Hang Seng HSBCnet System Requirement

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Accessing Hang Seng HSBCnet is easy, but you will need to make sure your computer has adequate processing power and the right software.

Software requirements

Hang Seng routinely reviews the status of software supported on Hang Seng HSBCnet to provide the best possible experience and the highest level of security. Hang Seng HSBCnet supports the latest and two prior versions of the following:

Browser[1]
- Microsoft Edge

Other supported browsers[2]
- Chrome
- Firefox
- Safari

[1] You may be required to use a specific operating system to access some local HSBCnet services. To learn more, contact Hang Seng HSBCnet Support Centre.

[2] Hang Seng HSBCnet is in the process of optimising our services to be used with other commonly-used web browsers. While we have made every effort to ensure compatibility with the most commonly used browsers, depending on your chosen OS and browser combination, you may experience an issue.

In the unlikely event you experience any compatibility issues with your choice of browser when using Hang Seng HSBCnet, please contact our Hang Seng HSBCnet Support Centre.

Please note that all browser configurations should be kept up to date with the latest service packs and security patches as issued by the vendor. Additionally, browser versions must be protected by 128-bit encryption.

About the Hang Seng HSBCnet Mobile app

Supported devices and hardware requirements

Currently, the Hang Seng HSBCnet Mobile app is available for iPhone and Android^{TM}-based mobile devices using the following supported operating systems:
- iOS version 15.0 or above
- Android OS version 10.0 or above

Only Google Mobile Services (GMS) certified Android devices support the Mobile authentication feature.

Hang Seng HSBCnet has verified the compatibility of these mobile devices and their most recent operating systems for use with Hang Seng HSBCnet Mobile app. To ensure that you get optimal use of the services, update your mobile device's operating system regularly.

Please note that Hang Seng HSBCnet functionality may perform normally using other operating systems, but compatibility cannot be confirmed at this time. For more information about your mobile device, please refer to your user manual or contact the manufacturer for assistance.

Log on with Biometrics
Hang Seng HSBCnet Mobile now supports a full suite of Biometric capabilities, including Touch & Face ID for iOS devices, as well as Fingerprint ID for supported Android devices. These provide a fast, simple and secure way to view your Hang Seng accounts and balances on the go.

Once enabled, simply use your fingerprint or facial recognition to log on – making it even quicker to access your Hang Seng HSBCnet services anytime, anywhere.

To log on using biometrics, you need to have the Hang Seng HSBCnet Mobile app installed on one of the following supported mobile devices:

Supported iOS devices
- For Touch ID: Compatible iOS device
- For Face ID: iPhone X or later

Supported Android devices (Fingerprint only)

If you have a compatible Android device, you can log on to our app using your fingerprint if your device:
- Has a Trusted Execution Environment ('TEE'); and
- Is supported by the Bank (i.e. The Bank doesn't support devices with known security vulnerabilities)

Note:
- Biometric log on is designed to work best on the most recent versions of OS. If you have any issues installing and using Biometric log on, please make sure you have installed the latest version of the OS on your device.
- Visit the App Store or Google Play, search 'Hang Seng HSBCnet' and download the Hang Seng HSBCnet Mobile app today.
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