

Activation Journey of Physical Token & Digital Secure Key

How to upgrade your physical secure key.

If you wish to replace or upgrade your existing security key to HSBC's new physical secure key, please call us on our designated hotlines listed below which are 24/7 for any further assistance in this regard,

- General hotline : +94114472200
- Platinum hotline : +94114472242
- Advance hotline : +94114472243
- Signature hotline : +94114472275
- Premier hotline : +94114472272

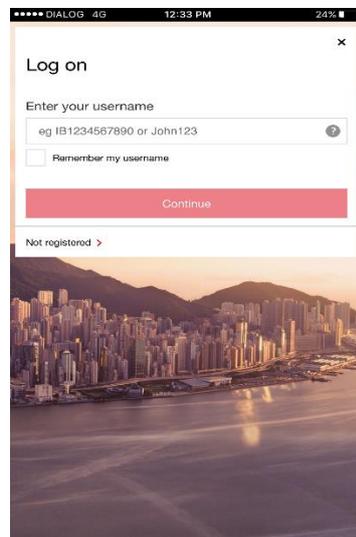
How to switch Digital Secure Key (DSK) when registered with a new Physical Secure Key/ Old Security Token.

1. If you still have not downloaded the HSBC mobile application, simply search for "HSBC Mobile Banking" on the App Store or Google Play and download on your mobile.

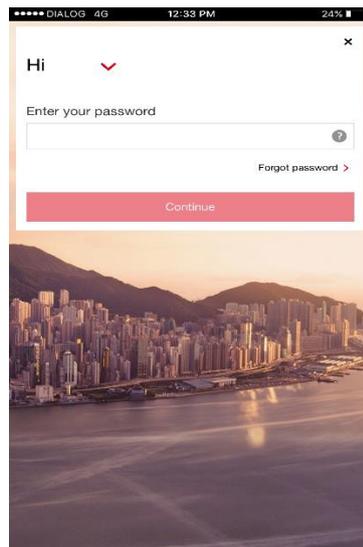
2. Open mobile application and select "logon"



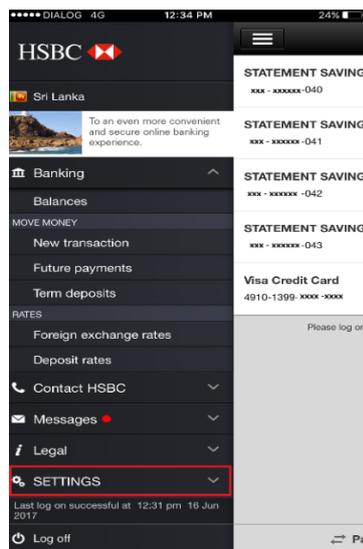
3. Enter user ID and "Continue".



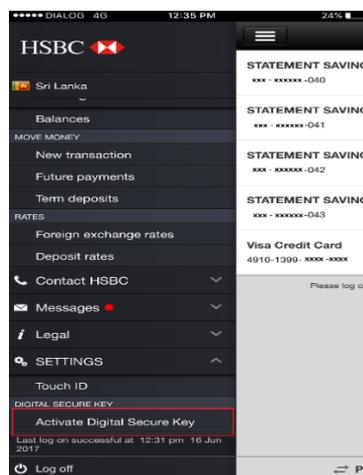
4. Enter password and continue.



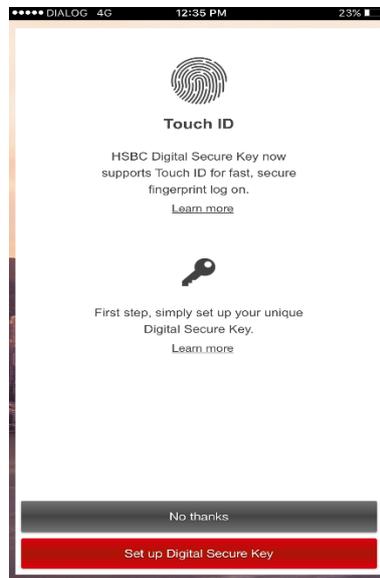
5. Select "Settings" from Left Hand Navigation menu.



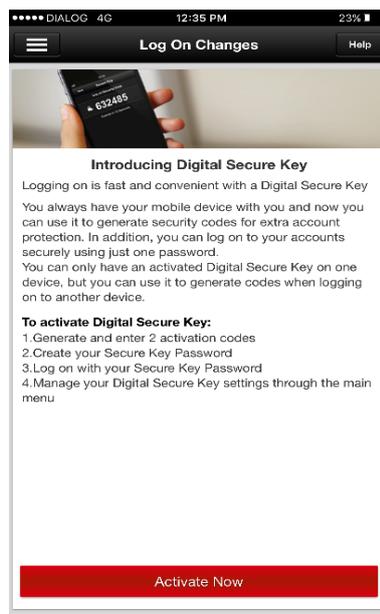
6. Click on "Activate Digital Secure Key"



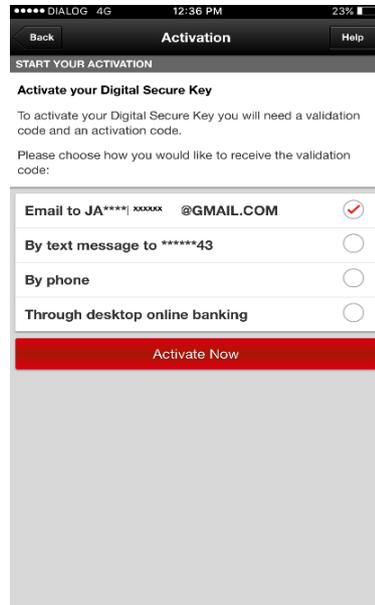
7. Click on “Setup Digital Secure Key”



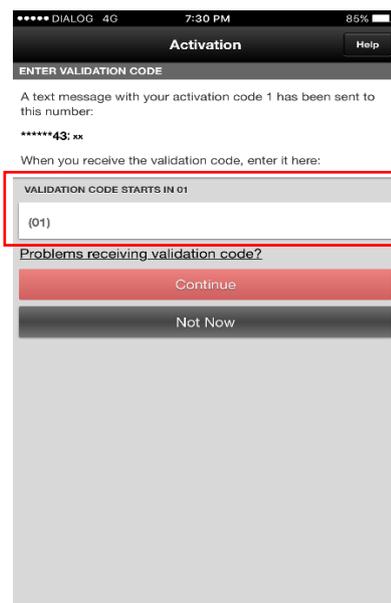
8. Click on “Activate now”



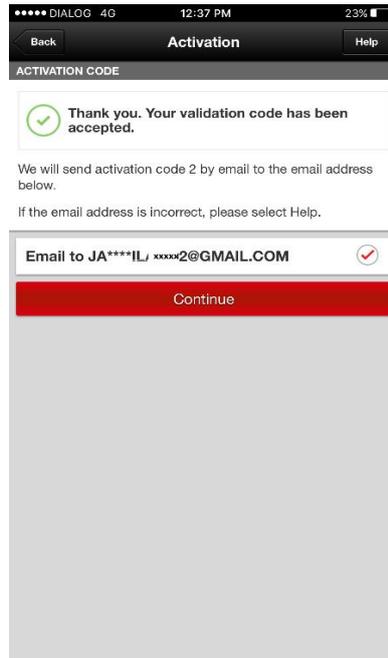
9. Activation will require two steps to be followed
Select the available communication method on the screen, based on your preference to receive the validation code and then press the **“Activate Now”**
(Eg: Email to registered email address/ by Text Message to registered mobile number / by phone/ through desktop online banking or by calling call center)



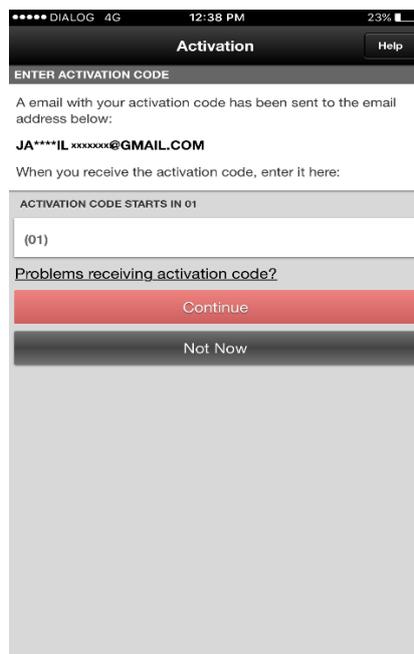
10. Enter **“Validation code”** sent to the preferred channel on the highlighted field and then press **“Continue”**.



11. To Generate activation code ,select an available option and press “Continue”

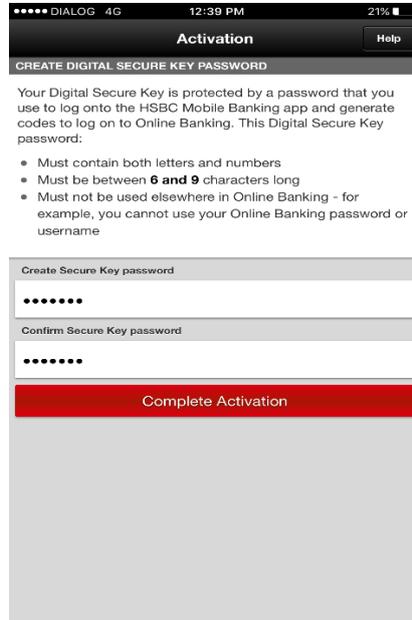


12. Enter the Activation code sent to the preferred communication method and press “Continue”.



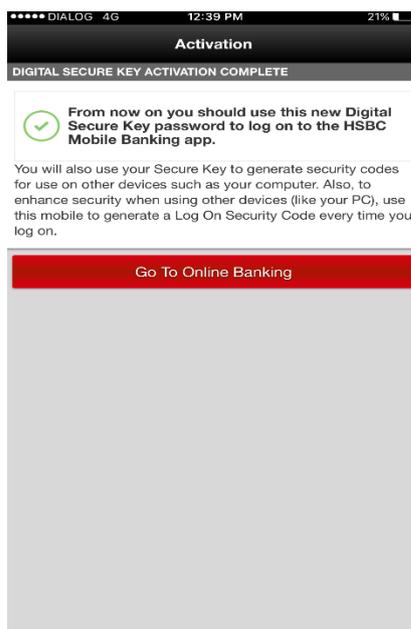
Setting up Digital Secure Key password

13. Create a password for the Digital Secure Key which is required to generate a secure code and then press "Complete Activation"



The screenshot shows the 'Activation' screen in the HSBC Mobile Banking app. At the top, the status bar displays 'DIALOG 4G', '12:39 PM', and '21%' battery. The app header is 'Activation' with a 'Help' button. Below the header, the title is 'CREATE DIGITAL SECURE KEY PASSWORD'. The main text reads: 'Your Digital Secure Key is protected by a password that you use to log onto the HSBC Mobile Banking app and generate codes to log on to Online Banking. This Digital Secure Key password:'. Below this, there are three bullet points: '• Must contain both letters and numbers', '• Must be between 6 and 9 characters long', and '• Must not be used elsewhere in Online Banking - for example, you cannot use your Online Banking password or username'. There are two input fields: 'Create Secure Key password' and 'Confirm Secure Key password', both containing masked characters. A red button labeled 'Complete Activation' is at the bottom.

14. Digital Secure Key set up completed.



The screenshot shows the 'Activation' screen in the HSBC Mobile Banking app. At the top, the status bar displays 'DIALOG 4G', '12:39 PM', and '21%' battery. The app header is 'Activation'. Below the header, the title is 'DIGITAL SECURE KEY ACTIVATION COMPLETE'. There is a green checkmark icon and the text: 'From now on you should use this new Digital Secure Key password to log on to the HSBC Mobile Banking app.'. Below this, there is a paragraph: 'You will also use your Secure Key to generate security codes for use on other devices such as your computer. Also, to enhance security when using other devices (like your PC), use this mobile to generate a Log On Security Code every time you log on.'. A red button labeled 'Go To Online Banking' is at the bottom.

How to switch from a Physical Secure Key to a Digital Secure Key.

Step 1. Logon to online banking browser , click on the **highlighted dropdown menu** on the header and then click on **“Manage Secure Key”**

The screenshot shows the HSBC Premier online banking interface. At the top, the user is logged in as 'MR CBH TESTER'. A dropdown menu is open, showing options: 'Update Personal details', 'Communication preferences', 'Manage Secure Key', and 'Log on & security settings'. The 'Manage Secure Key' option is highlighted with a red box. Below the header, the 'My accounts - Dashboard' is visible, showing a 'STATEMENT SAVING' account with a balance of 6,734.97 LKR. A table below lists account details.

Date	Description	Amount	Balance
012-XXXXXX-040		6,734.97	LKR
012-XXXXXX-041		16,170.18	LKR

Step 2. Select **“Switch to a Secure Key device”** tab >> select **“Already have your Secure Key”** under and then click on **“Continue”**.

The screenshot shows the 'Secure Key help' page. At the top, there is an information banner: 'You have a Secure Key device registered. We recommend using a Digital Secure Key if you have a compatible smartphone, as it's usually quicker and more convenient.' Below this, there are two tabs: 'Need help with your Digital Secure Key?' and 'Switch to a Secure Key device'. The 'Switch to a Secure Key device' tab is selected and highlighted with a red box and a '1'. Under this tab, there is a section 'Extra Security for your account' with text explaining the benefits of a physical Secure Key device. To the right, there is a section 'Is this the right Secure Key for you?' with three bullet points: 'Full access to online banking', 'Portable and simple to use', and 'Delivery takes a few days'. Below this, there is a 'Compare Secure Keys' button. At the bottom, there is a section 'Order a Secure Key by post' and a section 'Already have your Secure Key?' with a 'Continue' button highlighted with a red box and a '2'.

Step 3. Enter following details and click on “Continue”

- **Activation Code:** Click on “Generate Activation Code” and select the preferred communication method to send the activation code.
- **Serial Number & Security code:** Please refer the guidance given on the screen to find the serial number & Security code.

Manage Secure Key

Activate your Secure Key

Activation code (00)

Don't have your activation code?

Create a PIN for your Secure Key

Press and hold down the  button to turn on your Secure Key.



Choose a PIN with 4 to 8 digits. Enter it into your Secure Key and press the  button.

Confirm your Secure Key PIN by entering it again.

[Need help with your Secure Key? >](#)

Enter your Secure Key's serial number

 **12-34567890-1** The serial number is on the back of your Secure Key in the lower left corner.

Serial number

Generate a Security Code

Press and hold the  button to turn on your Secure Key, then enter your Secure Key PIN



With the HSBC welcome screen displayed, press the  button again

The security code appears on your Secure Key screen

Security code