How do I renew my Smart Card ?

For security reasons, HSBC*net* Smart Card certificates are valid for three years. Forty-five days before your card expires, a Smart Card renewal window appears when you log on to HSBC*net*.
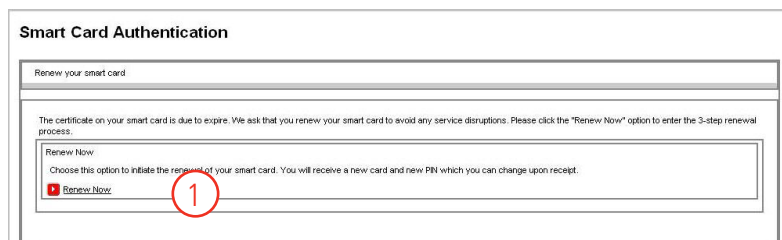
The renewal window offers the following options to the User:
- **Renew now** – Choose this option to initiate the renewal of your Smart Card
- **Renew later** – Choose this option if you want to renew your Smart Card later
- **Never renew** – Choose this option if you do not require the use of a Smart Card after expiry.

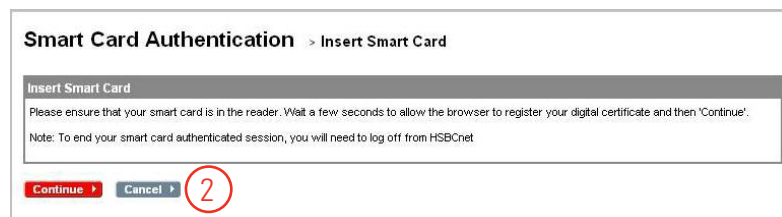To initiate the renewal of your Smart Card, complete the following steps:

Step 1

Click **Renew now** to initiate the renewal of your Smart Card. The Smart Card Authentication - Insert Smart Card page appears.

Smart Card Authentication

Renew your smart card

The certificate on your smart card is due to expire. We ask that you renew your smart card to avoid any service disruptions. Please click the "Renew Now" option to enter the 3-step renewal process.

Renew Now

Choose this option to initiate the renewal of your smart card. You will receive a new card and new PIN which you can change upon receipt.
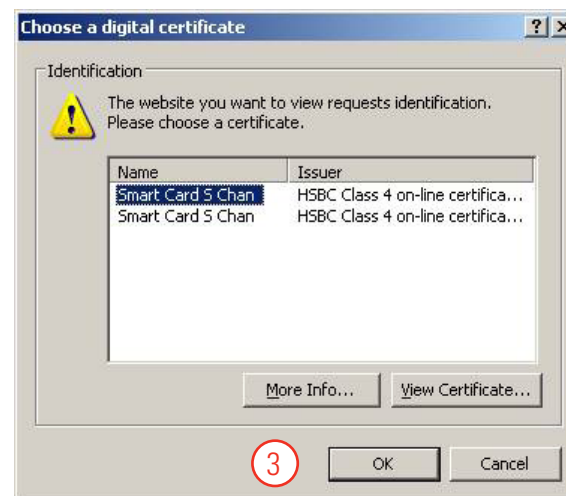
▶ Renew Now

①

Step 2

Insert your Smart Card in the reader, wait a few seconds to allow the browser to register your digital certificate and click **Continue** to proceed.

Smart Card Authentication > Insert Smart Card

Insert Smart Card

Please ensure that your smart card is in the reader. Wait a few seconds to allow the browser to register your digital certificate and then 'Continue'.

Note: To end your smart card authenticated session, you will need to log off from HSBCnet

Continue ▶   Cancel ▶   ②

Step 3

Select your Smart Card certificate in the window and click **OK** to proceed.

Choose a digital certificate

Identification

The website you want to view requests identification. Please choose a certificate.

Name	Issuer
Smart Card S Chan	HSBC Class 4 on-line certifica...
Smart Card S Chan	HSBC Class 4 on-line certifica...

More Info...   View Certificate...

③   OK   Cancel

Step 4

Enter your PIN and click **OK** to access the Renew Smart Card request page.

Card

Please Enter your PIN Code

④

OK   Cancel

Note: Images in this guide may not be exactly as seen on HSBC*net*.

HSBCnet

Step 5

Complete the mandatory fields marked with an asterisk(*). Ensure that your mailing address is correct, as the new Smart Card is couriered to this address.

Workflow - Smart Card Renewal
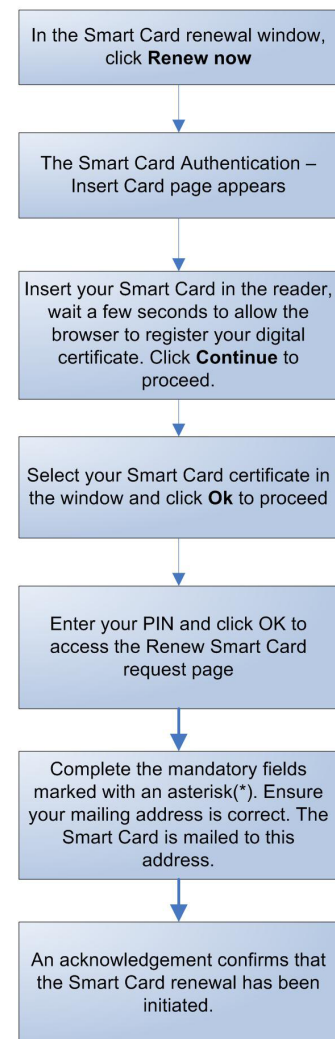

Step 6

An acknowledgement confirms that the Smart Card renewal has been initiated.

Note: Your Smart Card is not renewed until you actually receive the new Smart Card in the mail and activate it. Upon activating the new Smart Card, your old Smart Card is automatically cancelled.

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