



How to register for online and mobile banking

Audio transcript

To get started, download and open the HSBC UK mobile app on your device.

Please read and accept the terms and conditions.

Now start the registration process by clicking on "Register for Mobile and Online banking".

You need to have your "Telephone Banking security number" and either your Sort Code & Account Number or your Credit Card Number. Proceed with the registration by clicking "Continue."

Please enter your date of birth.

On the same screen, please enter the required characters from your "Telephone banking security number".

If you want to register using your account details, select the "Account Details" tab. Or, if you want to register using your credit card details, select the "Credit Card Number" tab.

If you have selected the "Account details" tab, please enter your sort code and account number.

If you selected "Credit Card Number", follow the onscreen instructions and click "Continue" when you're ready to move on.

Now to set-up your logon, please create a username. Please note that the length of your username should be between 5 to 76 characters and it must contain letters, numbers or special characters. Then, click "Continue."

Please select a memorable question from the given list.

Now enter the answer to your memorable question. Please note that the length of the answer should be between 6 to 36 characters and it can contain numbers, letters, spaces & special characters. After that, please re-enter your answer on the same screen.

Next, please create a password. The password length should be between 8 to 30 characters and it must contain numbers & letters. After that, re-enter your password below on the same screen and select "Continue" to proceed.

Please select your first of the two security questions from the given list. These will help you in resetting your password if you forget it.

Now enter the answer to your first security question. The length of the answer should be between 3 to 30 characters and it can contain numbers, letters, spaces & special characters. Afterwards, please re-enter your answer below on the same screen.

Repeat the previous steps to set up another security question.

Again, please re-enter your answer below on the same screen, then click "Continue" when done.

You are now ready to activate your Digital Secure Key for which you will need to log on using the details you have created now. To continue to activate your Secure Key, select "Continue to log on" and follow the prompts.

You are now all set to log on to the Mobile app.

For information on how to stay safe online, please visit our security centre which can be accessed via our contact and support page. Secure, Convenient, Mobile banking.