

Registering for HSBC online banking

Hi, I'm Karen from the HSBC Digital team here in St Helier, Jersey.

In this short video I'll show you how to register for our free, secure internet banking service. This will allow you to move money between your accounts, you'll be able to pay bills and friends, and even review and download your statements. You'll also be able to set up and manage standing orders and Direct Debits and much more.

Before you start, you're going to need the following items:

Your HSBC sort code and account number or your credit card and a 6 to 10 digit telephone banking security number.

If you don't have this, you'll need to request one, and you can call our contact centre on 03456006161 for assistance.

If you need to go and get these items, just press pause on this video and I'll wait for you to return.

From our HSBC website select 'Register', and then click 'Register for Online Banking', take time to review the Terms and Conditions and if you are ready to proceed tick 'I accept the Online Banking Terms and Conditions' followed by 'Continue'.

Now, choose either 'Sort code and Account number' or 'Credit card number' from the drop down, complete the information boxes, and select 'Continue'. To create your log on details, choose a unique username, a memorable question and answer, and finally a password.

Next, pick security questions and answers. You'll use these if you ever need to reset your log on details.

Finally, you'll need to activate your secure key by downloading our free, secure mobile app, you'll need this code when you log on to internet banking. If you don't have a compatible device, you can request a physical secure key, which we'll pop in the post to you.

Make a note of your validation code, launch the mobile app and follow the simple on screen steps.

So, it's as simple as that!

Now that you're registered, you'll be able to move money between your accounts, you'll be able to pay bills and friends, and even review and download your statements. You'll also be able to set up and manage your standing orders and Direct Debits and much more. Look out for videos covering these topics.

If you've missed any of the steps, you can replay this video at any time.

