

Barclays Mobile Banking app

Your step by step guide - Device: iPhone



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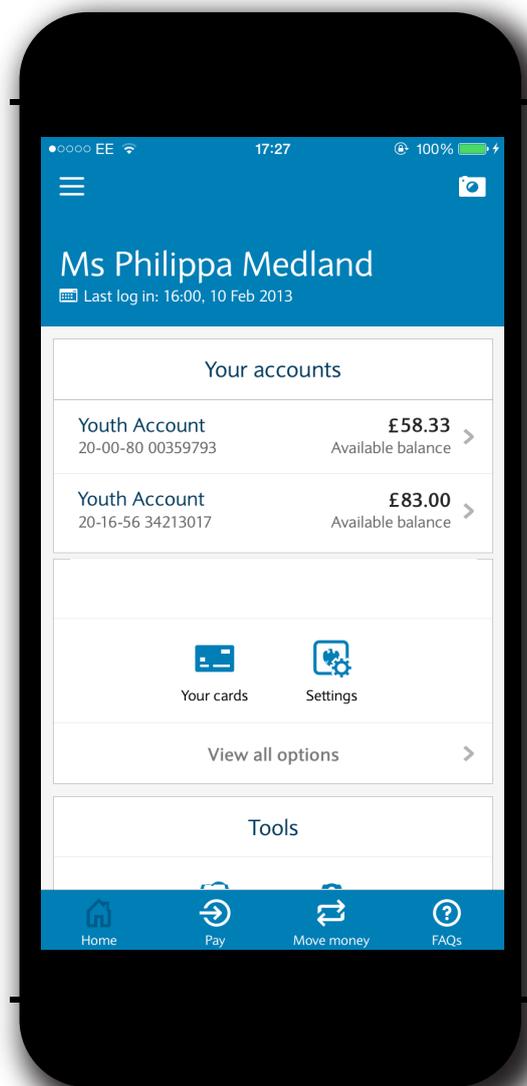
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Welcome to the Barclays Mobile Banking app

The Barclays Mobile Banking app lets you take control of your finances. This guide helps you register and use the Barclays Mobile Banking app.

You might want to have your iPhone handy whilst reading through this guide to get the most out of banking on the go.

Once you have registered, you'll be able to manage your finances with ease and independence.



You can:

- View your balances in one place
- Move money between your accounts
- Make payments to people you have previously paid

To use Barclays Mobile Banking, you must have a current account with Barclays Bank UK PLC and be aged 11 or over. Terms, conditions and restrictions apply.**

Our Mobile Banking Guarantee

Using our Mobile Banking services, you're automatically protected by our Mobile Banking Guarantee. This means that if you are a victim of fraud using these services, we guarantee to cover your loss.

Our promise to you

In the unlikely event that a fraudster takes money from your account using our Mobile Banking services, we'll pay back the money. We will also cover any interest you've missed out on.

When we won't refund you

If we have reasonable grounds to think you're not entitled to a refund, we may need to look into your claim first before we can refund you.

In cases when we won't refund you and have reason to believe you have acted fraudulently, we may involve the police.

If you have either deliberately, or with gross negligence failed to:

- keep your card, PIN, password and PINsentry generated codes, device or equivalent secure, or
- tell us as soon as possible that you have lost your card or mobile (especially if you think someone else might be able to find or use it)

we won't refund any payment made **before** you told us your card or security details have been lost or compromised.

Mobile Banking security:

Your mobile security is our priority. One secure login protects your accounts – and Barclays Mobile Banking automatically log you out when you leave the app, or if you haven't used it for three minutes.

For more information, including steps you can take yourself to make using our services secure, [please visit our website](#).

What should you do if you fall victim to fraud?

Contact us immediately on **0345 600 2323** if you think your Barclays accounts have been compromised.

If you have received a suspicious email that claims to be from Barclays, please forward it to internetsecurity@barclays.co.uk and then delete the email immediately.

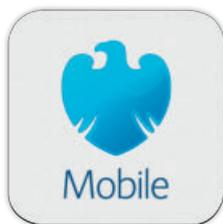
How to download and register the app

Before you get started you will need to download the Barclays Mobile Banking app to your smartphone.

Download the app in one of two ways:

- You can search 'Barclays Mobile Banking' in the App Store. Only download the app from your official App Store
- Text 'Mobile' to 62555 from the UK and we will send you a text message with a link to the app. There is no charge for using this option.

Once you have downloaded the Barclays Mobile Banking app, you are ready to begin registration.



Registering the app

There are a few ways you can register the app.

- An activation code from a branch. [page 14](#)
- At a Barclays cash machine. [page 9](#)

Our handy PINsentry device allows you to register from the comfort of your home (debit card only).

Alternatively, you can visit any branch to get an activation code for the app or use a Barclays cash machine to register your account details.

Your activation code will expire if it isn't used within 24 hours. In which case, you will have to visit a branch to receive a new activation code.

When you are ready, open the app and follow the steps on the next page.

What is PINsentry?

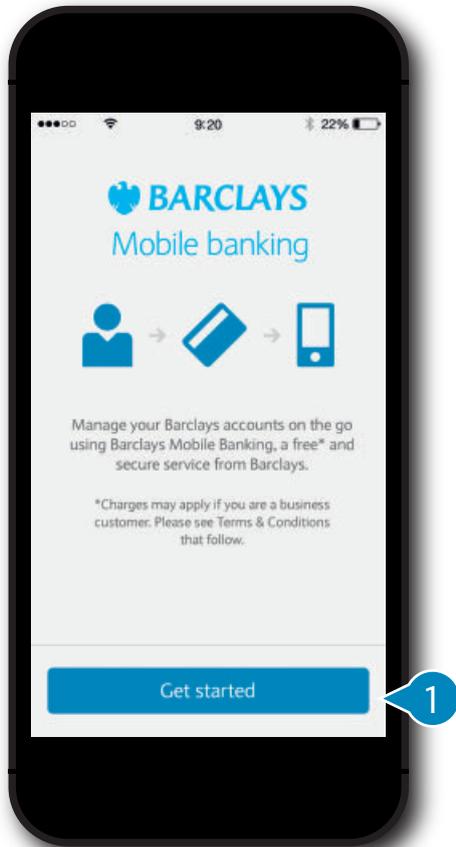
It is used to authenticate your identity by generating a one-off eight-digit code so that you can make use of all our services.

We will never ask for PINsentry codes when we contact you – remember never to divulge your PINsentry codes to a caller or in response to an email or text.



Getting started

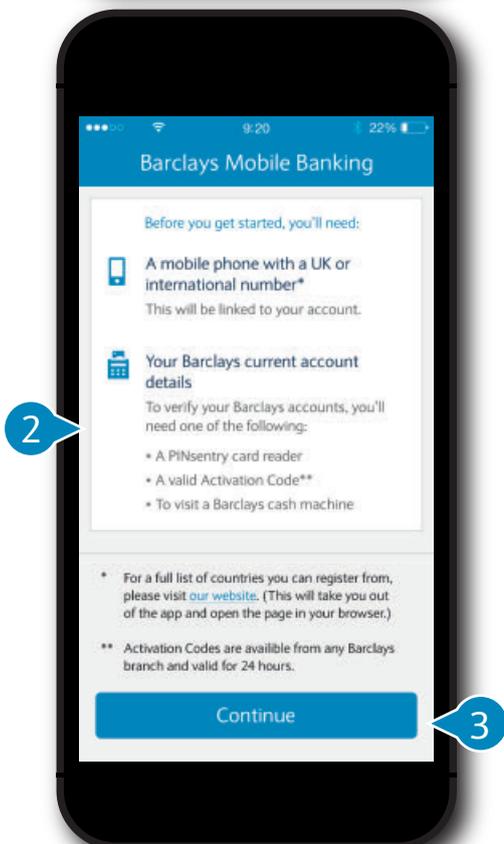
Now you are ready to register the app, begin by opening the Barclays Mobile Banking app on your device.



Step 1

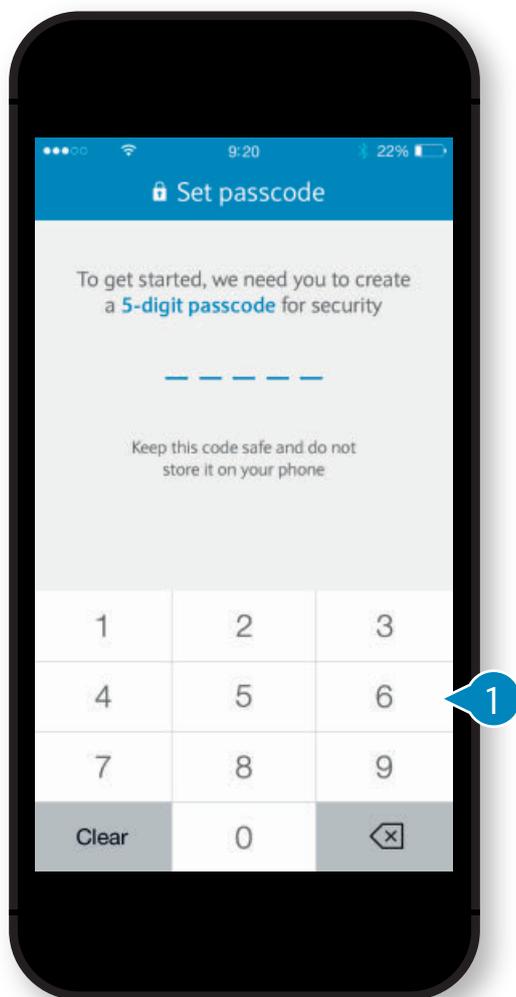
- 1 Tap 'Get started'.
- 2 This screen reminds you of the things you need in order to register.
- 3 Once ready, tap 'Continue'.

The next step is to set your Barclays Mobile Banking app passcode for the first time.



Setting your passcode

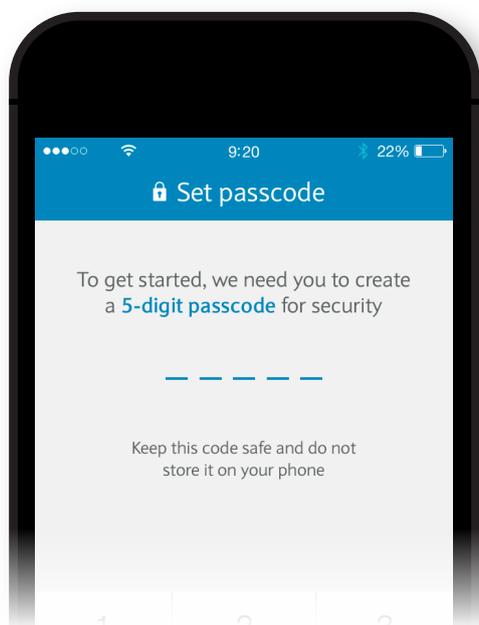
A passcode is a five-digit number that keeps your details secure. Create your own passcode: you will need to enter your passcode every time you use the Barclays Mobile Banking app.



- 1 Use your phone's keypad to enter a five-digit passcode.
- 2 The next screen asks you to confirm the number you have chosen by entering the passcode again.

If your initial choice of passcode is not strong enough, you must select a more secure combination before you can carry on.

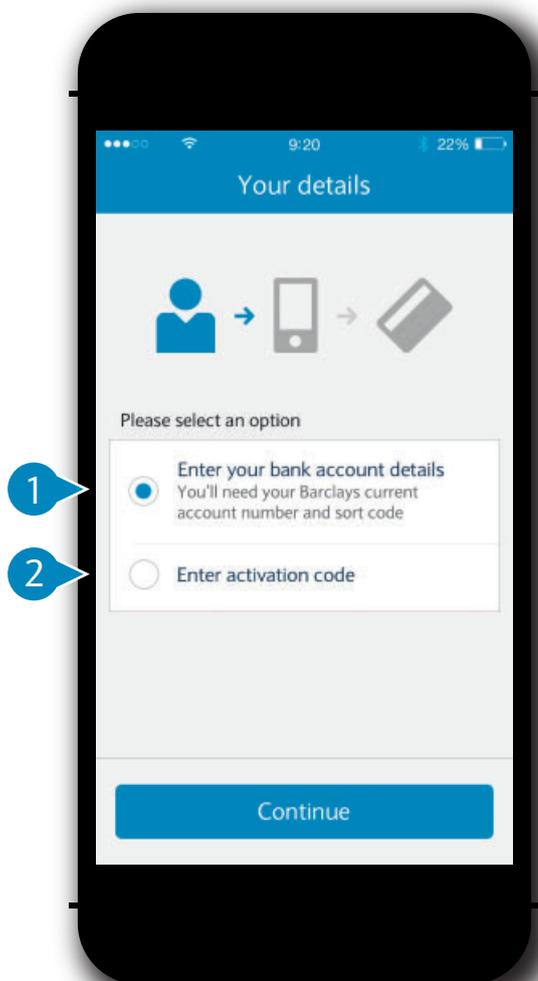
Once you've set your passcode, you're ready to register with your chosen method (PINsentry/activation code).



Tip: your passcode needs to be something you find memorable but not easily guessed by others (such as 12345). Remember not to share it with anyone else.

Choosing how to register

Here, you will select how you would like to register. Choose the option that is most convenient for you.



Option 1:

To use PINsentry to register, tap 'Enter your bank account details' then 'Continue'. You can do this from the comfort of your own home.

Move to the next page of the guide when you're ready.

You can also use this option to register using a Barclays cash machine.

Option 2:

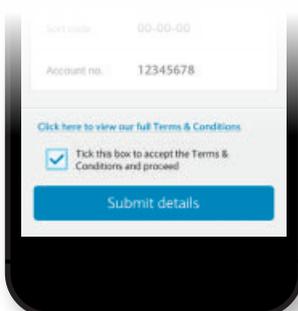
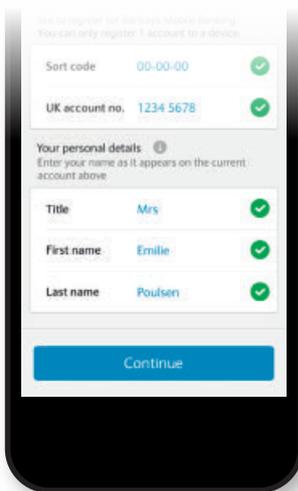
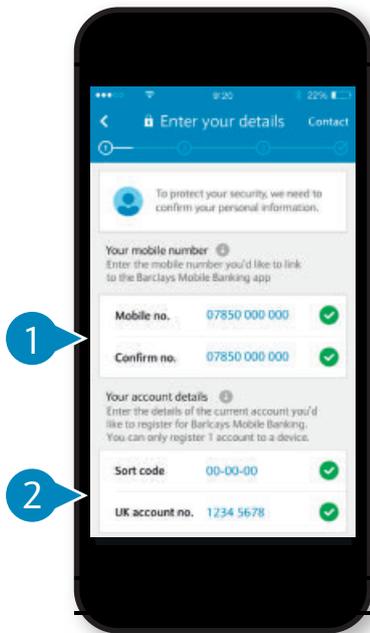
Tap 'Enter activation code', then 'Continue'.

If you are registering with an activation code turn to [page 14](#) in the guide to continue.

Registering with PINsentry

Now you know what PINsentry is and have decided to register with it, have both your mobile and PINsentry device handy.

To begin with, you will need to enter your mobile phone number, account details and name. Once you've entered this information, you won't need to do this again.



Step 1

- 1 Enter your mobile phone number and again, below, to confirm it.
- 2 Enter your sort code and account number.
- 3 Swipe upwards on your screen to see the next set of boxes and enter your full name.
- 4 When you are ready, tap 'Continue' to review your details.
- 5 Check your details to make sure they are correct.
- 6 Read the terms and conditions carefully. If you are happy to accept them and ready to proceed to the next step, tap the box then tap 'Submit details'.

Note: You can find your account number and sort code on the bottom of your card or on a bank statement.

You must have a debit card to register with a PINsentry device.

Registering with PINsentry

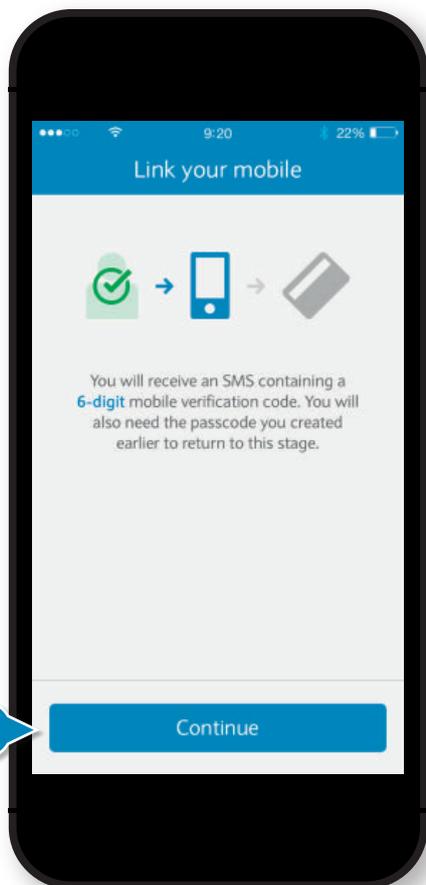
Now you have entered your details, the next screen will tell you that you will receive a text message from Barclays. This text message will contain a six-digit code. You will now use this code to link your phone to your accounts.



Step 2

Linking your mobile phone to the app

- 1 Go to your text messages, leaving the app.
- 2 Make note of the six-digit code sent from Barclays.
- 3 Log back into the Barclays Mobile Banking app (you will need the passcode you created earlier). This will take you back to where you were before.

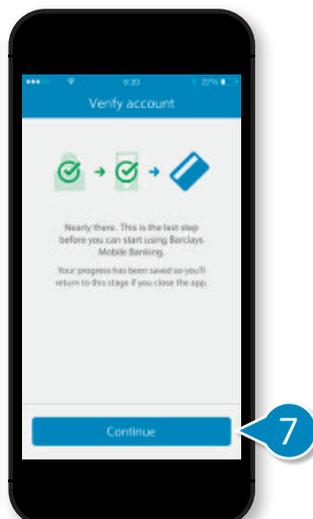
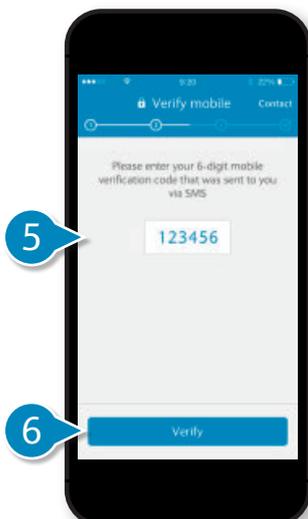


- 4 Tap 'Continue' to move to the next screen.
- 5 You will now be asked to enter your six-digit code from the text message we sent you.

Use your phone's keypad to enter the six-digit code.

- 6 When you have entered the code, tap 'Verify'

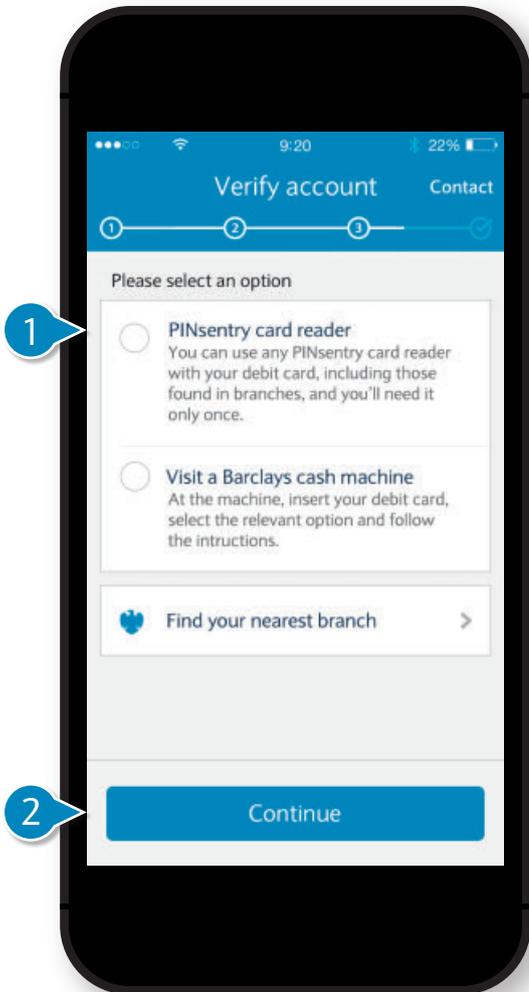
- 7 Tap 'Continue' to move on.



Note: Your progress up to this point is automatically saved.

Registering with PINsentry

On this screen you can select to continue registering using a PINsentry device or to use a Barclays cash machine to get a verification code.



Step 3

Verifying your account

- 1 Tap on the circle next to 'PINsentry card reader'.
- 2 Tap 'Continue'.

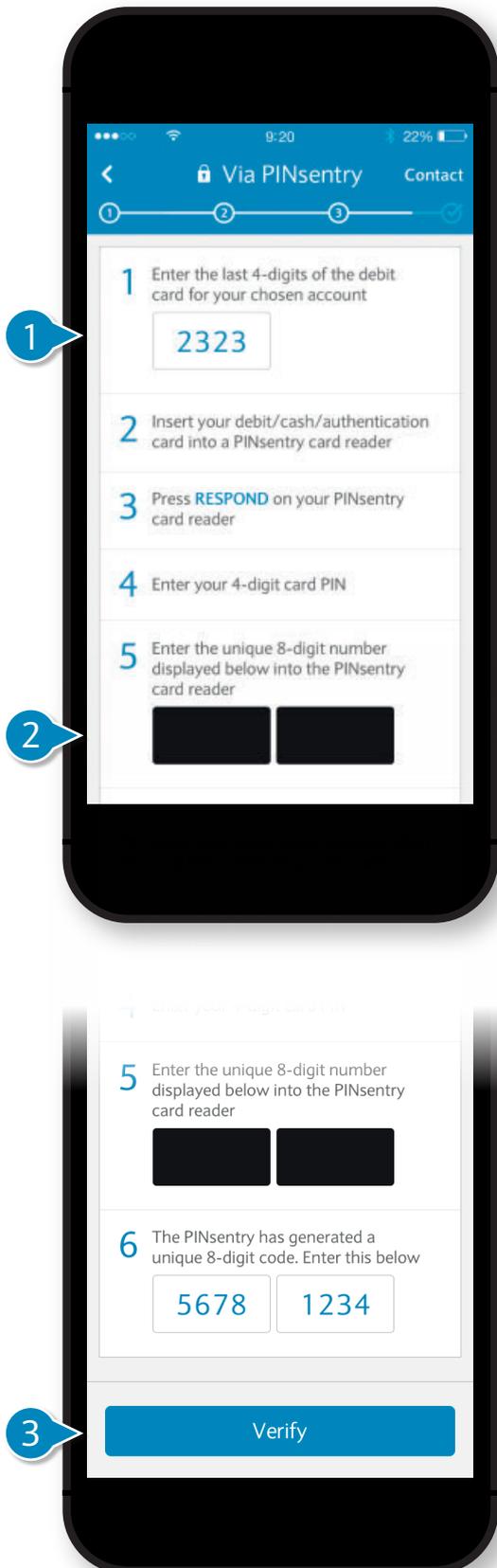
For the next step you will need your PINsentry device ready to use.

Registering with PINsentry

With your PINsentry device and debit card, you will now be able to generate your verification code.

Step 4

PINsentry verification



1 Using your Barclays debit card number, enter the last four digits from the front of the card.

2 Now insert your debit card into your PINsentry device.

Tap the 'Respond' button on the device.

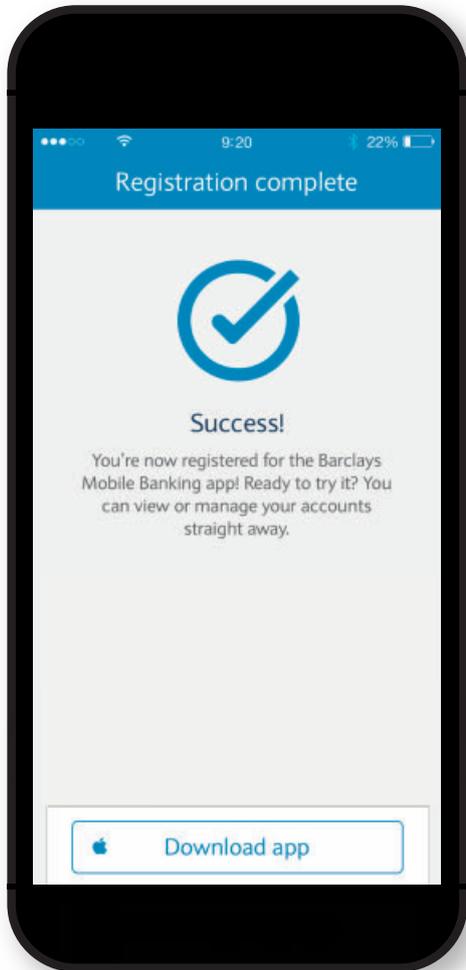
The device will now ask you to enter your four-digit PIN. This is the same PIN you use in a cash machine or the shops.

Once you have entered your PIN, enter the unique eight-digit number displayed in the app into your PINsentry device. This will generate an eight-digit code on the device.

3 Swipe upwards on your phone to reveal the next boxes. Enter the eight-digit code displayed on your PINsentry. Tap 'Verify' to continue.

PINsentry registration success

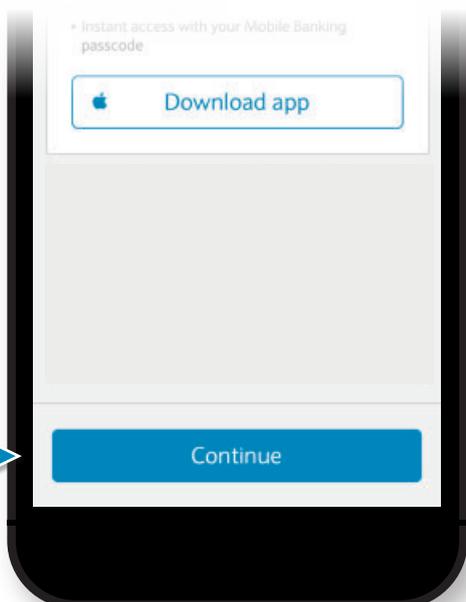
This screen tells you that you have successfully registered your Barclays Mobile Banking app.



- 1 Swipe upwards on your phone to reveal the 'Continue' button. Tap and begin using the app. This will now take you to the Home Screen of the app.

To begin learning how to use the Barclays Mobile Banking app, go to [page 18](#).

The following page will explain how to register with an activation code.



Registering with an activation code

As you have chosen to visit a branch to obtain a Barclays Mobile Banking app activation code, you can now register this way.

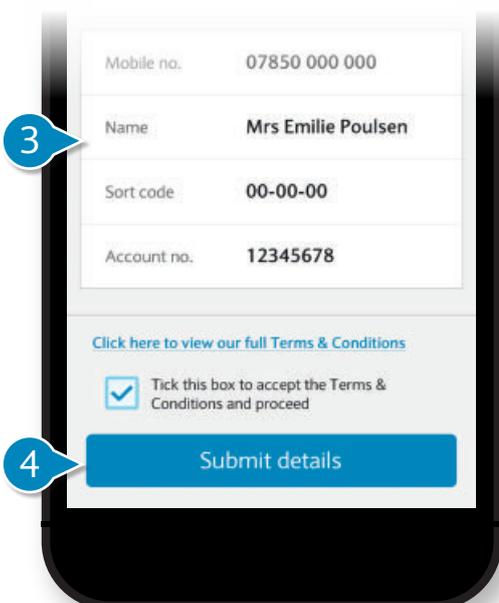
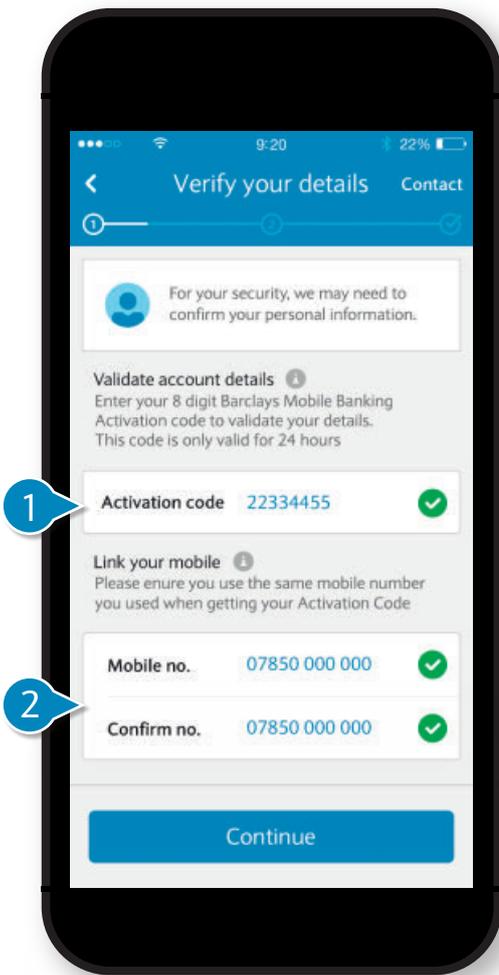
Once you have selected this option, you will be asked to 'Verify your details'.

Step 1

- 1 Enter your eight-digit activation code.
- 2 Enter the mobile phone number you used to obtain your activation code, then confirm it before tapping 'Continue' to move on.
- 3 Check through the details on this screen to see if they are correct.

If you need to change your mobile phone number, tap the arrow in the top left corner to return to the previous screen.

- 4 Once you have carefully read through the terms and conditions and feel you are ready to move on, tap 'Submit'.



Note: Your Barclays Mobile Banking activation code can only be used once. It is valid for 24 hours. After this time, you will need to request another one.

Registering with an activation code



Step 2

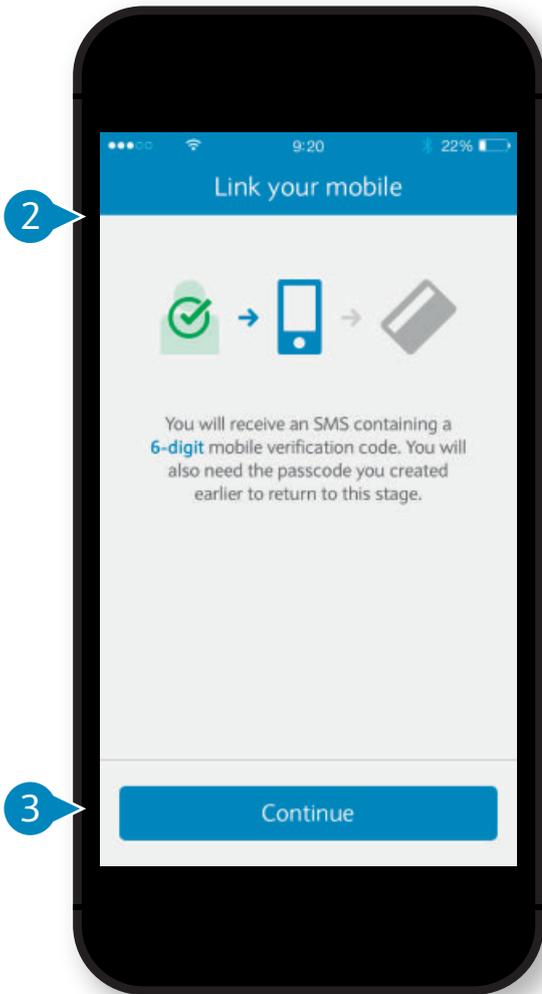
- 1 Now you have verified your details, you will receive a text message containing a six-digit code. You will now use this code to link your phone to your accounts.

Go to your text messages, leaving the app and make note of the six-digit code sent from 'Barclays'.

- 2 Log back into the Barclays Mobile Banking app (you will need the passcode you created earlier).

This will take you back to where you were before.

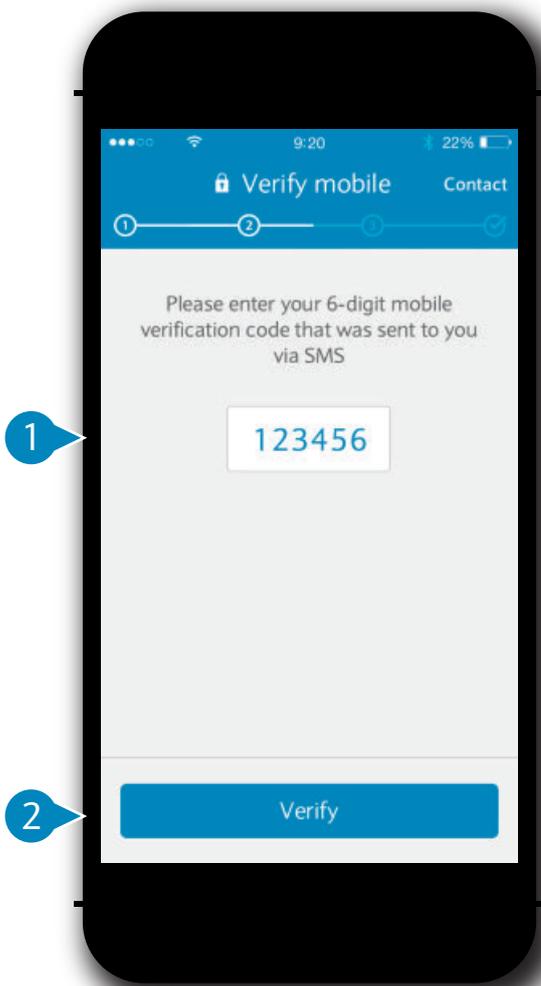
- 3 Tap 'Continue' to move to the next screen.



Note: Your progress up to this point is automatically saved.

Registering with an activation code

Step 3



- 1 You will now be asked to enter your six-digit code from the text message we sent you.

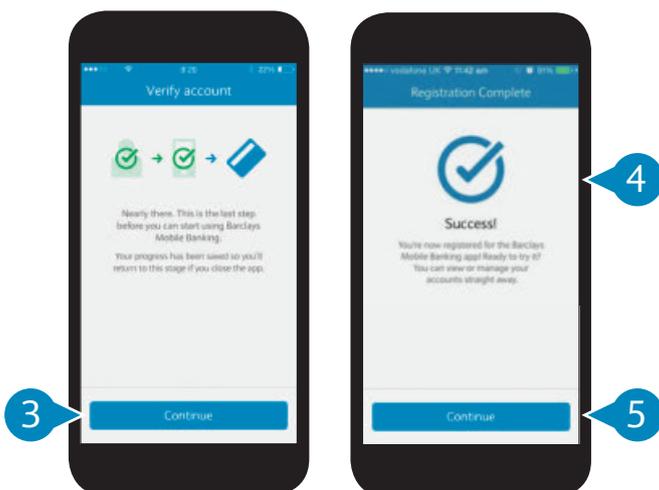
Use your phone's keypad to enter the six-digit code.

- 2 When you have entered the code, tap 'Verify' to continue.

- 3 Now you've successfully verified your account, tap 'Continue' to move on.

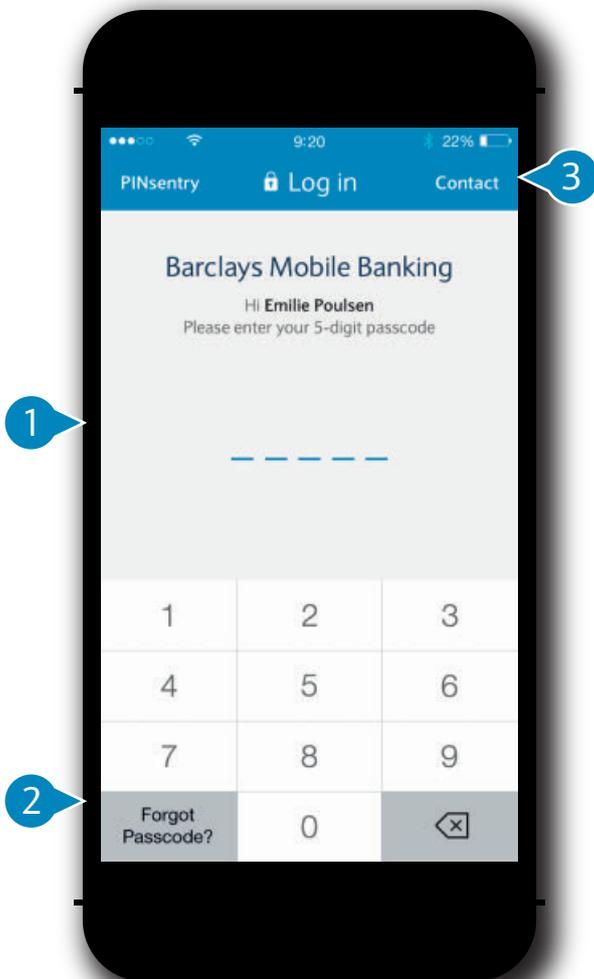
- 4 This screen tells you that you have successfully registered your Barclays Mobile Banking app.

- 5 Tap 'Continue' and begin using the app. This will now take you to the Home Screen of the app.



Using the app

Now you're all set up, this section of the guide will show you how to use the Barclays Mobile Banking app. Begin by opening the app.



Logging in and logging out

Each time you open the Barclays Mobile Banking app you will need your five-digit passcode to login. When you've finished using the app and you close it, you are automatically logged out.

- 1 Enter your five-digit passcode here.
- 2 If you forget your five-digit passcode, you will need to register for the Barclays Mobile Banking app again.
Tap the 'Forgot Passcode' button.
Then tap 'Reset' then turn to the 'How to register' section of this guide to re-register.
- 3 You can connect to our helpdesk by pressing 'Contact'.

An advisor, after asking you some security questions, will then be able to help you with your enquiry.

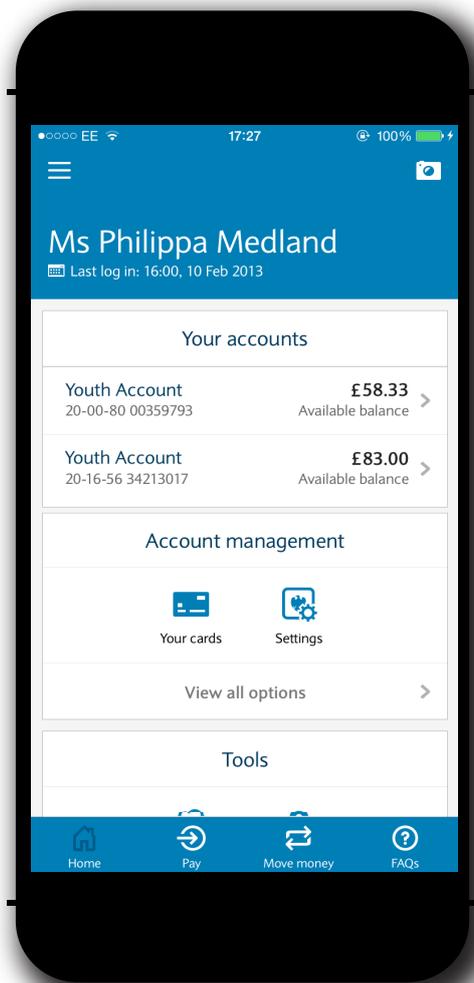
After 10 days of registration, additional security questions will stop. This is because all features will be activated.

You will be notified of this activation by a pop up screen when you log in after 10 days.

If you make a mistake, tap the 'Go back' button to try again.

Once logged in, you will enter the app Home screen.

The Home screen



Your Home screen will appear every time you log in to the Barclays Mobile Banking app.

Here, you will see your account balances. Tap any of your accounts to see more detail.

If you scroll down you will see a range of features: Account management, Tools, Help. More is explained on [page 23](#).

At the bottom of your screen you will see four buttons: Home, Pay, Move money and Help.

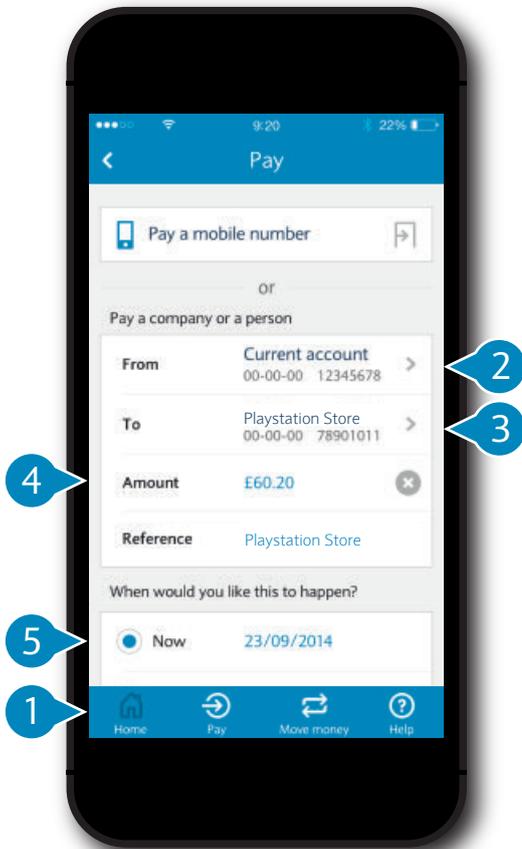
Tap the 'Home' button at any time to return to this screen.

Once you are familiar with the Home screen, you are ready to make a 'Payment'. Tap the 'Pay' button to begin making a payment.

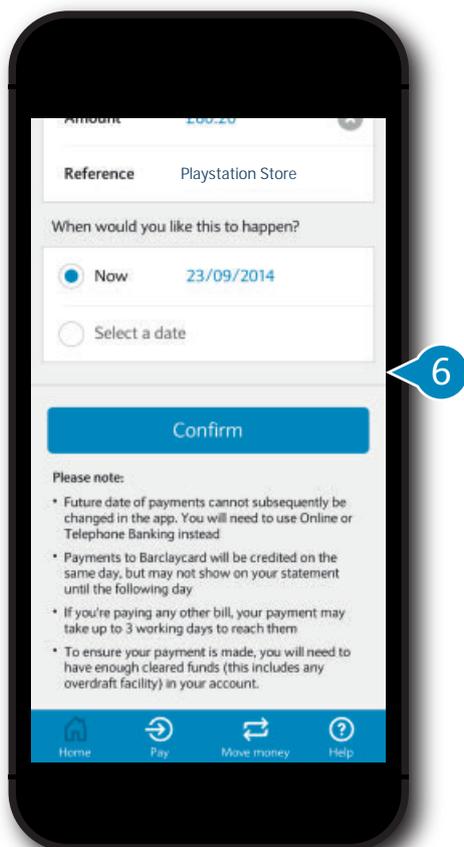
Making a payment

Here, we will show you how to use the Barclays Mobile Banking app to pay a person on your saved payees list. †

Step 1



- 1 To begin, tap 'Pay' at the bottom of the screen.
- 2 Tap 'From' to choose which account to send money from.
- 3 Tap 'To' and choose from the Payee list.
- 4 Enter the amount you want to pay.
- 5 You can choose whether to transfer the money immediately, or pick a specific date for the transfer.



- 6 Scroll down to continue. When making future dated payments, important information will be displayed. Read carefully and when you are happy and ready to make the payment, tap 'Confirm'. Only do this when you feel comfortable.

†Note: To pay someone new, you will need to set up the payment in a branch.

If you are making a payment then this must be done from a current account.

Making a payment

Step 2

Here, you can check that you are happy with all the details.

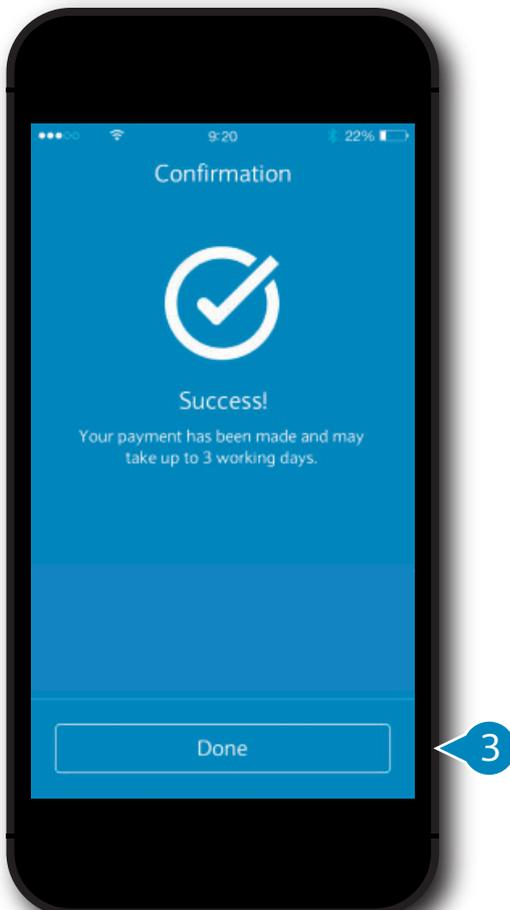
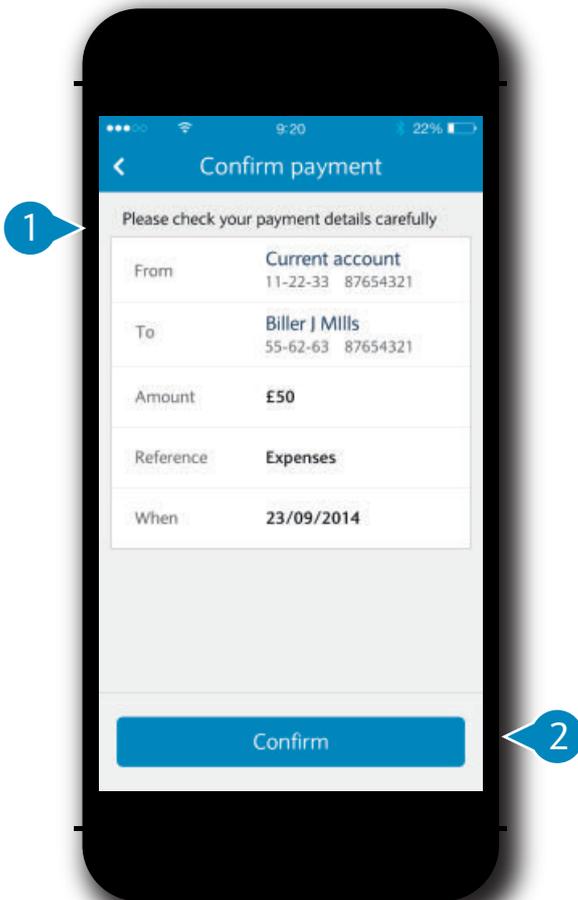
- 1 Read through the details on the screen to check if they are correct.
- 2 If you need to make any changes, press the arrow in the top left corner to return to the previous screen.

When you are ready, tap 'Confirm'.

Once you have selected 'Confirm' this screen tells you that your payment is now complete.

- 3 Tap 'Done' to continue.

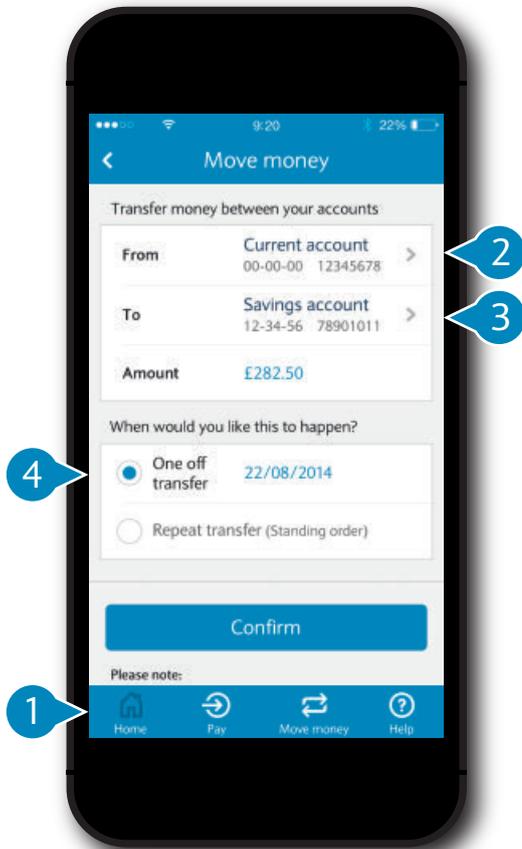
The next step of the guide will explore more features on the Home screen.



Moving money between your own accounts

Here, we show you how to use the Barclays Mobile Banking app to move money between your accounts.

Step 1



1 To begin, tap the 'Move money' button at the bottom of any screen.

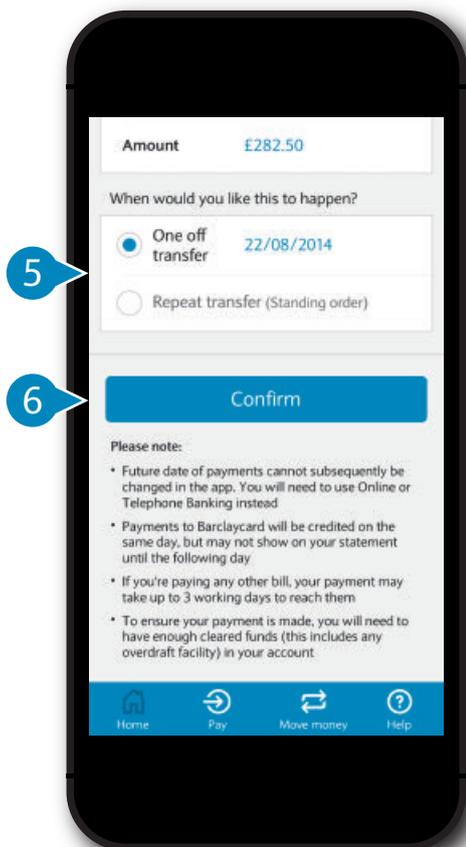
2 Tap the 'From' box to see a list of your accounts, then tap the account you want to move money from.

3 Tap the 'To' box to see a list of your accounts, then tap the account you want to move the money to.

4 Tap the 'Amount' box and enter the amount you would like to transfer.

5 You can choose whether to transfer the money immediately, or pick a specific date for the transfer.

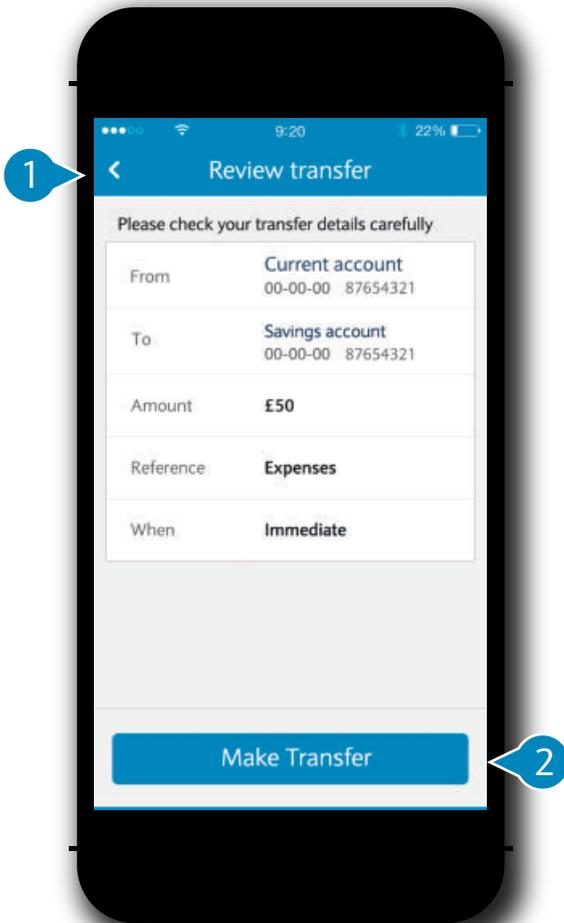
6 Read the 'Important' information carefully and make sure you are comfortable with it. If you are, tap 'Confirm'.



Making a future dated transfer will give you more information to read before reaching the next screen.

Moving money between your own accounts

Step 2



- 1 Now you are reviewing your transfers, check all the details are correct.

If you need to change anything, tap the arrow in the top left corner to go back to the previous screen.

- 2 When you are ready, tap 'Make Transfer'.

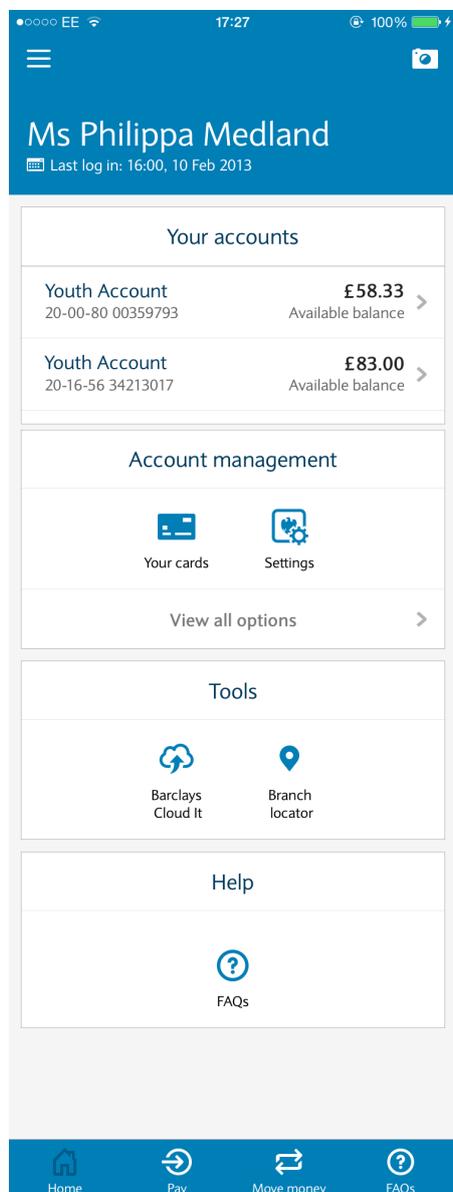
For an immediate transfer you will see a screen that lets you know the transfer is complete.

If you chose a transfer with a future date you will see a reminder, with confirmation of the transfer.

When you're done, you will be given the option to make another transfer, or simply tap 'Home'.

Home screen features

When you scroll down on your Home screen you will see a range of features explained below.



Account management

This feature lets you manage your current account cards and payments, as well as choosing which accounts to display on the Home screen.

Tools

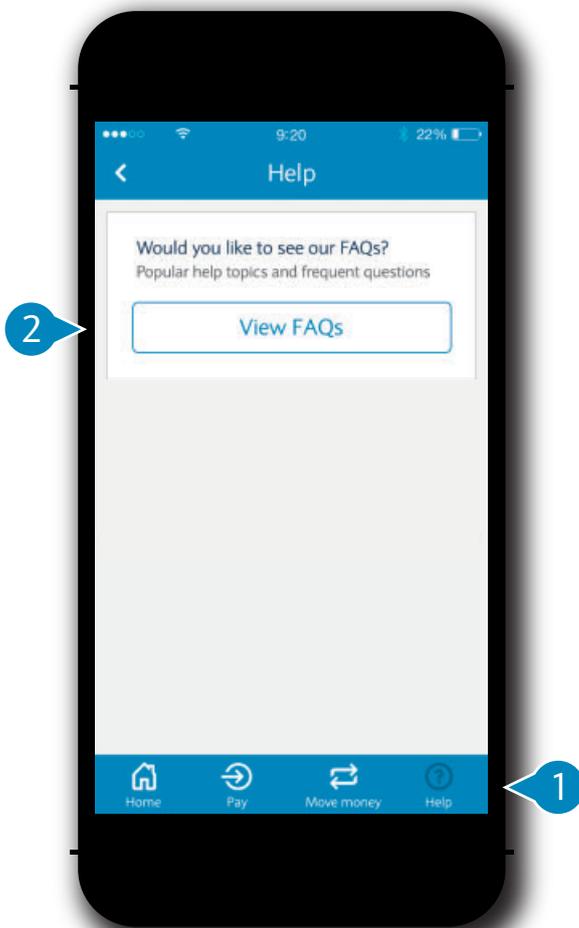
Amongst other things, you can get access to Barclays Cloud It.

Help

This feature will provide answers to questions you may have when using the app. There is more information on Help on [page 24](#) of this guide.

Help

For any questions you may have, you can find the 'Help' section on the Home page, or by tapping help at the bottom of your screen.



- 1 Tap the 'Help' button at the bottom of your screen to access the Help menu.
- 2 To see answers to frequently asked questions, tap 'View FAQs'.

Thank you for using our Barclays Mobile Banking Guide.

Your security is our priority. If you lose your phone, or it is stolen, remember to contact us right away on +44 (0) 333 200 1014 so that we can disable the Barclays Mobile Banking app on your phone.

*Calls to the Mobile Banking Helpdesk are charged at the local rate when dialled from the UK, and will be included in any prepaid minutes in your mobile phone price plan. It may take up to 10 days for Direct Call to activate within the app.

**You must have a current account with Barclays Bank UK PLC and be aged 11 or over to use Barclays Mobile Banking. You can use Barclays Mobile Banking in the UK or when roaming abroad. You'll need an available 3G/ WiFi connection. Some countries do not allow encrypted data to be sent over a public phone network and your mobile operator may apply restrictions when using your phone abroad. You should be aware of the data roaming costs applicable to your plan, and the security of any public WiFi network, before accessing the Barclays Mobile Banking app abroad. If you are aged 11 or 12, you'll need permission from your parent or guardian to access Mobile Banking. This can be provided when first opening the account, or at any time by visiting your local branch

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