

How-To Guide – Other ways to bank

Tips on using Online Banking

Do all of your day-to-day banking at a time and place that suits you, whether you're at home, out and about or on holiday.

Barclays Online Banking

Barclays Online Banking is safe, secure and easy to use. All you need is a Barclays current account and an internet connection.

- Check balances, transfer money and pay bills.
- Check and download statements.
- Manage Direct Debits and standing orders.
- View your debit card PIN.
- Report a lost or stolen card.

To register, make sure you have your debit card to hand and follow these steps:

- Go to the Barclays homepage at [barclays.co.uk](https://www.barclays.co.uk)
- Click on the 'Register' button.
- A pop up window will open with two options. Either enter your personal and account details, or use your activation code, if you were given one in branch, and click 'Next'.
- On the second page, check your details are correct and continue to the 'Finish' page, where you'll see confirmation that your registration is being processed.

Once registered, you'll receive your Online Banking pack through the post. Just follow the instructions in the pack or bring it into branch and a Barclays Digital Eagle can help you get set up.

Always remember to access Online Banking by typing the web address into your browser or using a trusted link from your bookmarks. Never go to Online Banking via a link in an email or via a search engine, as it may not be the genuine site. For more tips on Online Banking security visit [barclays.co.uk/security](https://www.barclays.co.uk/security)

Using the Barclays Mobile Banking app*

Barclays Mobile Banking lets you take care of your everyday banking needs from your smartphone or tablet without any fuss. Checking your balance to see whether you've been paid or can afford those new shoes is easier than ever, with no need to hunt down the closest ATM or branch.

It's free to download, secure, simple to use, and it allows you to:

- Log in securely with a 5-digit code.
- Check balances and view recent transactions.
- Transfer money between your accounts.
- Make secure payments to existing payees.

- Report a lost or stolen card.
- The mobile PINsentry function lets you carry out transactions in Online Banking without your card reader.
- Call us directly from the app without having to identify yourself again.

How to get the Barclays Mobile Banking app

You'll need a Barclays UK current account and to have an iPad™, iPhone™, BlackBerry™, Android™ device or Windows™ phone.

Download the app to your device from your relevant app store or simply text the word 'Mobile' to 62555 and we'll send the download link to your phone, or you can visit [barclays.co.uk/mobilebankingapp](https://www.barclays.co.uk/mobilebankingapp) to find out more.

Once you've downloaded the app, make sure you have your debit card and PINsentry card reader to hand.

- Open the app and create a 5-digit passcode as prompted.
- Using your debit card, enter your account details, as well as your name and mobile phone number.
- We'll send a 6-digit passcode in a text to the mobile phone number you've supplied. Enter this as prompted.
- Enter your PINsentry code to verify your registration.
- Alternatively, if you don't have a PINsentry, you can also verify your registration at a Barclays cash machine.

Remember we'll never call you and ask you for your PINsentry codes. Never give out your PINsentry codes or passcodes to a caller or in response to an email or text. It's also a good idea to set up a PIN or passcode to lock your mobile phone or tablet whenever you're not using it. For more tips on mobile banking security, visit [barclays.co.uk/security](https://www.barclays.co.uk/security)

Using Barclays Pingit* and Paym

Whether you want to pay a friend, family member or business, Barclays Pingit lets you send and receive money quickly and securely, using just your mobile phone.

With Barclays Pingit you can:

- Send money to someone else instantly.
- Find and pay businesses in the built-in Business directory.
- Make international payments to selected countries.
- Use the in-app calculator to split restaurant bills.
- Buy goods and services from selected retailers by scanning a QR code or paying with the app at the checkout.

- Join Paym – the new industry-wide mobile phone payments service – so you can pay people at other banks, quickly and securely using just their mobile phone number.

How to get Barclays Pingit on your mobile phone

To get the app, you'll need a UK current account and to have an iPad, iPhone, BlackBerry, or Android device.

Download the app to your phone from your relevant app store or simply text the word 'Pingit' to 62555 and we'll send the download link to your phone. Visit barclays.co.uk/pingit to find out more.

Once you've downloaded the app, make sure you have your debit card and PINsentry card reader to get started.

- Open the app and create a 5-digit passcode and security question as prompted.
- Then, enter your account details and the mobile number you'd like to link to Barclays Pingit.
- We'll send a 6-digit passcode in a text to the mobile phone number you've supplied. Enter this as prompted.
- Finally, enter your PINsentry code. If you don't have your PINsentry, you can also verify your registration at a Barclays cash machine.

Advanced tip: Store your important documents safely online

Barclays Cloud It offers you an alternative to keeping boxes and drawers full of documents, just in case you might need them. It's a free service, provided in Online Banking and on the Barclays Mobile Banking app, that provides a secure place to upload, store and manage your documents online.

Your Barclays documentation, such as statements, will be sent straight to your Cloud as well as delivered in your preferred method.

Your Cloud is easy to access and you can get hold of your documents online or via your smartphone any time you need them. You can also tag specific documents to make them easier to find.

You won't lose anything – all the documents you save will always be there whenever you need them.

You can even set up reminders – for when payments are required or something needs to be renewed.

To find out more, go to barclays.co.uk/cloudit

To find out more ask a Barclays Digital Eagle in branch or go to barclays.co.uk/digitaleagles

*Terms, conditions and restrictions apply. You must be aged 16 or over to use Barclays Mobile Banking (BMB) or Barclays Pingit. You'll also need to have a UK mobile number and a UK current account (to use Barclays Pingit) or a Barclays current account (to register for Barclays Mobile Banking). Compatible device, operating system and internet access are also required. The Barclays Mobile Banking app only works with Android 2.3 and above, iOS 5.0 and above, BlackBerry OS 5.0 and above and Windows Phone 8.0. Barclays Pingit only works with Android 2.3 and above, iOS 5.0 and above, or BlackBerry OS 5.0 and above. Your service provider may charge for internet access from your phone. For full terms and conditions and more information visit barclays.co.uk/mobileservices BlackBerry, Windows, Android, iPad, iPhone are third party trademarks and not owned by Barclays. All content accurate as of June 2014.

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