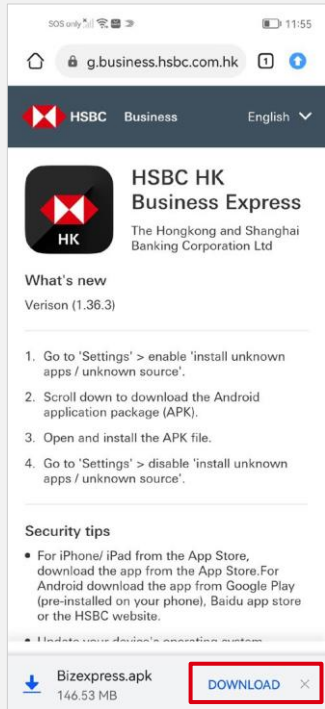
- 5 Tap 'Continue' to access the page shown above

*This is only available if the App Gallery location setting is in Hong Kong, China; For the device with the other location setting, please go to visit our Business Internet Banking login page, follow the instruction on the right-hand side to download APK file to enjoy our mobile banking service.

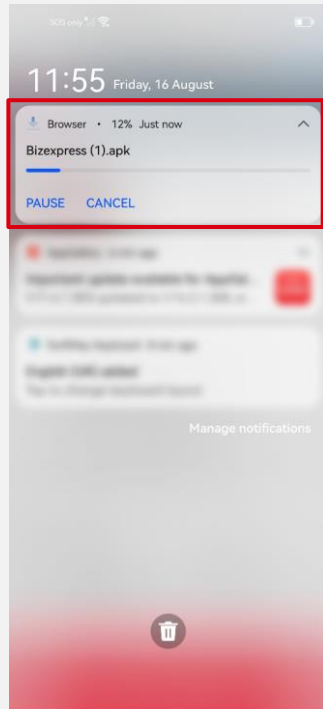
**Please go to the HSBC HK Business Express mobile app website, "supported devices" section to check supported devices model.

** Please ensure you are directed to a HSBC domain page.

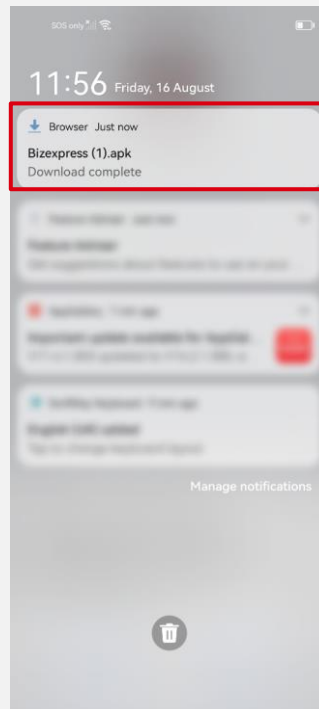




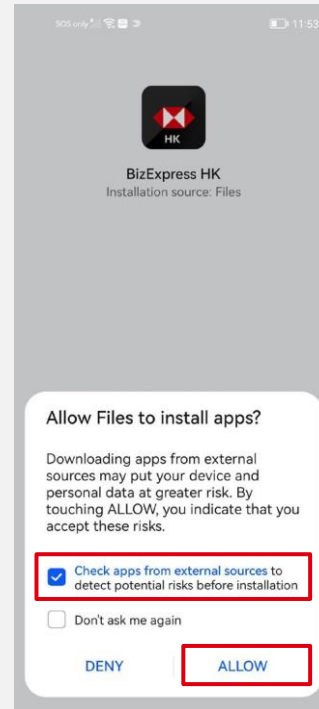
6 You'll see another 'Download' button at the bottom of the screen on your device. Tap it to start the download



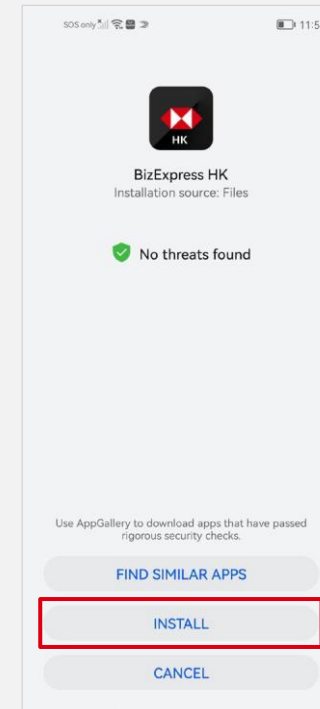
7 The APK file will start downloading. Scroll down to view the progress of the download



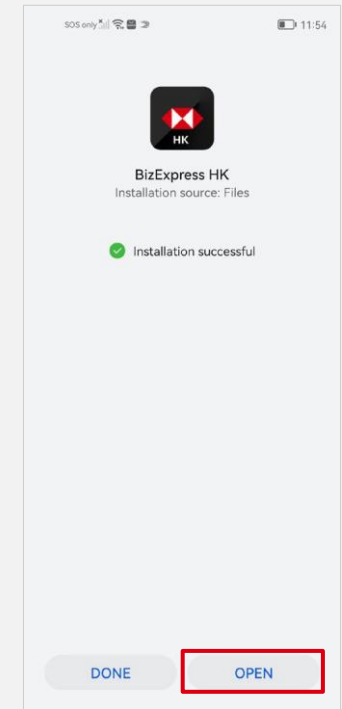
8 Tap the notification that appears when the download is complete



9 Next, you'll see the screen above. Tick the first tick box and tap 'ALLOW'



10 Next, click the "Install" button shown on your device.



11 The APK file is now installing on your Huawei device. The screen shown on your device will tell you the progress of the installation. Once it is completed, click 'Open' to open the app.



Fixing common download issues

1

On some Huawei and Android devices, you have to grant permission before you can download APK files like the HSBC HK Business Express mobile app.

To grant permission on your Huawei device, follow the steps below:

Step 1: Go to **'Device Settings' > 'Security'**

Step 2: Look for **'Install unknown apps'** or **'Unknown sources'**

Step 3: Select the app you want to use to download the APK file (this could be your browser)

Step 4: Enable installations from that source

2

If your Huawei device has the 'Pure Mode' feature and this feature is enabled, you won't be able to download any APK files.

To switch off Pure Mode, follow the steps below:

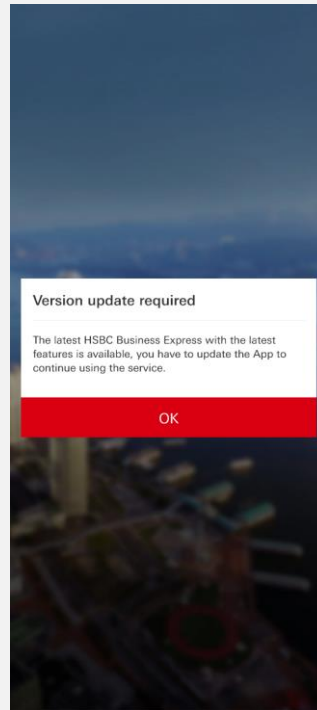
Step 1: Go to **'Device Settings' > 'System & updates' > 'App Guard'**

Step 2: **'Switch off the toggle' for 'Enhanced protection'.**

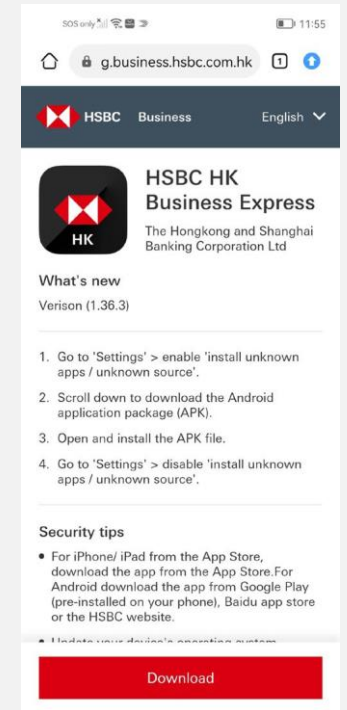


Keeping your HSBC HK Business Express mobile app up to date

It's important to make sure you have the latest version of the mobile app so you can enjoy the newest features and security protection. When an update is needed, you'll see the following screen when you open the app.



Tap 'OK' to access page shown on the right. Follow the on-screen instructions to download and install the latest version of the app.



Activating Mobile Security Key on a Huawei device

In order to have a smooth logon experience on Business Internet Banking & HSBC HK BizExpress mobile app. It is crucial for customers to register MSK on their mobile devices. Refer to the user guides below for MSK activation instructions.

There are 2 ways that customer can register MSK via:

Security Device

or

Email address and
Mobile Phone Number

<Click above button> to see a video on how to active MSK
by using Security Device.

<Click above button> to see a user guide on how to active
MSK with email address and mobile phone number.



Using Mobile Security Key to log on to Business Internet Banking and the Business Express mobile app



Click to watch a video on how to log on to Business Internet Banking with your MSK.

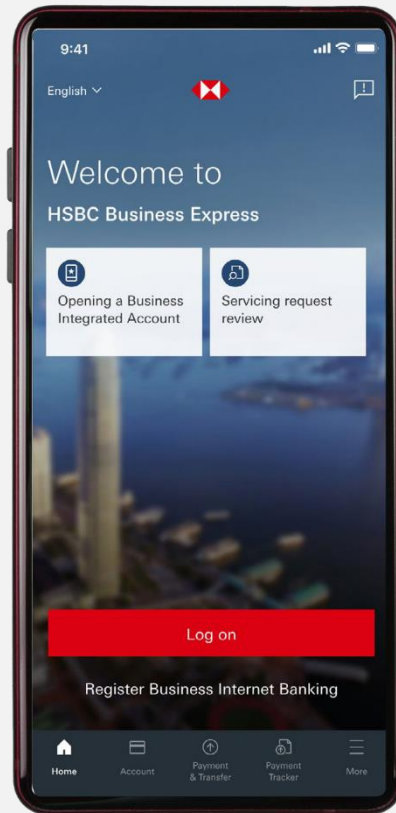
Key points:

- ◆ Make sure you have activated MSK on your mobile device with HSBC HK Business Express mobile app before you use it to log on to Business Internet Banking.
- ◆ You'll need your mobile device to authorise your logon.
- ◆ If you don't receive a push notification on your mobile device about authorising your logon, follow the steps below:
 - Step 1: Open the HSBC HK BizExpress mobile app
 - Step 2: Go to **'More'** > **'Authentication'**
 - Step 3: This will take you to the authorisation screen that you would have accessed from the push notification (For details, see pages 10–11)

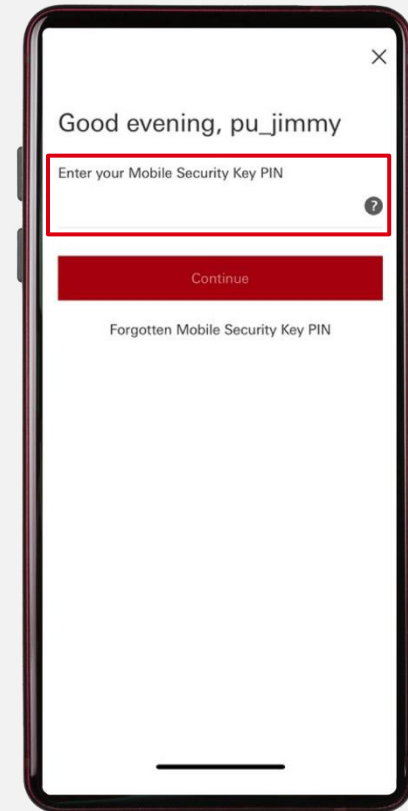


Using Mobile Security Key to log on to Business Internet Banking and the Business Express mobile app

After activating MSK on your mobile device, enter your MSK PIN to log on to the HSBC HK Business Express mobile app.

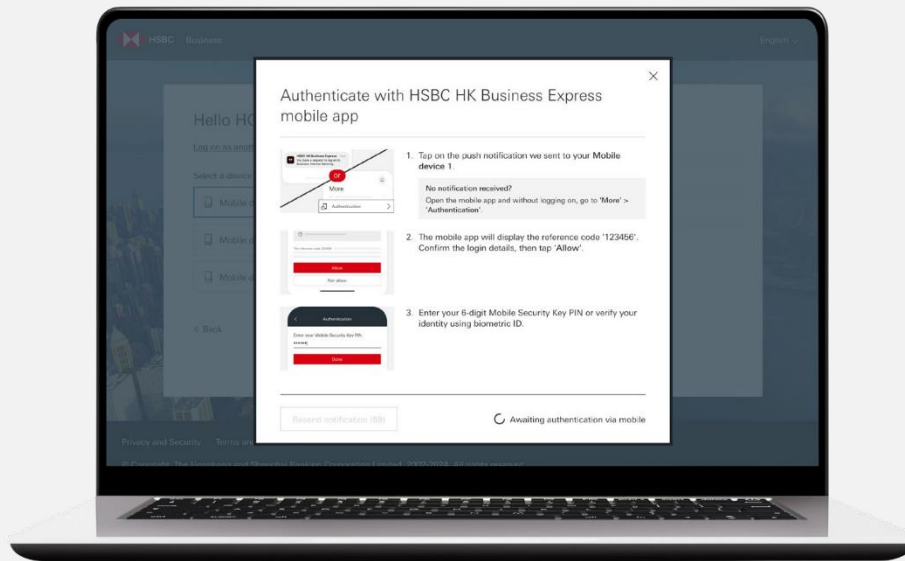


Enter your MSK PIN here to log on to the mobile app



Fixing a Mobile Security Key logon issue

We are aware that some Huawei customers are not receiving push notifications to authorise their Business Internet Banking logon with the mobile app. If this happens to you, please follow the steps below:



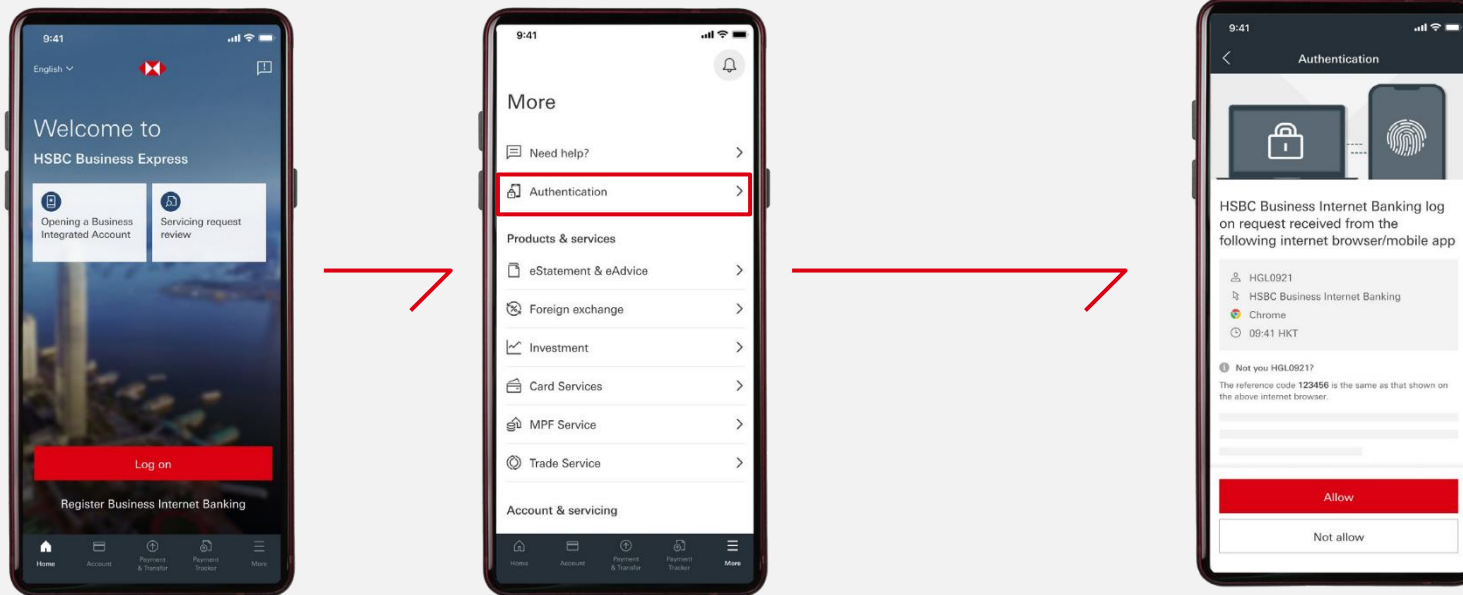
1 If you see this screen on your desktop when logging on to Business Internet Banking



2 Open the HSBC HK BizExpress mobile app on your Huawei device



Fixing a Mobile Security Key logon issue (continue)



Then Users can follow the app's on-screen instructions to complete the BIB login authentication steps.

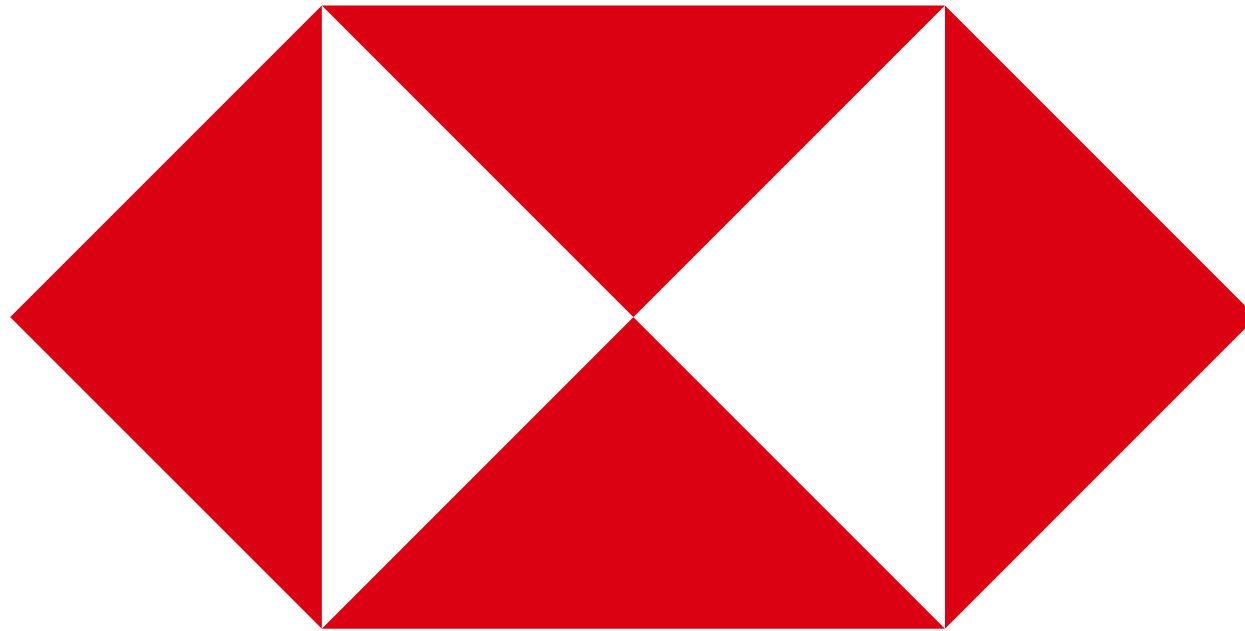
3 On the HSBC HK BizExpress mobile app, Go to **'More' > 'Authentication'**

4 The Business Internet Banking logon authorisation screen will appear. This is the same screen you would have accessed from the push notification



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