



How to register using Photo ID and selfie

Audio transcript

How to register for HSBC UK Digital Banking using Photo ID and a selfie.

If you're setting up digital banking with HSBC UK for the first time, you can now use our In-app Photo ID and Selfie tool to verify your identity and complete digital registration quickly and simply.

Start by downloading the HSBC UK Mobile Banking app.

Open it up and confirm you are not yet registered for digital banking.

Now you need to choose how you're going to verify your identity, so select 'Verify with photo ID and a selfie' and then 'Continue'.

For the first step of confirming your identity, you'll need to provide your HSBC UK account details, and your date of birth. Start by selecting one of the options asking for more information, for this video we'll select 'Sort code and account number'.

Enter your sort code and account number, then select 'Continue'.

Then scroll to select your date of birth, then select 'Continue'.

Now choose which type of identification document you would like to use and select 'Continue'. For this video we will use a Passport.

You'll then need to take a clear picture of the page that has your photo on it. Make sure you're in a well-lit area and place your opened passport on a flat surface. Check the whole document fits inside the camera frame, and that none of the passport details or your photograph are covered. Turn your flash off, and make sure there are no other objects in the photo. When you're ready to take a photo of your ID select 'Continue'.

Now line up the guide frame over the Passport (or another form of ID if you're not using a Passport).

Check the image shows your Passport clearly, if not, try again by selecting 'Retake photo'. If the picture is clear, select 'Looks good'.

Next, you'll need to take a selfie. Make sure your face is fully visible and close to the camera. Use a well-lit area and a plain background. Select 'Continue' when you are ready to take a selfie.

Position your face in the middle of the screen and take a photo.

Make sure your selfie is clear. If not try again by selecting retake photo. If the picture is clear, select 'Looks good'.

We will now check the photos you have just provided. To continue the registration, we'll send you a one-time SMS activation code so you can create your log-on details.

Select 'Send a code'.

When you've received the code, enter it, and select 'Continue'.

Now create a username and strong password and select 'Continue'.

Then create and confirm a Digital Secure Key PIN.

And that's it, you can now log onto Mobile Banking from this device or use this device to generate a code to log onto Online Banking.

And providing it's available on your device, you can also set up face or fingerprint recognition for a fast and secure way to access your mobile banking when you next log on.