## 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.



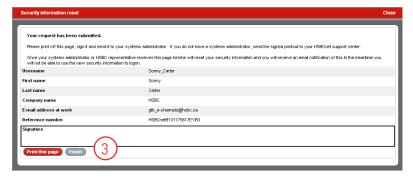
#### Step 2

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

Security information reset	Clos
Security reset	
Username	sylviacarter
First name *	Sylvia
Last name *	Carter
Company name *	HSBC Bank of Canada
E-mail address at work *	Sylvia_Carter@hsbc.ca
During logon you will be asked to provide your memoral be between 1 and 76 characters long. The memorable	ble answer. Please enter a question and answer that are memorable to you, but difficult for others to guess. The memorable question must answer must be between 6 and 30 characters long.
Memorable question *	What is the system
Memorable answer *	
Re-enter memorable answer *	
Password	
Please enter a password between 8 and 30 characters	s. For security reasons, please avoid reference to your name and any company name.
Password *	•••••
Re-enter Password *	
Security Questions	
Please choose your security answers. The answers s	should be between 3 and 30 characters long and must not contain punctuation marks.
Security question 1 *	Name the most unforgettable teacher from your school days 💌
Answer 1 *	••••
Re-enter answer 1 *	••••
Security question 2 *	Name a memorable city or country?
Answer 2 *	
Re-enter answer 2 *	••••
Continue Cancel 2	

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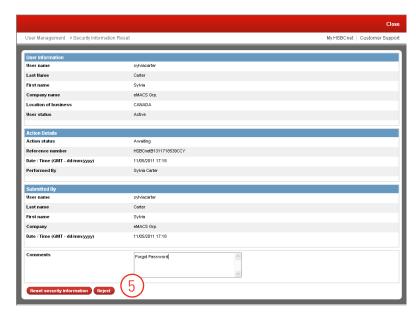
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# How do I reset my security information when I am locked out?

#### Step 5

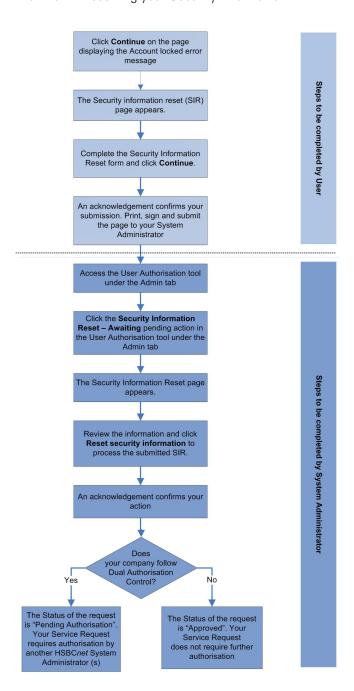
Review the form. Click **Reset security information** to approve and reset the submitted SIR.



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



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