

Welcome to Barclays Accessible PINsentry

Giving you even greater protection when banking online

In your pack you'll find a new Accessible PINsentry card reader. The accessible device has some added features over the standard PINsentry – a larger display, ergonomic keypad and talking functionality. It offers secure access to your Barclays Online Banking and Barclays Mobile Banking accounts enabling you to carry out the following functions:

- View balances and transactions
- Report your card lost or stolen
- Make payments to someone new
- Change your details
- Transfer money between your Barclays accounts
- Make payments to people you've paid before
- Make international payments
- Set up and manage regular payments.





Get to know the Accessible PINsentry card reader

The illustration over the page will help you understand how to use the device.

Front



1 – 3.5mm Headphone Socket

2 – Volume Dial – (Plus On/Off Switch) You can turn the audio function on or off with this dial and adjust the volume. When the audio function is switched on you will notice a ‘click’

3 – Card Slot

4 – LCD Screen

5 – Identify Key – (One raised dot and found in top row of function keys).
You will be prompted to press this key after you have inserted your card as part of the Online Banking log-in process

6 – Respond – (Two raised dots and found in top row of function keys)

7 – Sign Key – (Three raised dots and found in top row of function keys).
You will be prompted to press this key after you have inserted your card as part of the Online Banking payment process to someone new.
You will then be prompted to enter your card PIN followed by details of your payment

- 8 – **Number keys** – The number keys are a rounded shape and the number five key has two tactile dots to aid in orientation
- 9 – **Cancel** – Press this key to cancel and return to the main menu. The key has a raised tactile X shape
- 10 – **Clear** – Press this key to delete one number at a time if you make an error. The key has a raised tactile I shape
- 11 – **Enter** – You will be prompted to press this key after you have entered your card PIN in the card reader, or after you have entered other requested information. The key has a raised tactile 0 shape
- 12 – **Repeat** – The key repeats the last played audio announcement. It announces the eight digit unique code one character at a time followed by a beep at the end
- 13 – **The 0 Key** – Larger View/Repeat Code. When the audio function is switched off, you can press the 0 key to increase the size of the unique eight digit code. When the audio function is switched on, you can press the 0 key to hear the code repeated back to you.

Reverse

14 – **Speaker**

15 – **Battery case.**

Using the audio features

- Switch it on by scrolling the volume dial till it clicks (position 2), before inserting your bank card
- You can use any headphones in the 3.5mm socket (position 1) or use the built-in speaker (we do not recommend using the speaker in a public place)
- When you press a key on the card reader you will hear the name of the key repeated, a beep to indicate an error or an additional voice prompt
- Number keys are never read out, instead a beep indicates that they have been pressed, this is to ensure the security of your details when using the PINsentry without headphones (the number five has two raised dots to help orientate)
- Always ensure that you hear one of these prompts before proceeding to press another key, as keys pressed during the voice prompts will not be recognised.

To log in using PINsentry

You'll need your card reader and either your debit card or authentication card to hand. Follow these simple steps to log in:

1 – Go to barclays.co.uk and click Log in.

2 – Please fill in your details, and click **Next**.



3 – Choose to log in with PINsentry and enter the number of digits requested from your Barclays debit card or authentication card.



4 – Insert your card into your PINsentry device and press **Identify** on the card reader.



5 – Enter your PIN when prompted and press the green **Enter** button on the card reader.



6 – The device will signal the end of the eight digit code with a beep for audio users. You can get it to repeat the eight digit code by pressing the **Repeat** key.



7 – Type the eight digit number that is shown on the card reader screen into the box on your Online Banking log in page (you can enlarge this text by holding the **0** button).

To access our full range of features each time you log in, you'll need to log in with your PINsentry card reader or Mobile PINsentry.

Mobile PINsentry

Did you know Mobile PINsentry offers the same security as our PINsentry card reader? Our Barclays Mobile Banking app has been designed to take advantage of built-in accessibility features found in most smartphones and is accredited by AbilityNet.

Find Mobile PINsentry within our Barclays Mobile Banking app by tapping the Menu button in the top left corner of the home screen and finding Mobile PINsentry within the tools area.

Don't have our mobile banking app?

Text **mobile** to **62555** and we'll text you a link to download the app*, or download it from your app store.

For more information about the app visit barclays.co.uk/mobilebankingapp

For more information about PINsentry please go to barclays.co.uk/pinsentry

You can request an accessible PINsentry by calling 0345 600 2323 (outside the UK dial +44 2476 842063 – International calls will be charged at a higher rate – please check with your telecoms provider within the call charge wording). Calls to 03 numbers use free plan minutes if available; otherwise they cost the same as calls to 01/02 prefix numbers. To maintain a quality service we may monitor or record phone calls.

To find out more about other ways we can help make banking with us easier, scan the QR code or find out more in branch or visit barclays.co.uk/accessibility



To get this in Braille, large print or audio call **0800 400 100*** (via Text Relay) or visit barclays.co.uk/accessibility

Call monitoring and charges information

*Calls to 0800 numbers are free from UK land lines and personal mobiles, otherwise call charges may apply. Please check with your service provider. To maintain a quality service we may monitor or record phone calls.

Barclays Bank UK PLC. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 759676). Barclays Bank UK PLC adheres to The Standards of Lending Practice which is monitored and enforced by The Lending Standards Board. Further details can be found at

www.lendingstandardsboard.co.uk

Barclays Insurance Services Company Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register number: 312078).

Barclays Smart Investor is a trading name of Barclays Investment Solutions Limited. Barclays Investment Solutions Limited is authorised and regulated by the Financial Conduct Authority. (Financial Services Register number: 155595). Barclays Investment Solutions Limited is a member of the London Stock Exchange & NEX.

Barclays Bank PLC. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 122702).

Barclays Bank UK PLC. Registered no. 9740322. Barclays Insurance Services Company Limited. Registered no. 973765. Barclays Investment Solutions Limited. Registered no. 2752982. Barclays Bank PLC. Registered no. 1026167. All registered in England. Registered office for all: 1 Churchill Place, London E14 5HP.