

Transfer Mobile Security Key to your new device with HSBC HK Business Express mobile app

User guide

You can activate Mobile Security Key on your new mobile device in a few simple steps, and this will not deactivate the existing Mobile Security Key on your old device. If you already have 3 devices registered with Mobile Security Key under the same username, then you will have to replace one of them with your new device for Mobile Security Key activation.

Before you start, make sure you have downloaded the **HSBC HK Business Express mobile app** on your new device. During the verification process, please have the below with you:

- ◆ Old device
- ◆ Business Internet Banking username
- ◆ Business Internet Banking password¹

On your new device...

1 Open the app in your new device and input your username in logon screen to proceed. Then select 'Activate your Mobile Security Key here.' at the bottom of the page.

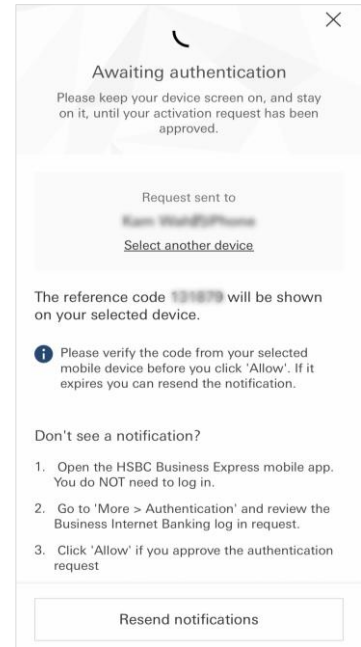
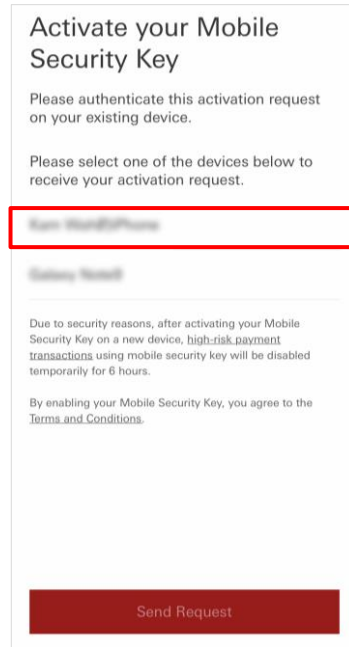
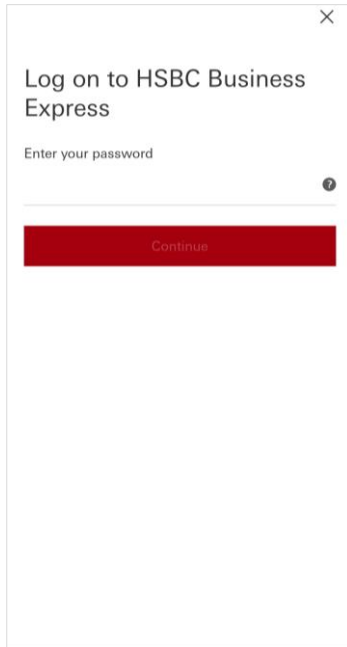
2 Select 'Activate now' to proceed.

Remarks:

1. This is your logon password for Business Internet Banking. Your Mobile Security Key PIN on the old device is not required when you are using a new device. If you've forgotten your password, you can input your username in the Business Internet Banking logon screen, and then select 'Continue' > 'Forgot your password?' to reset it.

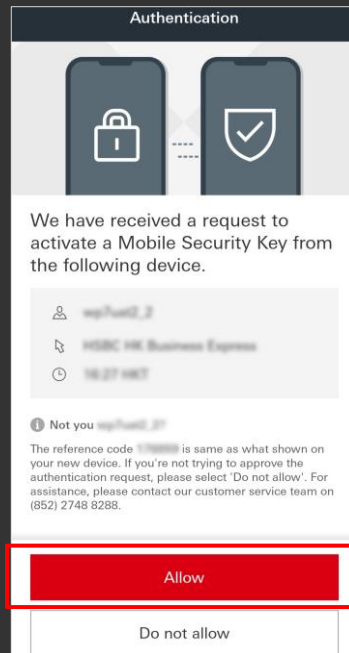
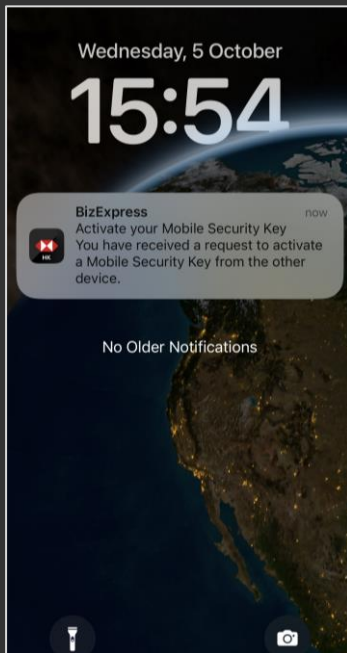
On your new device...

- 3** Input your password to logon, then select your old device for sending activation request and wait for the push notification on your old device.



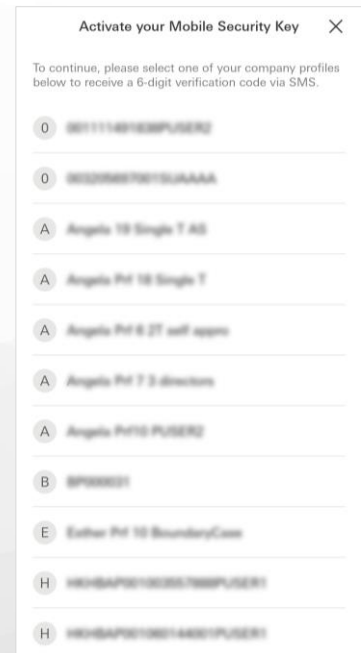
On your old device...

- 4** When you see the push notification¹, tap on it and select 'Allow' to authenticate your new device.



On your new device...

- 5** Choose the user profile.



Remarks:

1. If you cannot receive the push notification on your old device, please open HSBC HK Business Express mobile app and go to 'More' > 'Authentications' to authenticate your new device.

On your new device...

6


Verify your identity with SMS One-time Password (OTP) as instructed.

Activate your Mobile Security Key ✕

We will send verification codes to the mobile number shown below. If these are not your contact details, please select another profile.

Company name
[REDACTED]

Mobile number
+852- [REDACTED]

 Please make sure you can access SMS messages sent to the above mobile number.

Continue

Select another profile

7

After verification, you can set up Mobile Security Key PIN. Once completed, you've successfully activated Mobile Security Key on your new device!

Activate Mobile Security Key ✕

Set up an Identity confirmation passcode

You can use this to log on to HSBC Business Express on this device.
Do not use a PIN containing personal information (e.g. username or password or date of birth)


Create Mobile Security Key PIN
Enter PIN

Your PIN must:


- Contain six numeric characters (i.e. 0-9)
- NOT start from a zero (i.e. 0)
- NOT contain more than two consecutive identical numbers
- NOT contain more than three sequential numbers
- NOT contain repeating number pairs.

Confirm Mobile Security Key PIN
Confirm PIN

Complete verification



Mobile Security Key successfully activated

 Due to security reasons, after activating your Mobile Security Key on a new device, high-risk payment transactions using mobile security key will be disabled temporarily for 6 hours.

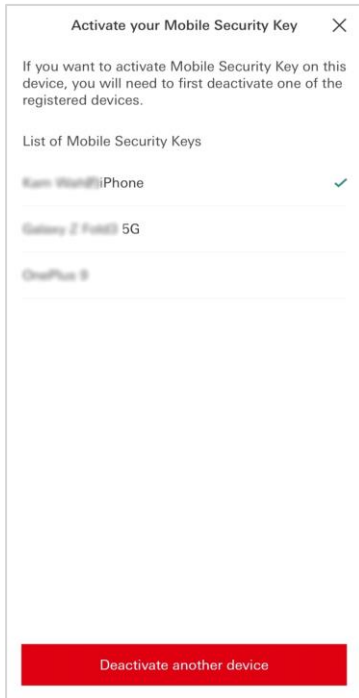
Done



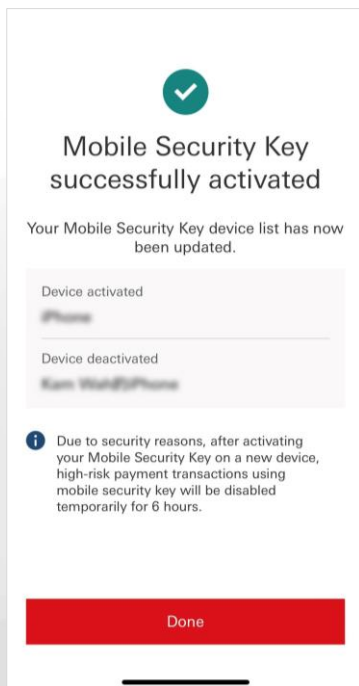
Please note that you can only bind Mobile Security Key with **3 devices** under one Business Internet Banking username at a time. If you want to activate Mobile Security Key on a new device but you already have 3 devices registered, please follow the instructions on [next page](#) to continue.

On your new device...

8 Select one of the devices you would like to deactivate, then click 'Deactivate another device'.



9 Check the details on the acknowledgment page. You've successfully activated Mobile Security Key on your new device.



The HSBC HK Business Express mobile app (the 'App') is provided by The Hongkong and Shanghai Banking Corporation Limited ('HSBC') and is intended for use by HSBC commercial banking customers in Hong Kong. The App is not intended for download or use by any person in any jurisdiction where such download or use would be contrary to any law or regulation of such jurisdiction, or where HSBC is not licensed or authorized to provide the App and/or any of the related services. We do not charge for the App. However, your mobile network operator may charge you to access the App and these charges may vary if you access the App when abroad. You are responsible for these charges.

Information and images displayed on interfaces of Business Internet Banking or HSBC HK Business Express mobile app are provided for illustrative purposes only.