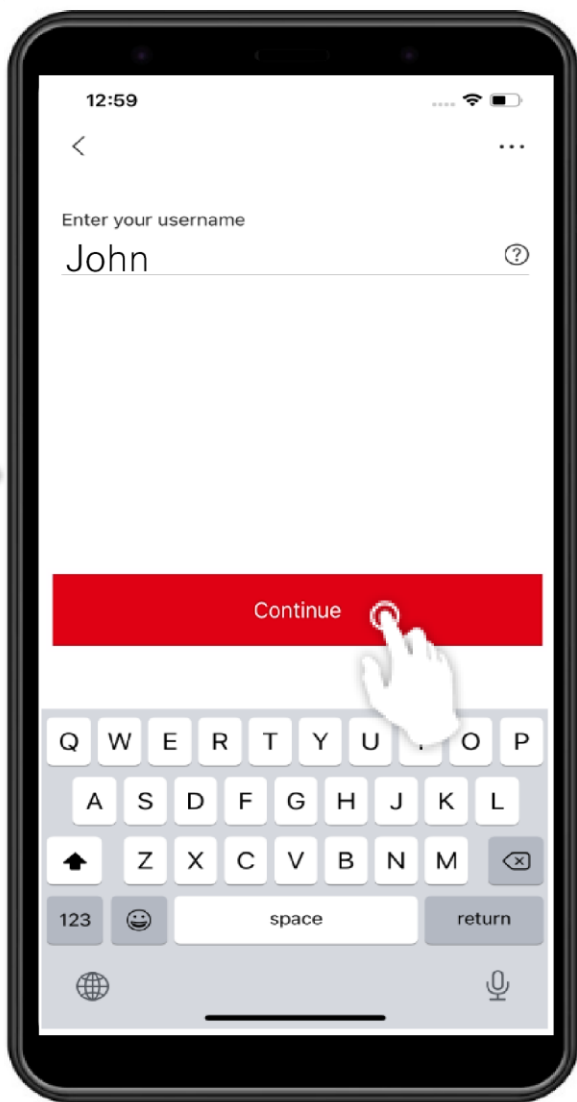
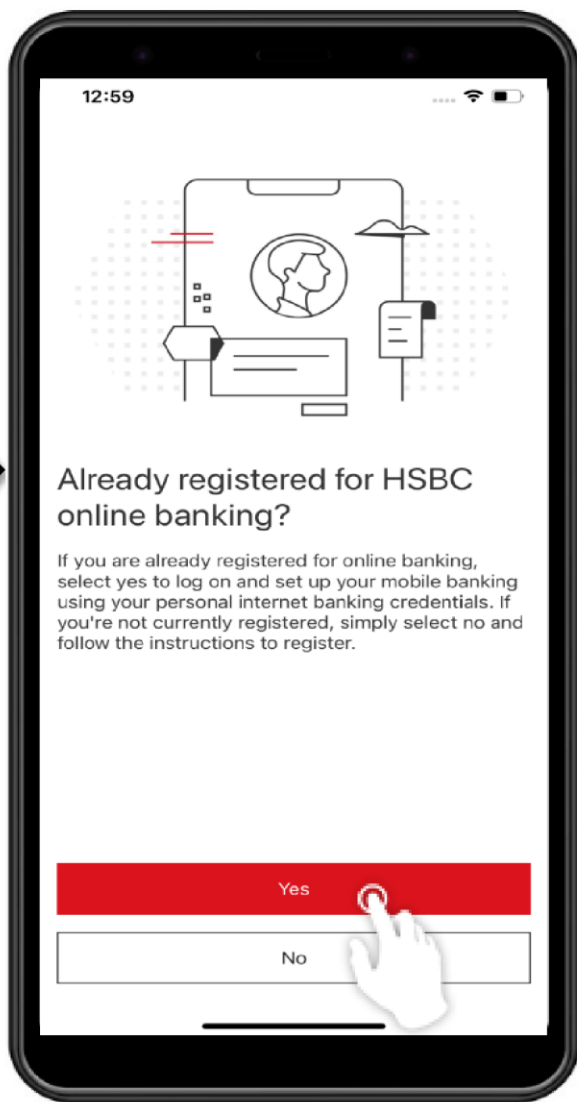
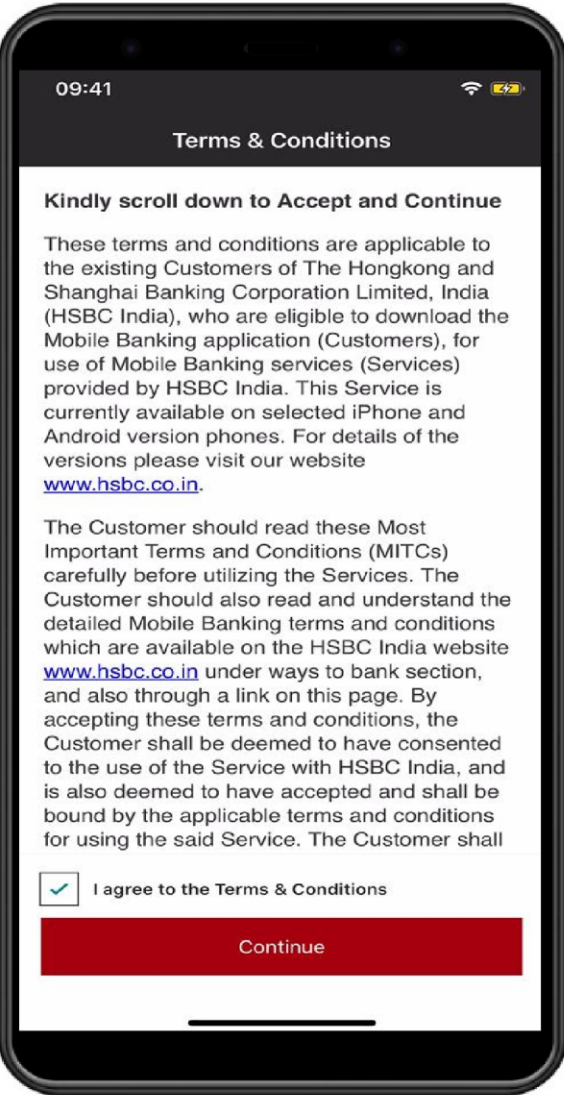


# New HSBC Mobile Banking App – HSBC India



# Setting up Mobile Banking App

Customers with Password and security device



Launch the app.

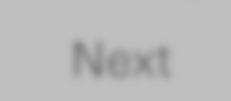
Accept the T&C

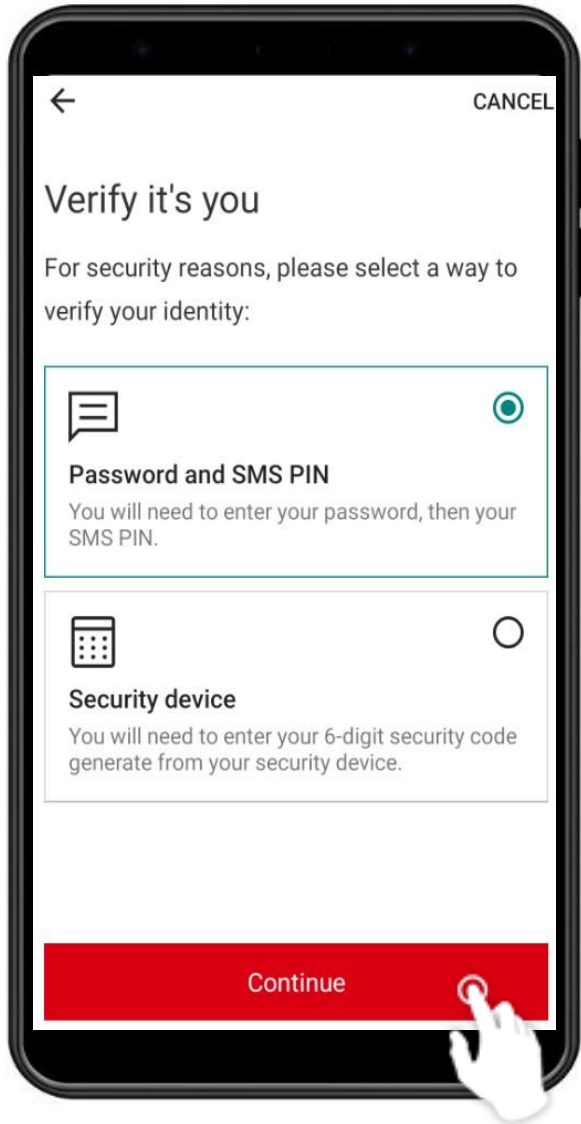
Select 'Yes'

Enter your 'username'.

This is the user name used for log-on to Personal Internet Banking

Click on 'Continue'.





Choose a verification method:

Password and SMS PIN

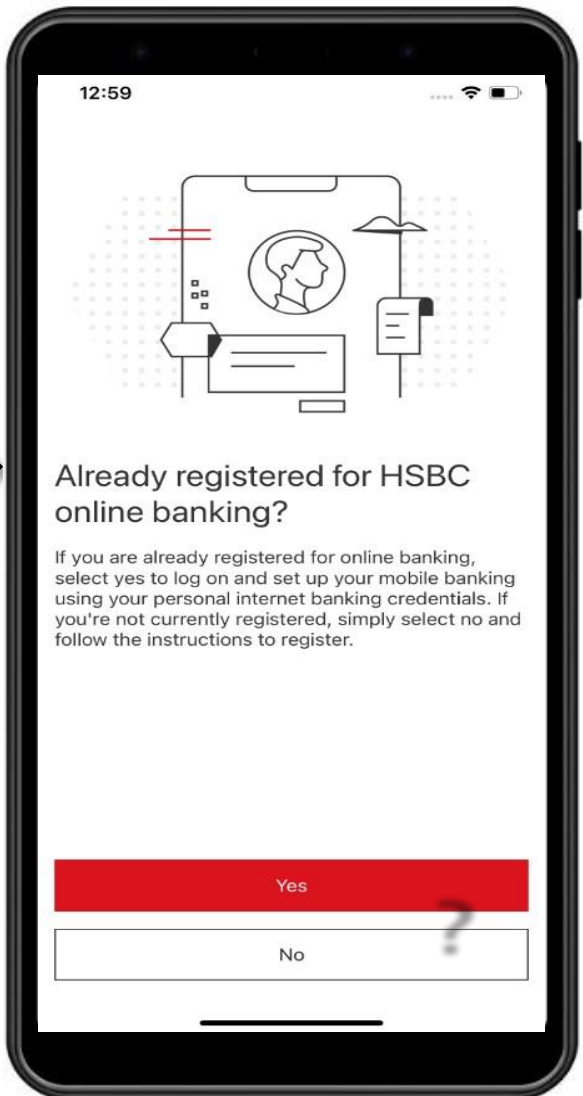
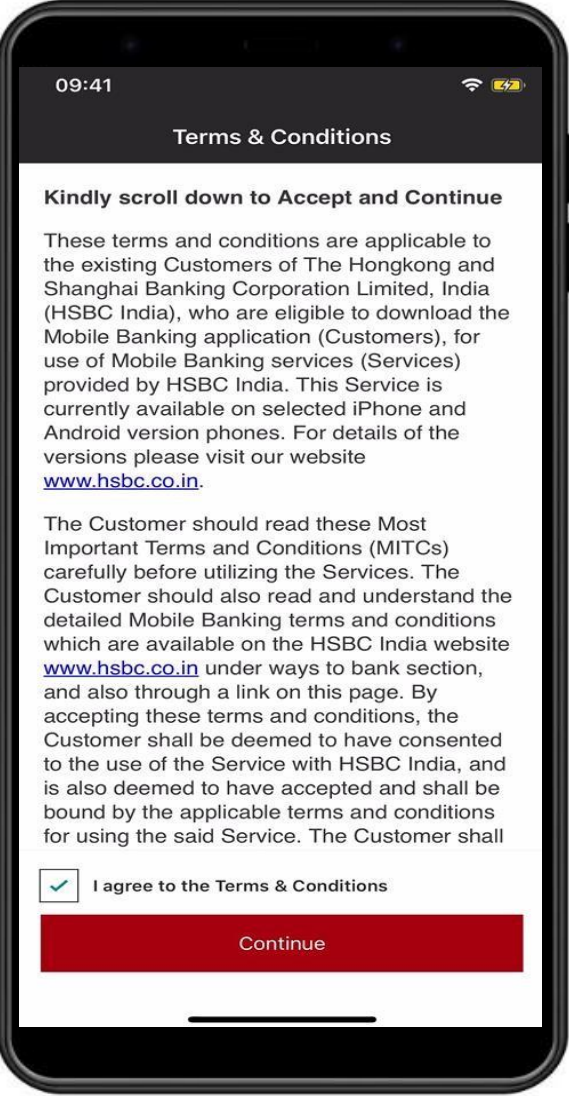
Security Device



Next

# Setting up Mobile Banking App

Customers using Security device



Launch the Mobile Banking app.

Accept the T&C

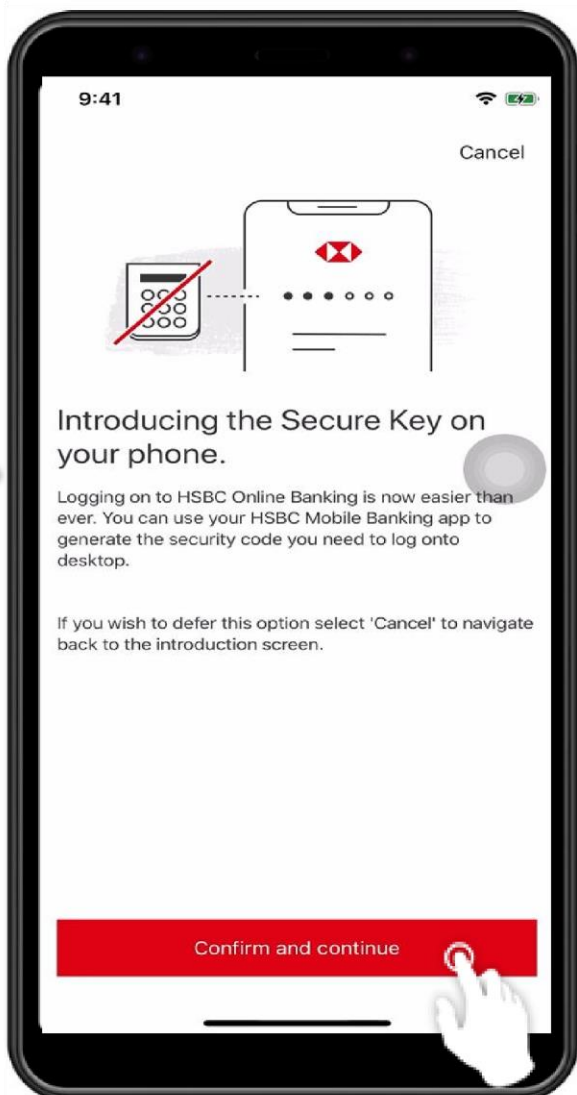
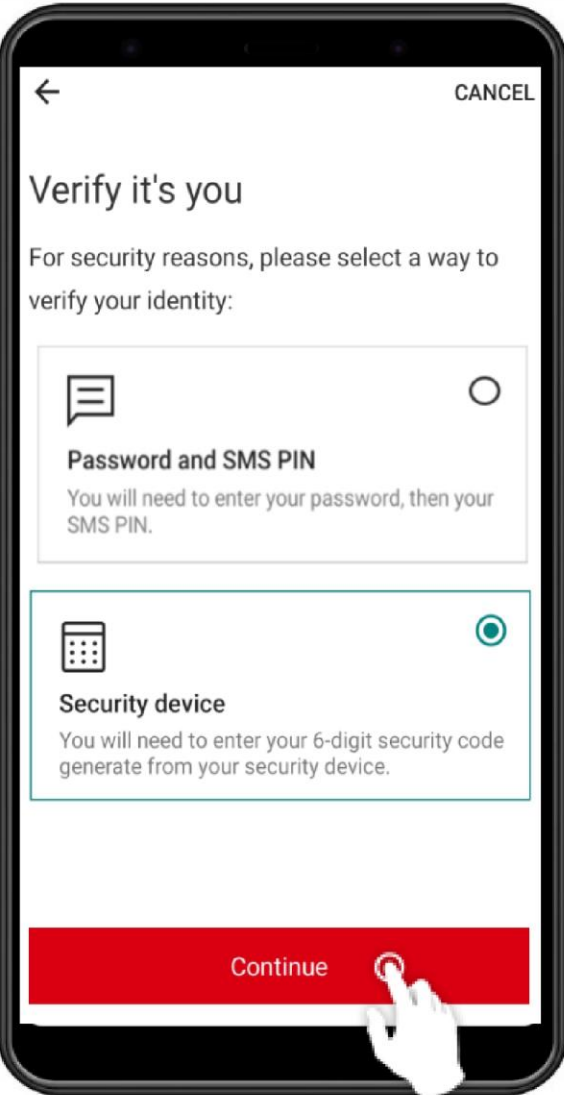
Select 'Yes'

Enter your 'username'.

Click on 'Continue'.



Next



Select 'Security device'

Use your existing Security device to generate a security code, then enter the 6-digit security code into the Mobile device.

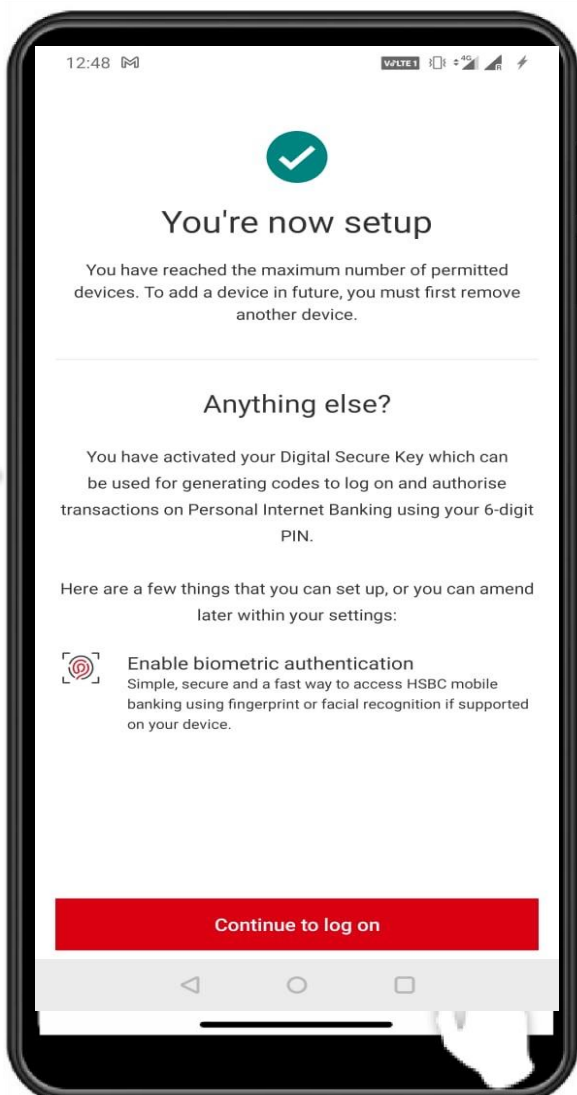
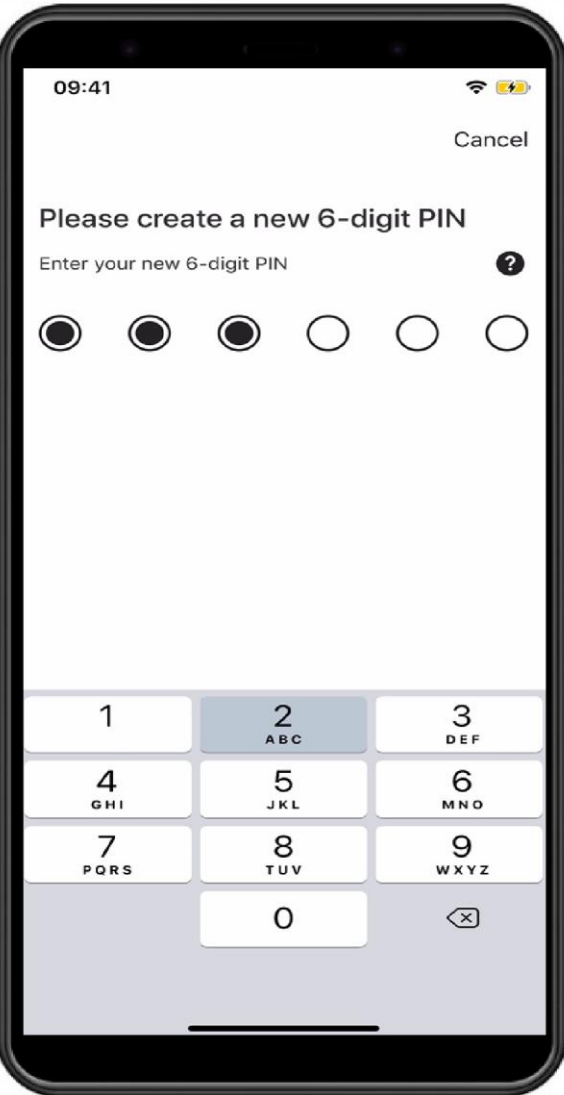
Select '**Confirm and continue**'.



Back

Next

Next



Create a 6-digit PIN.

Re-enter your 6-digit PIN.

Mobile Banking and your Digital Secure Key is now set up.

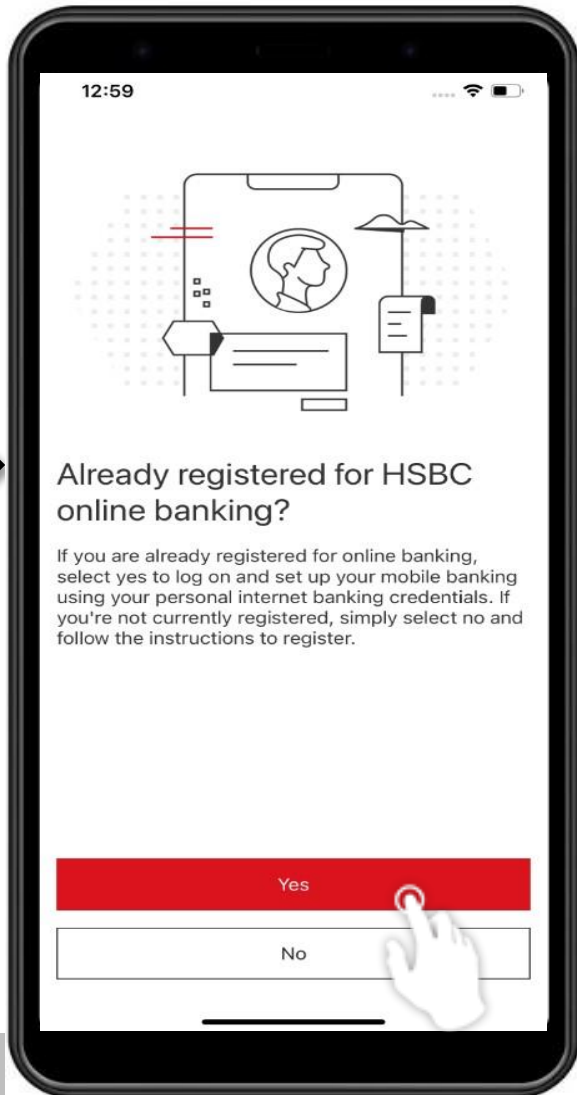
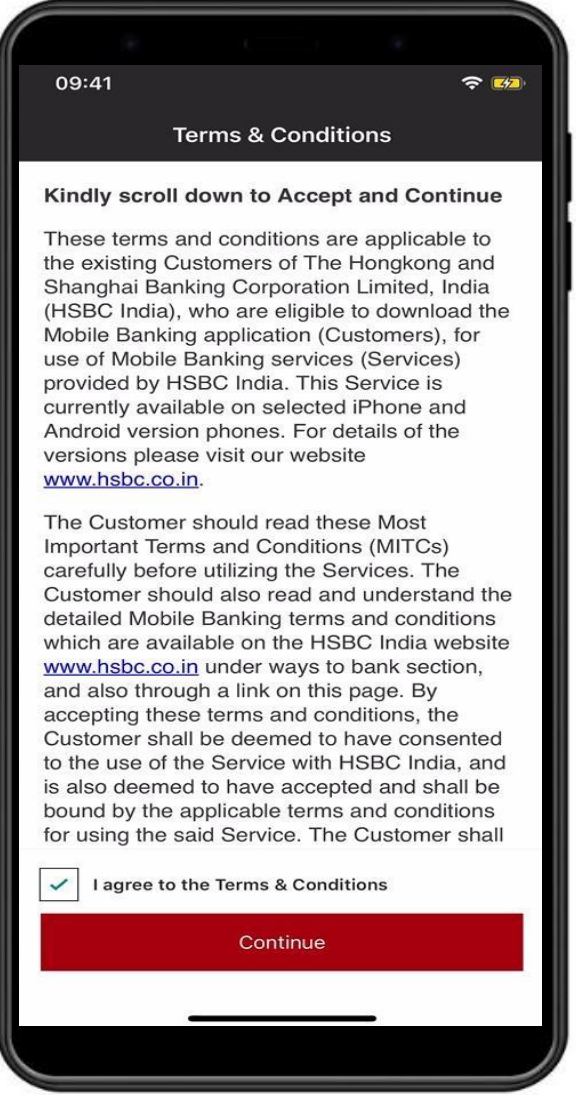
You can now choose to activate biometrics and location services or 'Log on' directly.





# Setting up Mobile Banking App

## Customers using Password and SMS PIN



Launch the Mobile Banking app.

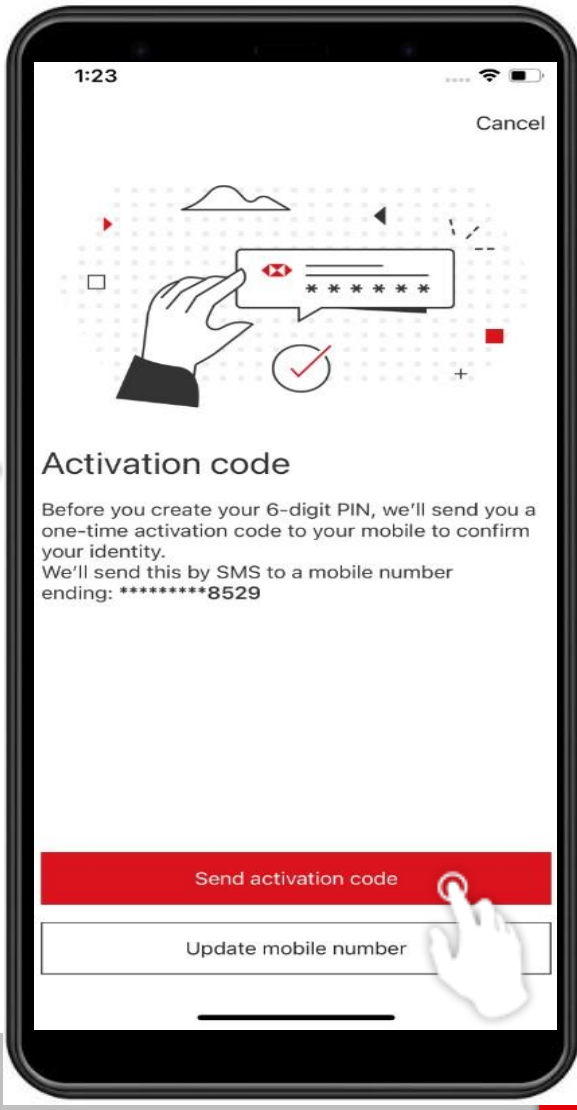
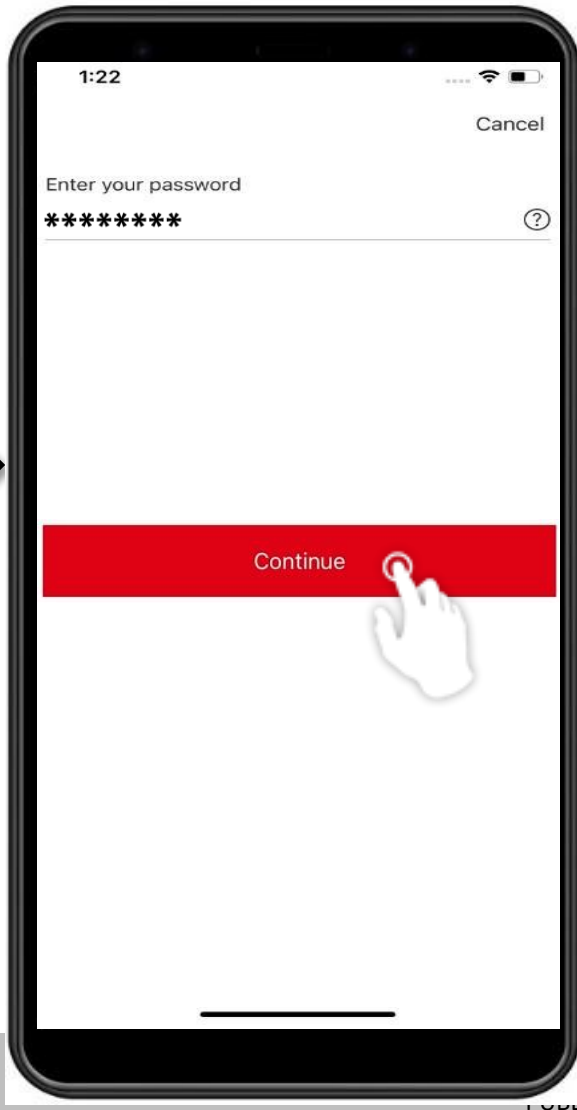
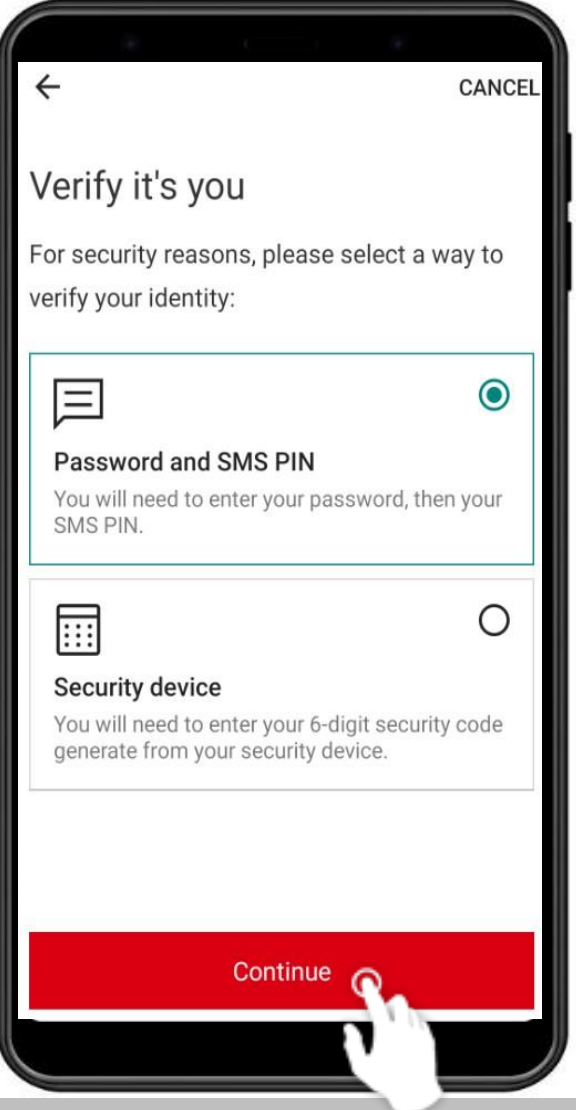
Accept the T&C

Select 'Yes'

Enter your 'username'.

Click on 'Continue'.



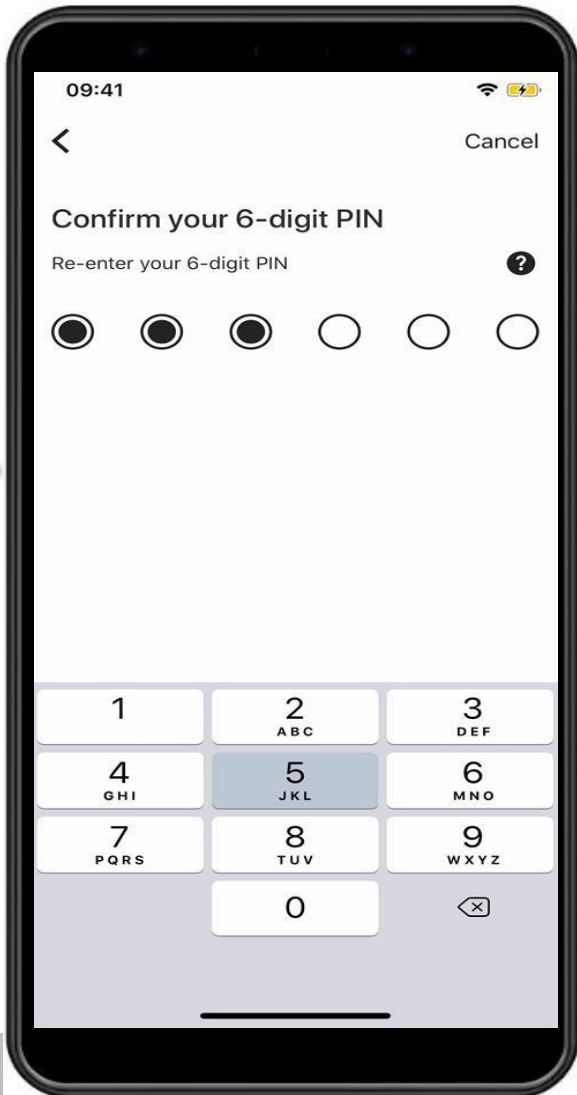
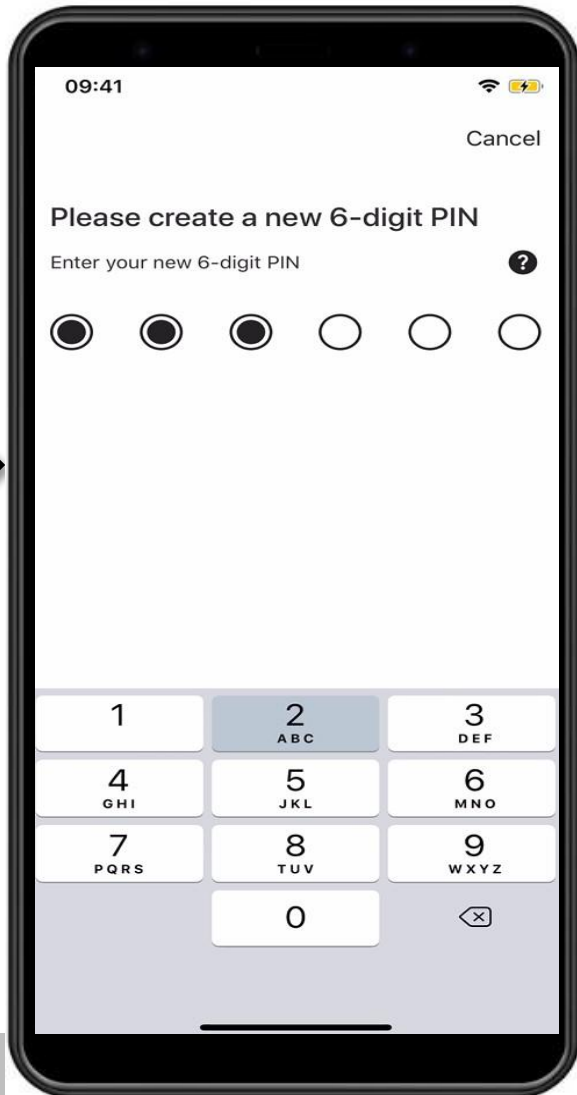
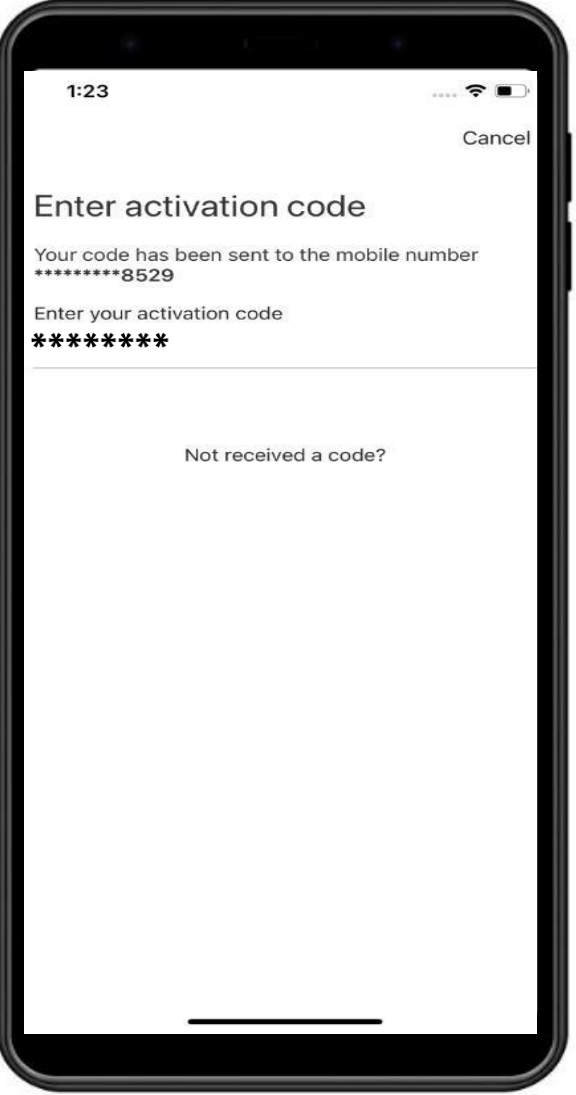


Select '**Password and SMS PIN**'.

Enter your password that you would be using to log on to Personal Internet Banking.

Click on '**Send activation code**'.





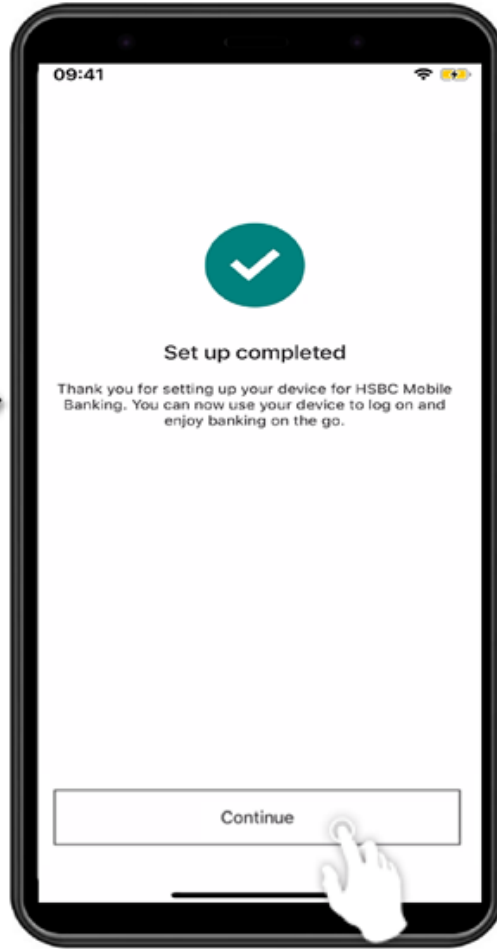
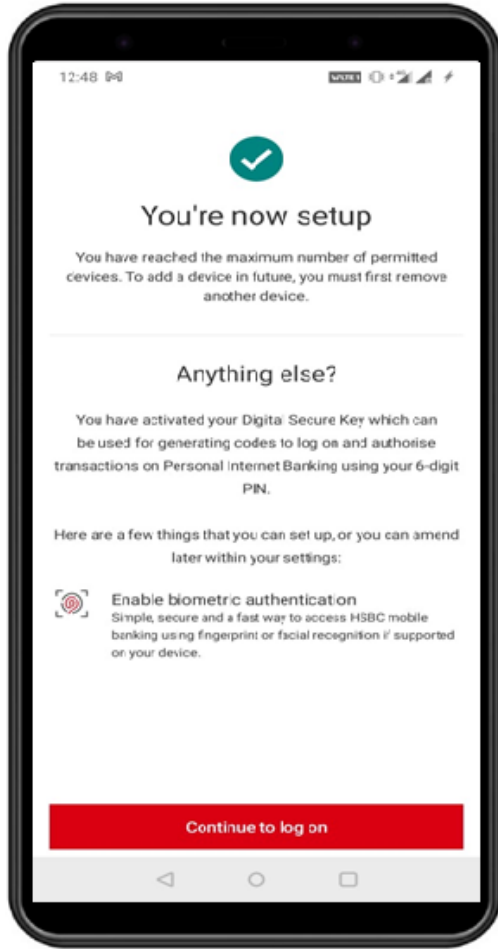
You will receive a one-time activation code by SMS on your registered Mobile number.

Enter your one-time activation code on the Mobile device.

**'Create you 6-digit PIN'.**

Re-enter your 6-digit PIN.





Create a 6-digit PIN.

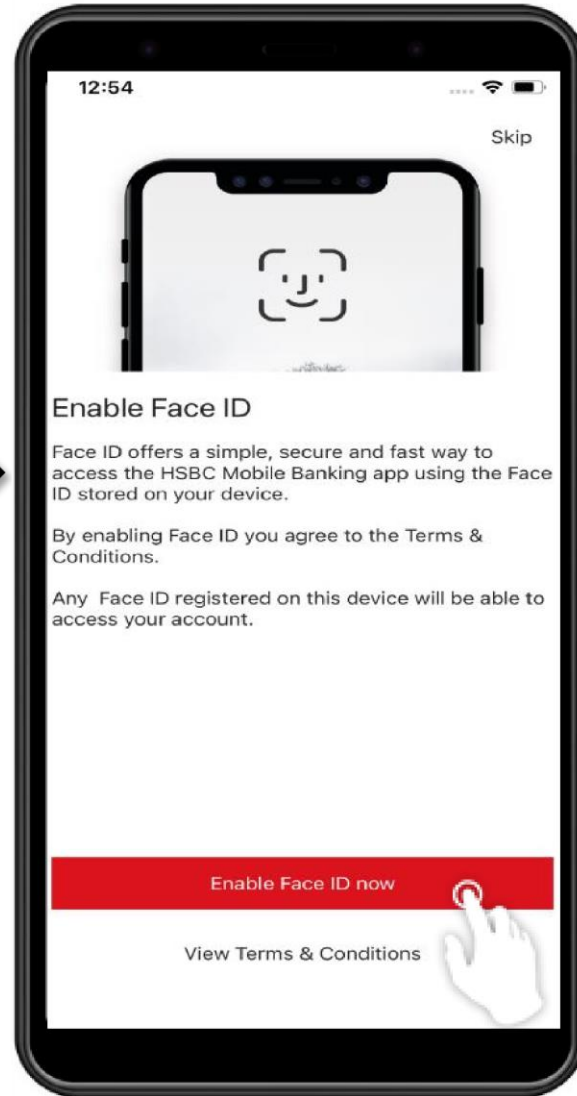
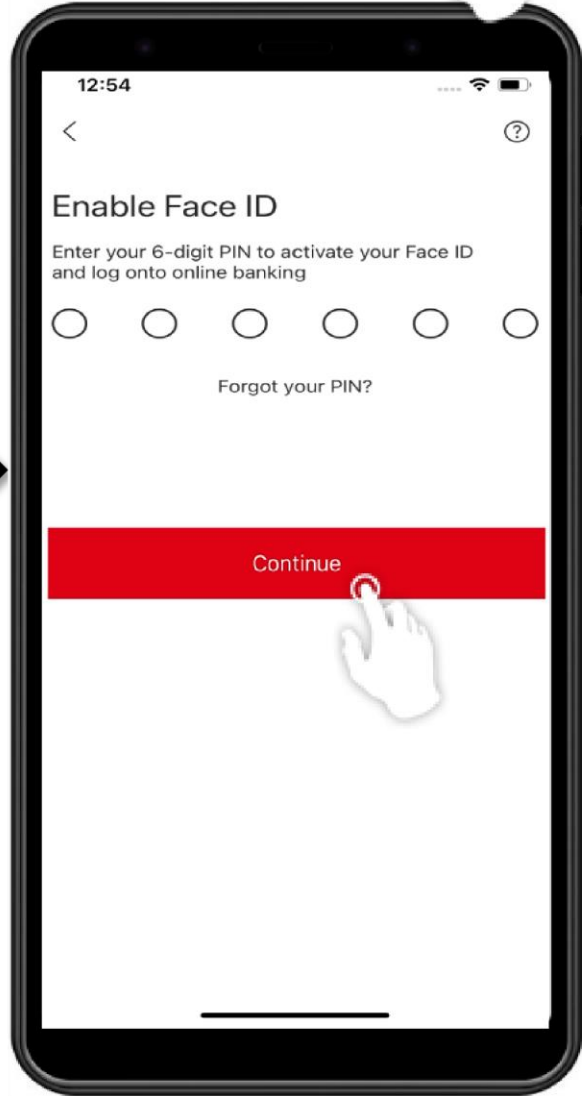
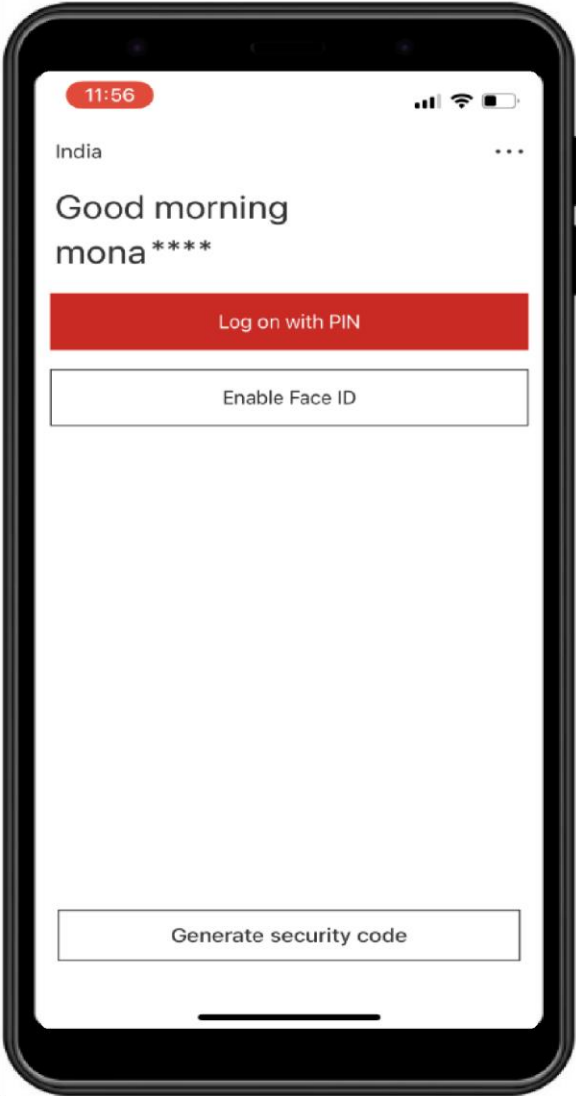
Re-enter your 6-digit PIN.

Mobile Banking and your Digital Secure Key is now set up.

You can now choose to activate biometrics and location services or 'Log on' directly.



# Biometric Authentication set up (Face ID and Touch ID)



Click on '**Enable Face ID**'

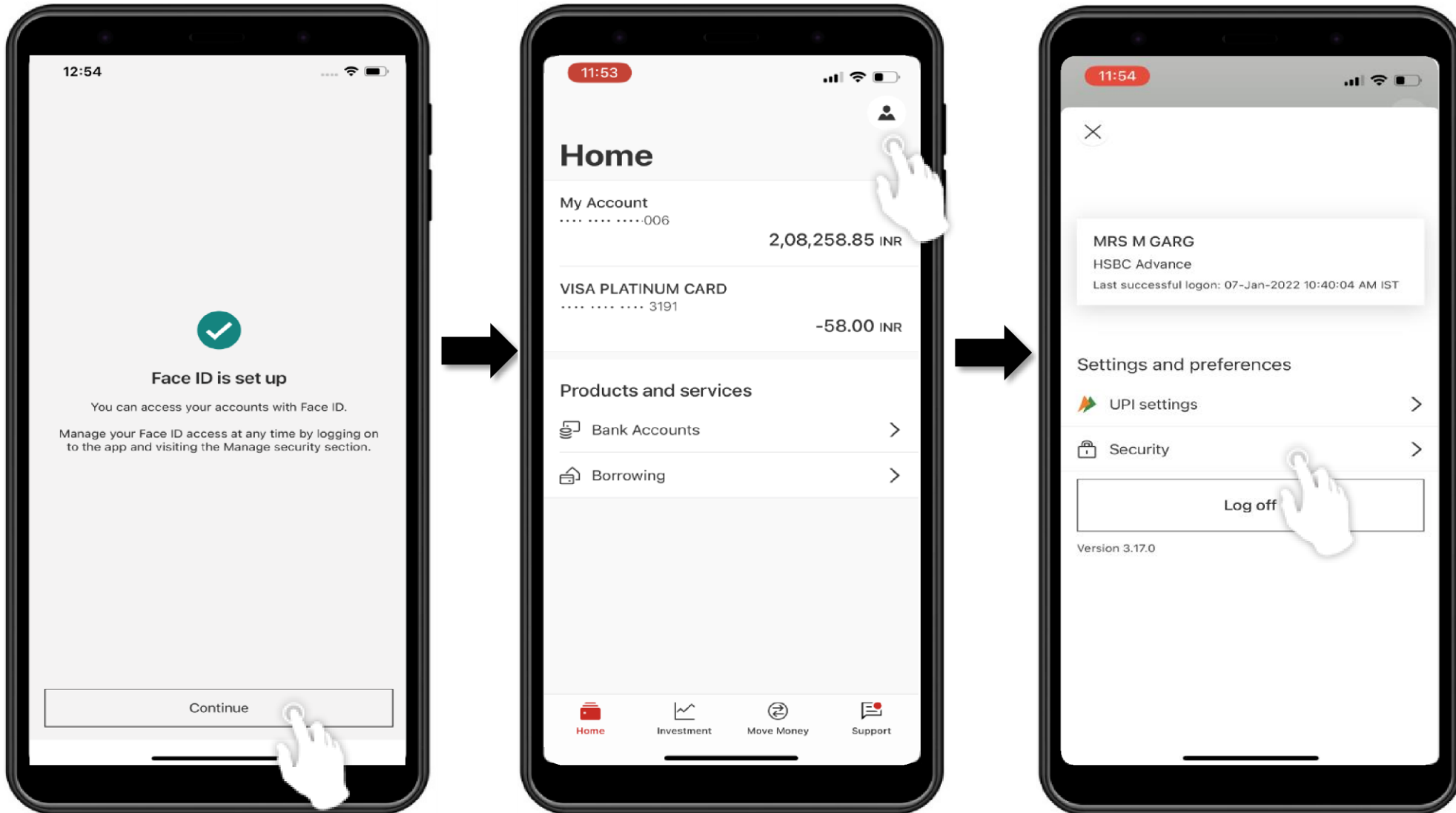
Enter the 6-digit App PIN which the user would have setup earlier.

Click on '**Continue**'

Tap on '**Enable Face ID now**'

Back

Next



PUBLIC

Click on '**Continue**' to complete the set up.

You can also manage your security within the App.

Select '**Profile**' on the top Right hand side.

Select '**Security**'.

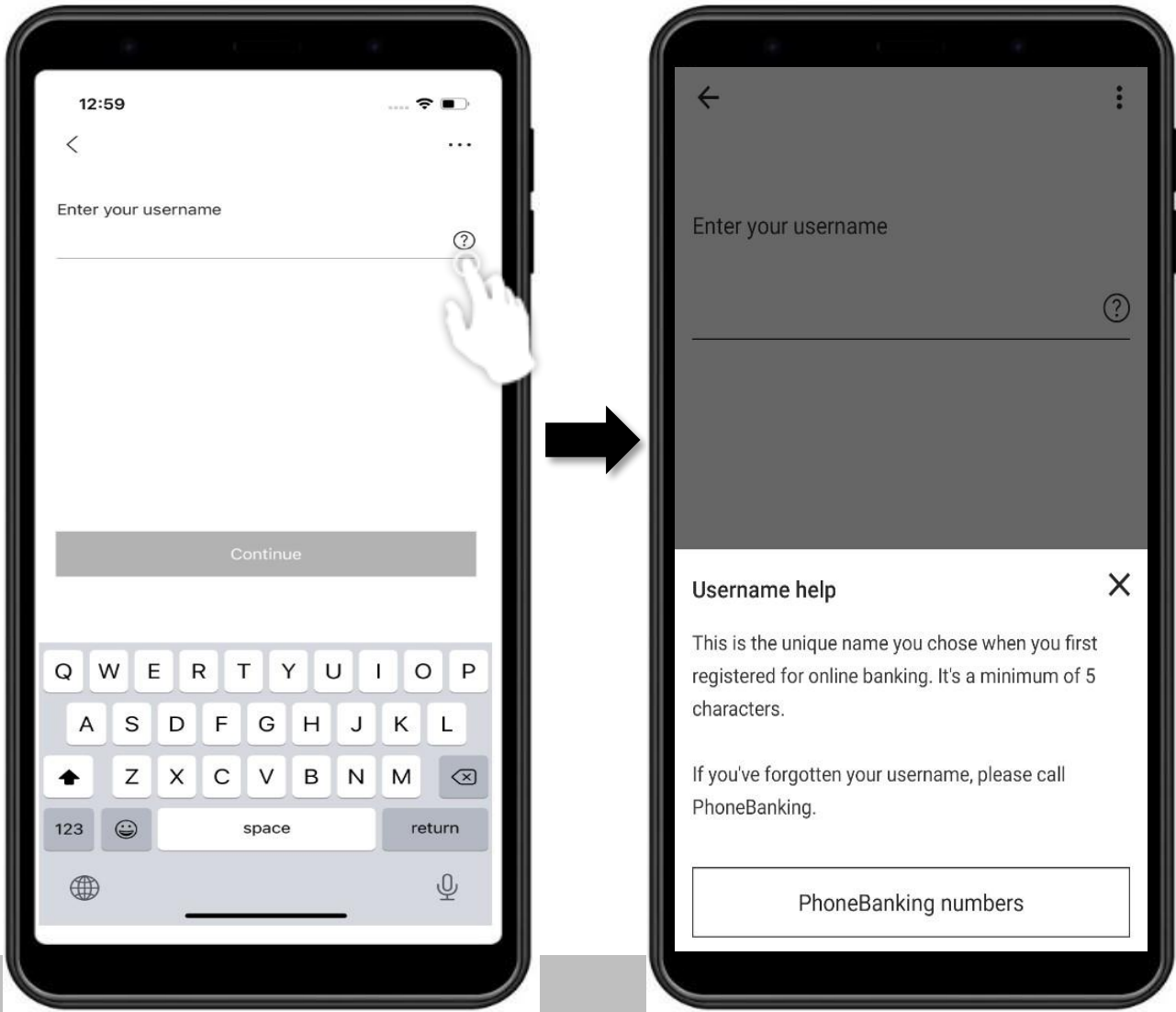
Then, select '**Manage security**'.

Toggle biometric authentication on/off and '**Change PIN**'.

Next



# Troubleshooting



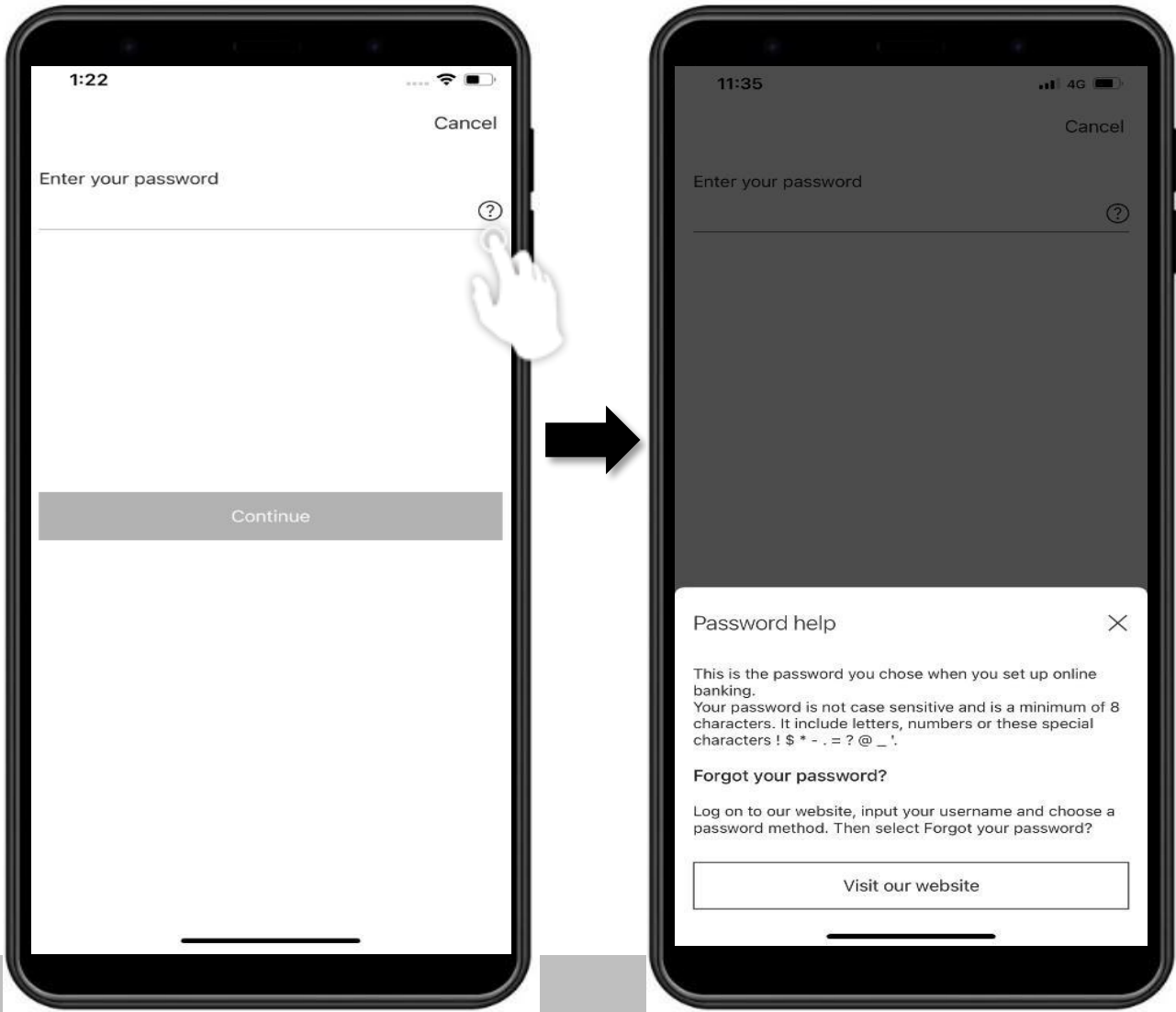
If the customer is unable to remember their username:

Tap the ? symbol

A help dialog is displayed

Back

Next



For help with their password

Tap the **?** symbol.

A help dialog is displayed.

Back

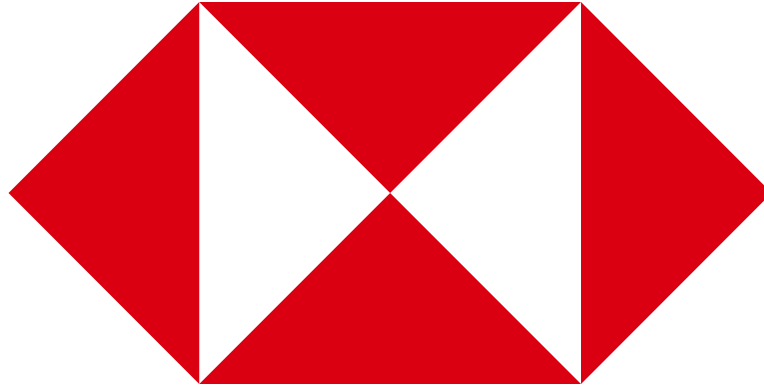
Next



For help For help while creating a PIN

Tap the  symbol.

A help dialog is displayed.



PUBLIC

Back