

How to log into Online Banking using your passcode and memorable word

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

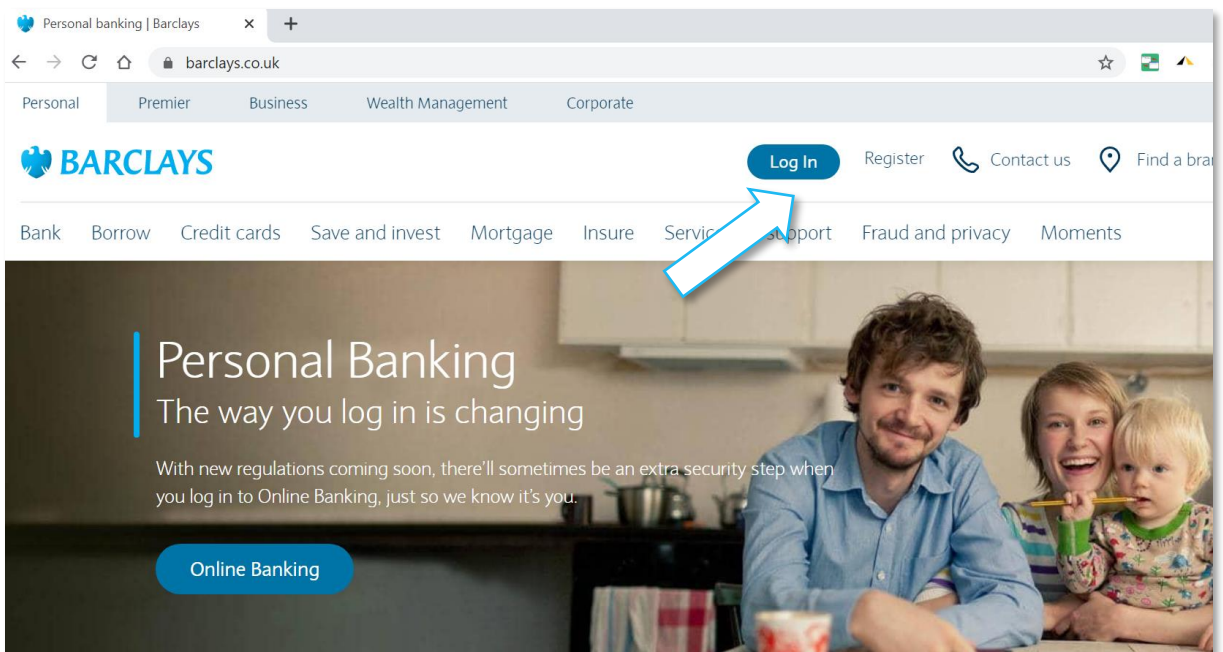
With Online Banking, you can

- 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 passcode and memorable word.

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 'Step 1 - Who are you?' 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 form has a 'Surname/Last Name' field. Under 'How would you like to log in?', there are three radio button options: 'Membership number' (selected), 'Card number', and 'Sort code and account number'. Each option has a 'Don't know your [option]?' link. A 'Remember me' section has a checkbox for 'Make it easier to log in next time' with a warning icon and text: '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 passcode'

The screenshot shows the 'Step 2 - Confirm your ID' page. It compares two login methods: 'PINsentry' and 'Passcode and memorable word'. The 'PINsentry' method is shown with a checkmark and lists services like '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' method is shown with a red 'X' and lists services like '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'. A blue arrow points to the 'Log in with passcode' button.

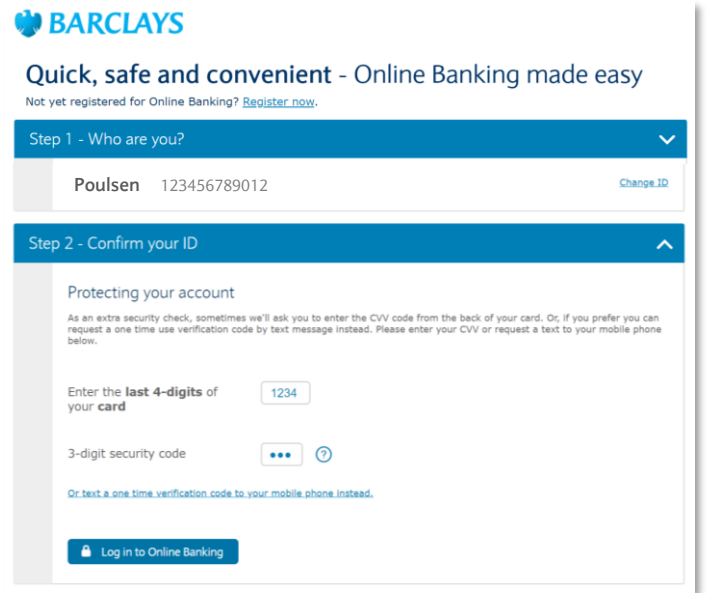
Step 4

Make sure the 'Login details' option is selected, then enter your passcode and the requested characters of your memorable word. Click 'Continue' when you're ready.

The screenshot shows the 'Step 2 - Confirm your ID' page with 'Login details' selected. It states: 'To view your account details, you will need your 5-digit passcode. You will need to enter characters from your memorable word.' There are two input fields: 'Enter your passcode' and 'Enter 2nd and 4th characters of your memorable word'. A 'Continue' button is at the bottom.

Step 5

You may be asked for your card details as an extra security check. If you don't have your card to hand, you can ask us to text a one-time security code to your mobile phone. We'll ask you to type this in on your computer once you get it. Then click 'Log in to Online Banking' to continue.



To protect your account, we limit the things you can do in Online Banking when you log in using your passcode and memorable word because this isn't as secure as using PINsentry.

	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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