

# STEP BY STEP GUIDE

For first time login to the NEW **online@hsbc**

## Overview

With the introduction of our newly enhanced Internet Banking platform, all our existing Internet Banking users will need to go through 2 simple processes the first time you log onto this new platform.

### 1) Activating Internet Banking

This is a brief one-time setup which existing Internet Banking users need to complete to access the newly enhanced Internet Banking platform. You can choose to change your user name during this process, and proceed to register your security device onto the new platform.

### 2) Setting Up Online Password Reset

Online password reset allows you to reset your new password online without the need to submit any forms to the bank for processing. All you need to do is to preset 2 security questions and answers in order to activate this new function.

This user guide will provide you with the steps on how to complete the above 2 tasks.




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# Activating Internet Banking

## Step 1 Enter your Internet Banking username

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Logon  
Online Registration  
Online Security  
Internet Banking Terms & Conditions

Welcome to online@hsbc | Help

Username/Internet Banking ID

Please enter your Username/Internet Banking ID: LEMONTREE

Continue Cancel


**IMPORTANT NOTICE - EMAIL ALERT**

You may have read or heard of fraudulent email that encourage recipients to enter their personal details such as usernames and passwords.

At HSBC, we take the privacy and confidentiality of our customers' information seriously and will never request your personal and financial information via email. If you receive such an email request, please delete it immediately.

Please click [here](#) for more security tips on Spyware, Phishing, Trojan Horse, etc.

## Step 2 Click 'Continue' to proceed

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Logon  
Online Registration  
Online Security  
Internet Banking Terms & Conditions

You are LEMONTREE Please [click here](#) to logon as another user. | Help

**ONE-TIME SETUP**

To enhance security, HSBC is currently upgrading this logon process. You will need to complete a brief one-time set-up to logon to Internet Banking.

Continue


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### Step 3 Enter your Internet Banking Password

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You are **0012433770**. [| Help](#)


[Forgotten your password?](#)

**Enter Existing Password**

Please enter your password.

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### Step 4 This is a **one-time** process only. You will be able to choose a **new** username or opt to continue to use your **existing** username.

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[Print](#)

[| Help](#)

Please create a Username that we will use to identify you every time you log-on to Personal Internet Banking. You can leave this as your existing Internet Banking User ID or create something easy to remember. (e.g. your name) Your Username must be 6 to 20 alphanumeric characters.

**Enter new Username**

Username

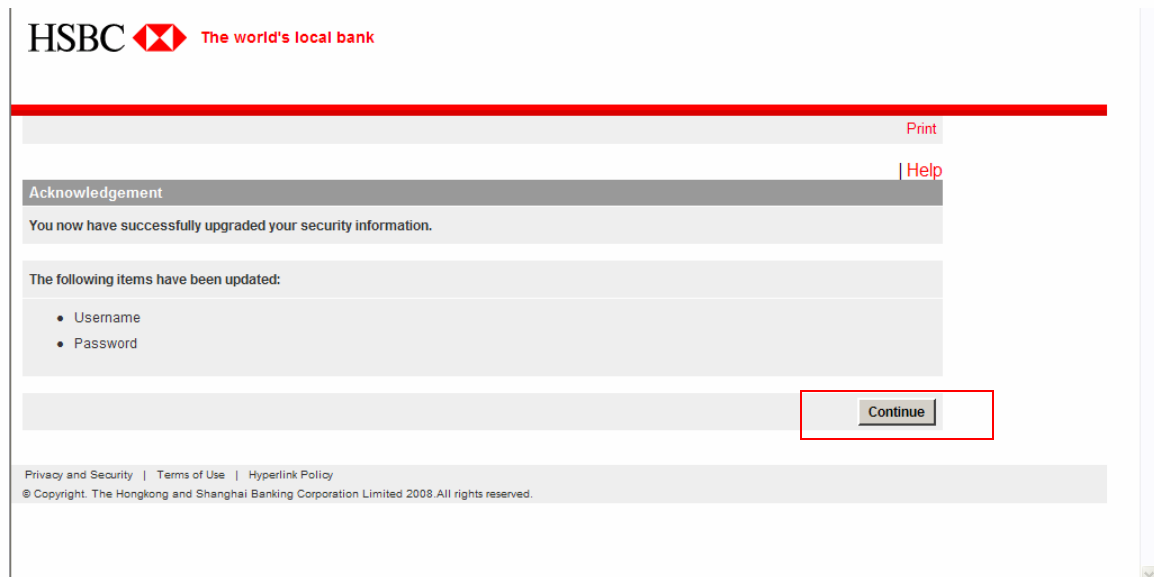
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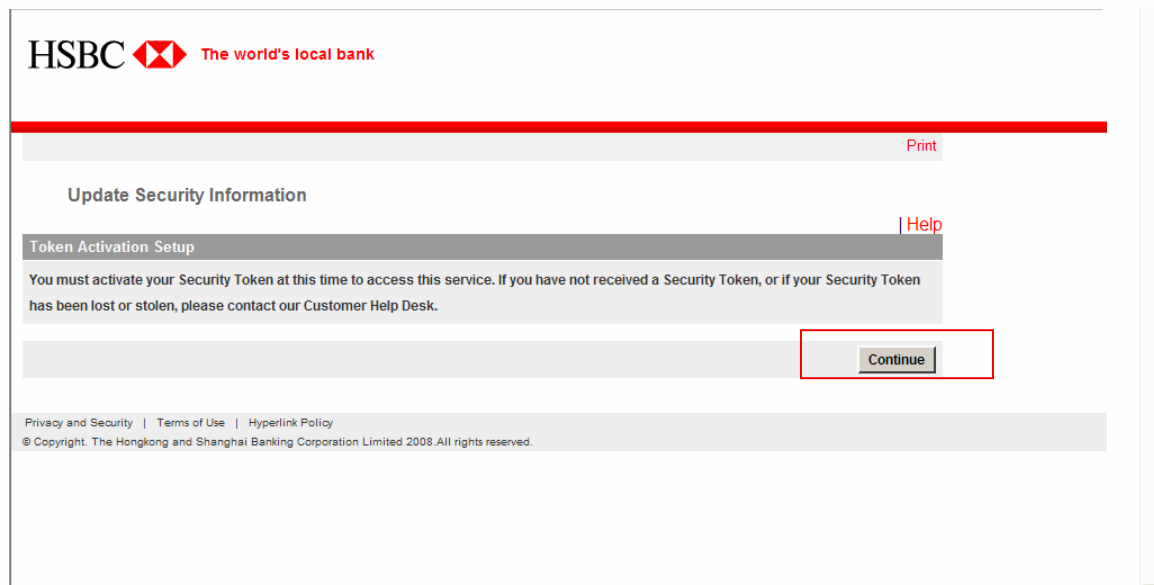
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**Step 5** Once you have updated your internet banking username and password, you will receive this acknowledgement page. Click on 'Continue' to proceed.



The screenshot shows the HSBC website header with the logo and tagline "The world's local bank". Below the header is a red horizontal bar. Underneath, there is a "Print" link. A grey bar contains the heading "Acknowledgement" and a "Help" link. The main content area states: "You now have successfully upgraded your security information." Below this, it says "The following items have been updated:" followed by a bulleted list: "Username" and "Password". At the bottom of the content area is a "Continue" button, which is highlighted with a red box. The footer contains links for "Privacy and Security", "Terms of Use", and "Hyperlink Policy", along with a copyright notice: "© Copyright. The Hongkong and Shanghai Banking Corporation Limited 2008. All rights reserved."

**Step 6** You will then be required to activate your Security Device onto the new platform. Please ensure you have your Security Device in hand and click on 'Continue' to proceed.



The screenshot shows the HSBC website header with the logo and tagline "The world's local bank". Below the header is a red horizontal bar. Underneath, there is a "Print" link. A grey bar contains the heading "Update Security Information" and a "Help" link. The main content area states: "Token Activation Setup" followed by "You must activate your Security Token at this time to access this service. If you have not received a Security Token, or if your Security Token has been lost or stolen, please contact our Customer Help Desk." At the bottom of the content area is a "Continue" button, which is highlighted with a red box. The footer contains links for "Privacy and Security", "Terms of Use", and "Hyperlink Policy", along with a copyright notice: "© Copyright. The Hongkong and Shanghai Banking Corporation Limited 2008. All rights reserved."



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**Step 7** Input the Serial Number found at the back of your Security Device. Then input the Serial Code that will be randomly generated every time you use your Security Device.


Update Security Information [Help](#)

Token Activation Setup

Please enter your serial number and security code to activate your token.


Serial number:

serial number



Security code:


security code



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## Setting Up Online Password Reset

**Step 8** You will then be given a choice to set up your password reset questions, or skip the process altogether. Please note that you are only allowed to skip the set up 3 times before it will be made compulsory the next time you log into Internet Banking

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Setup online reset information [Help](#)

Online Password Reset Setup Confirmation

To enhance security, HSBC is currently upgrading the logon process for Internet Banking. You will be required to enter two pairs of "Security Question and Answer" to reset your password online. These 2 security answers will be used to identify you in the event that you need to reset your password online. You may continue if you would like to defer this process. Would you like to complete this process?

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**Step 9** Choose 2 security questions from a set of preset questions and provide a memorable answer to each of the questions.

Setup online reset information [Help](#)

**Online Password Reset**

You will be required to enter two pairs of "Security Question and Answer" to reset your password online. Choose Security Questions from the list below and complete the answer (3 to 30 characters) to your selected questions.


Security question 1	<input type="text" value="Name a memorable city or country"/>
Security answer 1	<input type="text" value="....."/> (3-30 characters)
Confirm security answer 1	<input type="text" value="....."/> (3-30 characters)
Security question 2	<input type="text" value="Quote a telephone number"/>
Security answer 2	<input type="text" value="....."/> (3-30 characters)
Confirm security answer 2	<input type="text" value="....."/> (3-30 characters)

Security Answers are NOT CASE SENSITIVE. They may contain Alphanumeric (A-Z, 0-9) plus special characters (@, underscore (\_), hyphen (-), apostrophe ('), space ( ) and period (.)).

In order for us to verify your identity during online reset of your password, you will need your Security Question/Answer.

[Continue](#)

**Step 10** Security questions set up is completed successfully. Please click on 'Continue' to proceed.

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**Acknowledgement**

Your Security Questions and Answers have been successfully setup.

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**Step 11** Please read through the Terms & Conditions before accepting.

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**Terms and Conditions**

Term and Conditions

YOU MUST READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THE SERVICES. BY REGISTERING AND USING THE SERVICES, YOU SHALL BE DEEMED TO HAVE ACCEPTED AND BE BOUND BY ALL THESE TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR HSBC'S PERSONAL INTERNET BANKING SERVICES  
online@hsbc - Personal Internet Banking Customers

IMPORTANT: Please note carefully your security duties. See Clauses 3, 4 and 10 below. If you breach any of your security duties you may be liable for transactions even if you did not authorise them.

Register for Interactive Banking Services:

Please read the above Terms and Conditions carefully. These are provided to verify you have read and understand the data relative to the terms and conditions of this service. If you accept them, click on Accept. Otherwise click on Reject to exit the HSBC Internet Banking registration. You may print these documents for your files if you wish.

You are now successfully logged into our new and improved Internet Banking services.



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