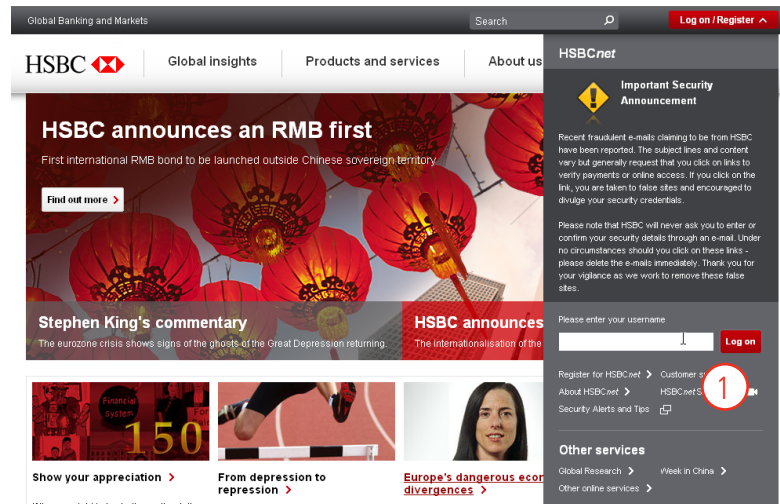


If you do not remember your HSBCnet password, you can reset it from the Capture Security Credentials page. To reset your password, complete the following steps:

## Step 1

Access the HSBCnet home page at [www.hsbcnet.com](http://www.hsbcnet.com). Click **Log on/Register** on the top right corner of the page. A drop down window appears allowing you to enter your Username. Click **Log on**.



## Step 2

In the Capture Security Credentials page that appears, click the **reset your password** link in Step 2: Enter your password section (see link marked in red in the image below).

## Step 3

Answer your first security question correctly. Click **Continue**.

## Step 4

Answer your second security question correctly. Click **Continue**.

## Step 5

Enter your memorable answer correctly. Click **Continue**.

**Note:** If you do not remember your memorable answer, click **Send me my question**. The system sends your memorable question to the e-mail address in your HSBCnet profile.

## Step 6

Select and enter a new password. The new password must be between eight (8) and thirty (30) characters, alpha-numeric (A-Z, 0-9). It must not be the same as the existing password. Re-enter and confirm the new password. Click **Continue** to proceed.

## Step 7

An acknowledgement confirms your action. Click **Continue** to proceed to your HSBCnet Personal page.

**Note:** You cannot reset your password without first completing steps 3, 4 and 5. If you fail to provide the correct answer to any of these three steps, you must complete a **Security Information Reset (SIR)** to change your password. Refer to the **User Authentication** User Guide for detailed information on how to complete an SIR.

## Workflow - Resetting your HSBCnet password

