

Let's get you back to Online Banking. Fast.

You're just a few steps away from
restoring your Online Banking access

[Click here to begin](#)





| How this guide will help you

Simply click on the button which best describes the issue you're experiencing, and you'll jump straight to the help you need.



You can start again at any time by clicking on the home icon in the top corner



When you see this icon, you can click for more information

Let's get started



| What can we help you with today?

I've forgotten my Online Banking log on details

I'm locked out of my Online Banking account

Something else



Tell us which log on details you've forgotten

My username

My Secure Key password or PIN



My memorable question



My password

My question and password

Tell us which log on details you've forgotten

My username

My Secure Key password or PIN

My memorable question

My password

My question and password



Your Secure Key is either Digital (on your phone) or Physical (like a mini calculator)



If your Secure Key is locked, click on the **Home** button to start again and choose '**I am locked out of my Online Banking account**'

Tell us which log on details you've forgotten

My username

My Secure Key password or PIN



My memorable question



You set this when you registered for online banking

My password

My question and password



| Let's help you recover your username so you can log on

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Choose '**Forgot your username**' under the box
- 3 Follow the steps on screen to recover your username

| Something not working?

[I need more support](#)



| We can help you reset your memorable question

Start by telling us about your Secure Key 


I have my Secure Key and I know the password or PIN

I have my Secure Key but don't know the password or PIN

I don't have my Secure Key



| We can help you reset your memorable question

Start by telling us about your Secure Key 

Your Secure Key is either Digital (on your phone) or Physical (like a mini calculator)

I have my Secure Key and I know the password or PIN

I have my Secure Key but don't know the password or PIN

I don't have my Secure Key



| Let's help you reset your password

Start by telling us about your Secure Key [?](#)


I have my Secure Key and I know the password or PIN

I have my Secure Key but don't know the password or PIN

I don't have my Secure Key



| Let's help you reset your password

Start by telling us about your Secure Key 

Your Secure Key is either Digital (on your phone) or Physical (like a mini calculator)

I have my Secure Key and I know the password or PIN

I have my Secure Key but don't know the password or PIN

I don't have my Secure Key



| Great, let's go online and reset your memorable question

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 You'll be asked a set of security questions to make sure it's you
- 4 You'll be asked to use your Secure Key to create a code
- 5 Type in your Secure Key code and simply follow the steps on screen

| Something not working?

[I've forgotten my security questions](#)

[Something else](#)



| Let's reset your Online Banking security

Start by telling us about your Secure Key

- 1 Make sure you're on the '**Log on**' screen at [hsbc.co.uk](https://www.hsbc.co.uk)
- 2 Choose '**forgot your memorable answer**' as the answer to your security question
- 3 Follow the steps on screen to reset your Online Banking security

Just a few more steps to go



| Let's activate your new security settings

- 1 Call our automated service – you'll see the number on your screen
- 2 We'll verify your new security settings over the phone

| Something not working?

[I need more support](#)



| Let's reset your Online Banking security

- 1 Choose '**Forgot answer to security question 1**' on the screen
- 2 Follow the steps on screen to reset your security details

Just a few more steps to go



| Let's activate your new security details

- 1 Call our automated service – you'll see the number on your screen
- 2 We'll verify your new security details over the phone

Now let's reset your Security Key password or PIN



| First let's reset your Secure Key password or PIN

[Click here to get started](#)



| Let's get your details reset so you can get back to banking

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 Choose '**Without Secure Key**' from the tabs at the top
- 4 Choose '**I've forgotten all my log on details/don't have my Secure Key**'
- 5 Follow the steps on screen to reset your security details

Just a few more steps to go



| Great, let's reset your password and get you back to banking

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 Choose '**Without Secure Key**' from the tabs at the top
- 4 Choose '**forgot your password**'
- 5 You'll be asked a set of security questions to make sure it's you
- 6 You'll be asked to use to Secure Key to authorise a new password
- 7 Follow the steps on screen to create your new password

| Something not working?

I've forgotten my security questions

Something else



| Tell us about your Secure Key

It's Digital (on my phone)

It's Physical (like a mini calculator)



| Let's get your physical Secure Key PIN

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 Choose '**Forgot your Secure Key PIN**' from the tabs at the top
- 4 You'll be asked a set of security questions to make sure it's you
- 5 Follow the steps on screen to reset your Secure Key PIN

| Something not working?

I've forgotten my security questions

Something else

| Have you got your mobile phone handy?

Yes

No



| To reset your Digital Secure Key, you'll need your mobile phone

I've got my mobile now

I don't have my mobile



| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner ?
- 2 Choose '**Forgotten DSK password**' from the list of options ?
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code ?

| Something not working?

[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)





| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner ⓘ
- 2 Choose '**Forgotten DSK password**' from the list of options ⓘ
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code ⓘ

| Something not working?




[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)





| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner 
- 2 Choose '**Forgotten DSK password**' from the list of options 
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code 

If you use biometric authentication, cancel the pop up to access the '?' button

| Something not working?

[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)





| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner
- 2 Choose '**Forgotten DSK password**' from the list of options Short for Digital Secure Key
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code

| Something not working?

[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)





| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner (?)
- 2 Choose '**Forgotten DSK password**' from the list of options (?)
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code (?)



Didn't receive your code within 15 minutes? Repeat the steps on this page and choose 'select different delivery method'

| Something not working?

I've forgotten my security questions

I've forgotten my memorable question OR password





| Let's get your details reset so you can get back to banking

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 Choose '**Without Secure Key**' from the tabs at the top
- 4 Choose '**I've forgotten all my log on details/don't have my Secure Key**'
- 5 Follow the steps on screen to reset your security details

Just a few more steps to go



| Let's help you reset your security questions and password

- 1 Head to [hsbc.co.uk](https://www.hsbc.co.uk) and click '**Log on**' in the top right corner
- 2 Type in your username and click on '**Continue**'
- 3 Choose '**Without Secure Key**' from the tabs at the top
- 4 Choose '**I've forgotten all my log on details/don't have my Secure Key**'
- 5 Follow the steps on screen to reset your security details

Just a few more steps to go



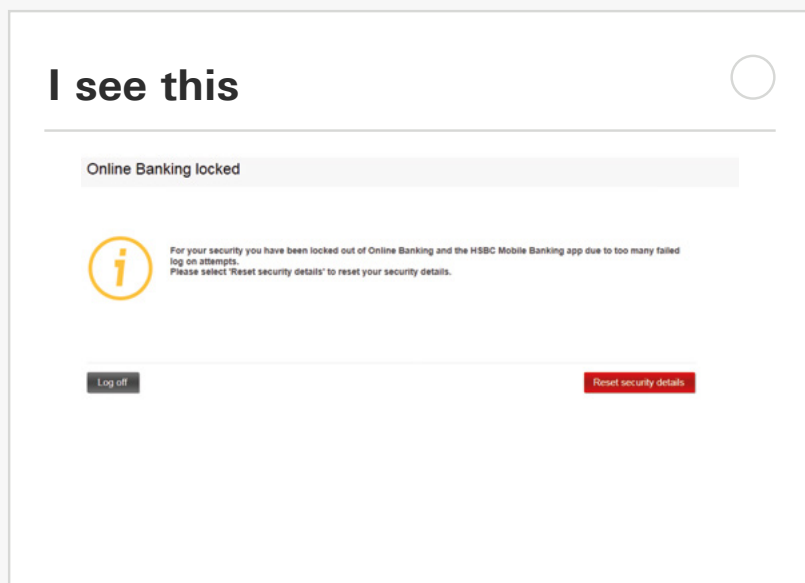
| Let's activate your new security details

- 1 Call our automated service – you'll see the number on your screen
- 2 We'll verify your new security details over the phone

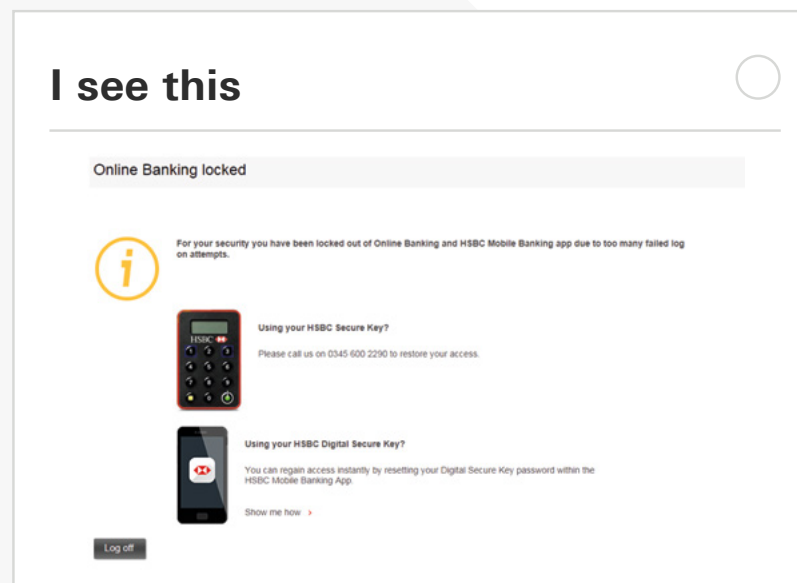
Now let's reset your Security Key password or PIN

Tell us how you're locked out

Tell us what you see when you try to log on at [hsbc.co.uk](https://www.hsbc.co.uk)



Online Banking locked out with button to reset details



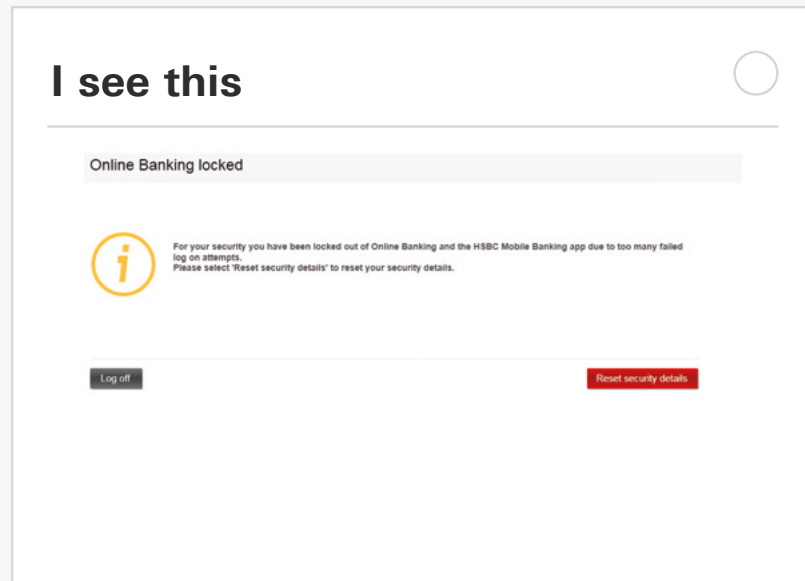
Online Banking locked out with secure keys

I'm locked out of my Physical Secure Key

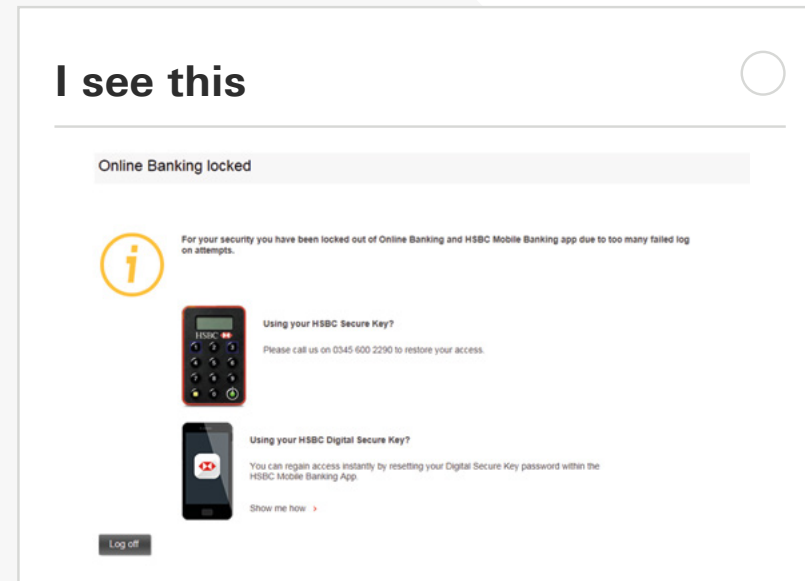


| Tell us how you're locked out

Tell us what you see when you try to log on at [hsbc.co.uk](https://www.hsbc.co.uk)



Online Banking locked out with button to reset details



Online Banking locked out with secure keys

I'm locked out of my Physical Secure Key



Choose this if you have a Physical Secure Key (like a mini calculator). If your Secure Key is on your phone, click on the home button to start again and choose 'I've forgotten my Online Banking log on details'



| Let's help you access your account

- 1 Choose the '**Reset security details**' button on the bottom right
- 2 You'll be asked a set of security questions to make sure it's you
- 3 A security code will be sent to your Secure Key
- 4 Type in your security code on screen when asked
- 5 Create new log on details and you're all set!

| Something not working?

[I've forgotten my Secure Key password or PIN](#)

[I need more support](#)



| Tell us about your Secure Key

It's Digital (on my phone)

It's Physical (like a mini calculator)



| Have you got your mobile phone handy?

Yes

No



| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner ?
- 2 Choose '**Forgotten DSK password**' from the list of options ?
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code ?

| Something not working?




I've forgotten my security questions

I've forgotten my memorable question OR password





| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner 
- 2 Choose '**Forgotten DSK password**' from the list of options 
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code 

If you use biometric authentication, cancel the pop up to access the '?' button




| Something not working?

[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)  



| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner 
- 2 Choose '**Forgotten DSK password**' from the list of options  Short for Digital Secure Key
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code 

| Something not working?

[I've forgotten my security questions](#)

[I've forgotten my memorable question OR password](#)  



| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner (?)
- 2 Choose '**Forgotten DSK password**' from the list of options (?)
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code (?)

| Something not working?




I've forgotten my security questions

I've forgotten my memorable question OR password



Didn't receive your code within 15 minutes? Repeat the steps on this page and choose 'select different delivery method'

| Great! Let's go to your HSBC UK mobile banking app

- 1 Open your app and tap on '?' in the top right corner 
- 2 Choose '**Forgotten DSK password**' from the list of options 
- 3 You'll be asked a set of security questions to make sure it's you
- 4 Follow the steps on screen to receive your Secure Key activation code 

| Something not working?

I've forgotten my security questions

I've forgotten my memorable question OR password



Start again and choose 'I've forgotten my Online Banking log on details' to reset your memorable question or password




| Let's restore your access

If you've forgotten your security questions, we can help you over the phone.

1 Call us on **03456 002290**

Or if you think you might have missed a step, let's try again

Try again 




| Let's restore access with your Physical Secure Key

We can give you the help you need over the phone.

1 Call us on **03456 002290**

Or if you think you might have missed a step, let's try again

Try again 



| Let's get you the support you need

- 1 If something's not working, let's start again and see if we can fix it

Start again



- 2 If it's still not working, we're here for you online and over the phone:

Head to [hsbc.co.uk/help](https://www.hsbc.co.uk/help) for online support

Or call us on **03457 404 404**

Our team is here to help you from 8am to 10pm every day

If you are an Advance or Premier customer lines are open 24/7

If you're outside the UK, call **+44 1226 261 010**