



How to register for Mobile and Online Banking

Audio transcript

How to register for Mobile and Online Banking.

Download the HSBC UK Mobile Banking app.

Open it up and select 'Register now' to confirm you are not yet registered for Digital Banking.

To confirm your identity, you will need to provide a photo of your ID and a selfie. Or, if you already know your Telephone Security Number, you can select the 'I don't have photo ID' option.

For this video we will use telephone security number.

To verify it's you, select an option from the list. For this video, we'll choose 'Sort code and Account number'.

Enter your Sort code and Account number, then select 'Continue'.

Scroll to select your date of birth, then select 'Continue'.

Now enter 3 digits from your Telephone security number. If you don't have this, select the Help icon and follow the instructions.

We'll need to send you a verification code by text message. Select 'send a code' and then, once received, enter the code and select 'Continue'.

Now create a username, and a strong password, then create and confirm a Digital Secure Key PIN.

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.

You can also register via the HSBC UK website at [hsbc.co.uk/register](https://www.hsbc.co.uk/register).