**QUICK GUIDE**

# How do I reset my security information when I am locked out ?

If you do not remember your memorable answer or password and have locked yourself after repeated attempts, you can reset your security information by completing the Security Information Reset (SIR) form. To reset your Security Information, complete the following steps:

### *To be completed by locked out User*

### Step 1

If you are locked out after too many unsuccessful logon attempts, the following error message appears. Click **Continue** to proceed with the Security information reset.
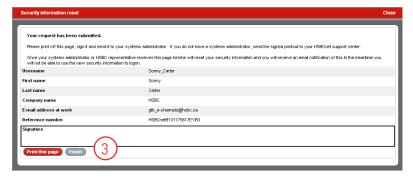


### Step 2

Complete the SIR form and click **Continue**. Mandatory fields are marked with an asterisk(*).



### Step 3

An acknowledgement confirms your submission. Print, sign and submit the page to your System Administrator.



### *To be completed by System Administrator*

### Step 4

As a System Administrator, first access the User Authorisation Summary tool under the Admin tab.

Click the **Security Information Reset - Awaiting** pending status action in the User Authorisation Summary tool. The SIR reset page appears.
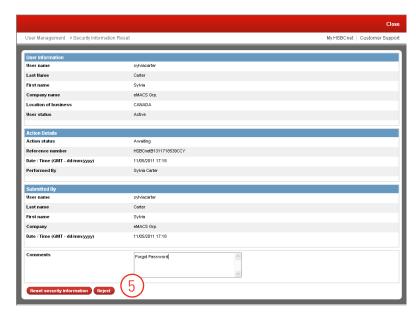
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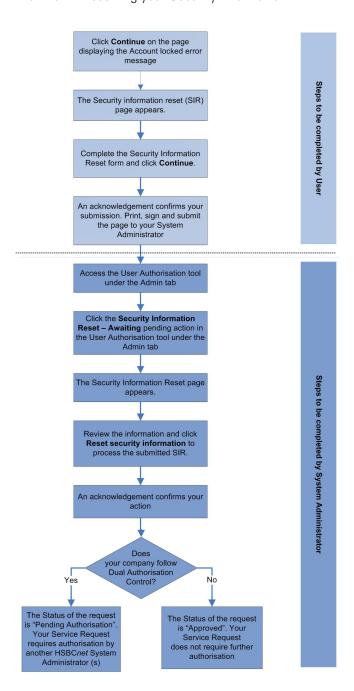# How do I reset my security information when I am locked out ?

## Step 5

Review the form. Click **Reset security information** to approve and reset the submitted SIR.



An acknowledgement confirms your action. Depending on your company's setup the SIR status may require authorisation by another System Administrator.



## Workflow - Resetting your Security Information



**Steps to be completed by User**

- Click **Continue** on the page displaying the Account locked error message
- The Security information reset (SIR) page appears.
- Complete the Security Information Reset form and click **Continue**.
- An acknowledgement confirms your submission. Print, sign and submit the page to your System Administrator

**Steps to be completed by System Administrator**

- Access the User Authorisation tool under the Admin tab
- Click the **Security Information Reset – Awaiting** pending action in the User Authorisation tool under the Admin tab
- The Security Information Reset page appears.
- Review the information and click **Reset security information** to process the submitted SIR.
- An acknowledgement confirms your action
- Does your company follow Dual Authorisation Control?
  - Yes → The Status of the request is "Pending Authorisation". Your Service Request requires authorisation by another HSBC*net* System Administrator (s)
  - No → The Status of the request is "Approved". Your Service Request does not require further authorisation

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