

How to set up your Mobile Banking App - Switching from a Physical Secure Key to using the App

Audio transcript

How to set up your HSBC UK Mobile Banking app.

Switching from a Physical Secure Key to using the app.

To upgrade from your Physical Secure Key to the app, start by downloading the app and entering your username.

Select an option to verify it's you. As you already have a Physical Secure Key, 'Security code' might be the easiest option.

Using your Physical Secure Key, generate a log-on code and enter it in the app. If you're not sure how to do this, select the question mark icon for guidance.

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. Your Physical Secure Key will no longer work and can be recycled or handed back into a branch.