Activation Journey of Physical Token & Digital Secure Key

How to upgrade your physical secure key.

If you wish to replace or upgrade your existing security key to HSBC's new physical secure key, please call us on our designated hotlines listed below which are 24/7 for any further assistance in this regard,

- General hotline   : +94114472200
- Platinum hotline : +94114472242
- Advance hotline   : +94114472243
- Signature hotline : +94114472275
- Premier hotline   : +94114472272

How to switch Digital Secure Key (DSK) when registered with a new Physical Secure Key/ Old Security Token.

1. If you still have not downloaded the HSBC mobile application, simply search for "HSBC Mobile Banking" on the App Store or Google Play and download on your mobile.

2. Open mobile application and select " logon"

3. Enter user ID and "**Continue**".
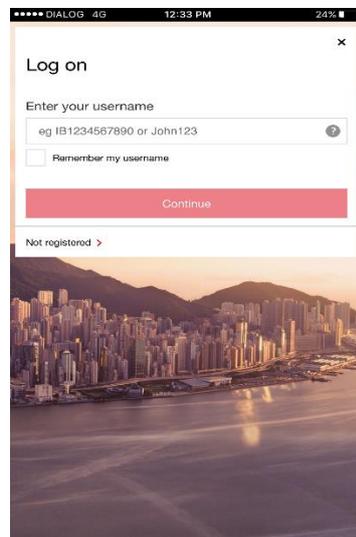
4. Enter password and continue.
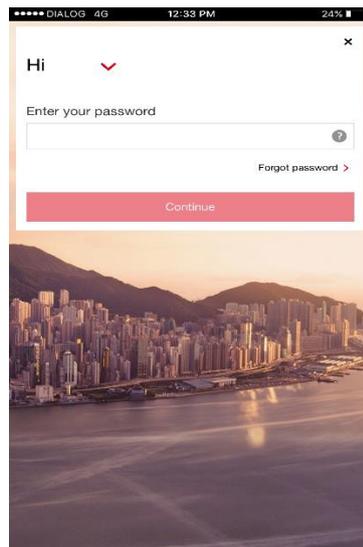
5. Select "**Settings**" from Left Hand Navigation menu.
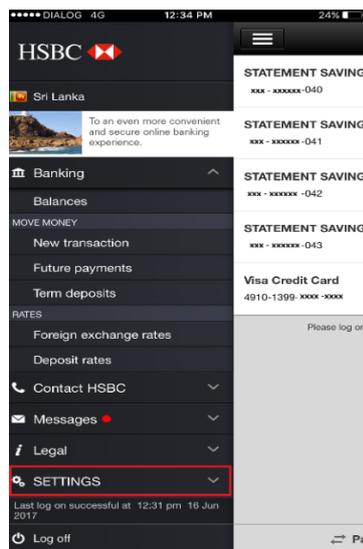
6. Click on "**Activate Digital Secure Key**"

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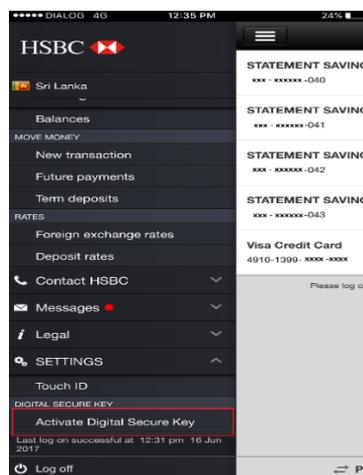
7. Click on " **Setup Digital Secure Key**"
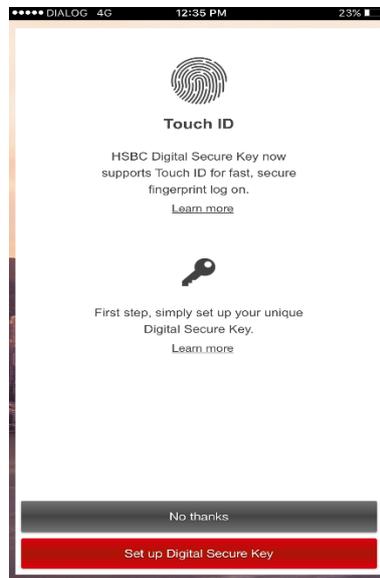
8. Click on "**Activate now**"

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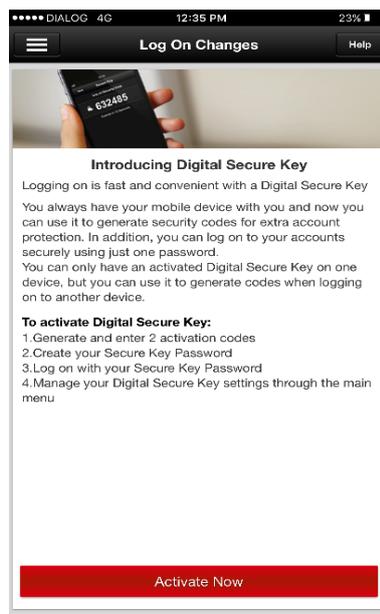
9. Activation will require two steps to be followed
Select the available communication method on the screen, based on your preference to receive the validation code and then press the **"Activate Now"**
(Eg: Email to registered email address/ by Text Message to registered mobile number / by phone/ through desktop online banking or by calling call center)
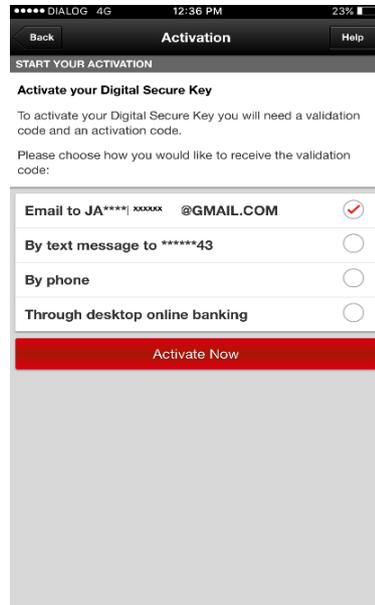
10. Enter **"Validation code"** sent to the preferred channel on the highlighted field and then press **"Continue".**

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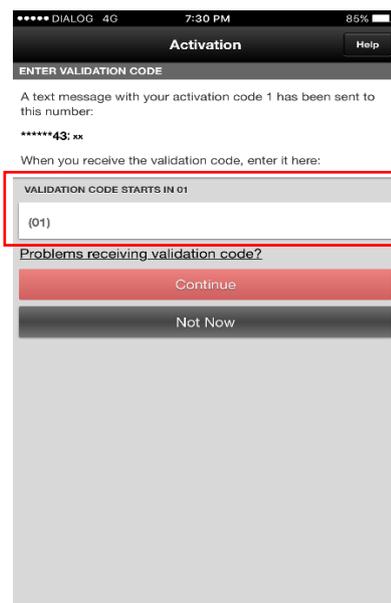
11. To Generate activation code ,select an available option and press "**Continue**"
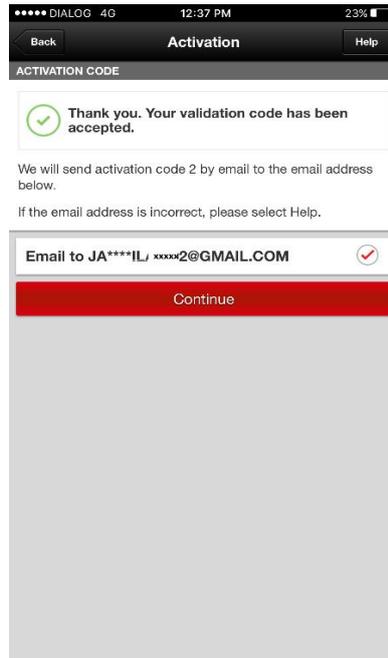
12. Enter the Activation code sent to the preferred communication method and press "**Continue**".
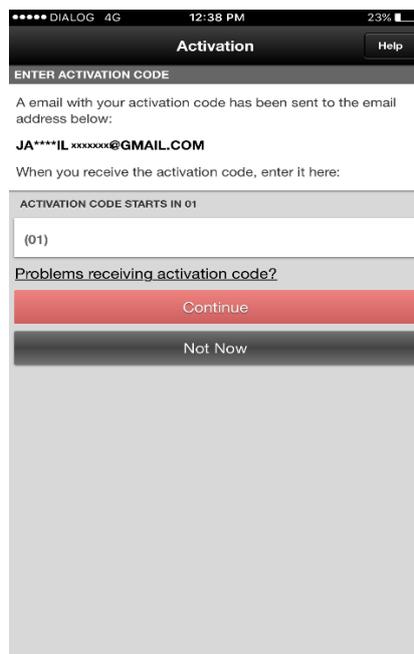
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13. Create a password for the Digital Secure Key which is required to generate a secure code and then press "Complete Activation"

14. Digital Secure Key set up completed.

How to switch from a Physical Secure Key to a Digital Secure Key.

Step 1. Logon to online banking browser , click on the **highlighted dropdown menu** on the header and then click on "**Manage Secure Key**"

Step 2. Select "**Switch to a Secure Key device**" tab **>>** select "**Already have your Secure Key**" under and then click on "**Continue**".

Step 3. Enter following details and click on "**Continue**"

- **Activation Code**: Click on "**Generate Activation Code**" and select the preferred communication method to send the activation code.

- **Serial Number & Security code:** Please refer the guidance given on the screen to find the serial number & Security code.

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