

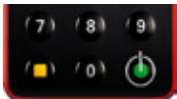
# Online Banking

Secure Key Troubleshooting Guide

# Introduction

This Secure Key Troubleshooting Guide contains a list of errors or messages that may appear in your Secure Key together with instructions on what you would need to do when such a message is displayed.

## Using the Secure Key Coloured Buttons



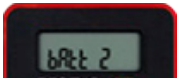
### Yellow button

- When setting up your device, press here to create your PIN.
- After you have entered your PIN, press here to generate a Transaction Code used for authorising new transfers or bill payments.

### Green button

- Press and hold for two seconds to turn on the device.
- Press once to delete one character.
- Press and hold to clear all input.
- After entering your PIN, press here to generate a logon security code.

# Battery



## This is the low battery message.

After its first appearance, the battery message is displayed for two seconds each time the device is switched on. After the two seconds, the device operates as normal.

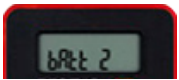
**bAtt 2:** Two months remaining

**bAtt 1:** One month remaining

**bAtt 0:** Replacement needed

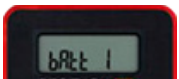
Below are the different code variations which may be displayed in relation to low battery.

## Code variations



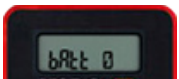
### **bAtt 2**

The battery power is running low. Do not worry, there are still approximately two months of power remaining.



### **bAtt 1**

The battery power is running low. Do not worry, there is still approximately one month of power remaining.



### **bAtt 0**

The battery power is running very low. There is only minimal power left and you should order a replacement Secure Key as soon as possible.

You may order a replacement Secure Key as follows:

- Log on to Online Banking to send us a secure message.
- Select 'Device Replacement' from the dropdown.
- Input your Device Number (This is found at the back of the device).

OR

- In the 'Ways to bank' website page, under the heading 'Online banking' click on 'Useful documents'.
- Click on Personal security device request form (PDF) and download it.
- Print it, fill it in and mail it together with your security device to.

The Manager

HSBC Bank Malta p.l.c.

Customer Correspondence & Logistics

Operations Centre

80, Mill Street, Qormi QRM 3101

## New PIN/Change a PIN



You will need to create a new PIN for your Secure Key. Think of a PIN between four and six digits long. Avoid using sequential or repeated numbers such as 1234 or 1111. Enter this number on your Token and press the yellow button.

Note: If a wrong digit is mistakenly pressed while entering your PIN, you can use the green button to delete the last digit entered.

### Code variations

- **PIN conf**

The PIN you are setting up needs to be confirmed. Re-enter the PIN into your Secure Key.

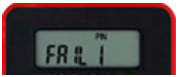
- **New PIN conf HSBC**

You have successfully set your PIN. You can now use your Secure Key to generate a security code.

### To change a PIN

- Press and hold for two seconds to turn on the device.
- Input PIN.
- Press and hold the '8' key.
- Input new PIN.
- Press yellow button.
- Input PIN again to confirm set up.

## Fail PIN



The confirmation PIN did not match the first PIN entered. Press the yellow button and repeat the steps to set up a PIN.

### Step 1

When setting up your PIN for the first time, you will see this message if the two entries do not match.

### Step 2

Press the green button or the yellow button to return to the PIN setup and enter your PIN again twice, ensuring that both entries match.

## PIN not safe



The new PIN entered is not safe and could be guessed. Please enter another PIN.

The PIN should be between four and six digits long and should not be sequential or use repeating numbers. For example, you should avoid using 1234 or 1111.

If you enter a PIN and the message 'Not SAFE' is displayed, you will need to choose another PIN. Your Secure Key will automatically return to the PIN setup screen.

# Fail 1,2,3



If an incorrect PIN is entered, the message 'FAIL 1' will appear. Press the green button and enter your PIN again.

You have three attempts to enter your PIN correctly.

If you switch the device off and turn it back on, the incorrect PIN attempts do not reset.

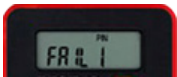
After the third incorrect attempt ('FAIL 3'), the device will lock. Click on the next tab to find out more.

- **PIN**

Enter your PIN. The number of dashes shown on the screen is equal to the number of digits in your PIN.

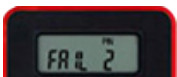
- **HSBC**

This is the welcome screen. You will see this once your PIN has been accepted. Press the green button to generate your Security Code.



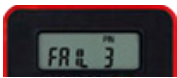
### **PIN fail 1**

The PIN entered is incorrect. Press the green button, without holding it down, to return to the PIN entry screen. You will then be prompted to enter your PIN again.



### **PIN fail 2**

The PIN entered is incorrect. Press the green button, without holding it down, to return to the PIN entry screen. You will then be prompted to enter your PIN for the third time. To protect you from fraud, the Secure Key will lock after three incorrect PIN entries.



### **PIN fail 3**

The PIN entered is incorrect. The Secure Key is locked and will need to be reset. To do this, log on to the Online Banking service. In the next screen click the 'Forgotten your Secure Key PIN' link found under the field 'Generate and enter the six-digit Security Code'. Then follow the on-screen instructions.

## Lock PIN



Your HSBC Secure Key is locked. To continue using the Online Banking service you need to unlock it by generating a Reset Code. To do this:

1. Log on to the Online Banking service;
2. At the next screen, click on the 'Forgotten your Secure Key PIN' link under the field 'Generate and enter the six-digit Security Code';
3. Follow the on-screen instructions.

Once you have the Reset Code, press the green button without holding it down. You will then be prompted to input the Reset Code.

If your device is locked, a seven-digit code will appear on the screen whenever it is turned on. This is the Lock PIN Code.

You can reset your PIN online by entering your User ID at log on and by continuing to the next screen to select the 'Forgotten your Secure Key PIN' link.

After some Security Questions you will be asked to enter the Lock PIN Code before being given a PIN Reset Code.

### Green button

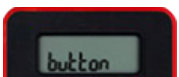
Enter the PIN Reset Code into your Secure Key and press the green button to reset your PIN.

### Code variations

#### Lock PIN

Enter your seven-digit PIN Reset Code. Once entered correctly, you will be prompted to set up a new PIN.

## Button



One of the buttons on your Secure Key has been held down for too long. To save battery power, your Token will automatically power off.

Switch the Token back on, enter your PIN and continue with what you were trying to do.

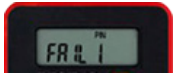
If you press and hold a button for more than seven seconds, the device will switch off to preserve battery life.

# Reset PIN



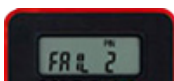
If the PIN Reset Code is entered incorrectly, a `Fail 1` message will be displayed. If three incorrect PIN Reset Codes are entered, the device's display will freeze bearing the `Fail 3` message.

## Code variations



### Lock PIN fail 1

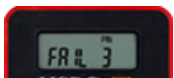
The PIN Reset Code has been entered incorrectly. Press the green button, without holding it down, and enter the Reset Code again. Make sure you enter the Reset Code exactly as it appears on screen.



### Lock PIN fail 2

The PIN Reset Code has been entered incorrectly. Press the green button, without holding it down, and enter the Reset Code again. Make sure you enter the reset code exactly as it appears on screen.

Note: To protect you from fraud, the Secure Key will lock after three incorrect entries.

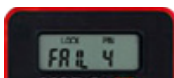


### Lock PIN fail 3

The PIN Reset Code has been entered incorrectly for the third time and the Secure Key is now temporarily locked. This message will remain on the screen of the Secure Key until the lockout has expired, then the device will automatically switch off.

When the Secure Key is turned back on, 'LOCK PIN' and a seven-digit number will appear on screen.

Press the green button, without holding it down, and enter the same PIN Reset Code again. Make sure you enter the code exactly as it appears on screen.

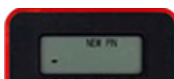


### Lock PIN fail 4

The PIN Reset Code has been entered incorrectly for the fourth time and the Secure Key is now temporarily locked. This message will remain on the screen of the Token until the lockout has expired, then the device will automatically switch off.

When the Secure Key is turned back on, 'LOCK PIN' and a seven-digit number will appear on screen.

Press the green button, without holding it down, and enter the same PIN Reset Code again. Make sure you enter the code exactly as it appears on screen.



### Lock new PIN

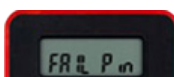
The Secure Key is unlocked and a new PIN needs to be set. Think of a PIN between four and six digits long. Avoid using sequential or repeated numbers such as 1234 or 1111. Enter this number on your Token and press the yellow button.

Note: If the PIN is entered incorrectly, you can use the green button to delete the digits one-by-one starting for the last.



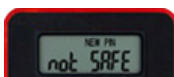
### Lock PIN conf

The PIN you are setting up needs to be confirmed. Please re-enter your chosen PIN.



### Lock fail PIN

The confirmation PIN entry did not match the first entry. Press the yellow button and repeat the steps to set a PIN.



### Lock new PIN not safe

The new PIN entered is not safe and may be guessed. Please enter another PIN and avoid using sequential or repeated numbers such as 1234 or 1111.

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