

HSBC MiVision

Cardholder Guide

April 2020



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Getting started

What is MiVision?

MiVision is a system that enables your company to manage its Corporate card programmes and provides you, the cardholder, with the ability to view and manage your card transactions and statements online.

MiVision is accessible with Internet Explorer, Firefox, Google Chrome and Safari

Accessing MiVision

To log in for the first time you will need:

- ◆ Access to the internet and a web browser.
- ◆ The MiVision internet (URL) address: <https://mivision.hsbc.co.uk/> or Click [here](#)
- ◆ Your corporate or purchasing card number; if you do not have this, contact your company card administrator.
- ◆ MiVision uses pop-up windows, so please ensure you have enabled pop-ups.

Activating your card account

1. Enter the MiVision URL in to your internet browser, or click here [MiVision](#), where you will be presented with a **Log On** window.
2. Click on **Register for MiVision** (leave Log on fields blank);
3. Enter your email address and your card number and click **Next**.
4. An email will be sent to your inbox with an activation code. Enter this activation code on the **Registration – Activation Code** page and click **Next**.
5. You will be presented with the **Registration – Authentication Details** screen. Enter a password and a security number. All fields must be completed. These will be your login details for the future. Click **Next**.

- ◆ The password must be a minimum of 8 characters and contain at least 3 of the following; uppercase, lowercase, numeric and/or a symbol. It cannot be one of your previous 4 passwords and cannot contain your first or last name.
- ◆ The security number must be longer than 7 and less than 13 characters and should contain no sequential numbers. It cannot be repeated more than three times;

Log On

Email or Username

Password

Forgotten password? >
Register for MiVision >

Log On

Registration Step 1

Email

Card or Company Number

Enter your 16 digit card number as a cardholder, or your 10 digit company number as an administrator.

Cancel Next

Registration - Activation Code

An email has been sent to you with the activation code. Please enter the code from the MiVision Activation Email

Activation Code

Cancel Next

Registration - Authentication Details

Username

Please provide a user name of at least 6 characters. You can use your email address or this user name to logon to MiVision UAT Brexit V4.

New password

Confirm new password

Your password must be minimum of 8 characters and contain three of the following. An uppercase character, a lowercase character, a numerical digit, a special character. This cannot be one of your previous 4 passwords, or contain your first or last name.

New Security Number

Confirm New Security Number

Your Security Number must be a minimum of 8 digits and cannot be sequential numbers.

Next

6. You will be presented with the **Registration – Security Questions** screen; after providing your security questions and answers click **Next**. This will complete the registration process and you will be sent an email confirming successful registration.

Question 1

Question

Name a memorable car?

Answer

Logging in

Once presented with a **Log On** window in MiVision:

1. Enter your Email/Username and Password; click **Log On**.

Log On

Email or Username

Password

Forgotten password? >

Register for MiVision >

Log On

2. In the **Validate Security Number** screen, enter three digits of your security number at the positions requested; click **Submit**. E.g. if your number is 13752681, position 3 will be the digit 7, position 5 will be the digit 2 and position 6 will be the digit 6.

Validate Security Number

Please enter the specific digits of your security number into the textboxes below.

Position 2 Position 3 Position 8

Forgotten Security Number? >

Cancel Submit

3. Following a successful logon you will be taken to your **Home Page**.

HSBC UK English (United Kingdom) SHIPMAN PAUL Log Off

You last logged on: 04/02/2020 15:57

My Accounts

Actions	Statements	Account Summary
Notification of International Travel	18 July 2019 2,704.33 GBP View	Credit Limit 4,000.00 GBP
Amend Cardholder Details		Current Balance 2,704.33 GBP
Request Limit Amendment		Balance Remaining 1,695.67 GBP
Report Card Lost or Stolen		Payment required 2,704.33 GBP
Request Replacement Card		Please make payment by 12/08/2019
Request Reissue of PIN		Amount in Arrears 2,673.96 GBP

Jul-19 Current Period Download 30 Set Prev Next

Transaction Date	Posting Date	Merchant	City	Foreign Amount	Amount	Actions
No transactions found for the statement period						

30 Set Prev Next

Getting Locked out

If you enter your logon details incorrectly a number of times you will be locked out. To regain access contact your administrator, who will re-set your access.

Forgotten Password

1. On the **Log On** page click **Forgotten password?**
2. On the **Forgotten password?** screen, enter your email address and click **Recover Password**. An email will be sent to your email address with a temporary new password.
3. On the **Log On** screen, enter your Email/Username and the temporary password you received in the email; click **Log On**.
4. On the **Security Questions Validation** screen, enter the answers to your security questions as requested; click **Change Password**.
5. On the **Change Password** screen, enter your new password details; click **Change Password**.
6. You will be taken to the **Log On** screen once again where you can log on with the changed and continue to your **Home Page**.

Log On

Email or Username

Password

Forgotten password? >
 Register for HSBC MiVision >

Log On

Forgotten password?

Email or Username

Recover Password

Forgotten password?

An email has been sent with your password.

Temporary Password

Log On

Security Questions Validation

Please Answer the following questions.

If you are unable to answer the questions displayed, please contact us for further assistance.

Who is your favourite writer?

Name a memorable car?

Cancel **Submit**

Change Password

New password

Confirm new password

Your password must be minimum of 8 characters and contain three of the following: An uppercase character, a lowercase character, a numerical digit, a special character. This cannot be one of your previous 4 passwords, or contain your first or last name.

Change Password

Log On

Email or Username

Password

Forgotten password? >
 Register for HSBC MiVision >

Log On

Forgotten Security Number

1. Enter your username and password to log on.
2. On the **Validate Security Number** screen, click **Forgotten Security Number?**
3. On the **Security Questions Validation** screen, enter the answers to your security questions as requested. Click **Submit**.
4. An email will be sent to your email address with a temporary new security number. On the **Forgotten Security Number?** screen, click **Validate Security Number**.
5. On the **Validate Security Number** screen, enter the specific digits of your new temporary security number; click **Submit**
6. You will now be presented with the **Change Security Number** screen where you can enter the new security number; click **Submit**.
7. You will be directed to your **Home Page** where a message confirming a change in security number will be displayed.

Log On

Email or Username

Password

[Forgotten password? >](#)
[Register for HSBC MiVision >](#)

Log On

Validate Security Number

Please enter the specific digits of your security number into the textboxes below.

Position 2 Position 4 Position 8

[Forgotten Security Number? >](#)

 Submit

Security Questions Validation

Please Answer the following questions.

If you are unable to answer the questions displayed, please contact us for further assistance.

Name a memorable car?

Who is your favourite writer?

 Submit

Forgotten Security Number?

An email has been sent with your temporary security number.

Validate Security Number

Validate Security Number

Please enter the specific digits of your security number into the textboxes below.

Position 2 Position 3 Position 7

[Forgotten Security Number? >](#)

 Submit

Change Security Number

Please enter the specific digits of your new security number.

New Security Number

Confirm New Security Number

Submit

2
?
English (United Kingdom) ▾

Jon Livingston 7
You last logged on: 05/02/2020 14:42
Log Off

5
6

Actions 1

- Notification of International Travel
- Amend Cardholder Details
- Request Limit Amendment
- Report Card Lost or Stolen
- Request Replacement Card
- Request Reissue of PIN

Statements 2

18 July 2019 2,704.33 GBP [VIEW](#)

Account Summary 3

Credit Limit	4,000.00 GBP
Current Balance	2,704.33 GBP
Balance Remaining	1,695.67 GBP
Payment required	2,704.33 GBP
Please make payment by	12/08/2019
Amount in Arrears	2,673.96 GBP

Jan-20
Current Period
Jan-20 (18)
Uncoded (18)

Download
30 ▾
Set
Prev
1
Next

All	Transaction Date	Posting Date	Merchant	City	Status	Foreign Amount	Amount	Actions
	04/01/2020	04/01/2020	Domestic EUR 1	Vegas	Coded		2,504.20 EUR	Actions ▾
	04/01/2020	04/01/2020	Domestic EUR 3	Vegas	Coded		6,500.00 EUR	Actions ▾
<input type="checkbox"/>	04/01/2020	04/01/2020	Domestic EUR 2	Vegas	New		3,200.00 EUR	Actions ▾
<input type="checkbox"/>	04/01/2020	04/01/2020	Foreign Purchase	Vegas	New	4,325.00 GBP	5,053.07 EUR	Actions ▾
<input type="checkbox"/>	04/01/2020	04/01/2020	Foreign ATM	Vegas	New	700.00 USD	606.75 EUR	Actions ▾

Your Home Page is divided into 6 main areas:

1. **Actions** – Any card related requests that need to be actioned can be found in this area.
2. **Statements** – All available statements can be viewed/downloaded and printed from this area.
3. **Account Summary** – A summary of current balance and payments due can be found in this area.
4. **Transaction Area** – A list of transactions belonging to a specific period are detailed here.
5. **Message Centre** – All MiVision emails and notifications can be viewed in this area.
6. **Help** – All available user guides and demo videos can be accessed here.
7. **User Menu** – Your MiVision account can be accessed here. Use the dropdown menu available here to link accounts to your profile, change your password, security questions, and manage your user profile and proxy users here.

Card actions

Notifying overseas travel

1. On the **Home Page**, under **Actions**, click **Notify Overseas Travel**
2. In the **Notify Overseas Travel** window, select the relevant **Account**
3. Enter the **From Date**, **To Date** and **Destination** and click **Notify**.

Changing account limits

1. On the **Home Page** under **Actions**, click **Request Limit Amendment**
2. In the **Request Limit Amendment** window, select the relevant **Account** and enter
3. Amounts for the limit you wish to change **Monthly Spending Limit**, **Single Transaction Limit** and/or **Daily Cash Advance Limit**; click **Submit**.
4. Your request will be sent to your company administrator for approval, and your limit will be amended once approved

Requesting a Replacement Card

1. On the **Home Page** under **Actions**, click **Request Replacement Card**.
2. In the **Request Replacement Card** window, select the relevant **Account** and click **Submit**.

Request reissue of PIN

1. On the **Home Page** under **Actions**, click **Request Reissue of PIN**
2. In the **Request Reissue of PIN** window, select the relevant Account and click **Submit**.

*Note – PINs are sent via SMS to your mobile phone. See **Amend Cardholder Details** to update you mobile phone number. It may take up to an hour for you PIN to be delivered by SMS if this option is enabled by your organisation.*

Reporting a lost or stolen card

Please call us directly on **0800 032 7075** from the UK, or **+44 14 4242 2929** from overseas.

Amend Cardholder Details

1. On the **Home Page** under **Actions**, click **Amend Cardholder Details**.
2. Update your details and click **Submit**

Note – These details are separate from your HSBC MiVision user profile, which can be changed by [Viewing and amending your profile](#). To change any details that cannot be edited on this screen, please contact your Administrator or HSBC.

Viewing card transactions

Transactions can be viewed in three different ways:

1. View recent transactions.
2. View and download statements – current or previous statements.
3. Download transaction information.

View recent transactions

- ◆ When you log in you will be automatically directed to your **Home Page**, which shows your statements in the Statements area (A) and provides a list of your recent transactions in the transaction area (B)
- ◆ Recent transactions are transactions you have made since the end of the last statement period.
- ◆ When your next statement is ready to be issued, these recent transactions will be posted to a new statement. They will then be accessible by clicking on **View** next to the statement date

English (United Kingdom) SHIPMAN PAUL
You last logged on: 04/02/2020 15:57 [Log Off](#)

My Accounts

Actions	Statements		Account Summary												
Notification of International Travel Amend Cardholder Details Request Limit Amendment Report Card Lost or Stolen Request Replacement Card Request Reissue of PIN	18 July 2019 A	2,704.33 GBP View	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Credit Limit</td><td style="text-align: right;">4,000.00 GBP</td></tr> <tr><td>Current Balance</td><td style="text-align: right;">2,704.33 GBP</td></tr> <tr><td>Balance Remaining</td><td style="text-align: right;">1,695.67 GBP</td></tr> <tr><td>Payment required</td><td style="text-align: right;">2,704.33 GBP</td></tr> <tr><td>Please make payment by</td><td style="text-align: right;">12/08/2019</td></tr> <tr><td>Amount in Arrears</td><td style="text-align: right;">2,673.96 GBP</td></tr> </table>	Credit Limit	4,000.00 GBP	Current Balance	2,704.33 GBP	Balance Remaining	1,695.67 GBP	Payment required	2,704.33 GBP	Please make payment by	12/08/2019	Amount in Arrears	2,673.96 GBP
Credit Limit	4,000.00 GBP														
Current Balance	2,704.33 GBP														
Balance Remaining	1,695.67 GBP														
Payment required	2,704.33 GBP														
Please make payment by	12/08/2019														
Amount in Arrears	2,673.96 GBP														

Jan-20 | Current Period | Jan-20 (18) | Uncoded (18)

Download | 30 | Set | Prev | 1 | Next

All	Transaction Date	Posting Date	Merchant		City	Status	Foreign Amount	Amount	Actions
	04/01/2020	04/01/2020	Domestic EUR 1	B	Vegas	Coded		2,504.20 EUR	Actions
	04/01/2020	04/01/2020	Domestic EUR 3		Vegas	Coded		6,500.00 EUR	Actions
<input type="checkbox"/>	04/01/2020	04/01/2020	Domestic EUR 2		Vegas	New		3,200.00 EUR	Actions
<input type="checkbox"/>	04/01/2020	04/01/2020	Foreign Purchase		Vegas	New	4,325.00 GBP	5,053.07 EUR	Actions
<input type="checkbox"/>	04/01/2020	04/01/2020	Foreign ATM		Vegas	New	700.00 USD	606.75 EUR	Actions

The Transaction Area (A) And Statements Area (B)

Recent transaction information

Your **Home Page** shows you the following information:

1. All transactions will display the transaction date, posting date, location of the merchant and transaction amount.
2. If the transaction was undertaken abroad, the foreign currency amount and rate will also be displayed.

Your standard view is a summary of the transaction. For a detail transaction view:

1. Clicking on the **Actions** dropdown menu in the **Details** box will give you a detailed view of the transaction.
2. In the **Detailed** view you will be able to view **Transaction Details** as well as **Travel Itinerary Details**, **Lodging details** or **Line Item Details** if available.
 - ◆ The **Travel Itinerary Details** will display additional information for some airline transactions such as passenger name, ticket number and routes, if available.
 - ◆ The **Lodging Details** will display additional information for some hotel and lodging transactions such as check in date, nights stayed, daily rate, etc. if setup.
 - ◆ The **Line Item Details** will display additional information for each item purchased within a transaction.

All	Transaction Date	Posting Date	Merchant	City	Status	Foreign Amount	Amount	Actions
	04/01/2020	04/01/2020	Domestic EUR 1	Vegas	Coded		2,504.20 EUR	Actions ▾
	04/01/2020	04/01/2020	Domestic EUR 3	Vegas	Coded		6,500.00 EUR	Actions ▾
<input type="checkbox"/>	04/01/2020	04/01/2020	Domestic EUR 2	Vegas	New		3,200.00 EUR	Actions ▾
<input type="checkbox"/>	04/01/2020	04/01/2020	Foreign Purchase	Vegas	New	4,325.00 GBP	5,053.07 EUR	Actions ▾

Standard Transaction View

All	Transaction Date	Posting Date	Merchant	City	Status	Foreign Amount	Amount	Actions
<input type="checkbox"/>	04/01/2020	04/01/2020	Hotel Foreign	Vegas	New	8,000.00 GBP	8,220.00 EUR	Actions ▾
Lodging Details								
Check In Date				04/01/2020				
Nights				0				
Daily Room Rate				4,500.00				
No Show Charged				No				
Lodging Charges								
Food and Beverage				2500.0000				
Mini Bar				1000.0000				
Other - Not Specified				3500.0000				

Detailed transaction view

Account summary

Your credit limit and outstanding balance are displayed in the **Account Summary** area on the **My Accounts** tab. **Credit Limit**, **Current Balance** and **Balance Remaining** values are updated in real-time.

Account Summary	
Credit Limit	3,000.00 GBP
Current Balance	891.90 GBP
Balance Remaining	2,408.10 GBP
Payment required	36.37 GBP

Account Summary on the top right side of the Home Page

Viewing your statement

Statements can be viewed online as a PDF, downloaded or printed.

1. On your **Home Page** go to the statements section,
2. Go to **Company Info** and click **Statements** underlined.
3. To generate account statements please select period and click **Generate**

Statements

Company Statements

None available

Account Statements

Generate Statements for Period

23/09/2019 - 30/10/2019 (Generated) ▼

Generate

Statement Period	Status	+
23/09/2019 - 30/10/2019	✓	Download

Company Info [View Latest Statements](#)

Total Company Limit

Total Cardholder Limits 27,000 GBP

HSBC

NOT TO BE ACCEPTED AS FORMAL IDENTIFICATION

Your Business Debit Card Statement

Statement Date: 29 July 2019

Card Number
4112 0100000000000000

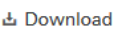
Your Transaction Details

Initiated By	Transaction Date	Details	Points	Amount
05 Jul 2019	05 Jul 2019	ICC PARKING METER Card Control for 2019/07/05 09:00:00 - 09:00:00 Retail Customer Statement card used 12/23/2019 09:00:00 - 09:00:00 Card Used: 21 Jul 2019 09:00:00 CITY, SEAS		80.00
05 Jul 2019	05 Jul 2019	SHOP A&E Card Control for 2019/07/05 09:00:00 - 09:00:00 Retail Customer Statement card used 12/23/2019 09:00:00 - 09:00:00 Card Used: 21 Jul 2019 09:00:00 CITY, SEAS	Network Park	26.00
05 Jul 2019	05 Jul 2019	WALGREENS STORE #1234 Card Control for 2019/07/05 09:00:00 - 09:00:00 Retail Customer Statement card used 12/23/2019 09:00:00 - 09:00:00 Card Used: 28 Aug 2019 09:00:00 CITY, SEAS	Wal Green	88.00
05 Jul 2019	05 Jul 2019	Direct Debit Payment		76.00 EUR

Transaction statement

Download transaction information

You can download transaction details to the specified location in an Excel, PDF or a CSV format. You can also schedule transactions to be emailed to you on a periodic basis.

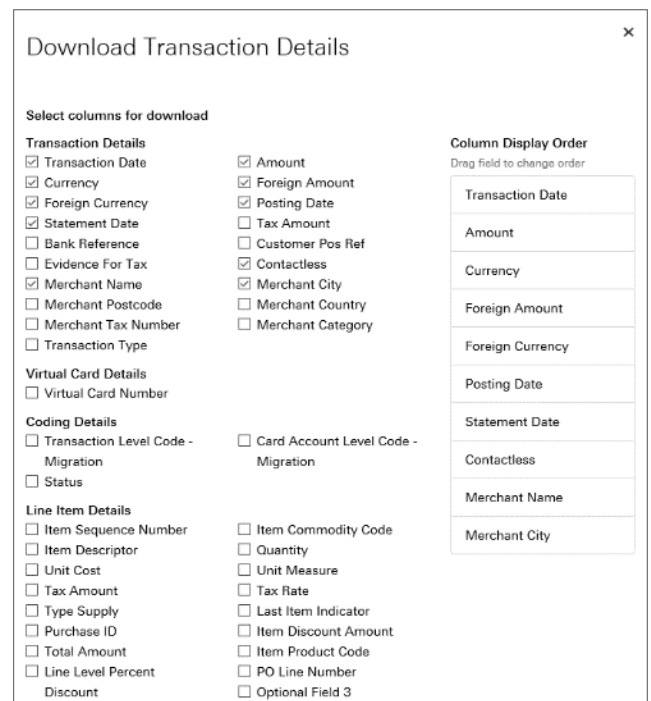
- From the **Home Page**, Click on the  icon in the **Transactions** area to open the **Download** window. There are three download options available:
 - Download displayed details** – downloads all columns which are displayed in the transactions on your screen.
 - Download all details** – downloads all the information from the system associated with the displayed transactions.
 - Select columns for download** – selecting this option will display all the columns as a list and lets you select which ones you want in your report. You can drag the field to change the column display order
 - Select template** – selecting this option will allow you to run a report according to a template you have saved

- Once you have selected a download option, click **Next**.

Specify the report name, format and schedule it

- In the next window, enter a **Name** for your report
- The report can be generated in Excel, CSV or PDF formats; select one.
- Select a **Delivery** option. You can decide if you would like the report immediately or would like to schedule it on a daily, weekly, or monthly basis. Click **Finish** once done.

Note – You can schedule a report as well as run it immediately by selecting **Schedule** with the desired **Frequency** and **Run Report Immediately**.

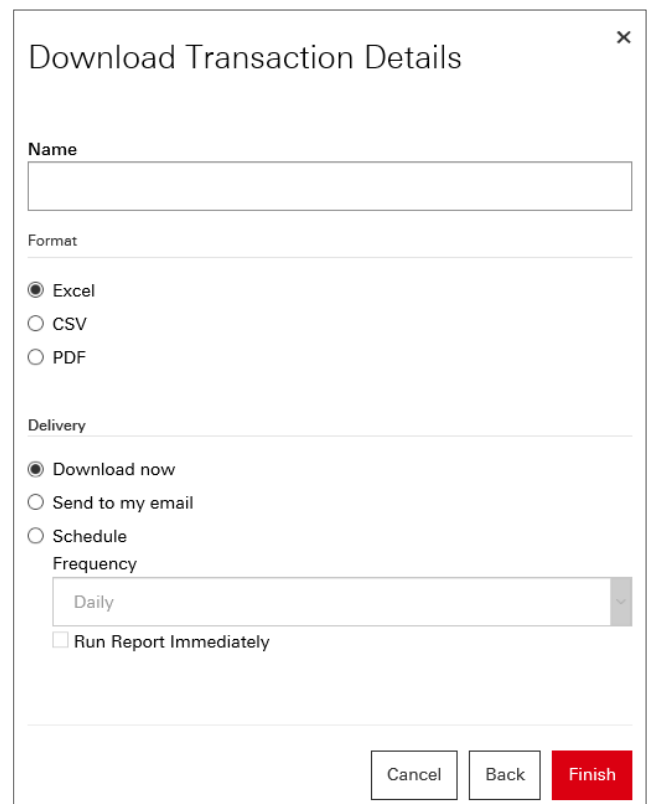


The screenshot shows the 'Download Transaction Details' window with a 'Select columns for download' section. It lists various categories of columns with checkboxes:

- Transaction Details:** Transaction Date, Currency, Foreign Currency, Statement Date, Bank Reference, Evidence For Tax, Merchant Name, Merchant Postcode, Merchant Tax Number, Transaction Type.
- Virtual Card Details:** Virtual Card Number.
- Coding Details:** Transaction Level Code - Migration, Status, Card Account Level Code - Migration.
- Line Item Details:** Item Sequence Number, Item Descriptor, Unit Cost, Tax Amount, Type Supply, Purchase ID, Total Amount, Line Level Percent, Discount, Item Commodity Code, Quantity, Unit Measure, Tax Rate, Last Item Indicator, Item Discount Amount, Item Product Code, PO Line Number, Optional Field 3.

On the right, there is a 'Column Display Order' section with a list of columns that can be dragged to change their order. The current order is: Transaction Date, Amount, Currency, Foreign Amount, Foreign Currency, Posting Date, Statement Date, Contactless, Merchant Name, Merchant City.

Example of columns available from option C



The screenshot shows the 'Download Transaction Details' window with configuration options:

- Name:** A text input field.
- Format:** Radio buttons for Excel (selected), CSV, and PDF.
- Delivery:** Radio buttons for Download now (selected), Send to my email, and Schedule.
- Frequency:** A dropdown menu showing 'Daily'.
- Run Report Immediately:** A checkbox that is currently unchecked.

At the bottom right, there are three buttons: Cancel, Back, and Finish.

Name, format and delivery of downloaded report

Main Menu

The **Main Menu** can be found by clicking on your name on the top right side of your **Home Page**. You can use this menu to:

- ◆ View your profile
- ◆ Change your password, security number or security questions
- ◆ Link additional accounts to your user profile
- ◆ Manage any proxy users for your account.
- ◆ Access the Help feature to get assistance with MiVision
- ◆ Log off from MiVision

The screenshot shows the 'My Accounts' page. A dark dropdown menu is open over the 'Account Settings' section, listing the following options: My Profile, Scheduled Downloads, Account Settings, Change Password, Change Security Number, Change Security Questions, Link Account, Manage Proxy Users, Help, and Log Off. The background shows a table with columns for Actions, Statements, and Account Settings. The 'Statements' table has one entry for 18 July 2019 with a balance of 2,704.33 GBP. The 'Account Settings' table shows various details like Credit Limit (4,000.00 GBP), Current Balance (2,704.33 GBP), Balance Forward (1,695.67 GBP), Payment Due (2,704.33 GBP), and Amount in Arrears (2,673.96 GBP).

Viewing and amending your profile

1. Click on your name on the top right corner to view the **Main Menu**. Click **My Profile**.
2. Update your details on the **My Profile** page. Click **Save** when finished.

My Profile

i These details will not update your cards, to amend the cards details please select "Amend Cardholder Details" from your home page actions.

First Name

Last Name

Username

Email

Home Phone Number

Work Phone Number

Mobile Phone Number

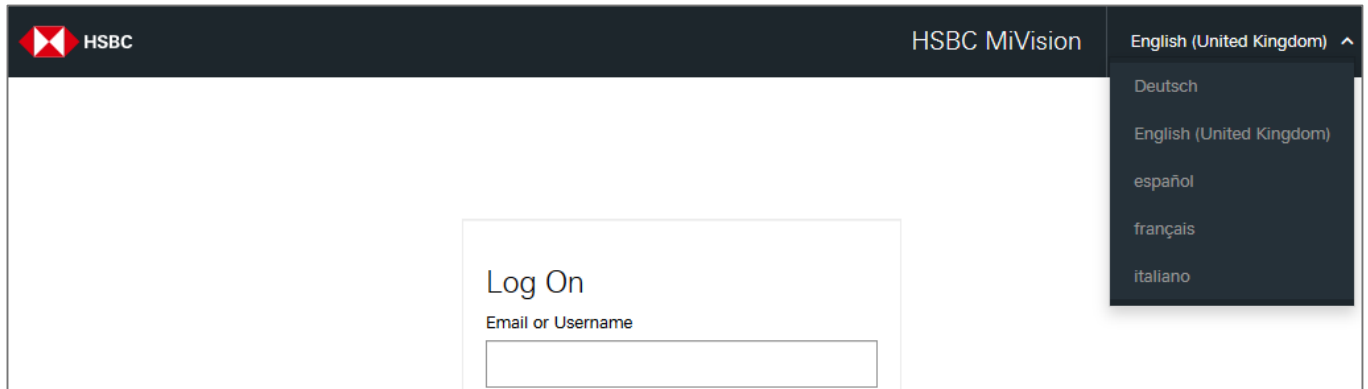
Employee ID

Save

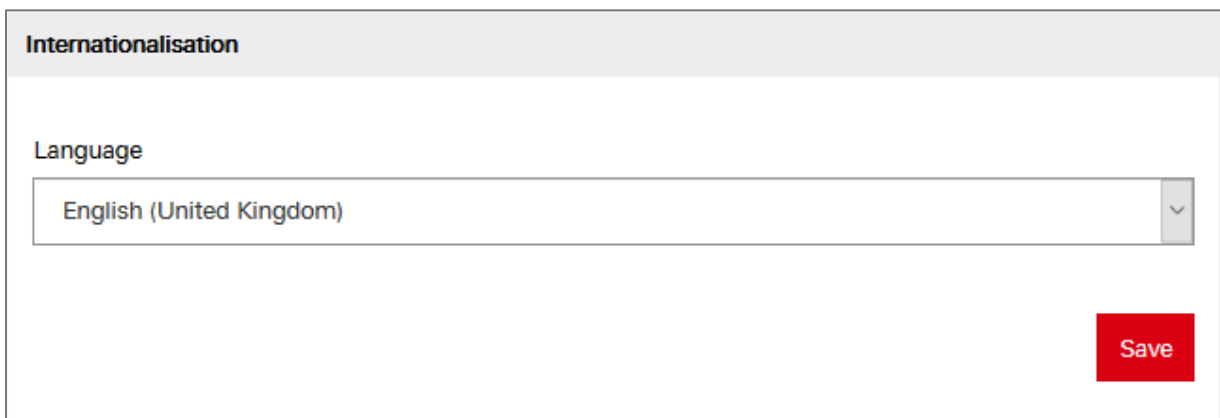
Change your language preference

You can change your language preference in multiple places:

1. You can select your preferred language from the language menu located on the top right side of the [Login page](#) or at the top of your Home Page.



2. You can also change your language from the [My Profile](#) menu in the [Main Menu](#). In the [Internationalisation](#) section click on the [Language](#) drop down menu and select your language.



Amend security details

Change your password

1. In the **Main Menu** select **Change Password**
2. Enter your existing password in the **Current password** field
3. Enter the your new password in the **New password** field
4. Re-enter the new password in the **Confirm new password** field. Click **Submit**.

HSBC UK

English (United Kingdom)

Jon Livingston
You last logged on: 05/02/2020 14:42

Log Off

My Accounts

Change Password

Current password

New password

Confirm new password

Your password must be minimum of 8 characters and contain three of the following: An uppercase character, a lowercase character, a numerical digit, a special character. This cannot be one of your previous 4 passwords, or contain your first or last name.

Cancel Submit

- My Profile
- Scheduled Downloads
- Account Settings
- Change Password
- Change Security Number
- Change Security Questions
- Link Account
- Manage Proxy Users
- Help
- Log Off

Change your security number

1. In the **Main Menu** select **Change Security Number**
2. Enter your existing security number in the **Current Security Number** field
3. Enter the desired password in the **New Security Number** and **Confirm New Security Number** fields. Click **Submit**.

HSBC UK

English (United Kingdom)

Jon Livingston
You last logged on: 05/02/2020 14:42

Log Off

My Accounts

Change Security Number

Please enter the specific digits of your current security number and your new security number.

Current Security Number

	Position 1	Position 3	Position 7
	<input type="text"/>	<input type="text"/>	<input type="text"/>

New Security Number

Confirm New Security Number

Your Security Number must be a minimum of 8 digits and cannot be sequential numbers.

Cancel Submit

- My Profile
- Scheduled Downloads
- Account Settings
- Change Password
- Change Security Number
- Change Security Questions
- Link Account
- Manage Proxy Users
- Help
- Log Off

Change your security questions

1. In the **Main Menu** select **Change Security Questions**
2. In the **Change Security Questions** screen enter your password and new questions and click **Next** to save your new questions.

The screenshot displays the HSBC UK online banking interface. At the top, the HSBC UK logo is on the left, and the user's name 'Jon Livingston' and 'Log Off' button are on the right. Below the header, the 'My Accounts' section is visible. The main content area is titled 'Change Security Questions' and contains two question prompts. Each prompt has a 'Question' dropdown menu with the text 'Please select a question' and an 'Answer' text input field. A dark grey user profile menu is open on the right side, listing various account management options, with 'Change Security Questions' highlighted in red.

Linking a card with your MiVision account

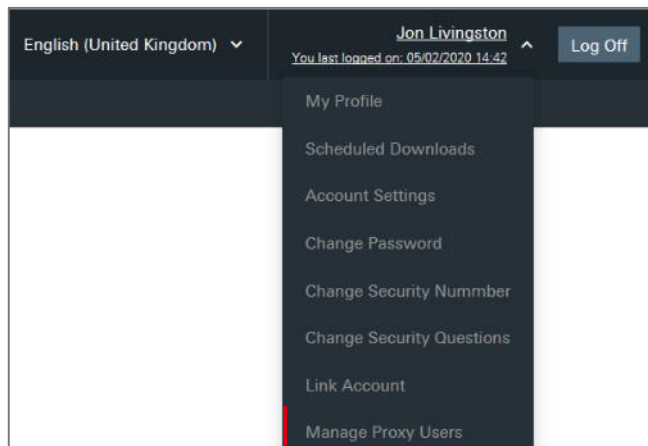
1. In the **Main Menu** select **Link Account**,
2. Enter the card number you wish to link to your existing account.
3. Enter the verification details asked and click **Link Account**.

The screenshot shows a 'Link Account' form. It features a 'Card Number' text input field. Below it, a message reads 'Please provide the following information to verify your account'. This is followed by a 'Date of Birth' field with a calendar icon, and an 'Expiry Date' field consisting of two separate input boxes labeled 'MM' and 'YYYY'. At the bottom of the form are two buttons: a white 'Cancel' button and a red 'Link Account' button.

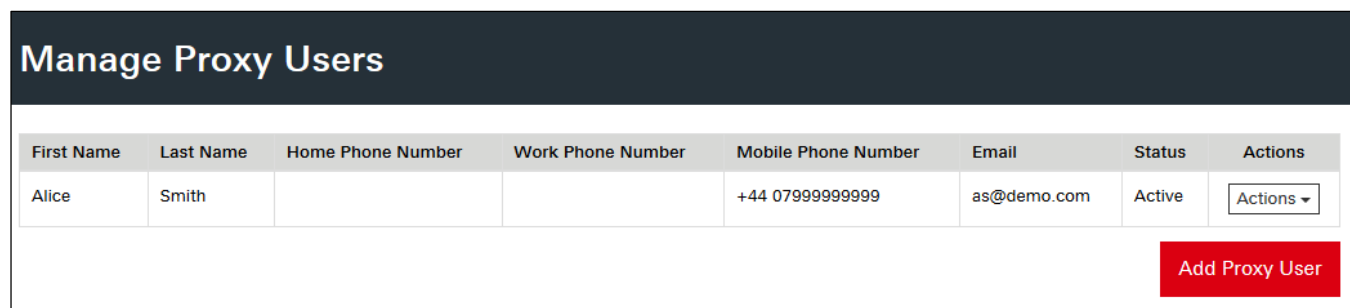
Enabling others to access your account

Through the **Manage Proxy Users** option you can grant others, such as your personal assistant, access to your account as well as revoke the access.

1. In the **Main Menu** select **Manage Proxy Users**



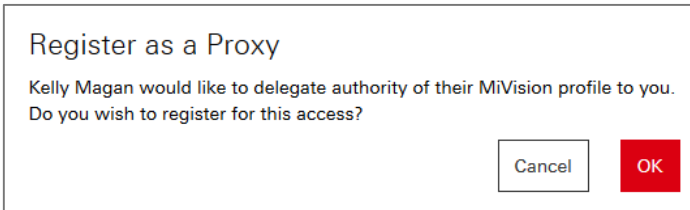
2. On the **Proxy Users** screen click **Add Proxy User**.



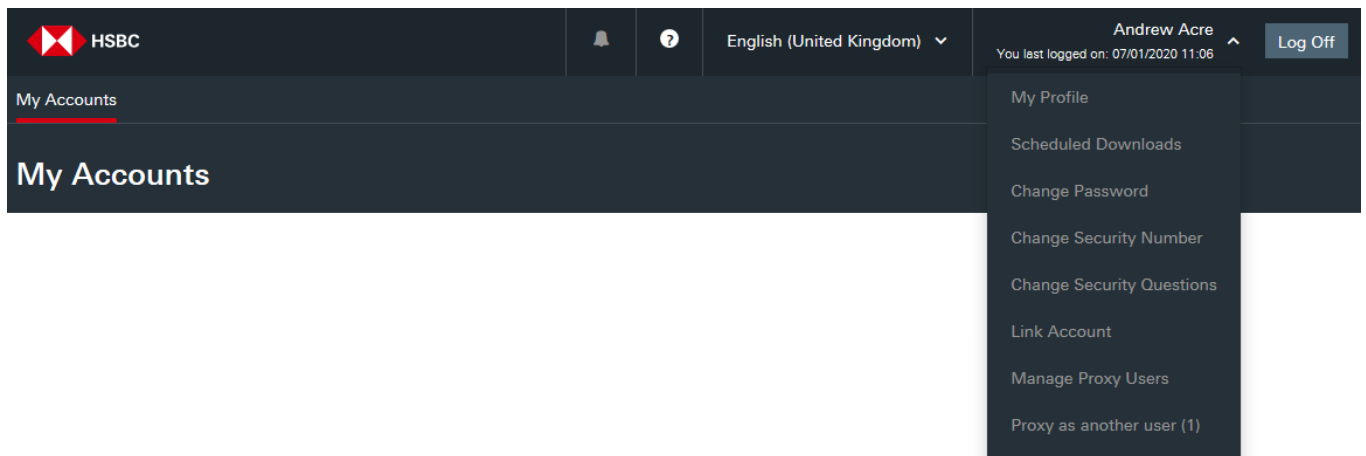
3. In the **Add Proxy User** window that opens up, enter the **Email Address** of the card holder you would like to grant access to and click **Add Proxy User**.
 - ◆ If that person is not registered with MiVision, please contact your company card administrator who can set them up as a user. An invitation will be sent to the Proxy User.
4. When the **Proxy User** accepts, they can access your account.
 - ◆ They will have 72 hours to click the link sent to receive proxy rights. If 72 hours have passed, you will need to resend the activation link. You can do this by clicking the **Actions** button next to the proxy user's name and then **Resend Invite**
 - ◆ If you would like to cancel the invitation, click the **Actions** button next to the proxy user's name and then **Cancel Invite**
5. All users who have access to your account will be listed in the **Proxy Users** window.
6. To delete an access, click on the **Actions** button next to the proxy user and click **Remove proxy user**.

How others access your account

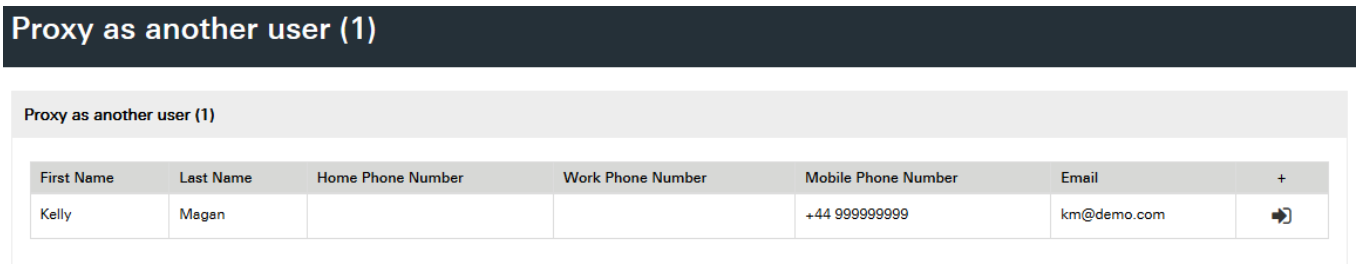
- When the person you have provided access to your account logs into their own account in MiVision, they will see a proxy invitation notification with a link to accept. Alternatively, they can click the proxy invitation link sent to their email
 - ◆ If they are not registered to MiVision, they will be asked to register for an account.
- Upon clicking that link, they will be shown the invitation with a button to accept.



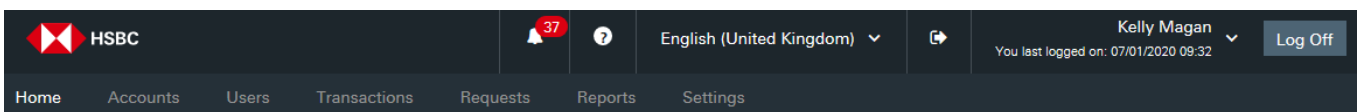
- Once they have accepted the invitation, they will be asked to log into their accounts again.
- Upon being logged they will have an additional item in their **Main Menu – Proxy as another user**.





- In the **Proxy as another user** window, they click on the proxy button  to access your profile.

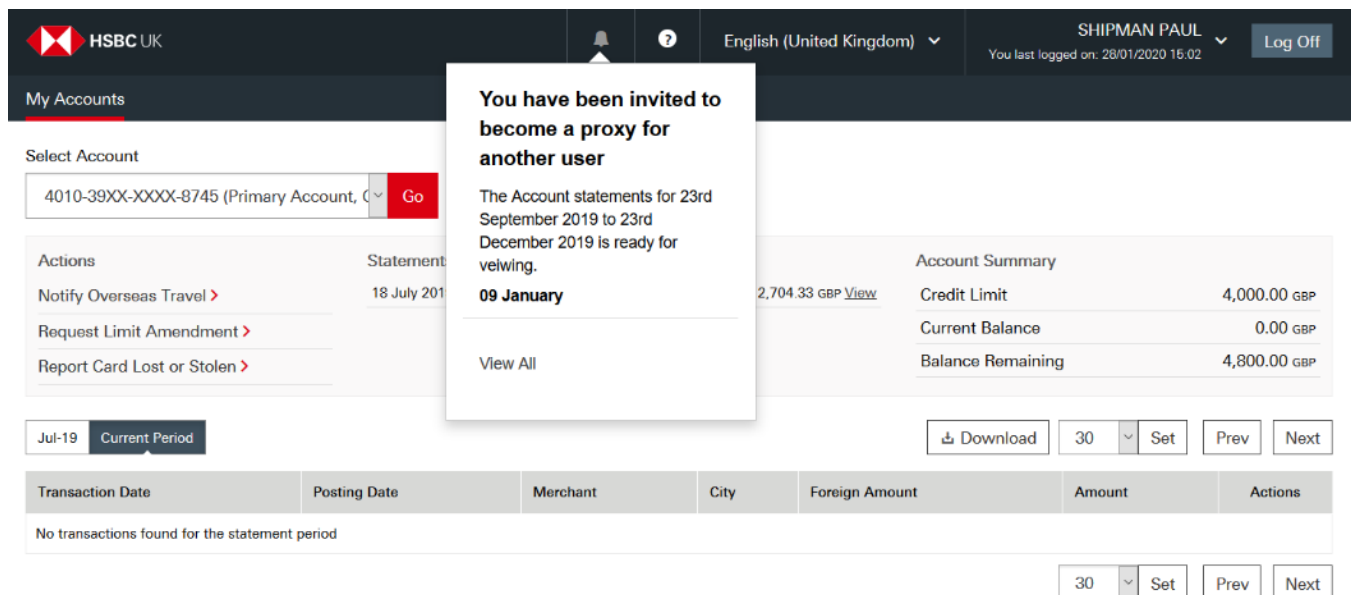


- They can revert to their account by clicking the **Proxy** toggle button on your **Home Page**.



Viewing Messages

- ◆ To view any emails and notifications click on the **Bell icon**  located at the top of the page
- ◆ The **Bell icon** will display a count of any unread notifications or emails like this 



The screenshot shows the HSBC UK MiVision interface. At the top right, the user is identified as SHIPMAN PAUL, with a 'Log Off' button and a notification bell icon showing 45 unread notifications. A central pop-up message reads: 'You have been invited to become a proxy for another user. The Account statements for 23rd September 2019 to 23rd December 2019 is ready for viewing. 09 January. View All'. The background shows the 'My Accounts' section with a selected account (4010-39XX-XXXX-8745) and an 'Account Summary' table.

Account Summary	
Credit Limit	4,000.00 GBP
Current Balance	0.00 GBP
Balance Remaining	4,800.00 GBP

Below the summary, there are navigation buttons: 'Download', '30', 'Set', 'Prev', and 'Next'. A table header is visible with columns: Transaction Date, Posting Date, Merchant, City, Foreign Amount, Amount, and Actions. A message below the table states: 'No transactions found for the statement period'.

MiVision Help

1. Go to the **Main Menu** on the top right of your screen.
2. From the drop down list select **Help**

Alternatively, click the  icon on the top of the page

Logging Off

1. Go to the **Main Menu** on the top right of your screen.
2. From the drop down list select **Log Off**

Alternatively, click the  icon on the top right corner of the page

Contact Information

If you need help with any aspect of MiVision, please contact us on:

Inside the UK: 03456 015934

Outside of UK: +44 1226 261053

*For any queries about using MiVision service, lines are open 24 hours, 7 days a week, 365 days a year. To ensure that we carry out your instructions accurately, to help us continually improve our service and in the interests of security, we may monitor and/or record your telephone calls with us.

Frequently Asked Questions

- Q [I have been locked out of my account. What do I do?](#)
- Q [I have forgotten my password.](#)
- Q [How do I change my password?](#)
- Q [I have forgotten my security number](#)
- Q [How do I change my security numbers?](#)
- Q [How do I change my security questions?](#)
- Q [How do I change my language preference?](#)
- Q [How do I report a lost or stolen card?](#)
- Q [How do I change card limits?](#)
- Q [Where do I see my monthly balance?](#)
- Q [How do I see the individual expense lines in a transaction?](#)
- Q [How do I link another card to my account?](#)
- Q [How do I give someone access to my account?](#)
- Q [How do I update my profile details?](#)
- Q [How do I log off?](#)

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