BARCLAYS

How to reset your Online Banking passcode

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. If you want to log in using your passcode, but can't remember what it is, here's how to reset it.
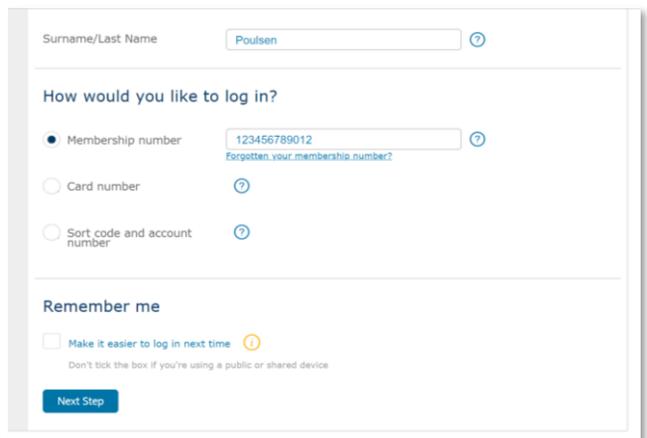
Step 1

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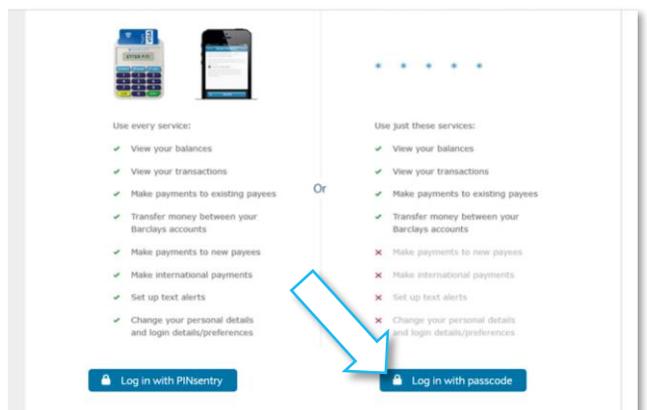

Step 2

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'.
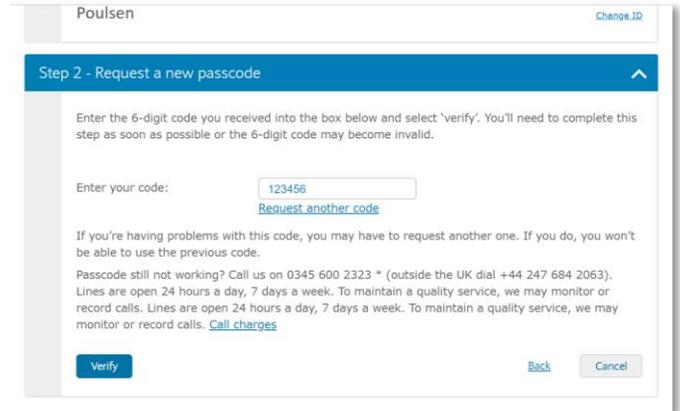

Step 3

Click 'Log in with passcode'.

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Step 4

Make sure the 'Login details' option is selected, then click the 'Forgotten your passcode?' link.

Step 5

Type in your date of birth, account type and your card details, then click 'Reset your passcode'.

Step 6

Now choose how you'd like to reset your passcode – by text message to your mobile phone (you'll usually get the text message straight away) or by post (this can take a few days).

Step 7

If you chose the 'By text' option, we'll confirm your mobile phone number before we send you the text message. If it's correct, click 'Confirm' and you should get a text message with a reset code in a few minutes. Now skip to step 9.

Step 8

If you choose the 'By post' option, we'll send you a reset code within five working days.
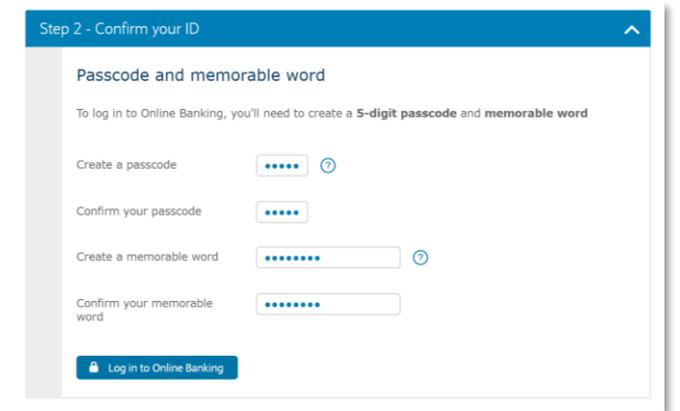
Step 9

Type in the six-digit passcode we sent to you and click the 'Verify' button. If the code doesn't work, check you typed it correctly. If it still doesn't work, you can request another code.

Poulsen — Change ID

Step 2 - Request a new passcode

Enter the 6-digit code you received into the box below and select 'verify'. You'll need to complete this step as soon as possible or the 6-digit code may become invalid.

Enter your code: 123456
Request another code

If you're having problems with this code, you may have to request another one. If you do, you won't be able to use the previous code.

Passcode still not working? Call us on 0345 600 2323 * (outside the UK dial +44 247 684 2063). Lines are open 24 hours a day, 7 days a week. To maintain a quality service, we may monitor or record calls. Lines are open 24 hours a day, 7 days a week. To maintain a quality service, we may monitor or record calls. Call charges

Verify — Back   Cancel

Step 10

To protect your account, you'll need to create a new passcode and memorable word. Choose ones that are easy for you to remember, but don't write them down. Click 'Log in to Online Banking' when you're ready.

Step 2 - Confirm your ID

Passcode and memorable word

To log in to Online Banking, you'll need to create a **5-digit passcode** and **memorable word**

Create a passcode   ••••• ?
Confirm your passcode   •••••
Create a memorable word   •••••••• ?
Confirm your memorable word   ••••••••

🔒 Log in to Online Banking

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 logging in using PINsentry.

If you want to make payments, set up a standing order or change your personal details, you'll need to log in to Online Banking using PINsentry.

You can order a PINsentry card reader from Online banking by opening the 'Service centre' menu and selecting 'Order PINsentry card reader'