

How to set up your Mobile Banking App - Setting up the App on a new device

Audio transcript

How to set up your HSBC UK Mobile Banking app.

Setting up the app on a new device.

If you're setting up the app on a new device, or switching devices, start by downloading the app. Once you have it, open the app and enter your username.

Next, select an option to verify it's you. As you already have a device with the app on it, you can select the 'QR code' option.

You'll be shown the steps to generate a QR code in the app on your old device.

On that device, select 'Generate security code' and then the 'QR code' option.

Select 'Yes' to confirm you're adding a new device.

Next, enter your 6-digit Digital Secure Key PIN, or use fingerprint or face recognition to verify yourself. You'll then see a QR code.

Back on your new device, select the 'Ready to scan' button and then position your camera to scan the QR code.

You can then create a Digital Secure Key PIN for your new app.



And that's it. You can now log on to mobile banking from this device or generate a code to log on to Online Banking. You can also set up face or fingerprint recognition, if it's available on your device, to log on next time. If you'll no longer use the app on your old device, don't forget to remove it using 'Manage devices' in the app.