

# HSBC HK Business Express mobile app

## Mobile Security Key Activation Guide

To activate Mobile Security Key, you are required to log on to HSBC HK Business Express mobile app. Please start with downloading our mobile app if you haven't done so, then you can open the app and follow the below steps:

- 1
- Go to login page to input your username to proceed, select 'Password and verification code sent by SMS and email' and input your first password created previously.

Log on to HSBC Business Express

Enter your username

Continue

Verify your identity by...

Mobile Security Key replaces your security device for a straight-through login to your company account in Business Internet Banking and in our app.

Password and verification code sent by SMS and email

Password and security device

Activate this device with existing Mobile Security Key

Log on to HSBC Business Express

Enter your password

Continue

Forgot your password?

- 2
- Select 'Continue' to proceed.
- 3
- Select a profile<sup>1</sup> for Mobile Security Key activation and select 'Continue'.

Start using your Mobile Security Key

You can activate your Mobile Security Key immediately to log on faster and more securely, and quickly confirm or authorise transactions.

Notes:  
1. To verify your details, you will need the mobile number and email address that you have registered with us.  
2. For each mobile device, you can activate only one Mobile Security Key and link to only one Business Internet Banking username.

Due to security reasons, after activating your Mobile Security Key, high-risk payment transactions using mobile security

Continue

Activate Mobile Security Key

Please select a company profile:

Activate Mobile Security Key

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

Company name

Mobile number

Email address

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

Continue

Select another profile

Remark:  
1. We will send verification codes to the mobile number and email address shown on the screen during the Mobile Security Key activation process, if you do not have access to this email address and mobile number, please select another profile.

(continued)

**4** Input the verification codes sent to your mobile number and email address, select 'Continue' when completed.

Activate Mobile Security Key

1. Verify by SMS

We will send a verification code to this mobile number:

Enter your verification code

The verification code will expire in 95 seconds.

Continue

Send code again (95s)

2. Verify by Email

3. Setup Mobile Security Key PIN

Activate Mobile Security Key

2. Verify by Email

We will send a verification code to this email address

Enter your verification code

Continue

Send code again (97s)

3. Setup Mobile Security Key PIN

**5** Create a strong PIN as instructed, select 'Complete verification' and your Mobile Security Key will be activated. Learn how to logon to Business Internet Banking and our app with Mobile Security Key [here](#).

Activate Mobile Security Key

3. Setup Mobile Security Key PIN

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)

Enter your Mobile Security Key PIN

Enter a 6-digit PIN

Your 6-digit PIN should:

Contain 6 numbers (0-9)

Not start with 0

Include no more than two of the same number (e.g. 111)

Include no more than three ascending or descending digits (e.g. 1234)

Not contain repeating patterns (i.e. 010101)

Re-enter your Mobile Security Key PIN

Re-enter your 6-digit PIN

Complete verification

Mobile Security Key for successfully activated

You can activate Mobile Security Key with another Business Internet Banking username on a different mobile device.

Once you have logged on to HSBC Business Express, you can enable or disable your Mobile Security Key at any time in 'More > Settings/Registration > Security'.

For security purpose, if your device is lost or stolen, you can deactivate the lost mobile device using another mobile device in 'More > Settings/Registration > Security'.

Due to security reasons, after activating your Mobile Security Key on a new device, making / authorizing payments to Other Beneficiaries, creating / authorizing new Designated Beneficiaries and making / authorizing group payments using autoPay-out will be disabled temporarily on that device for 6 hours.

Done

**6** You can try to enable biometrics authentication<sup>2</sup> to enjoy a faster way to access business account and confirm transactions.

Do more with Face ID

You can make logging on even faster by upgrading your Mobile Security Key with Face ID to log on through facial recognition!

By enabling Face ID you agree to the [Terms and Conditions](#).

Learn more >

Enable Face ID

Enable Face ID later

Remark:  
2. If the mobile device supports biometrics authentication, you will be invited to activate your Face ID/Touch ID/Fingerprint ID the first time you log on to HSBC HK Business Express mobile app.

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