

Creating mobile banking password



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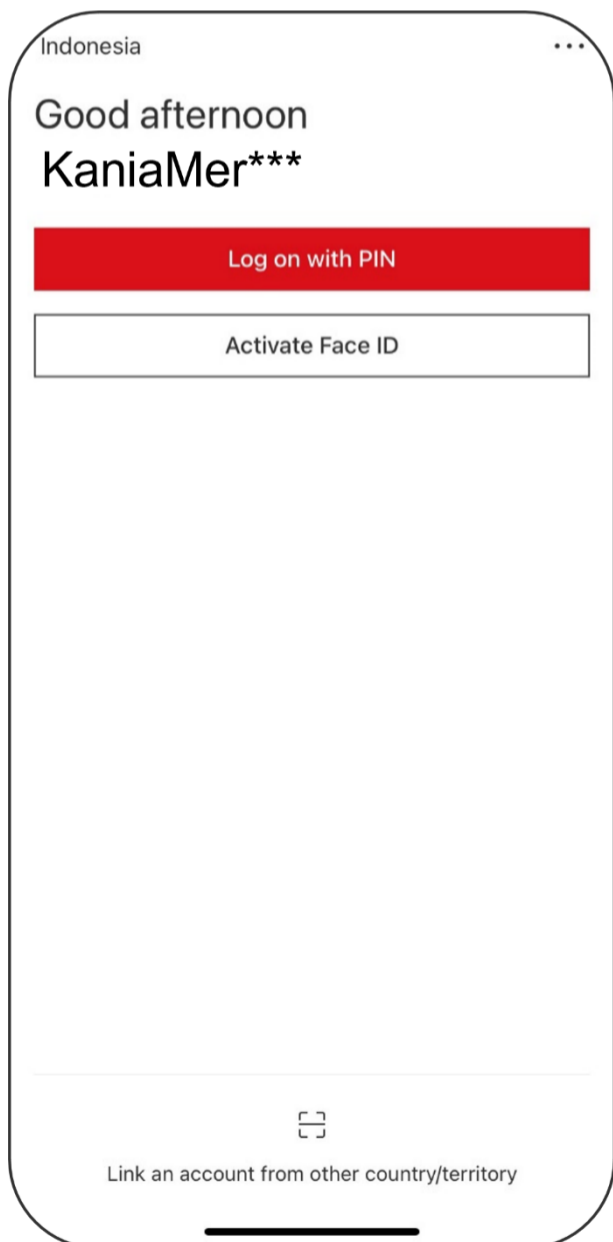
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Logged-in customers

■ Logged-in customers

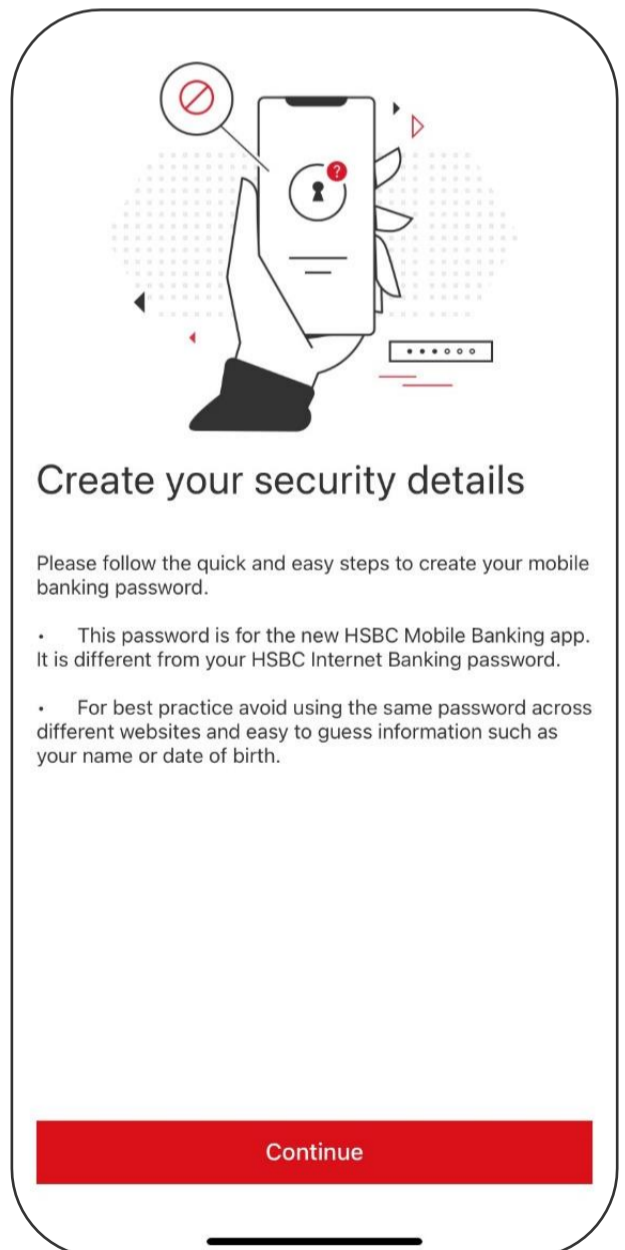
Step 1,

Log on to your mobile banking with PIN or biometric.



Step 2,

You will be shown a notification to create a new mobile banking password.




■ Logged-in customers


Step 3,


Create your mobile banking password (8 to 30 alphanumeric characters).

<

Create mobile banking password

Create password 


 Your password must be between 8 to 30 alphanumeric characters.

Confirm password 

Continue

Step 4,

You're all setup and can continue as usual.



You're now setup

You've successfully create your mobile banking password.

You can continue to access your account using this password.

Continue

Customers with security device

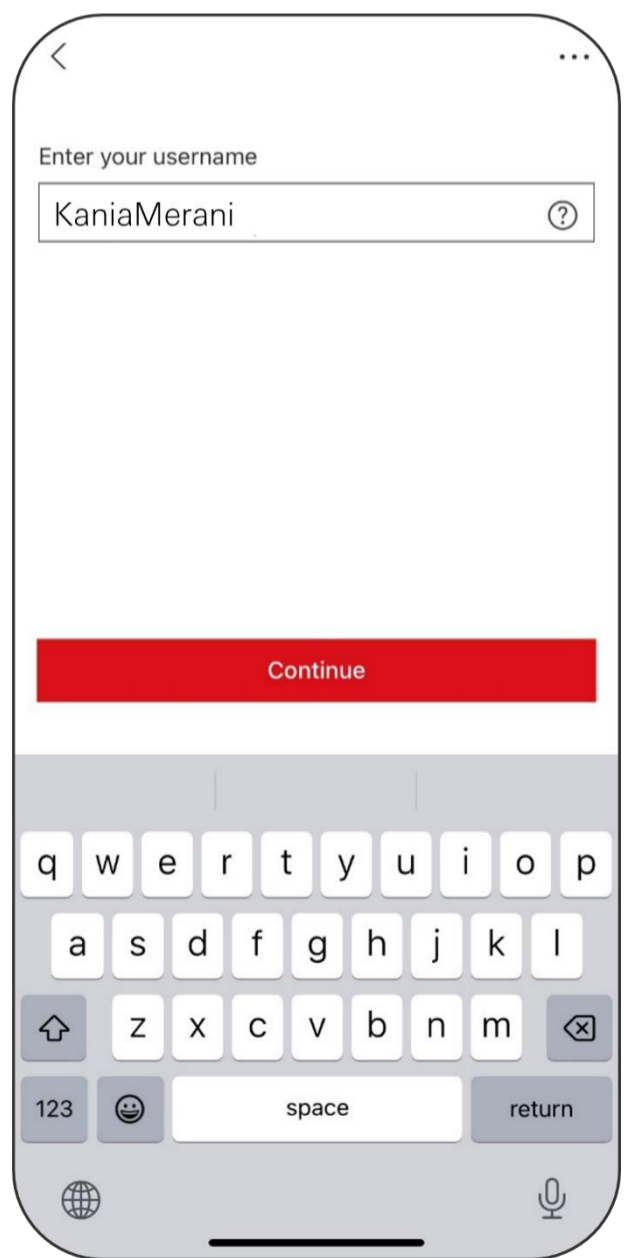
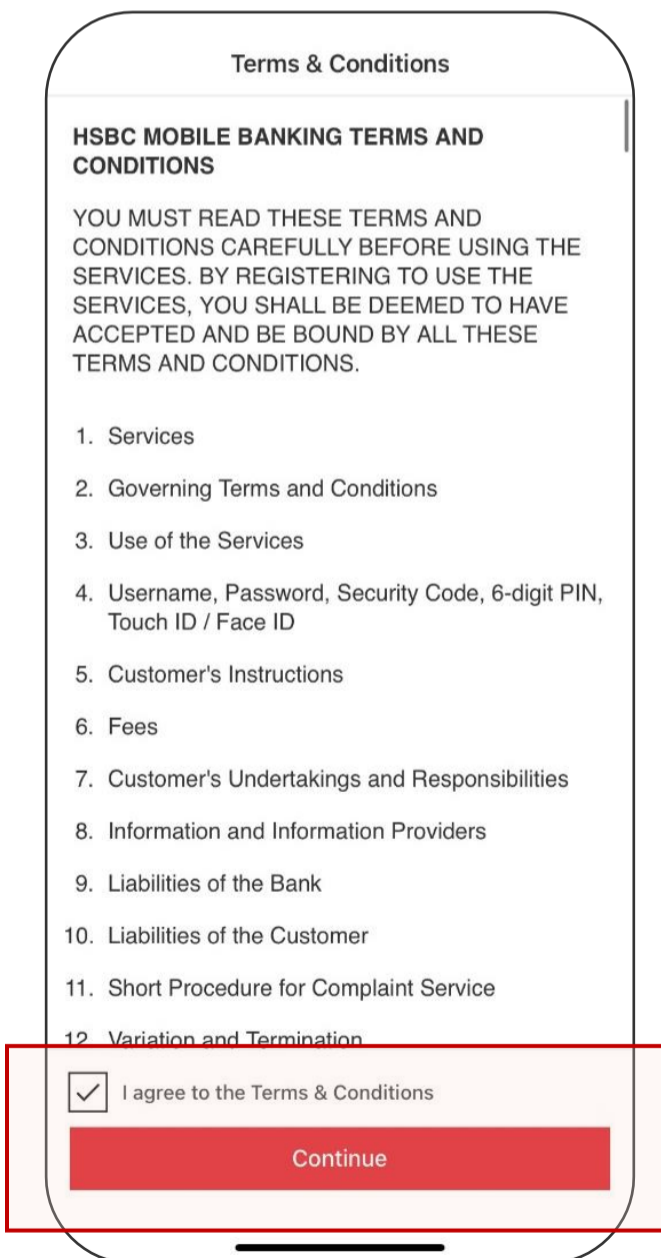
Customers with security device

Step 1,

Read and agree to the T&C of HSBC Indonesia Mobile Banking.

Step 2,

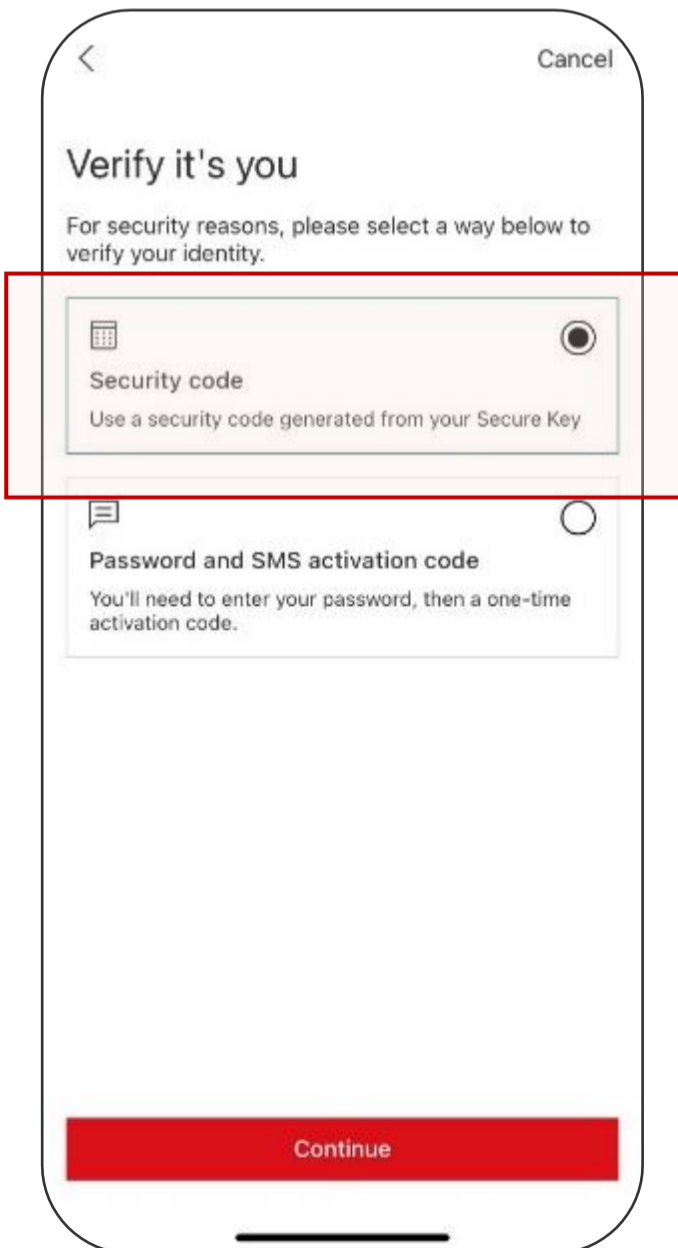
Input your digital banking username.



Customers with security device

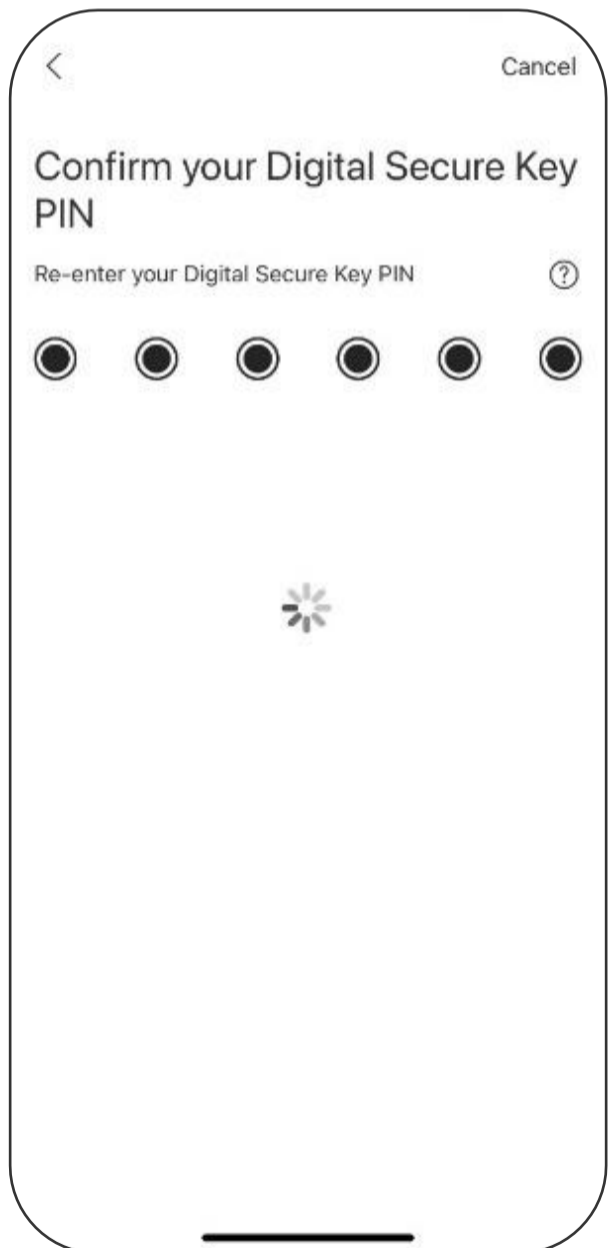
Step 3,

Choose 'Security code' as verification method and proceed by inputting the six-digit code shown on your security device.



Step 4,

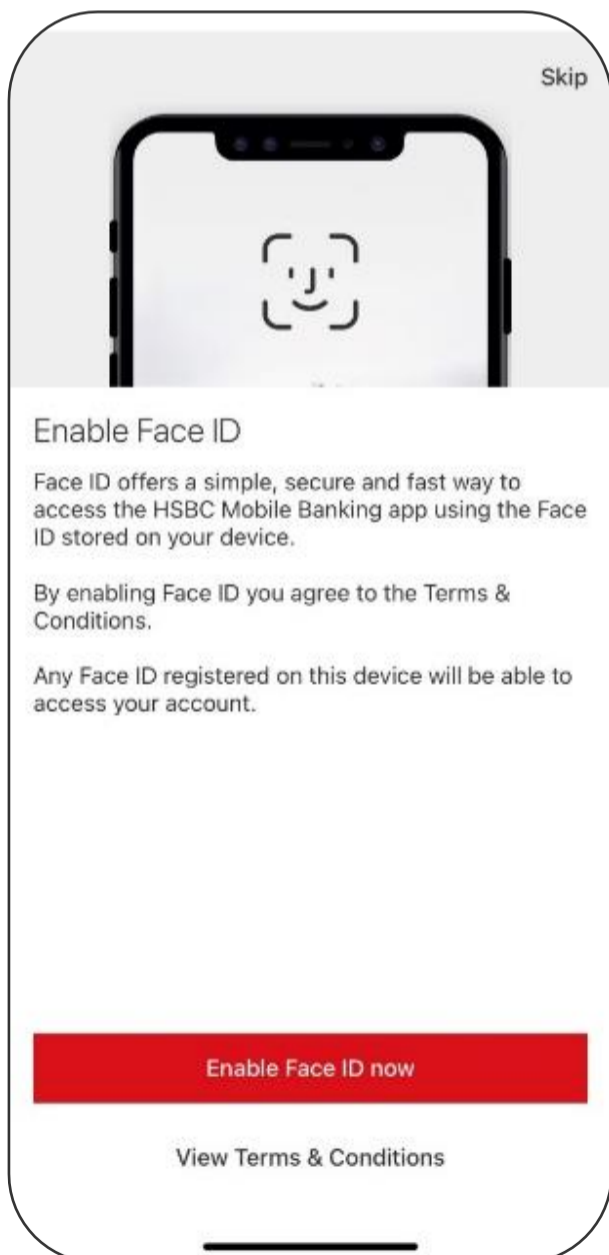
Create your mobile banking PIN.



Customers with security device

Step 5,

Enable your biometric (optional).



Step 6,

You will be shown a notification to create a new mobile banking password.



Customers with security device

Step 7,

Create your mobile banking password (8 to 30 alphanumeric characters).

<

Create mobile banking password

Create password

i Your password must be between 8 to 30 alphanumeric characters.

Confirm password

Continue

Step 8,

You're all setup and can continue to the Home tab.

You're now setup

You've successfully create your mobile banking password.

You can continue to access your account using this password.

Continue

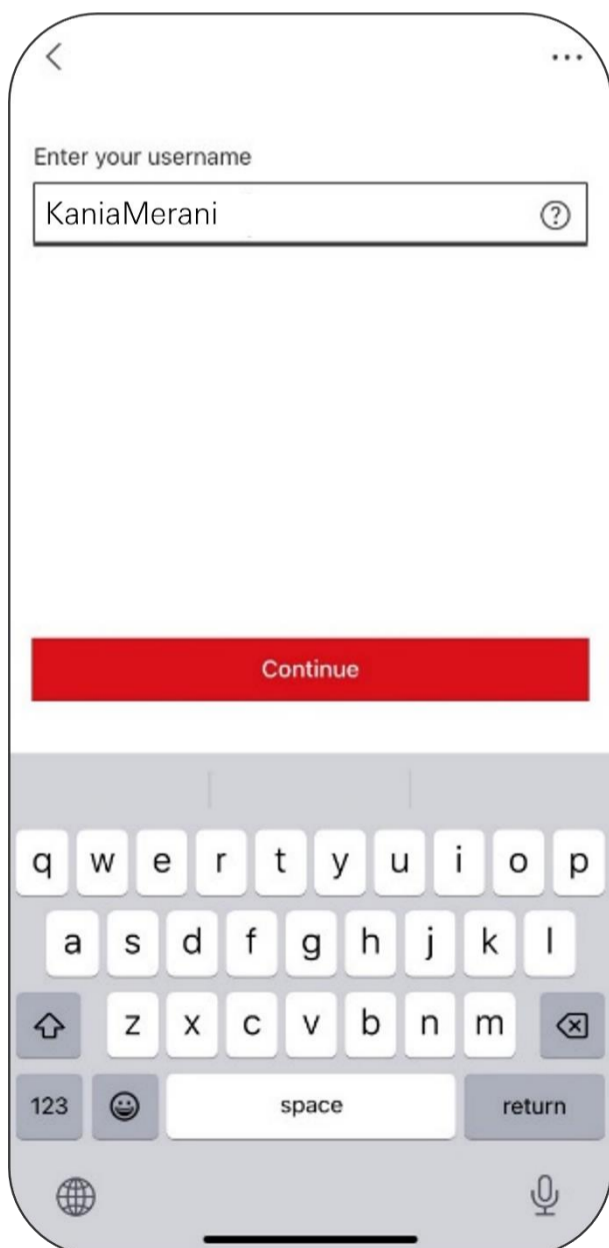


Logged-out customer without access to registered security device

Logged-out customer without access to registered security device

Step 1,

Input your digital banking username.



Step 2,

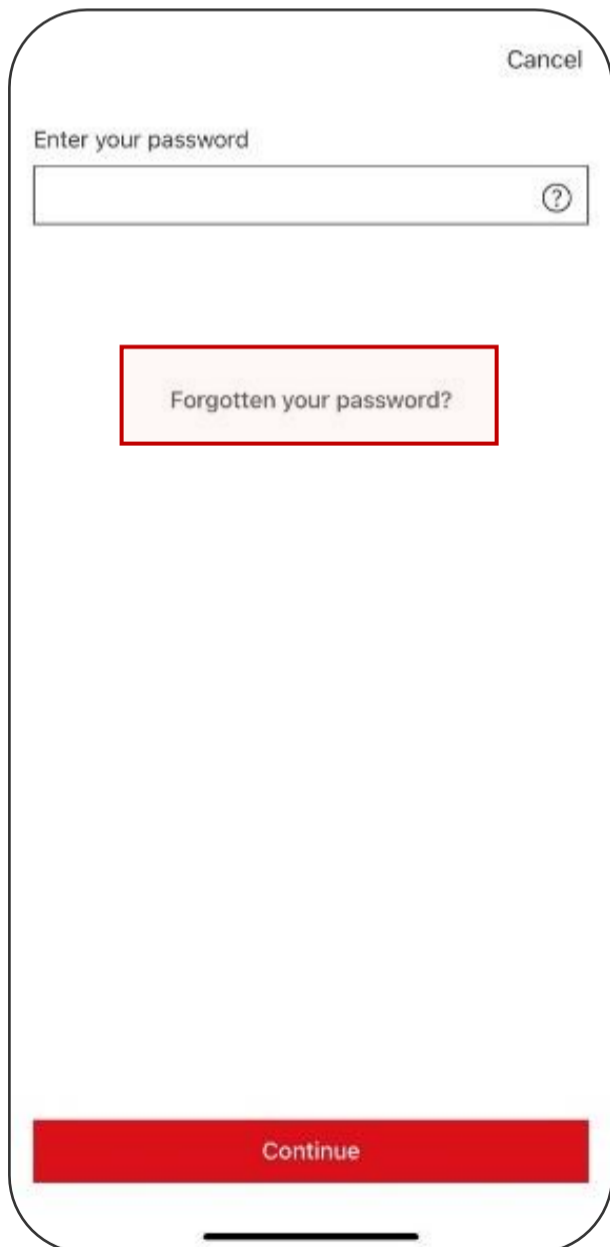
Choose 'Password and SMS activation code' as verification method.



Logged-out customer without access to registered security device

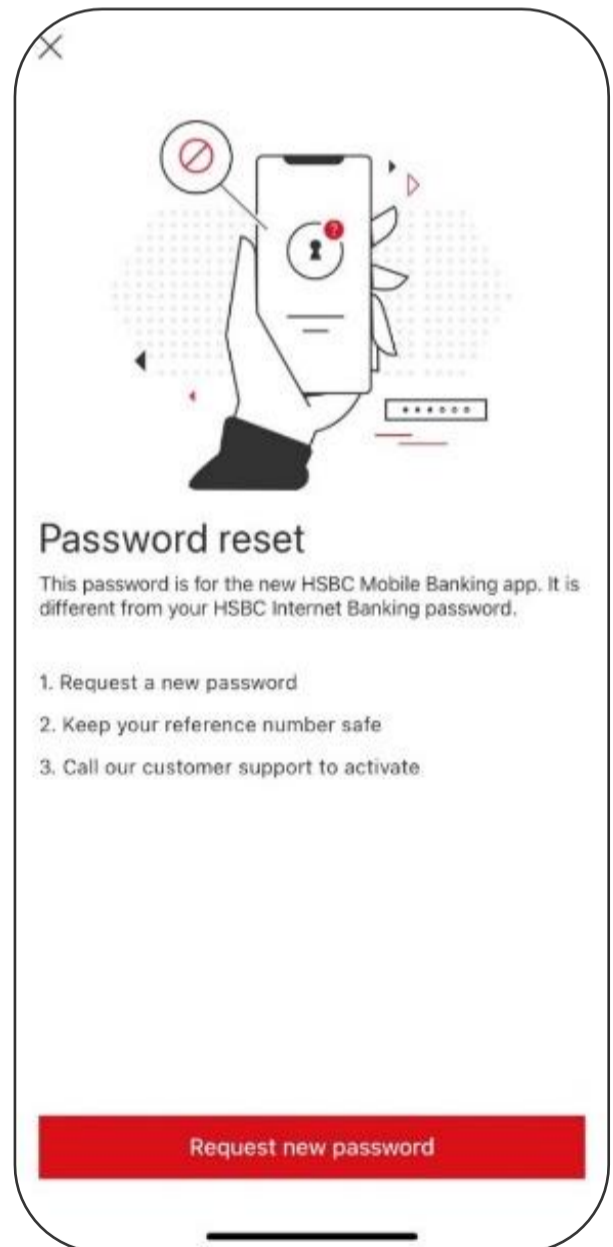
Step 3,

Click 'Forgotten your password'.



Step 4,

You will receive a prompt to create a new password.




Logged-out customer without access to registered security device


Step 5,


Create your mobile banking password (8 to 30 alphanumeric characters).

<

Create mobile banking password

Create password 

 Your password must be between 8 to 30 alphanumeric characters.

Confirm password 

Continue

Step 6,

You will receive reference code. Call Contact Centre (Premier: 1500 700 or Advance: 1500 808) to verify the code.



You've requested a new password

Your reference number

HIMO-N243-4729-B22B

What's Next?

Please contact us to complete the process

1. Keep your reference number safe
2. Call us to verify your information
3. We will activate your new password

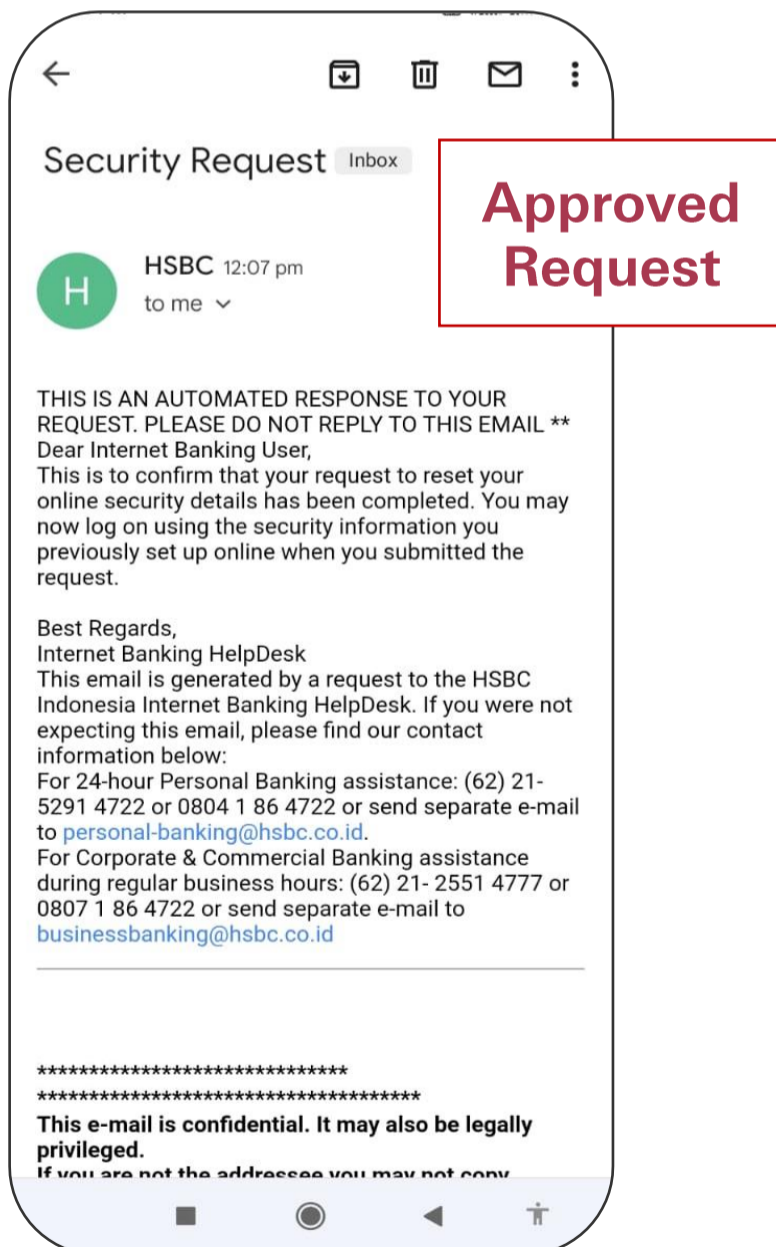
Call us

Return to log on

Logged-out customer without access to registered security device

Step 7,

Once verified, you will receive a notification email and you can log into to the app with your new password.



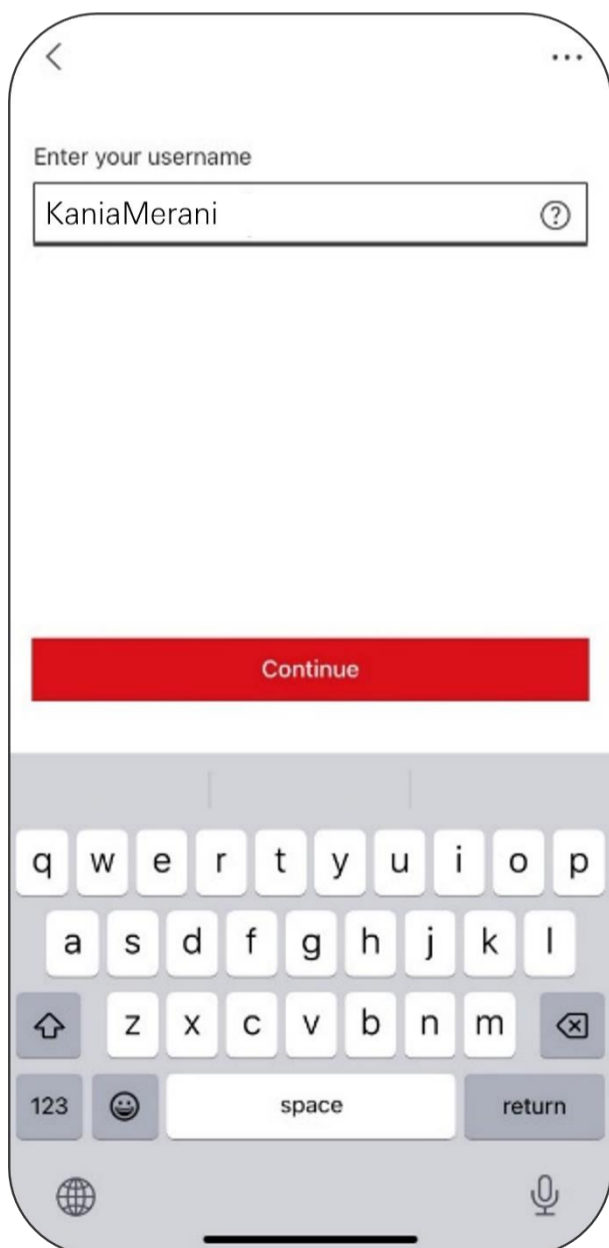


Customers without any registered security device

Customers without any registered security device

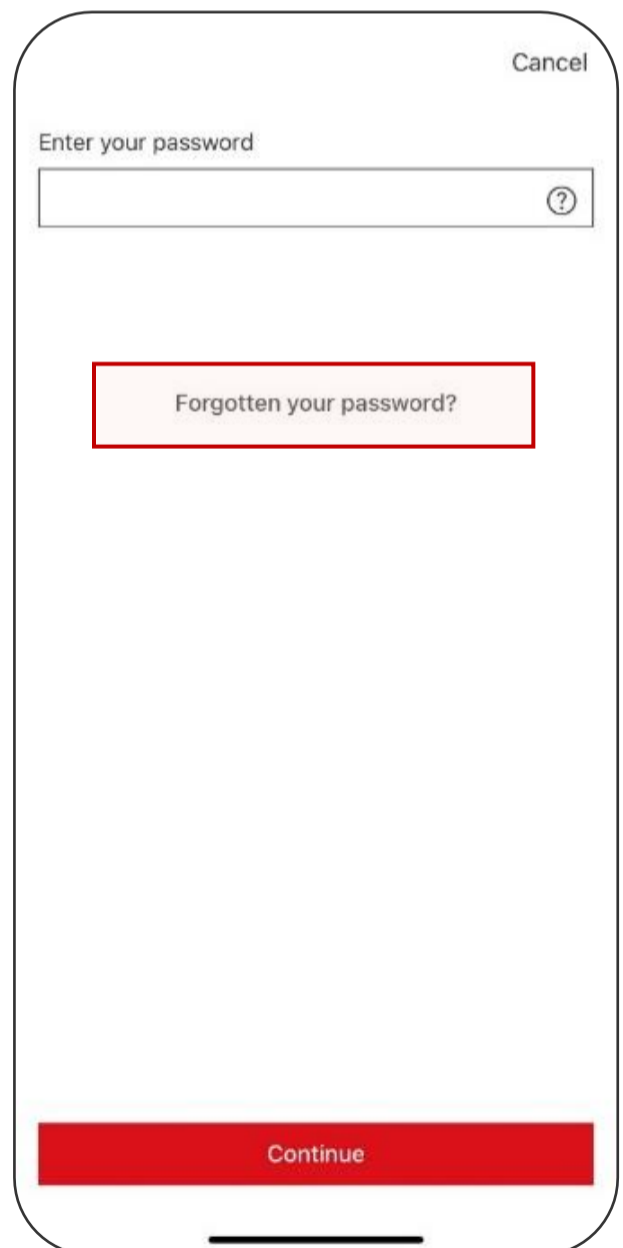
Step 1,

Input your digital banking username.



Step 2,

Click 'Forgotten your password'.



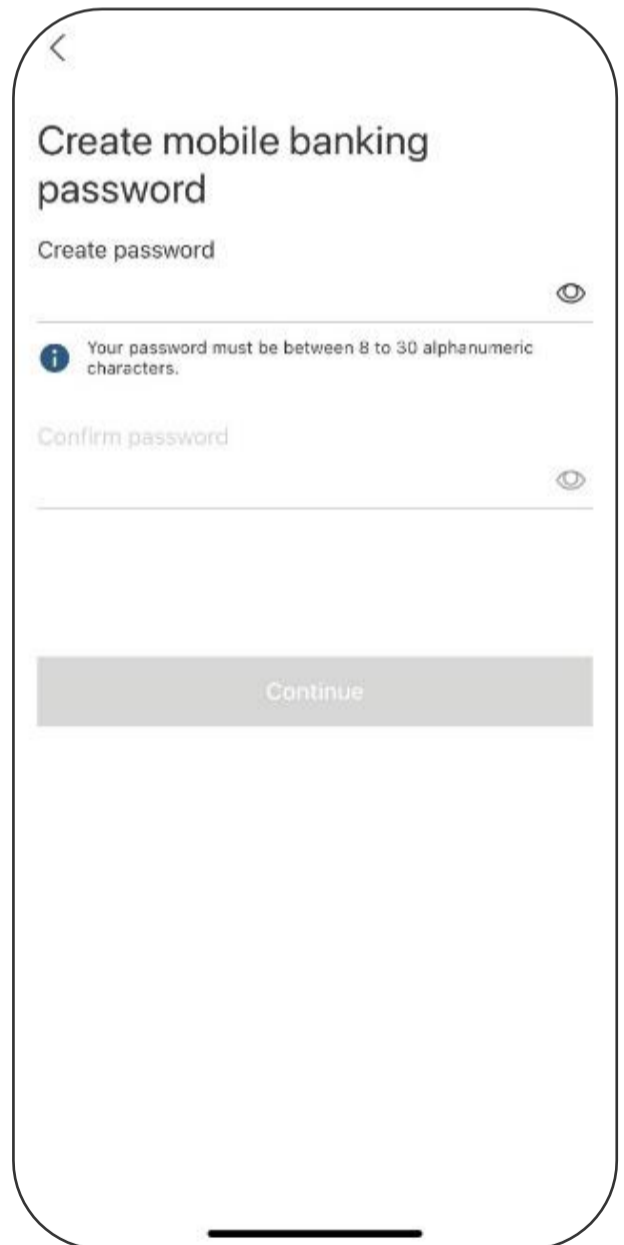
Customers without any registered security device

Step 3,

You will receive a prompt to create a new password.

Step 4,

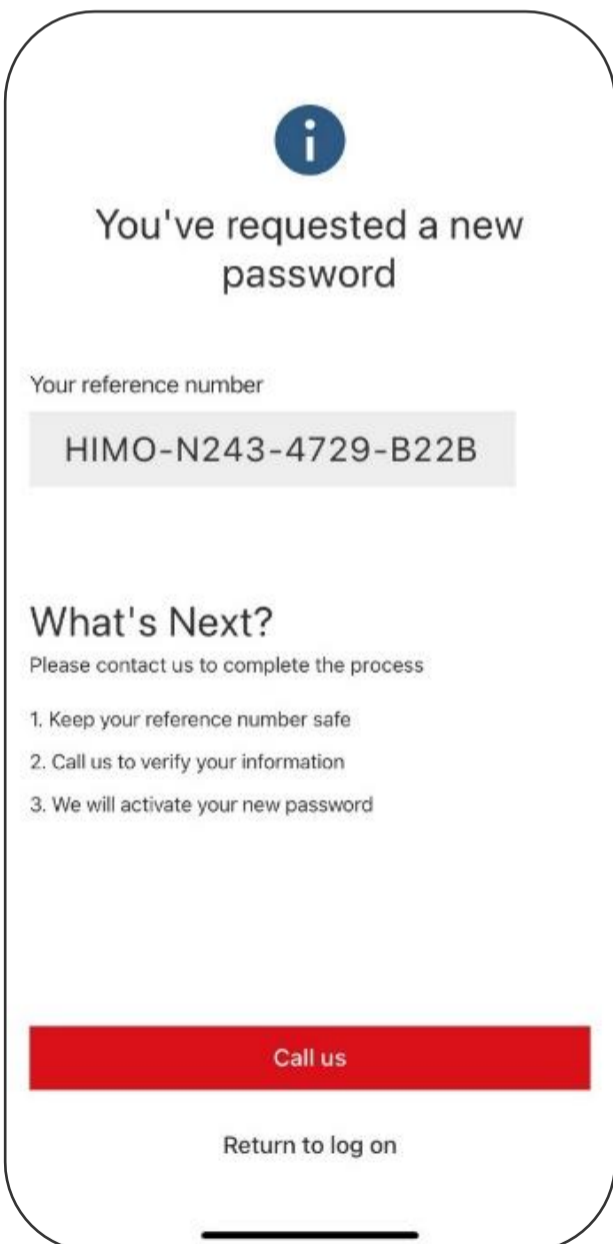
Create your mobile banking password (8 to 30 alphanumeric characters).



Customers without any registered security device

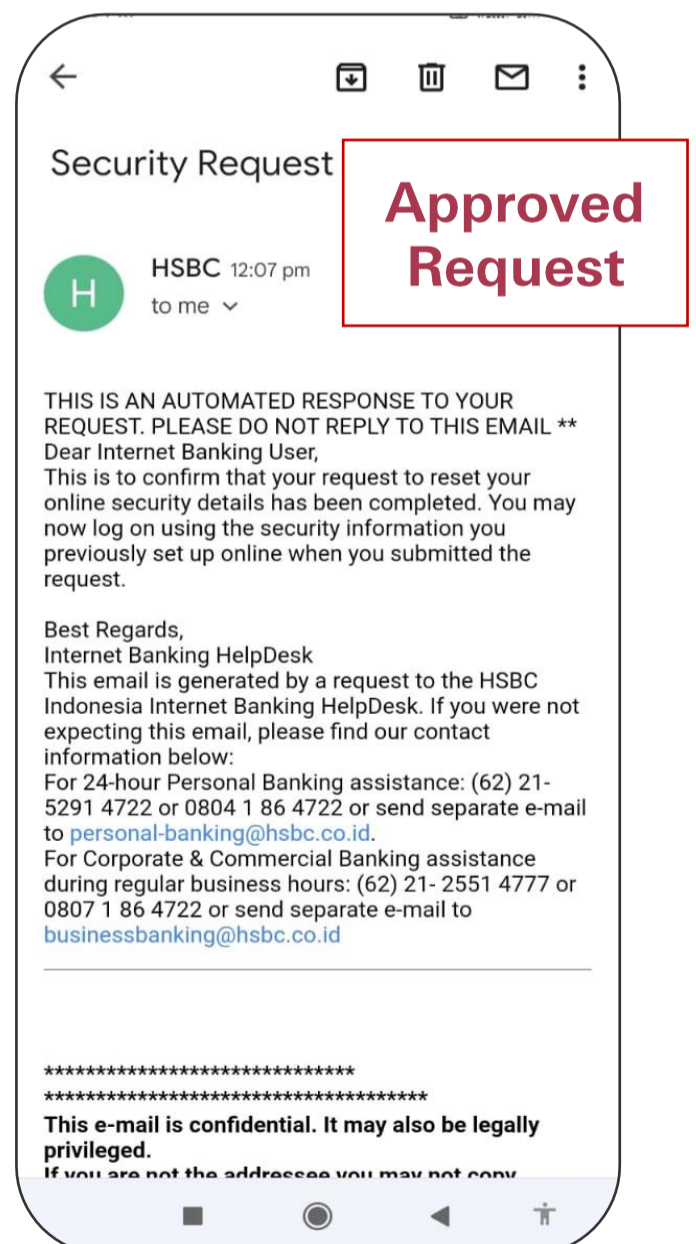
Step 5,

You will receive reference code. Call Contact Centre (Premier: 1500 700 or Advance: 1500 808) to verify the code.



Step 6,

Once verified, you will receive a notification email and you can log into to the app with your new password.

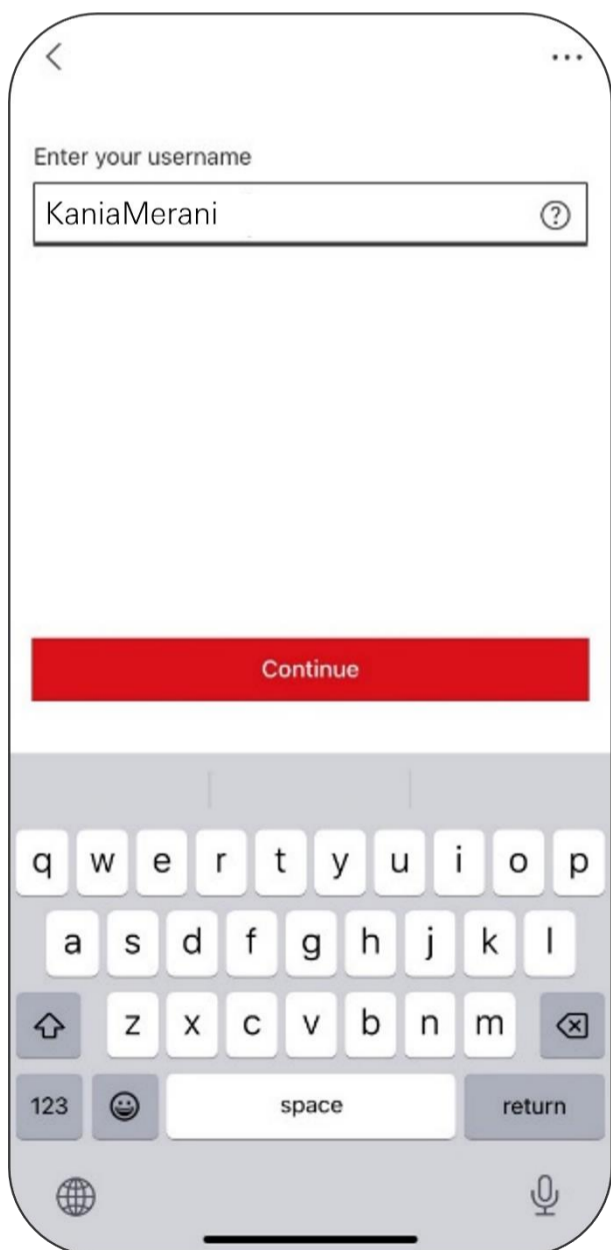


Customers with mobile banking password

Customers with mobile banking password

Step 1,

Input your digital banking username.



Step 2,

Choose 'Password and SMS activation code' as verification method.



Customers with mobile banking password

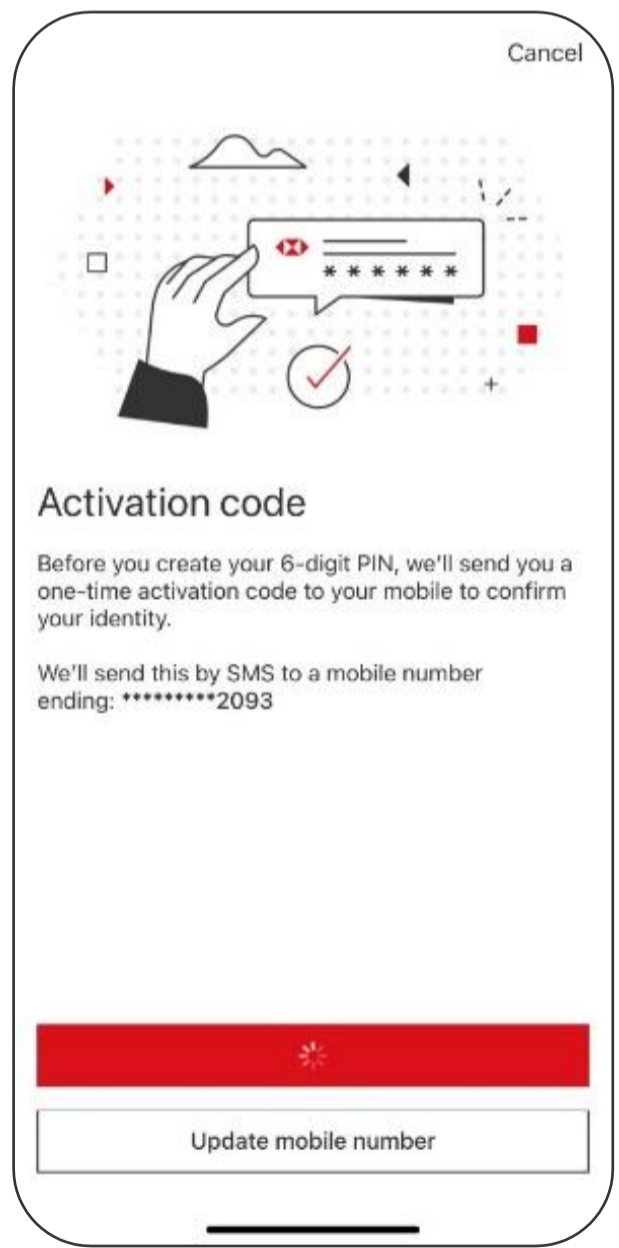
Step 3,

Enter your mobile banking password.



Step 4,

A prompt will be shown for you to request an activation code.



Customers with mobile banking password

Step 5,

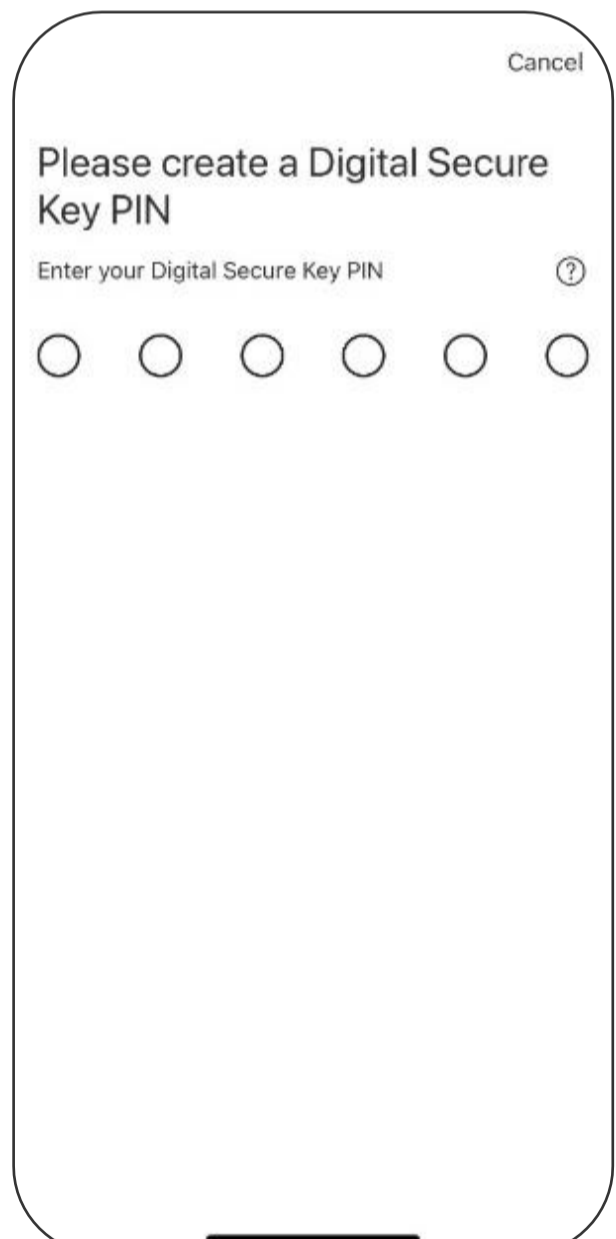
You will receive the code via SMS. Please input the six-digit activation code.



A mobile app interface for entering an activation code. At the top right is a "Cancel" button. The main heading is "Enter activation code". Below it, a message states: "Your code has been sent to the mobile number *****2093". A label "Enter your activation code" is positioned above a text input field containing the code "301025". Below the input field, the text "Not received a code?" is displayed above a loading spinner icon. At the bottom, there is a grey button labeled "Request a new code".

Step 6,

Create your mobile banking PIN.

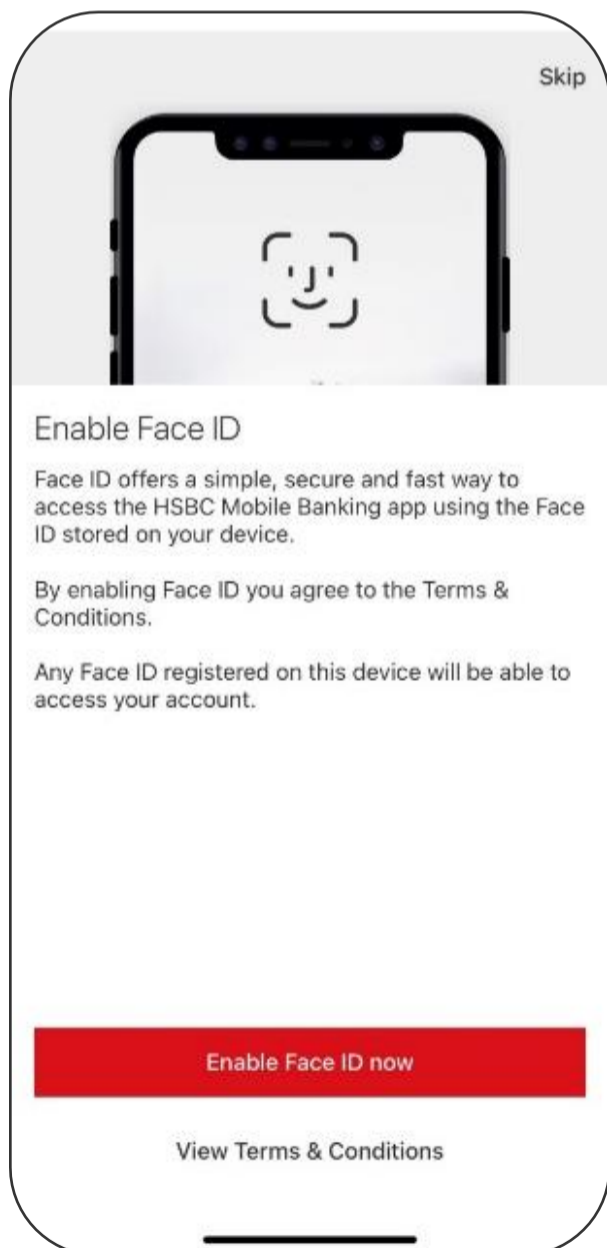


A mobile app interface for creating a Digital Secure Key PIN. At the top right is a "Cancel" button. The main heading is "Please create a Digital Secure Key PIN". Below it, a label "Enter your Digital Secure Key PIN" is followed by a help icon (a question mark in a circle). Below this, there are six empty circular input fields for the PIN digits. At the bottom, there is a grey button labeled "Request a new code".

Customers with mobile banking password

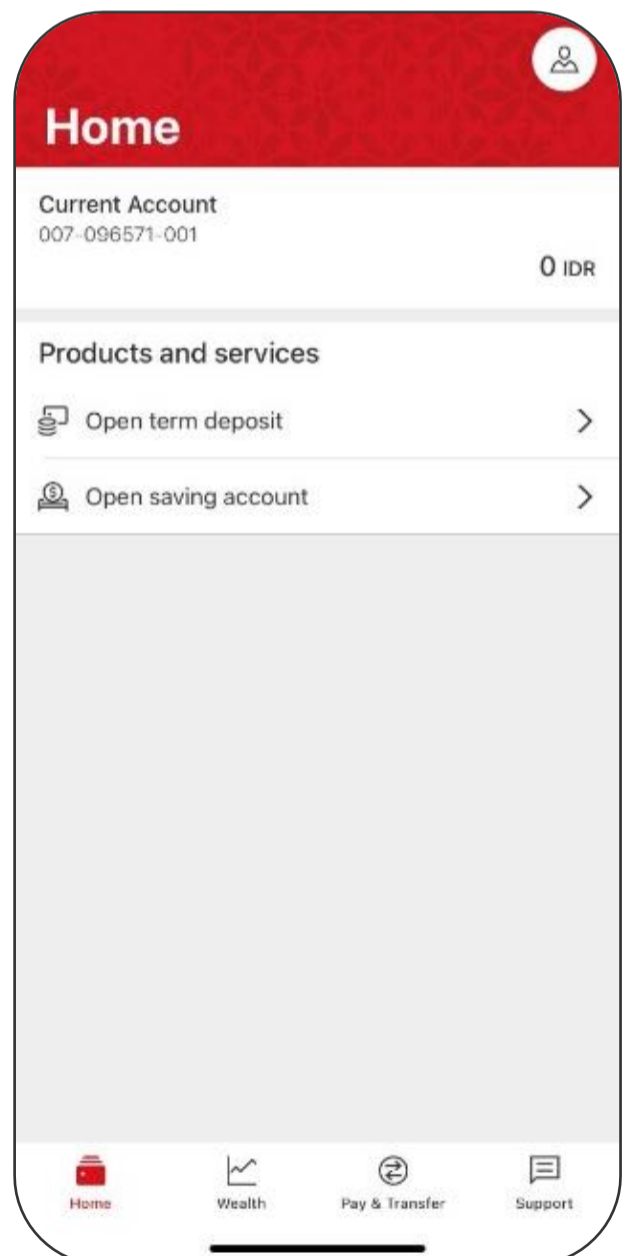
Step 7,

Set up biometric login (optional).



Step 8,

You can proceed as usual.

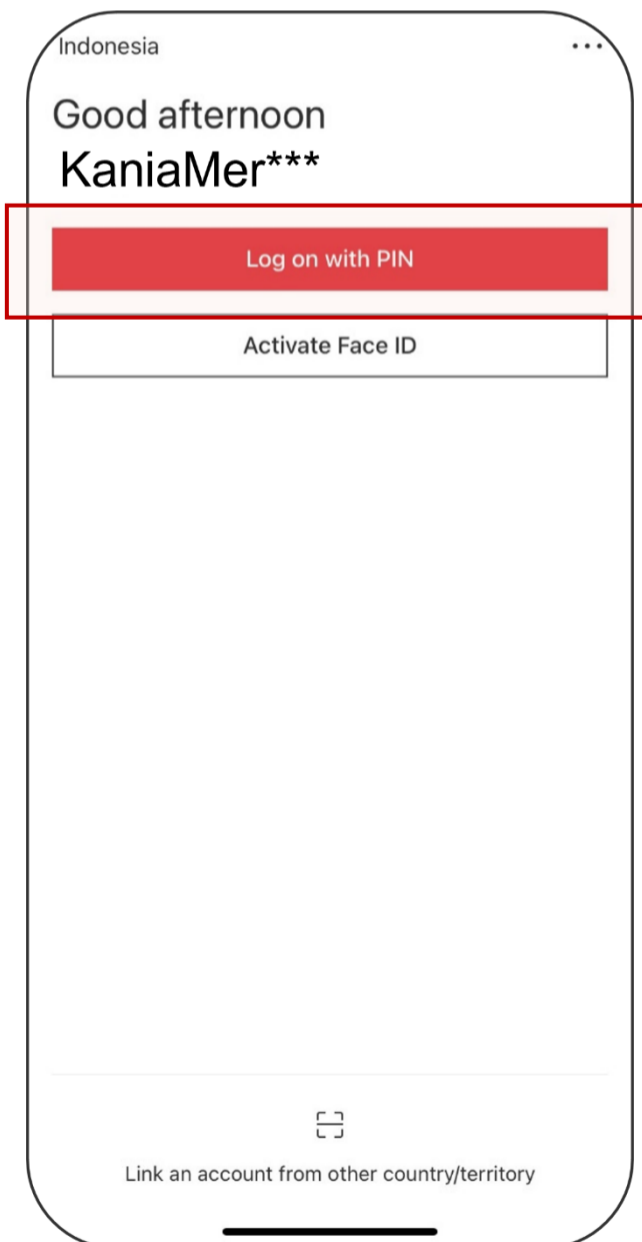


Resetting PIN with mobile banking password

Resetting PIN with mobile banking password

Step 1,

Log on to mobile banking with PIN.



Step 2,

Choose 'Forgot your PIN'.



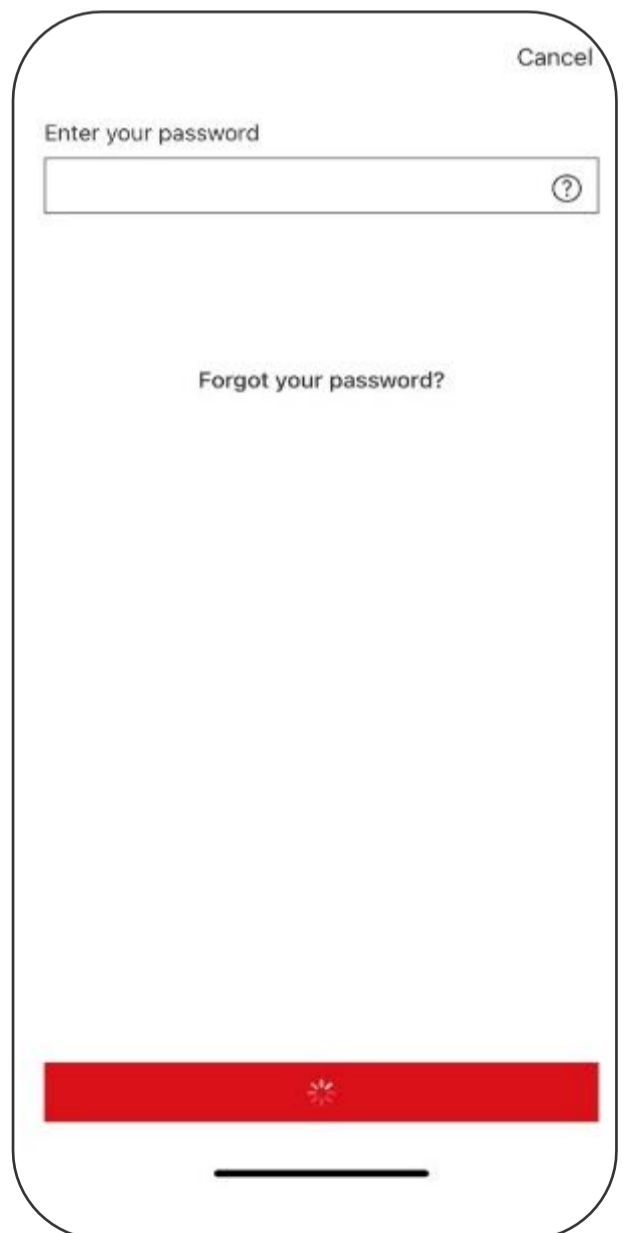
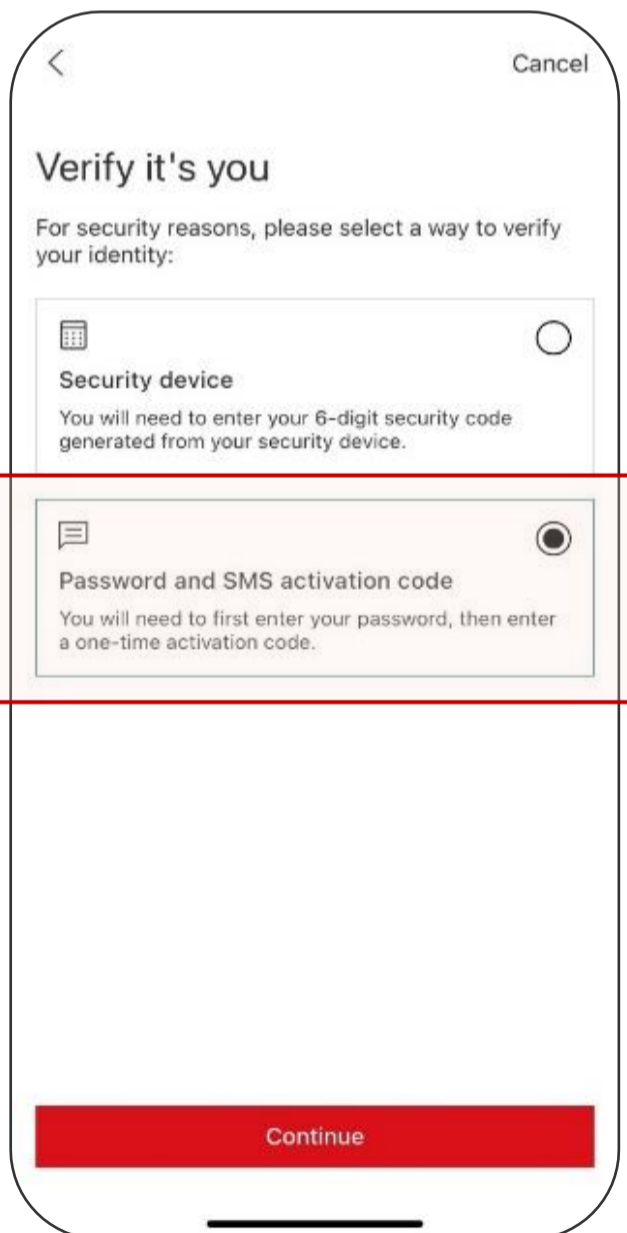
Resetting PIN with mobile banking password

Step 3,

Choose 'Password and SMS activation code' as verification method.

Step 4,

Enter your mobile banking password.



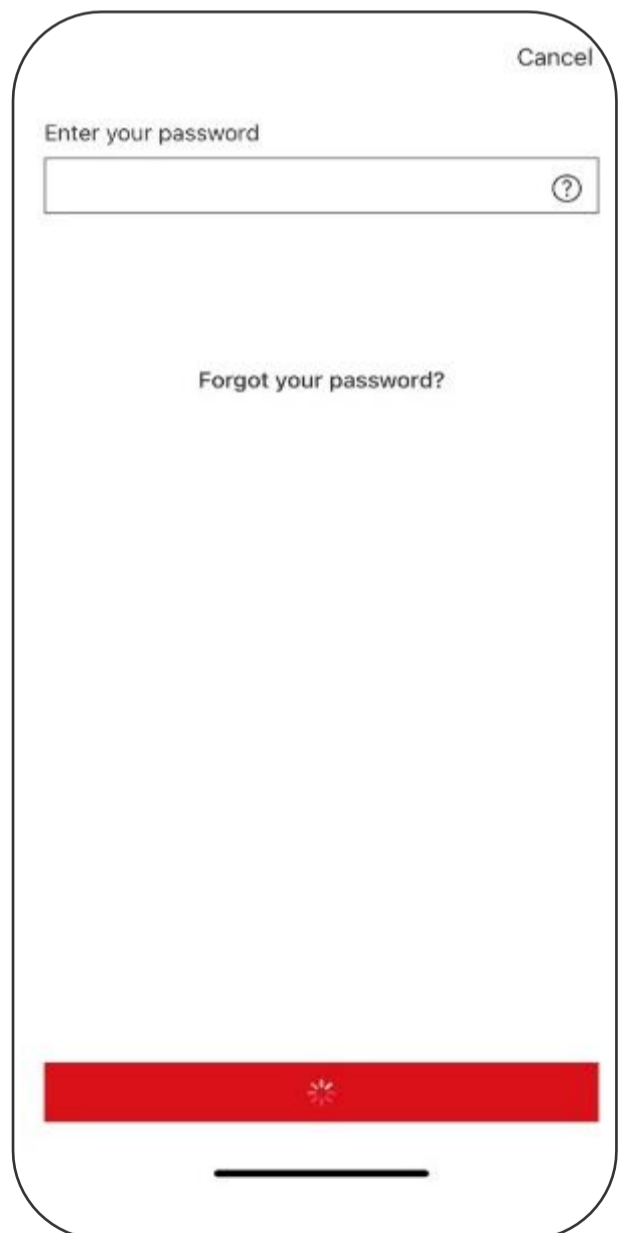
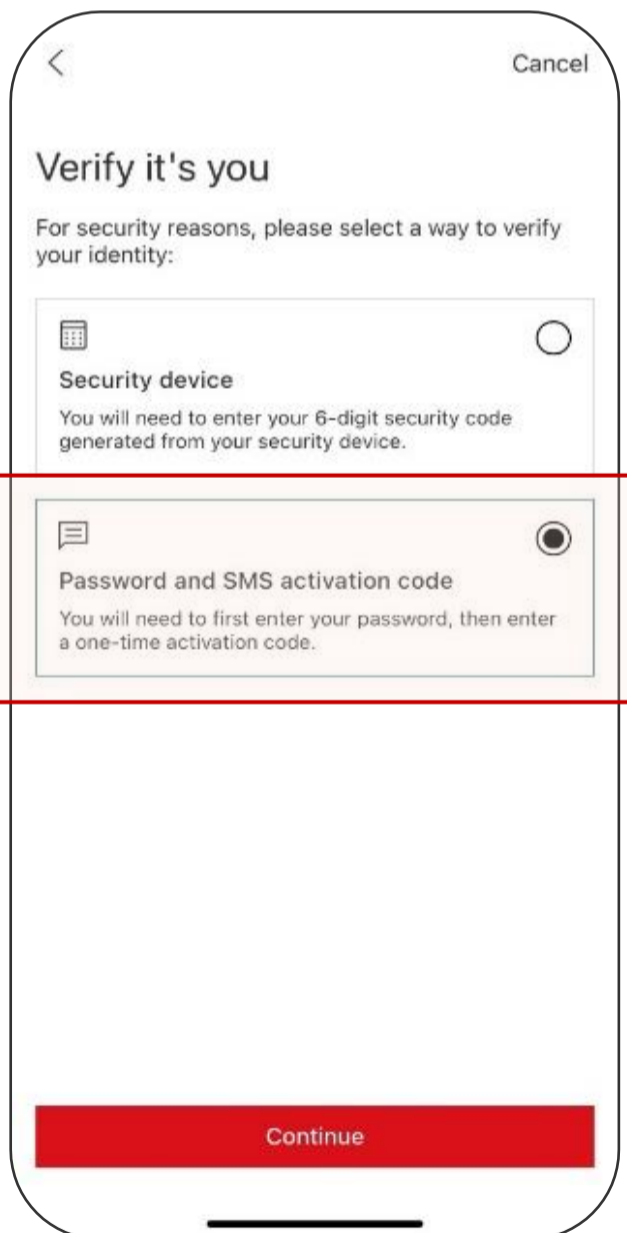
Resetting PIN with mobile banking password

Step 3,

Choose 'Password and SMS activation code' as verification method.

Step 4,

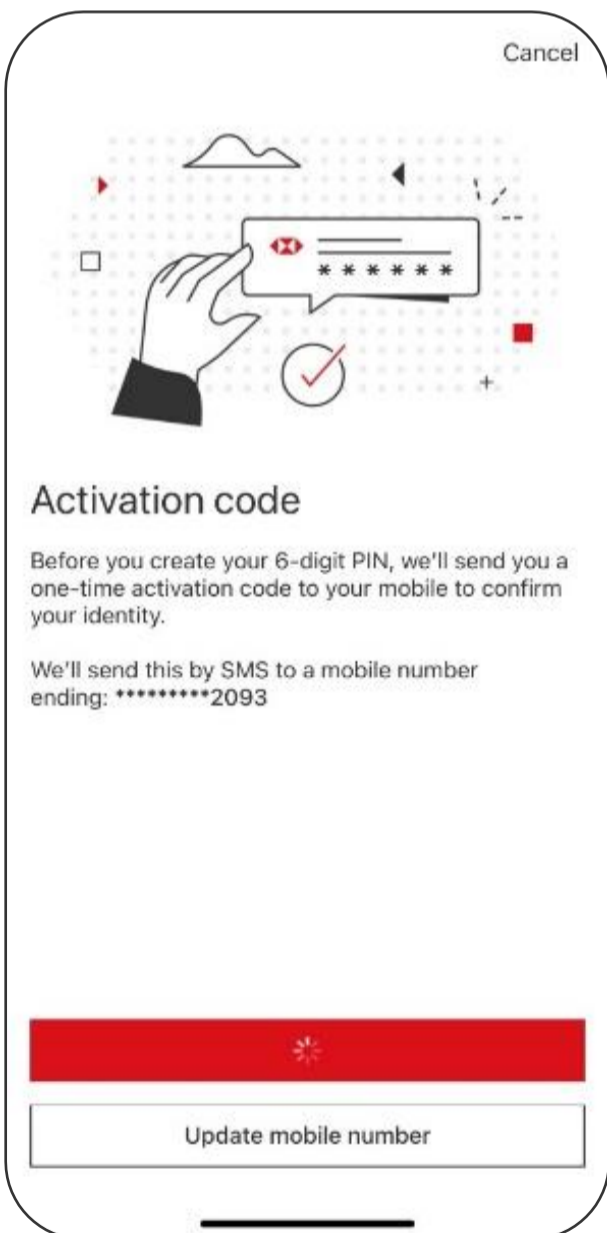
Enter your mobile banking password.



Resetting PIN with mobile banking password

Step 5,

A prompt will be shown for you to request an activation code.



Step 6,

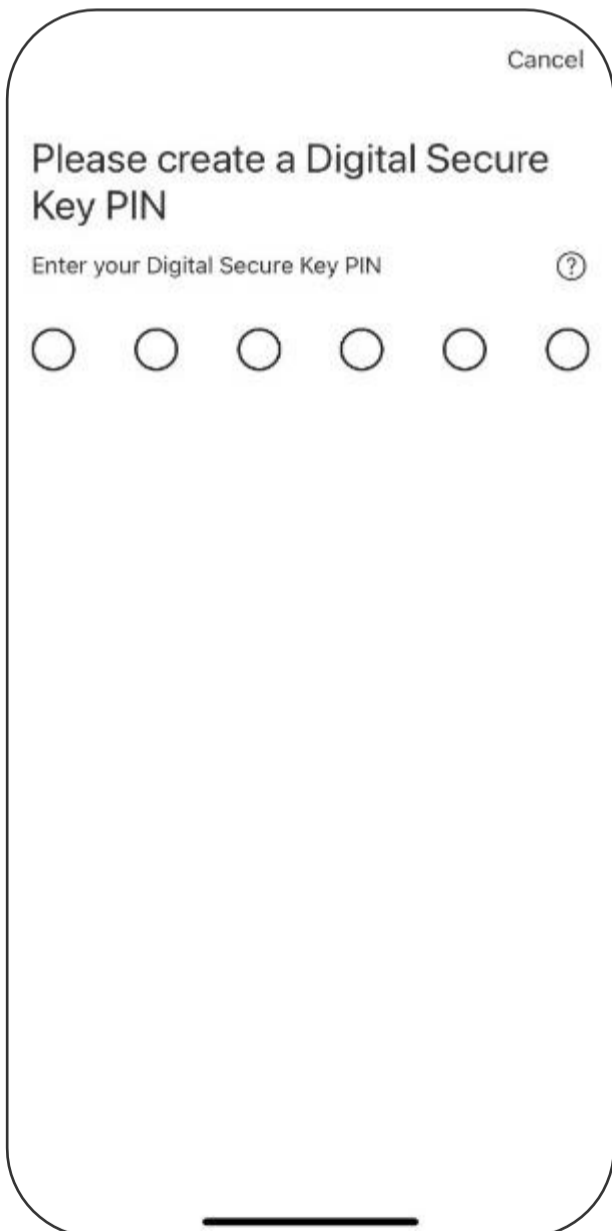
You will receive the code via SMS. Please input the six-digit activation code.



Resetting PIN with mobile banking password

Step 7,

Create your new PIN.



Step 8,

Your PIN reset is complete.

