

Activating your account and mobile app

Barclays Online Investment Service



Logging in for the first time

To access Barclays Online Investment Service you will first need to activate your account. Follow these simple steps to get started:

Step 1 Go to www.wealthdirect.barclays

Step 2 Enter your User ID and Temporary Password provided to you in our letter and click **'Login'**. A One Time Passcode (OTP) will be sent by SMS to the mobile phone number registered to your account.

Login English

Please complete the following details to log in.

User name

User name

Password

Password

Login >

Forgot Password Smartcard Activation

Step 3 Input the OTP into the field called **'Security Code'** in the Login application, and click on **'Login'**.

Login English

A security code has been sent to your mobile phone. Please wait for the message and enter the code below. This code will expire in 90 seconds. After that, you can click the 'New Code' button to receive a new one.

Security code

Security code

Cancel Login >

In case you didn't receive the security code or if it has expired, use this button to order a new one.

New Code

Step 4 Change your password immediately.

Change Password English

Old password

Old password

New password

New password

Confirmation

Confirmation

OK >

The password must be at least 8 and may be at most 30 characters long and must contain at least two numbers, two uppercase letters and two lowercase letters. Already used passwords are not allowed.

Important password creation guidelines

- Your chosen password will be used every time you Login
- The password should comprise of a minimum of 8 characters, including two capital letters, two lower case letters and two numbers (e.g. WeLcome01)
- Passwords cannot be used more than once
- If you forget your password, you should contact our support team to reset it.

Step 5 You will now be asked to select two security questions and provide answers which we will use to identify you if you forget your password.

Step 6 You have now activated your account.

Important information

As we are sending your OTP to your mobile phone, it is important that you inform us immediately if you lose your phone or if you change your number.

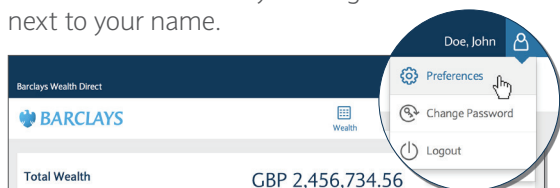
Activating the mobile app

Our mobile app makes viewing your investments on-the-go simple.

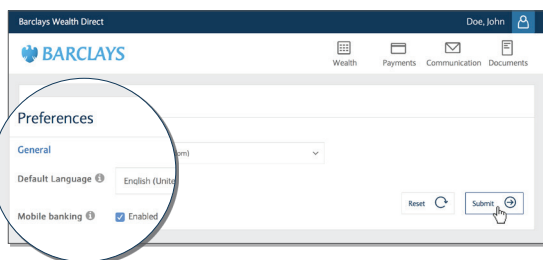
You will need to have first activated your online account to access the mobile app. Once complete, follow these steps to activate the app:

Step 1 Go to www.wealthdirect.barclays and log into your online account.

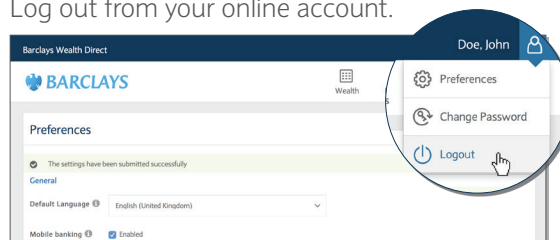
Step 2 Select **'Preferences'** by clicking on the icon next to your name.



Step 3 Tick **'Enabled'** next to the **'Mobile Banking'** option and **'Submit'** your request.

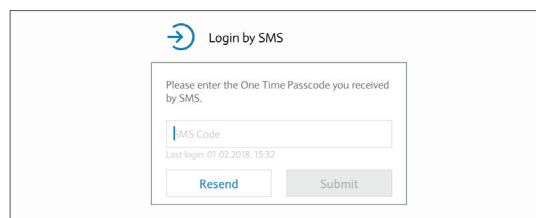


Step 4 Log out from your online account.



Step 5 Download the mobile app on your device by searching for **'Barclays Private Bank'** in the App Store/Google Play Store.

Step 6 Install and open the app. From the menu select **'Login'** and enter the same User ID and password used for your online account. A One Time Passcode (OTP) will be sent by SMS to the mobile phone number registered to your account. Insert the 'OTP' when prompted.



Step 7 You have now activated your account.

Contact

If you experience any problems activating your online account or mobile app, please contact your Relationship Manager or a member of our support team:

Jersey

Email xrajerseyonlinehelpdesk@barclays.com
Telephone +44 (0)1534 812280
Operating hours 09:00 - 17:00 (local time)

Switzerland

Email onlinebankinghelp@barclayswealth.com
Telephone +41 22 819 5257
Operating hours 09:00 - 18:00 (local time)

Monaco

Email MonacoeBankingHelp@barclays.com
Telephone +377 93 15 39 39
Operating hours 09:00 - 17:00 (local time)

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