

Hang Seng Business e-Banking User Guide

Activate Mobile Security Key on New Device

🔔 Important Reminder

This user guide is designed for users who would like to enable **Mobile Security Key via Mobile and E-mail Verification**. Before you start, please make sure your mobile number and e-mail address are up to date.

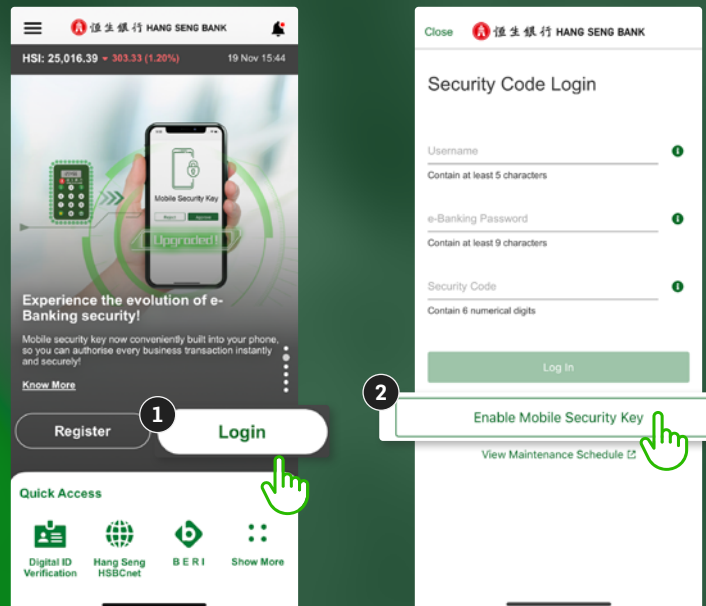
If you have already **registered 2 devices** with Mobile Security Key under same username, then you will have to **replace one of them with new device** for Mobile Security Key activation.

If you would like to enable **Mobile Security Key via your physical Security Device**, please go to [Mobile Security Key & Authentication User Guide](#).

Steps for Enabling a Mobile Security Key on Mobile App

STEP 1 Login to Business Mobile App

- 1 Open the **Hang Seng Business Mobile app** and tap **Login**.
- 2 Tap **Enable Mobile Security Key**.



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Steps for Registering a Mobile Security Key on Mobile App

STEP 2 Fill in e-Banking information

- 1 Select your **Identification Document Type** and fill in **HKID / Passport / Other Document Number**.

HKID Number

Enter **all characters**, including the one in the bracket (e.g. If your HKID number is A123456(7), please enter A1234567);

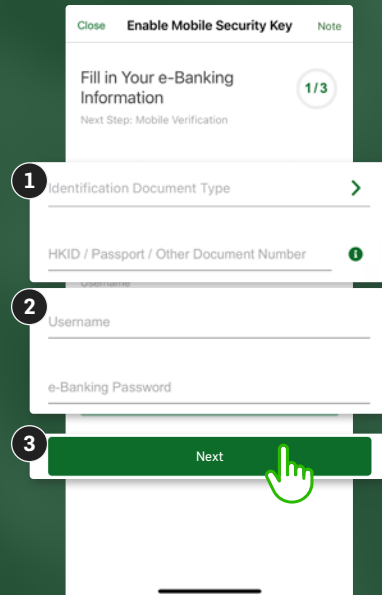
PRC Resident ID Number

Enter all **18 digits / characters**, including the 'X' at the end (if applicable);

Passport / Other Document Number

Enter **all characters** of your identification document number.

- 2 Fill in your Hang Seng Business e-Banking **Username** and **e-Banking Password**.
- 3 Then tap **Next**.



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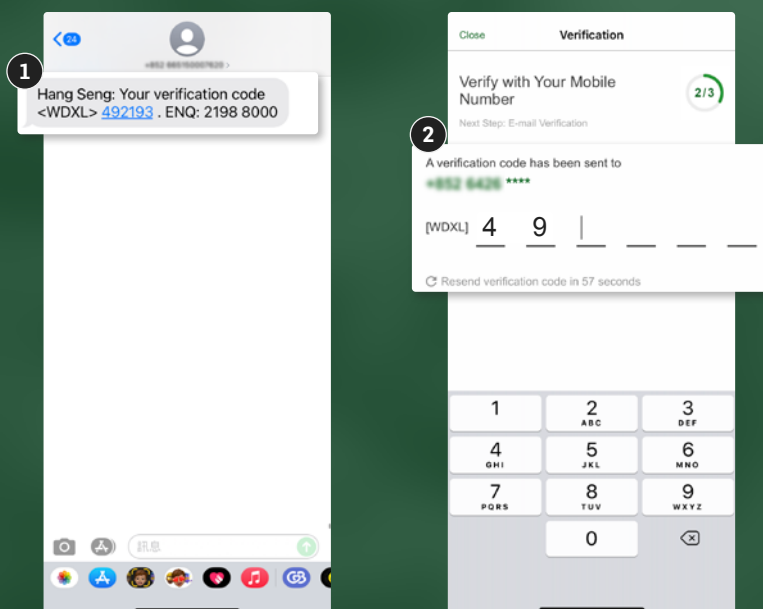
Steps for Registering a Mobile Security Key on Mobile App

STEP 3 Verify with Your Mobile Number

- 1 A **Verification Code** will be sent to your provided mobile number.
- 2 Enter the **Verification Code** and you will be directed to next step automatically.

***Note:**

To check or update your mobile number, please log in to Business e-Banking via desktop and go to **Customer Services > Contact Information** to check or amend **User Information**.



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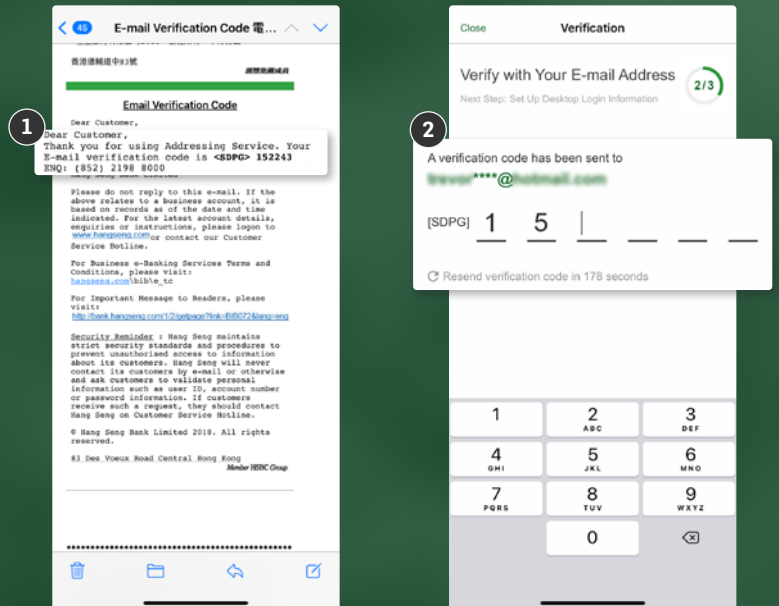
Steps for Registering a Mobile Security Key on Mobile App

STEP 4 Verify with Your E-mail Address

- 1 A **Verification Code** will be sent to your provided e-mail address.
- 2 Enter the **Verification Code** and you will be directed to next step automatically.
 - If you are a **new smart HKID or PRC Resident ID holder**, please refer to [Step 5](#) .
 - If you are holding other document types, or if you have previously failed the Digital ID Verification and cannot proceed again, please refer to [Step 6](#) .

***Note:**

To check or update your e-mail address, please log in to Business e-Banking via desktop and go to **Customer Services > Contact Information** to check or amend **User Information**.



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Steps for Registering a Mobile Security Key on Mobile App

STEP 5 Verify Your Identity

- 1 Read the information carefully and tap **Verify**.
- 2 Read through the Terms and Conditions carefully by scrolling down to the bottom and tap **Agree** to accept all and continue.



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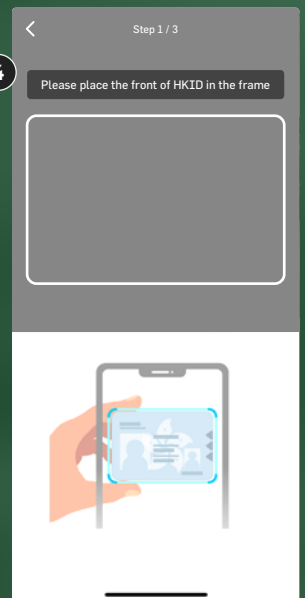
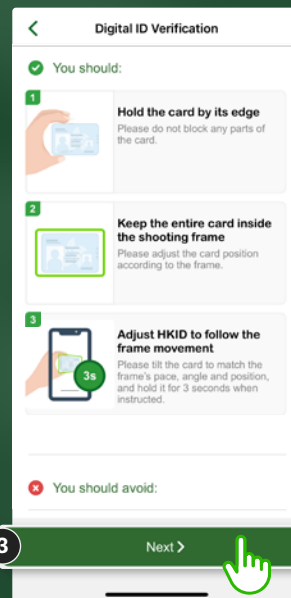
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Steps for Registering a Mobile Security Key on Mobile App

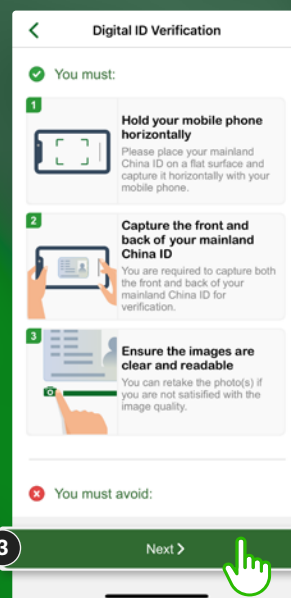
STEP 5 Verify Your Identity (continue)

- 3 Read the dos and don'ts of ID capture and tap **Next**.
- 4 Capture your new smart HKID or PRC Resident ID by following the on-screen instruction.

For new smart HKID



For PRC Resident ID



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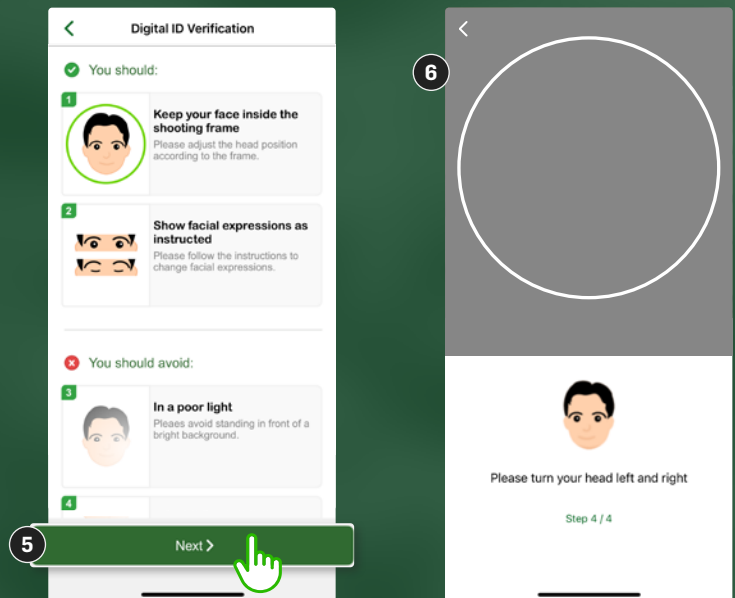
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Steps for Registering a Mobile Security Key on Mobile App

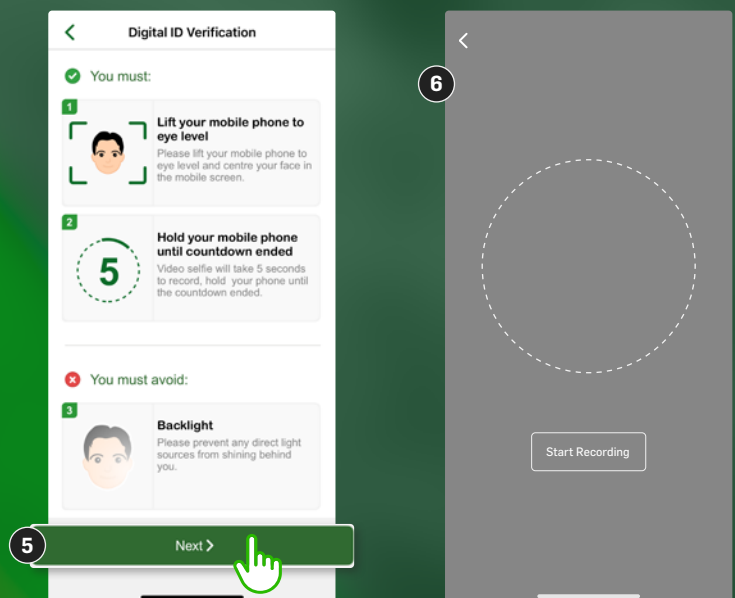
STEP 5 5 Verify Your Identity (continue)

- 5 Read the dos and don'ts of selfie and tap **Next**.
- 6 Take a **Selfie** by following the on-screen instruction.

For new smart HKID



For PRC Resident ID



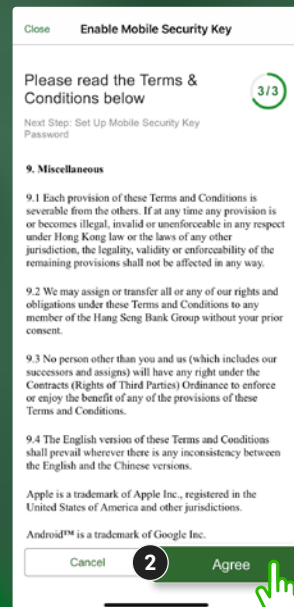
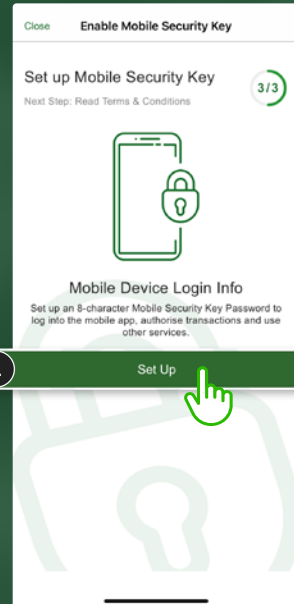
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Steps for Registering a Mobile Security Key on Mobile App

STEP 6 Confirm to Set up Mobile Security Key

- 1 Read the information carefully and tap **Set Up**.
- 2 Scroll down and read the Terms & Conditions carefully, then tap **Agree** if you agree with it.



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Steps for Registering a Mobile Security Key on Mobile App

STEP 7 Set Up Mobile Security Key Password

1 To set up your **Mobile Security Key Password**, please fill in the following fields:

- Mobile Security Key Password;
- Re-enter Mobile Security Key Password.

Then tap **Confirm**.

*Note:

When creating **Mobile Security Key Password**, please make sure you are following the instructions below.

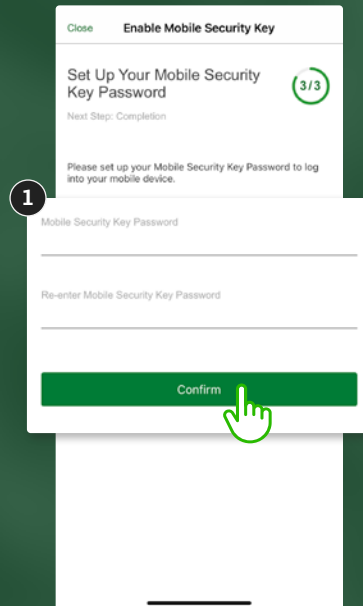
✓ **The password must:**

- contain 8 characters, which must include at least 1 letter (A-Z or a-z), 1 numerical digit (0-9) and one of the following designated special characters: @ . - _ ' ;
- be different from Username

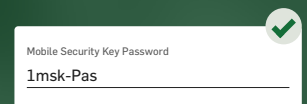
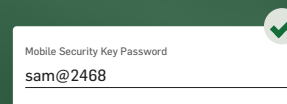
✗ **The password must not:**

- have more than 2 identical, consecutive characters
- contain 4 or more sequential keyboard characters
- have more than half of its length made up of the same character
- have the same number pattern for more than 2 times

Please note that the password is **case-sensitive**.



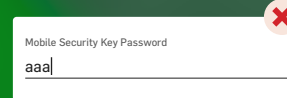
Mobile Security Key Password Illustrative Examples:



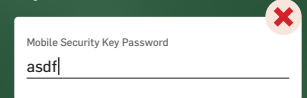
The examples provided above are for illustrative purposes only. Kindly refrain from using them directly as your password.

The password must not:

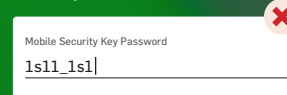
have more than 2 identical, consecutive characters



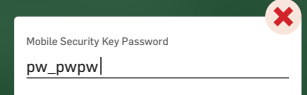
contain 4 or more sequential keyboard characters



have more than half of its length made up of the same character



have the same number pattern for more than 2 times



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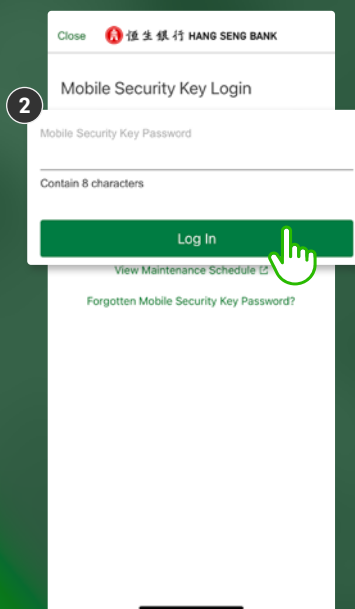
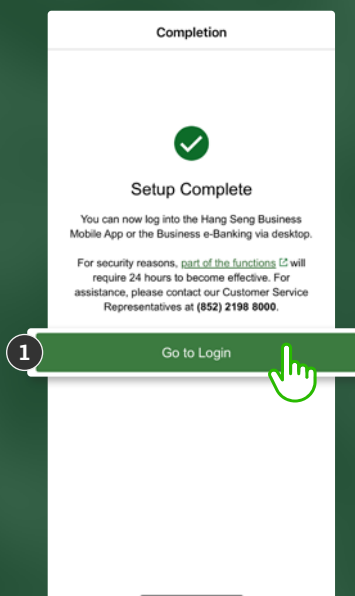
STEP 8 Log in to Mobile Banking with Mobile Security Key

Your Mobile Security Key has been enabled successfully. Log in to Mobile Banking and enjoy our services.

- 1 Tap **Go to Login** on the Completion page.
For security reasons, [part of the functions](#) will require 24 hours to become effective.
- 2 Enter your Mobile Security Key Password, then tap **Log In** to start using Hang Seng Business e-Banking services.

***Note:**

If you have not completed the Digital ID verification (Step 5), access to [part of the functions](#) via Mobile Security Key will be restricted unless you further verify your identity with us. Please contact our Customer Service Representatives on (852) 2198 8000 (Press "1" > "1" > "1" > "1" after language selection).



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Enable Notifications for Mobile App

To authenticate different instructions (e.g. log in to Hang Seng Business e-Banking desktop) by using your mobile device, you need to enable Notifications for Hang Seng Business Mobile App.

- 1 Go back to landing screen or open the mobile app again, tap **OK** from the pop-up message to receive authentication requests.
- 2 You will be directed to **Notifications** setting on the level of device settings. Toggle on the **Allow Notifications** switch to enable notifications.

For the details and authentication steps to log in to Business e-Banking with mobile device, please refer to [Mobile Security Key & Authentication User Guide](#) [Step 7](#) to [Step 11](#).

*Note:

You need to enable notifications manually for iOS devices. The notifications will be enabled automatically for Android devices.

For iOS devices

