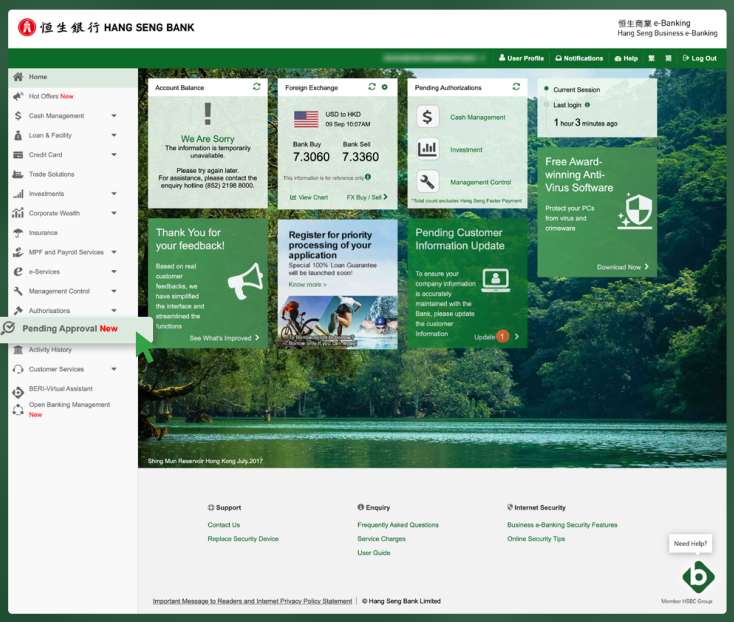
Hang Seng Business e-Banking User Guide
Pending Approval

Steps for Approving Instructions and Deleting Approval Requests

STEP 1 Open the Page

Click **Pending Approval** from the side menu.



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Steps for Approving Instructions and Deleting Approval Requests

STEP 2

Select Action(s)

1. Select the instruction type from the dropdown menu.

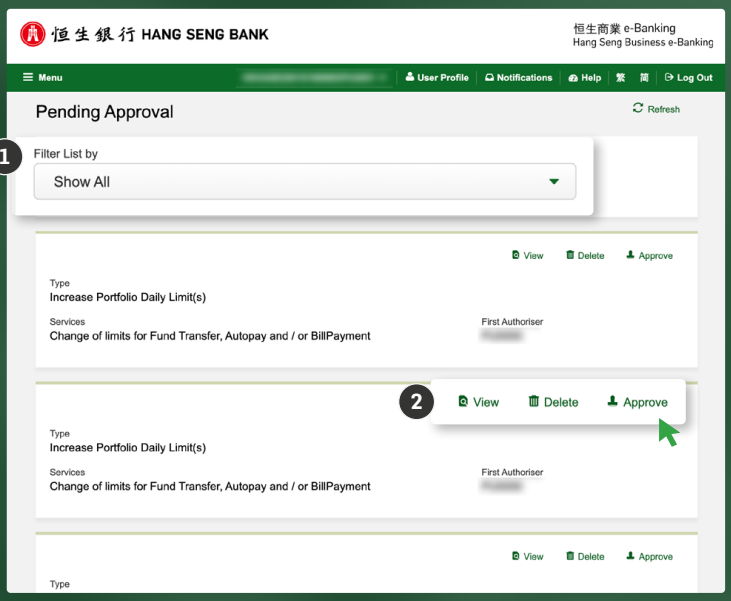
2. Select the approval action you want to perform:

View Instruction Detail
To review the instruction details, click **View** ;

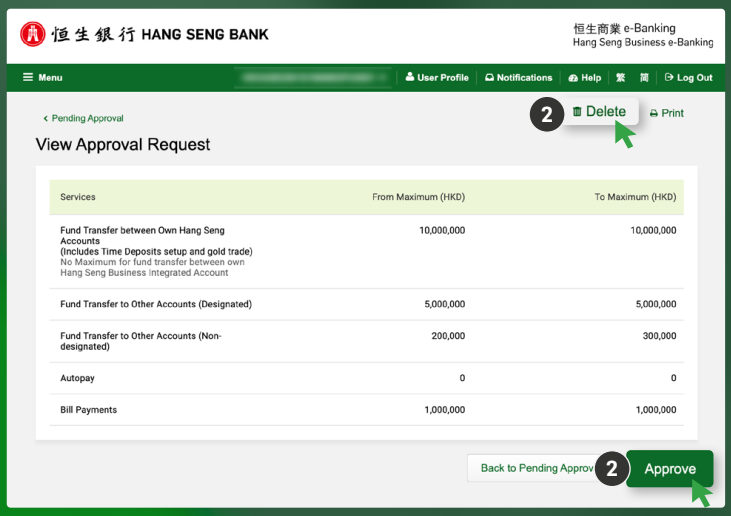
Grant Approval
To approve the instruction, click **Approve** and refer to **Section A** for the step-by-step guideline;

Delete Approval Request(s)
To reject and delete the approval request, click **Delete** and refer to **Section B** for the step-by-step guideline.

Pending Approval Page



View Instruction Detail



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Pending Approval

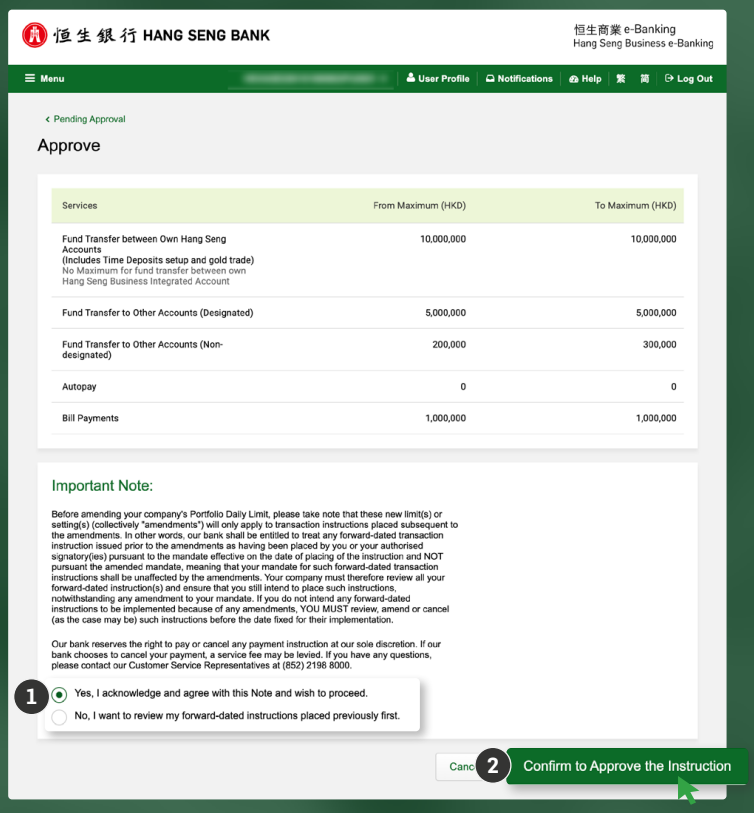
Section A: Grant Approval

STEP 3

Approve the Instruction

1. Review the instruction details carefully and acknowledge the **Important Note** .

2. Click **Confirm to Approve the Instruction** to continue.



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Section A: Grant Approval

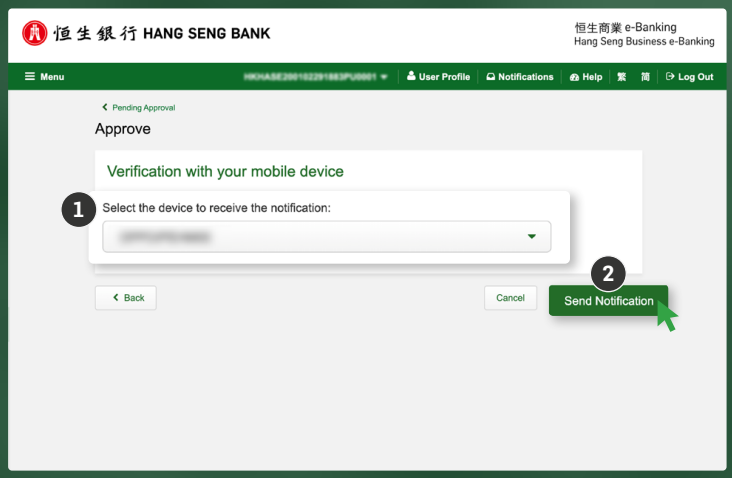
STEP 4 Verification

There are two verification methods:

- Push Authentication (If you use Push Authentication, please make sure your Mobile Security Key is enabled. Please refer to Mobile Security Key & Authentication User Guide for details.)
- Security Device (If you use Security Device, please refer to **Step 4B**)

For Push Authentication:

1. After submitting the instruction, you will be directed to a Verification page. Please select a mobile device to receive a notification.
2. Then click **Send Notification**.



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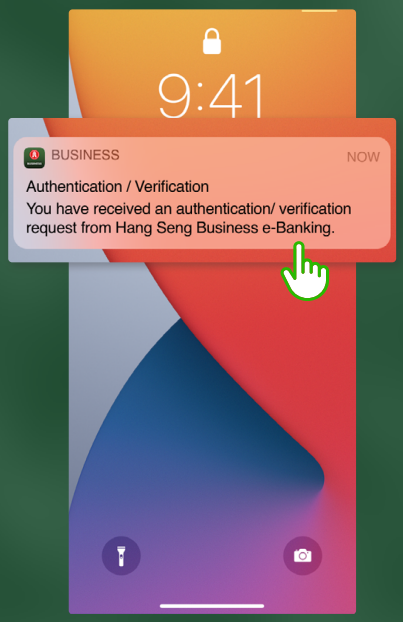
Pending Approval

Section A: Grant Approval

STEP 4A Receive Push Notification

Tap the push notification on your selected mobile device to authenticate the verification request.



Hang Seng Business e-Banking User Guide
Pending Approval

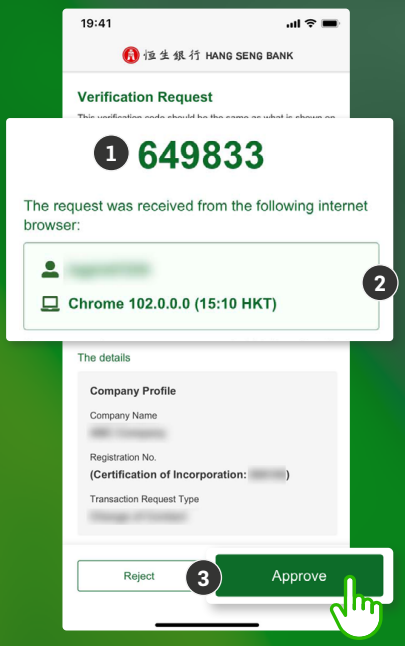
Section A: Grant Approval

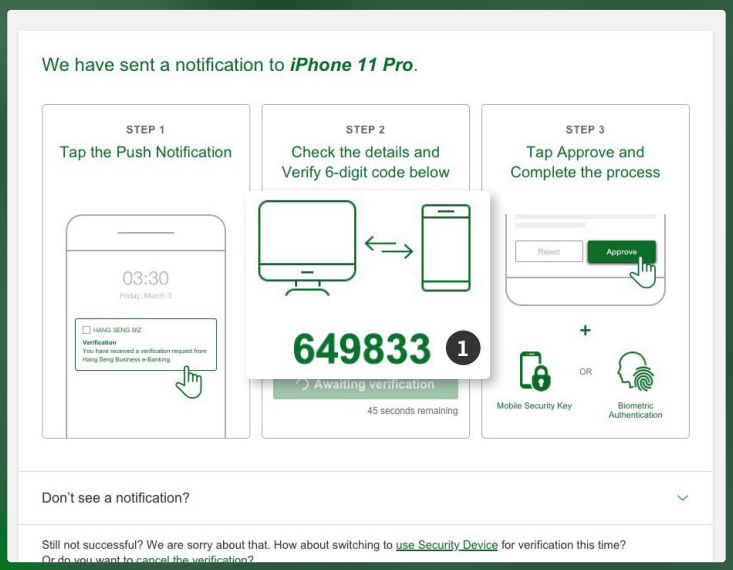
STEP 4A Approve Verification Request

1. A **verification code** is displayed on the **Verification Request** page on selected mobile device. Verify that the **verification code** is the same as that shown on the desktop.

2. Please note that the **username**, **timestamp**, and **browser version** from the selected mobile device should contain the same information as that from the desktop. Please also read carefully on the instruction details.

3. Tap **Approve** on selected mobile device to approve the verification request from the desktop.





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Pending Approval

Section A: Grant Approval

STEP 4A Complete the Authentication Process

To complete the authentication process, please do one of the following:

- Enter your **Mobile Security Key Password**;

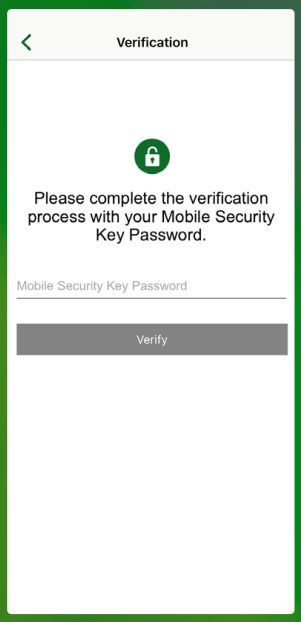
  OR

- Use your **Face ID** (for iOS only) to authenticate if you have enabled Face ID on your mobile device;

  OR

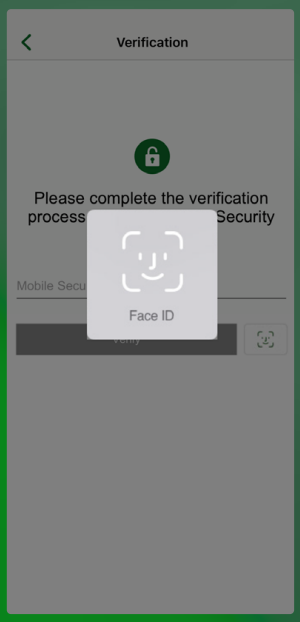
- Use your **Touch ID** (for iOS only) / **Fingerprint ID** (for Android only) to authenticate if you have enabled Touch ID / Fingerprint ID on your mobile device.

Mobile Security Key Password



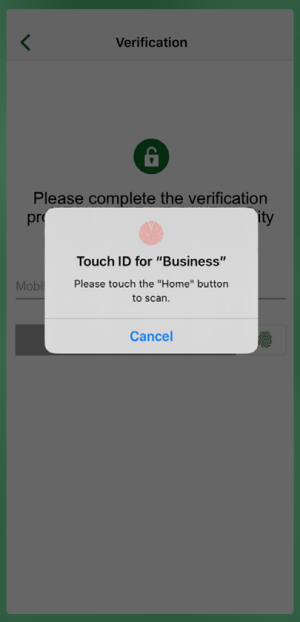
OR

Face ID



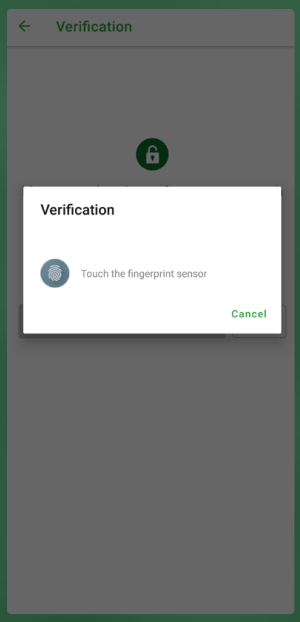
OR

Touch ID



OR

Fingerprint ID



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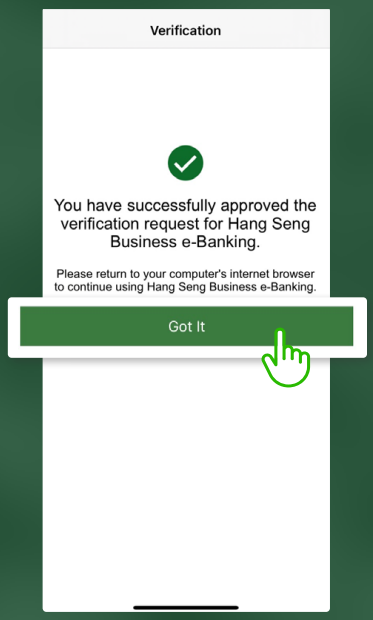
Section A: Grant Approval

STEP 4A Approve the Verification Request Successfully

You have successfully approved the verification request.

Tap **Got It** to finish the process.

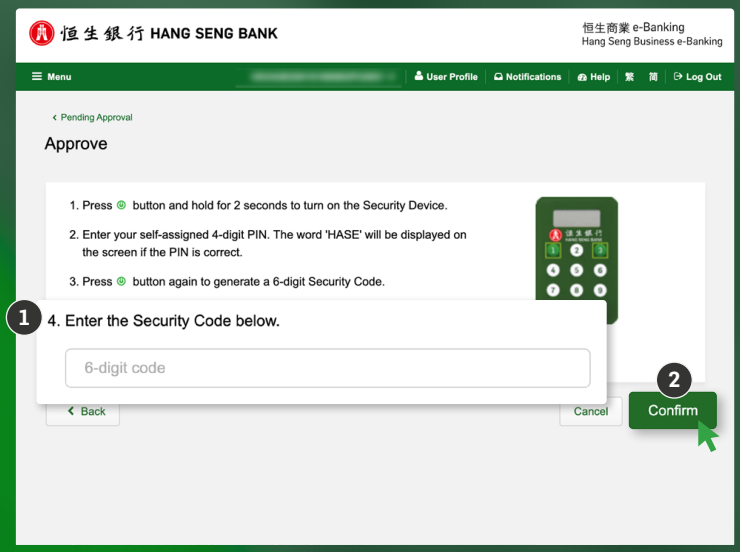


STEP 4B Verify with Security Device

If you want to verify with Push Authentication, please refer to **Step 4A**.

1. Please follow the Verification instruction to generate the Security Code by using your Security Device.

2. Click **Confirm** after entering the Security Code.



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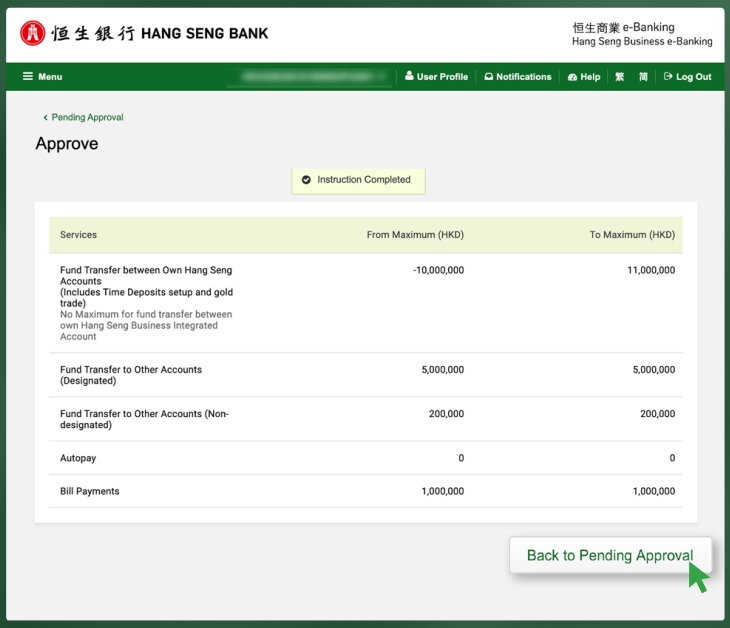
Section A: Grant Approval

STEP 5 Approval Completed

The instruction has been approved.

You can click **Back to Pending Approval** to review another approval request.



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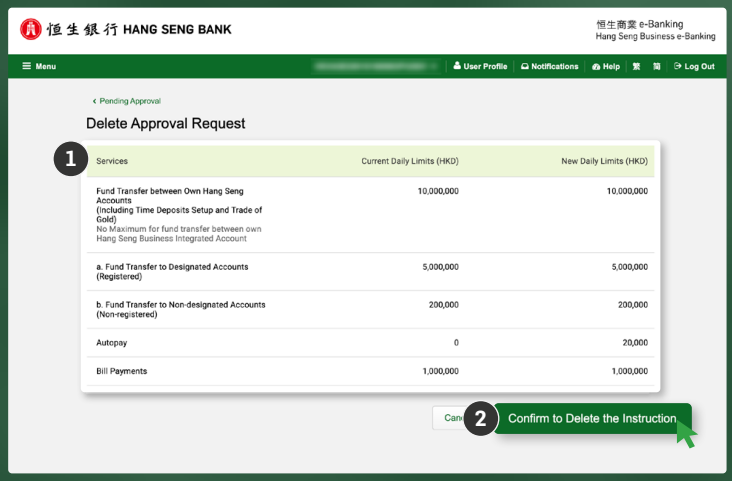
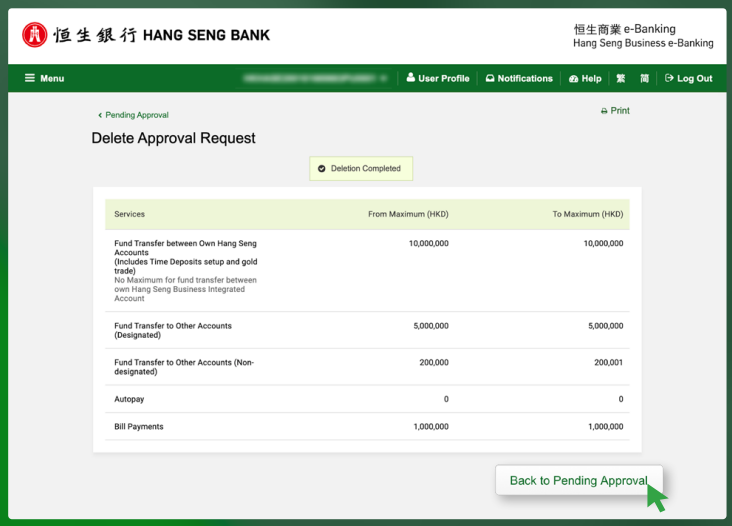
Section B: Delete Approval Request(s)

STEP 3 Reject and Delete Approval Request

1. Review the instruction details carefully.
2. Click **Confirm to Delete the Instruction** to continue.



STEP 4 Deletion Completed

The approval request has been rejected and deleted.

You can click **Back to Pending Approval** to review another approval request.