

Hang Seng HSBCnet System Requirements

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 on the Internet. Hang Seng HSBCnet is designed to work with the following browser versions.

Software

Browser¹

Internet Explorer 11 (released 17 October 2013) and above

Other supported browsers²

Chrome 38 (released 7 October 2014) and above
Firefox 27 (released 4 February 2014) and above
Samsung Internet 4 (released 19 April 2016) and above
Microsoft Edge 12 (released 29 July 2015) and above
Safari 7 (released 22 October 2013) and above

Currently, Hang Seng HSBCnet Mobile (via Web Browser) supports smartphone devices that use the following operating systems: iOS (iPhone), Android, Blackberry and Windows.

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

²Hang 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-based smartphones.

Hang Seng HSBCnet Mobile – Biometric log on

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 iPhone devices

For Touch ID: iPhone 5s or later
For Face ID: iPhone X or later

Supported Android devices (Fingerprint only)

Samsung	A6 Plus, A7, A8 Star, A9, A20, A40s, A60, A70, A80 Galaxy S6, S7, S8, S9, S10, S20 Galaxy C9 Pro Galaxy Note 5, Note 8, Note 9, Note 10 J6
LG	G6, G6+, G7 Q Stylus + V20, V30+, V40 ThinQ
Google	Pixel, Pixel 2, Pixel 2 XL Pixel 3, Pixel 3 XL
Sony	Xperia 1, 10, L3, XA2, XZ1, XZ2 Premium Xperia XZ3
HTC	U12+

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.

If you have a compatible Android device in mainland China, you can log on to our app using your fingerprint if your device:

- Has Android OS 8 or above installed;
 - Has a Trusted Execution Environment ('TEE'); and
 - Is supported by HSBC in China (i.e. HSBC doesn't support devices with known security vulnerabilities)
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- Apple, iPhone, Face ID, and Touch ID are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.
 - Android is a trademark of Google Inc

Hang Seng HSBCnet has verified the compatibility of these Mobile devices and their most recent operating systems for use with Hang Seng HSBCnet Mobile. To ensure that you get optimal use of the services available in Hang Seng HSBCnet Mobile, update your smartphone'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 device, please refer to your user manual or contact the manufacturer for assistance.

At this time, the Hang Seng HSBCnet Mobile tablet app is not available for use on iPads or Android based tablets. Hang Seng HSBCnet Mobile will support additional Mobile devices in the future.