

How to log in to Online Banking using PINsentry

Barclays Online Banking is a secure way to access your accounts 24 hours a day.

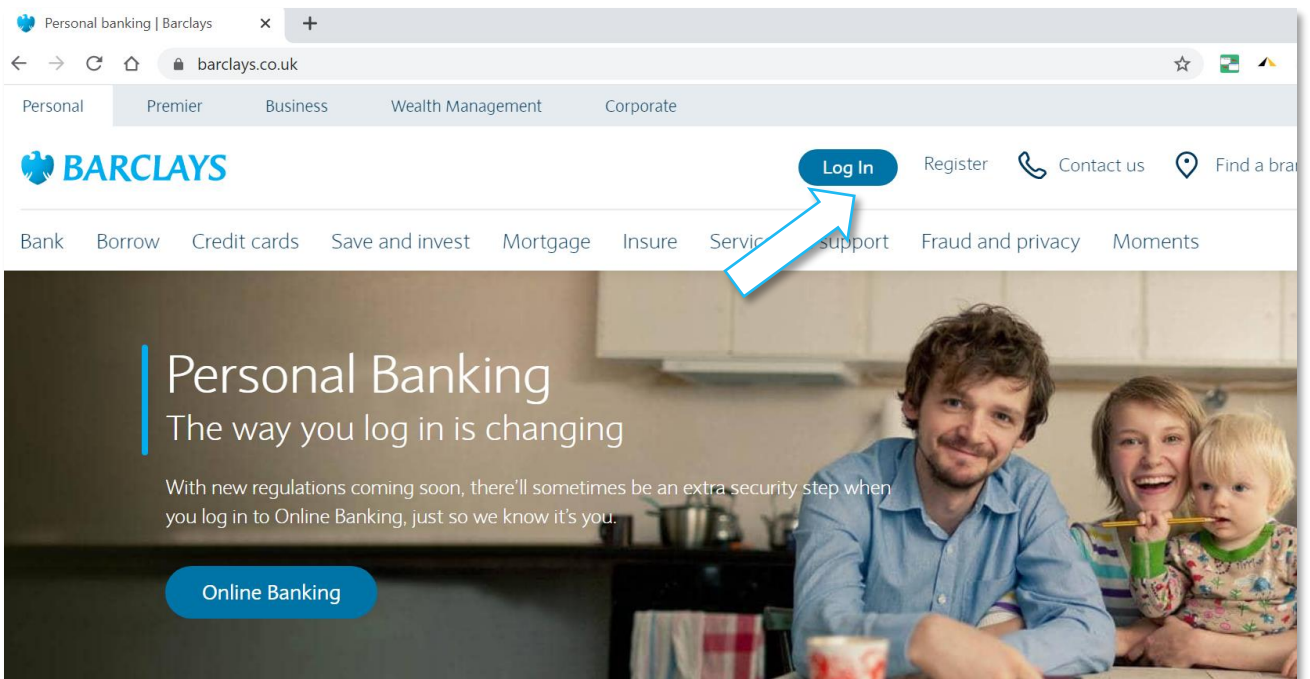
With Online Banking, you can

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

You'll need to enter some security details each time you log into Online Banking. Here's how to log in using your PINsentry card reader.

Step 1

Open barclays.co.uk in your web browser and click 'Log in' at the top of the page.



Step 2

Enter your last name and either your Online Banking membership number, your Barclays card number or your sort code and account number. Then click 'Next step'.

The screenshot shows the Barclays online banking login page. At the top, it says "Quick, safe and convenient - Online Banking made easy" and "Not yet registered for Online Banking? Register now." Below this is a yellow banner with a coronavirus advisory. The main heading is "Step 1 - Who are you?". There is a text input field for "Surname/Last Name". Below that, the question "How would you like to log in?" is followed by three radio button options: "Membership number" (selected), "Card number", and "Sort code and account number". Each option has a help icon. A "Remember me" section has a checkbox for "Make it easier to log in next time" and a warning "Don't tick the box if you're using a public or shared device". A "Next Step" button is at the bottom.

Step 3

Click 'Log in with PINsentry'

The screenshot shows the "Step 2 - Confirm your ID" page. It displays the user's name "Poulsen" and account number "20-12-34 XXXX1234" with a "Change ID" link. There are two main options: "PINsentry" and "Passcode and memorable word". The "PINsentry" option is selected and shows a list of services with green checkmarks: "View your balances", "View your transactions", "Make payments to existing payees", "Transfer money between your Barclays accounts", "Make payments to new payees", "Make international payments", "Set up text alerts", and "Change your personal details and login details/preferences". The "Passcode and memorable word" option shows a list of services with red X marks: "View your balances", "View your transactions", "Make payments to existing payees", "Transfer money between your Barclays accounts", "Make payments to new payees", "Make international payments", "Set up text alerts", and "Change your personal details and login details/preferences". There are "Log in with PINsentry" and "Log in with passcode" buttons at the bottom.

Step 4

Make sure the 'Log in using PINsentry card reader' option is selected. In the box on the PINsentry web page, type in the last four digits of the long number on the front of your Barclays card.

Now you'll need your PINsentry card reader

The screenshot shows the "Step 2 - Confirm your ID" page with the "PINsentry" option selected. Below the "PINsentry" heading, there are two radio button options: "Log in using Mobile PINsentry" and "Log in using PINsentry card reader" (selected). An arrow points to this option. Below these options are three numbered steps: "1. Enter the last 4-digits of your card:" with an input field; "2. Insert your card and press IDENTIFY" with an image of a card reader; and "3. Enter your PIN and press ENTER" with an image of a card reader. Below these steps is a fourth step: "4. Enter the 8-digit code that appears on your PINsentry reader" with two input fields. A "Log in to Online Banking" button is at the bottom.

Step 5

Insert your Barclays card into your PINsentry reader and press the reader's 'Identify' button.



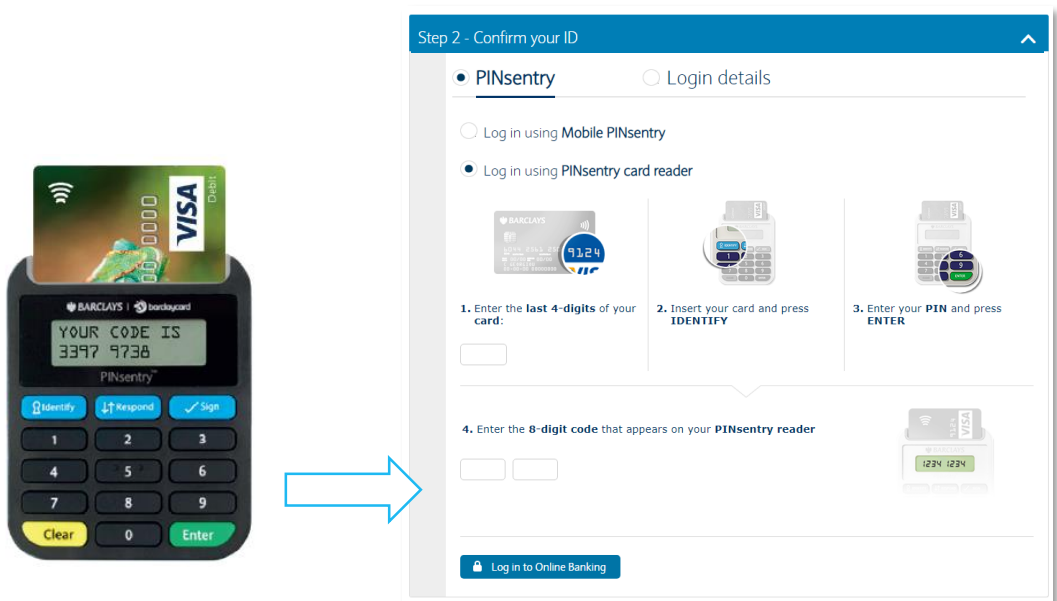
Step 6

Enter your card PIN on the reader's keypad and press the 'Enter' key.



Step 7

The PINsentry card reader will display an 8-digit code on its screen. Type this code into the box on the PINsentry web page and click 'Log in to Online banking'.



PINsentry is the most secure way to log in to Online Banking, so you can now carry out a wide range of everyday banking tasks like making payments or freezing a lost bank card.

	PINsentry	Passcode and memorable word
Get the Barclays and Barclaycard apps	✓	
Check your balance and transactions	✓	✓
Pay people you've paid before	✓	
Set up new payees instantly	✓	
Set up and amend standing orders	✓	
Manage international payments	✓	
Transfer money between your Barclays accounts	✓	✓
Report a lost or stolen card	✓	✓
Can't find your card? Freeze it temporarily (only with our app)	✓	
Change your personal details	✓	

Call monitoring and charges information

* Calls may be monitored or recorded for quality and training purposes. Calls to 0800 numbers are free if made from a UK landline or personal mobile. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

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 Registered office: 1 Churchill Place, London E14 5HP.