

Getting Started with Barclays
Direct Banking and Registering
for Digital Certificates



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1. How to log in to the Direct Banking application of Barclays

Barclays views online security very seriously and provides secure authentication and authorizations means for accessing and transacting on its Direct Banking platform. It also provides a two-factor authentication for transactions.

All our Direct Banking users are provided with a 'Login ID' which is communicated to the users through the Welcome letter.

Barclays provides three alternate authenticating mechanisms to be used in conjunction with the 'Login ID' to access its Direct banking platform. These are:

1. Digital Certificates
2. Security Tokens and Passwords
3. Password (for 'View Only' Clients)

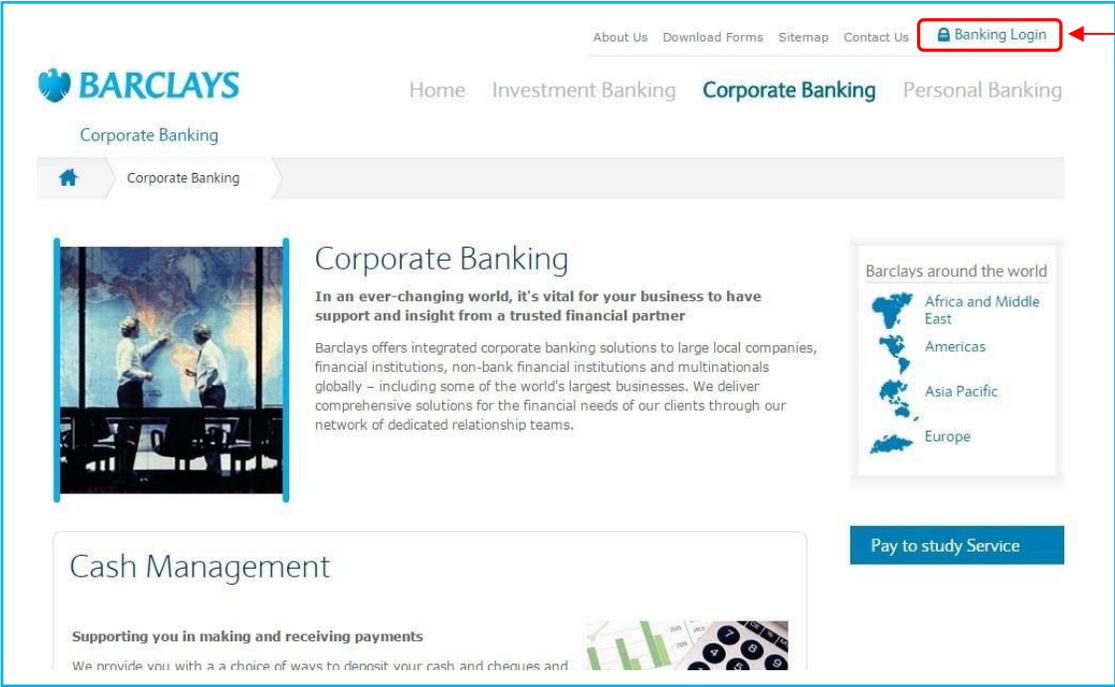
The 'Password Only' access is provided only to clients who want to avail 'View Only' facilities on the Direct Banking platform and do not wish to transact. Transacting clients have a choice of 'Digital Certificates' or 'Security Tokens with Passwords'.

The process of accessing the application with each of the authenticating mechanism is explained below.

2. Log in with Password (for View Only clients)

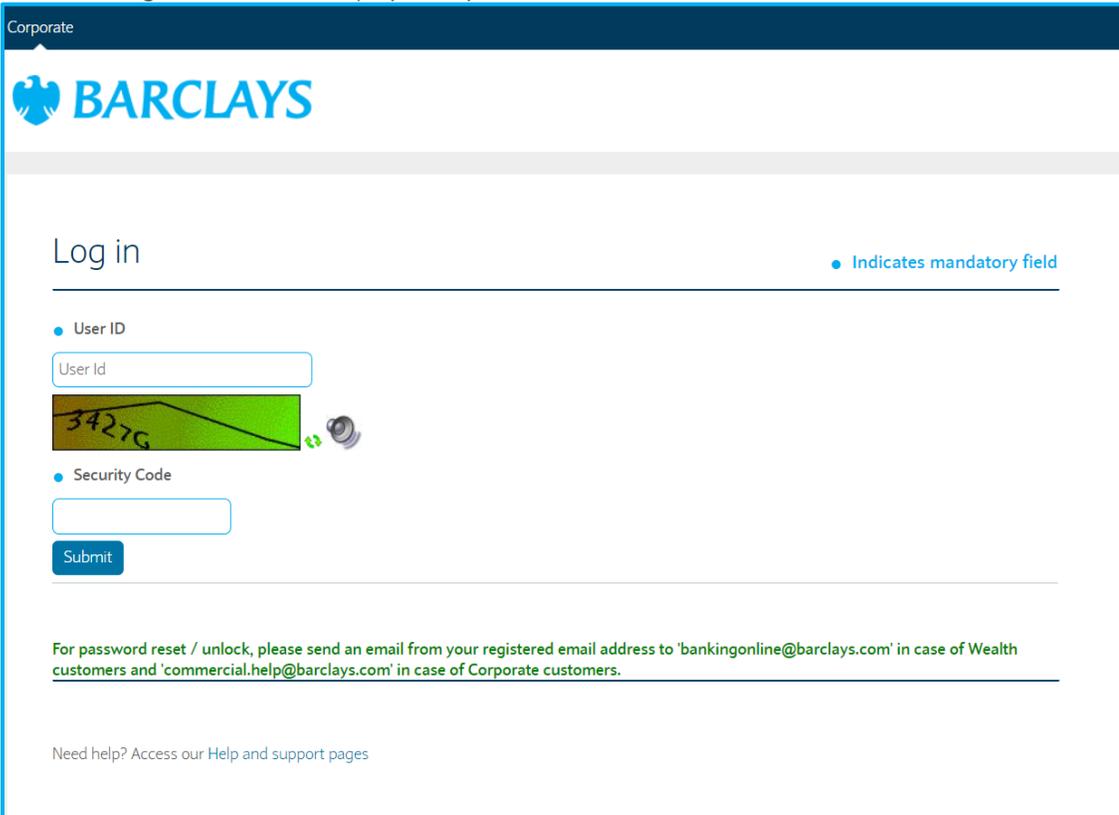
This section explains how a 'View Only' user can access the Direct Banking application of Barclays using his password.

To access the Direct Banking system, you should click on the 'Banking Login' link in the Barclays India website as shown below or you can also directly access the Direct Banking site of Barclays through the URL <https://www.netbanking.barclays.in/B002/login.jsp>.



The screenshot shows the Barclays Corporate Banking website. At the top right, the 'Banking Login' link is highlighted with a red box. A yellow callout box with a red arrow points to this link, containing the text: "Click here to log in to Barclays' Direct Banking". The website header includes the Barclays logo, navigation links for Home, Investment Banking, Corporate Banking, and Personal Banking, and a secondary navigation bar for Corporate Banking. The main content area features a 'Corporate Banking' section with a headline: "In an ever-changing world, it's vital for your business to have support and insight from a trusted financial partner". Below this is a 'Cash Management' section with the text "Supporting you in making and receiving payments" and a 'Pay to study Service' button. A 'Barclays around the world' section lists regions: Africa and Middle East, Americas, Asia Pacific, and Europe.

The following screen will be displayed to you.



The screenshot shows the Barclays Corporate Banking login page. The page has a dark blue header with the word 'Corporate' and the Barclays logo. Below the header, the text 'Log in' is displayed, followed by a horizontal line. A legend indicates that a blue dot '•' denotes a mandatory field. The login form includes two mandatory fields: 'User ID' and 'Security Code'. The 'User ID' field is a text input box containing the text 'User Id'. Below it is a CAPTCHA image showing the number '34276' and a refresh icon. The 'Security Code' field is an empty text input box. A 'Submit' button is located below the 'Security Code' field. At the bottom of the page, there is a note: "For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers." and a link: "Need help? Access our Help and support pages".

Steps to login are as below:

Step 1: Enter valid User ID as advised in the Welcome letter and Security Code (CAPTCHA) displayed on screen. Submit to proceed.

Corporate



Log in ● Indicates mandatory field

● User ID

● Security Code

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

[Need help? Access our Help and support pages](#)

The following screen will be displayed.

Corporate



Log in ● Indicates mandatory field

● User ID

Digital Certificate
 Security Token
 Password

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

[Need help? Access our Help and support pages](#)

Step 2: Click on the radio button next to 'Password' as shown below.

The screenshot shows a 'Log in' form with a blue border. At the top right, there is a blue dot icon followed by the text 'Indicates mandatory field'. Below this, the 'User ID' section has a text input field containing 'VCNKAPIN'. To its right are three radio button options: 'Digital Certificate', 'Security Token', and 'Password'. The 'Password' radio button is selected and highlighted with a red box. Below the radio buttons are two tabs: 'Virtual Keyboard' and 'Standard Keyboard'. Underneath is a 'Password' section with an empty text input field. At the bottom of the form is a virtual keyboard with various keys, including 'Upper', 'Delete', 'Clear All', and 'Not Mixed'. There are 'Cancel' and 'Log in' buttons at the bottom corners.

Click on the 'Password' radio button to proceed further

Step 3: You should enter the password as provided on email/SMS from Barclays in the designated place as shown below and then press 'Log in'. You will gain access to the Direct Banking application of Barclays.

You will get an option to use either Standard Keyboard or a Virtual Keyboard.

This screenshot is similar to the previous one, but the 'Password' text input field is now filled with eight asterisks and is highlighted with a red box. The 'Virtual Keyboard' tab is now selected. A callout box on the right points to the password field with the text 'Insert the password that was provided to you through email/SMS from Barclays'. Another callout box points to the virtual keyboard with the text 'Virtual Keyboard'. The 'Log in' button is now highlighted in blue.

Insert the password that was provided to you through email/SMS from Barclays

Virtual Keyboard

3. First time Login

This section explains the steps a user is required to take only on first time Login. On subsequent logins these steps will not be required to be taken.

On a first time Login you will need to complete a few steps before you are provided proper access to the application which includes:

- Acceptance of Terms and Conditions (compulsory step)
- Forced change of Password (compulsory step)
- Set account nicknames (optional step)

Step 1: Acceptance of Terms and Conditions (compulsory step).

The screenshot shows the Barclays login interface. At the top left is the Barclays logo. Below it is a progress bar with four steps: Step 1: Terms and Conditions (highlighted with a red box), Step 2: Force Change Password, Step 3: Set Account Nicknames, and Step 4: Complete. Below the progress bar, there is a text area with the following content:

It is a mandatory step before you continue with first time, please read through our "Internet Banking Terms and Conditions" available below.
To continue please click "Accept".
If you do not accept the Terms and Conditions, please click on "Cancel" to immediately discontinue the access to the Online Banking services.

Below this text is a scrollable area containing the following text:

1. DEFINITIONS
1.1 In this document, all the capitalised words and phrases have the meaning as stated hereunder, unless the context indicates otherwise:
"Application" shall mean application for availing of various services (including for Cash Management Payment Services or Internet Banking Service etc.,) from Barclays Bank PLC, India on the applicable terms and conditions.
"Account" means all existing, new and future accounts of the Customer at Barclays which are designated by Barclay to be eligible for the use of service (including Internet Banking Services and Cash Management Payment Services);
"Barclays" means Barclays Bank PLC, a banking company incorporated under the laws of England and a scheduled commercial bank within the meaning of the RBI Act, 1934 through its branch offices in India;
"Business Hours" means the time period for which Barclays is open for business and the Business Hours may vary for each branch of Barclays, as notified from time to time.

Step 2: Force Change of Password (compulsory step).

The system will prompt for a forced change of password.

The screenshot shows the Barclays login interface. At the top left is the Barclays logo. Below it is a progress bar with four steps: Step 1: Terms and Conditions, Step 2: Force Change Password (highlighted with a red box), Step 3: Set Account Nicknames, and Step 4: Complete. Below the progress bar, there is a text area with the following content:

It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services.

Below this text is a green checkmark icon and the text: Thank you for accepting Terms and Conditions.

Below that is a checked checkbox and the text: Change Login Password

Below that is the text: User ID: YCSCORPC8

Below that are two input fields: New Password: and Confirm New Password: (both highlighted with a red box).

Below that is a link: + View Password Policy

At the bottom right are two buttons: Clear and Change.

Insert a new password (alphanumeric) and confirm it

Step 3: Set Account Nickname.

Step 1: Terms and Conditions | Step 2: Force Change Password | **Step 3: Set Account Nicknames** | Step 4: Complete

You can assign the names to the account numbers provided to you by the bank and we shall display these names instead of the account numbers in all the transactions.

This will help you to identify the accounts easily and in more human readable form. Similarly you can mark certain accounts as favourites and under select transactions we will display the details about these accounts only. You will be provided an additional option to view details for All the accounts and favourite accounts. You can set those accounts as favourite for which you would like to see the details more frequently than other accounts.

It is a non mandatory step and can be skipped now. You may set nick names and favourites from account summary screen / preferences transaction after login successfully or even during future logins.

Password changed successfully.

Disable Account Nickname:

Loans | Current and Savings | Term Deposits

Account No	Account Nickname	Set As Favourite
424727		
001LMFA172460501 001 INR	<input type="text"/>	<input type="checkbox"/>
001LNST161370508 001 INR	<input type="text"/>	<input type="checkbox"/>
001LTBC172460001 001 EUR	<input type="text"/>	<input type="checkbox"/>
001LTIC172460501 001 INR	<input type="text"/>	<input type="checkbox"/>

* Alphanumeric Characters With Spaces are Allowed for Account Nickname

Set account nicknames; you can also mark them as favorites

This is an optional step and you can choose to skip it

Step 4: Complete.

Step 1: Terms and Conditions | Step 2: Force Change Password | Step 3: Set Account Nicknames | **Step 4: Complete**

As a default we have provided certain limits to the transactions related to the transfer and payments and you will be able to transfer only up to this amount per transaction / per day. This is an additional security measure to minimise the loss if your login credentials are compromised.

These limits are decided considering requirements of various customer segments and if you feel that the limits assigned are still more, you may reduce the limits for each of the transactions and you will be able to transfer only up to this amount set by you.

Once limits are reduced and you need to make a transfer of amount which is more than the limits be by you an online request to increase the amount can be made to the bank. The increase of the limits will only be applicable after the bank authorizes your request.

It is also a non mandatory step and can be skipped now. A separate transaction have been provided to reduce the limits after login successfully or even during future logins.

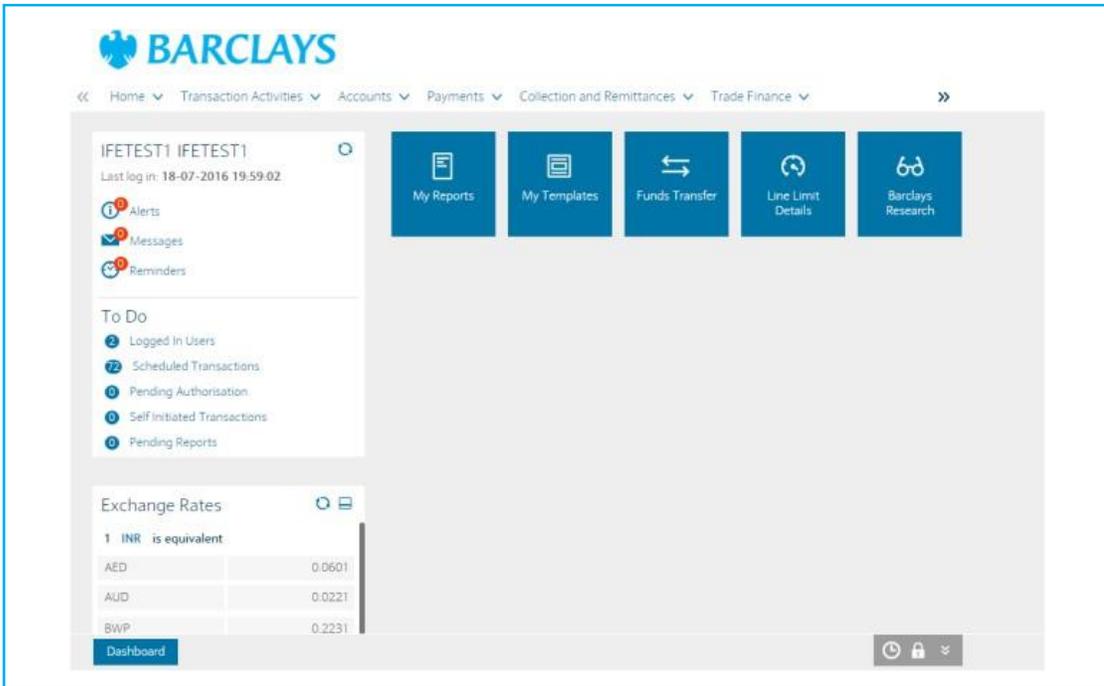
Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

Step	Step Name	Completion Status	Completion Message
1	Terms and Conditions	Complete	Thank you for accepting Terms and Conditions.
2	Force Change Password	Complete	Password changed successfully.
3	Set Account Nicknames	Skipped	Step skipped.

Click on 'Continue'

You will be taken to the landing/home page of Barclays Direct Banking.

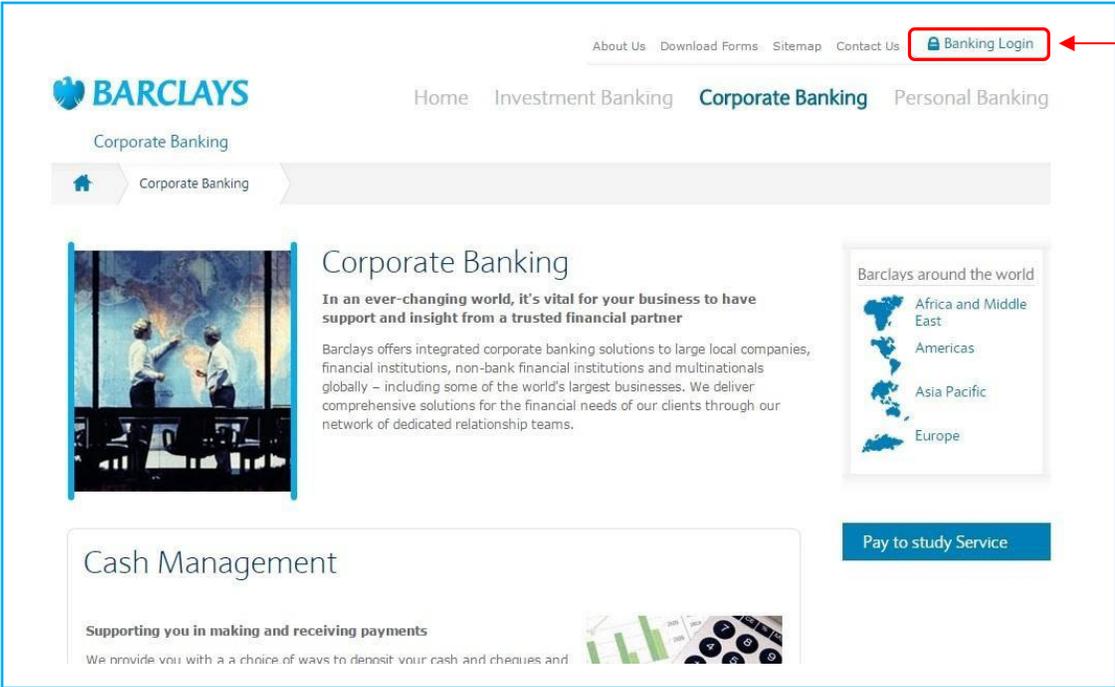


With a 'Password Only' access you will get to view account details. Various wizards are available on the screen which can help you get an overview of accounts and transactions.

4. Log in with Security Tokens into the Barclays Direct Banking System

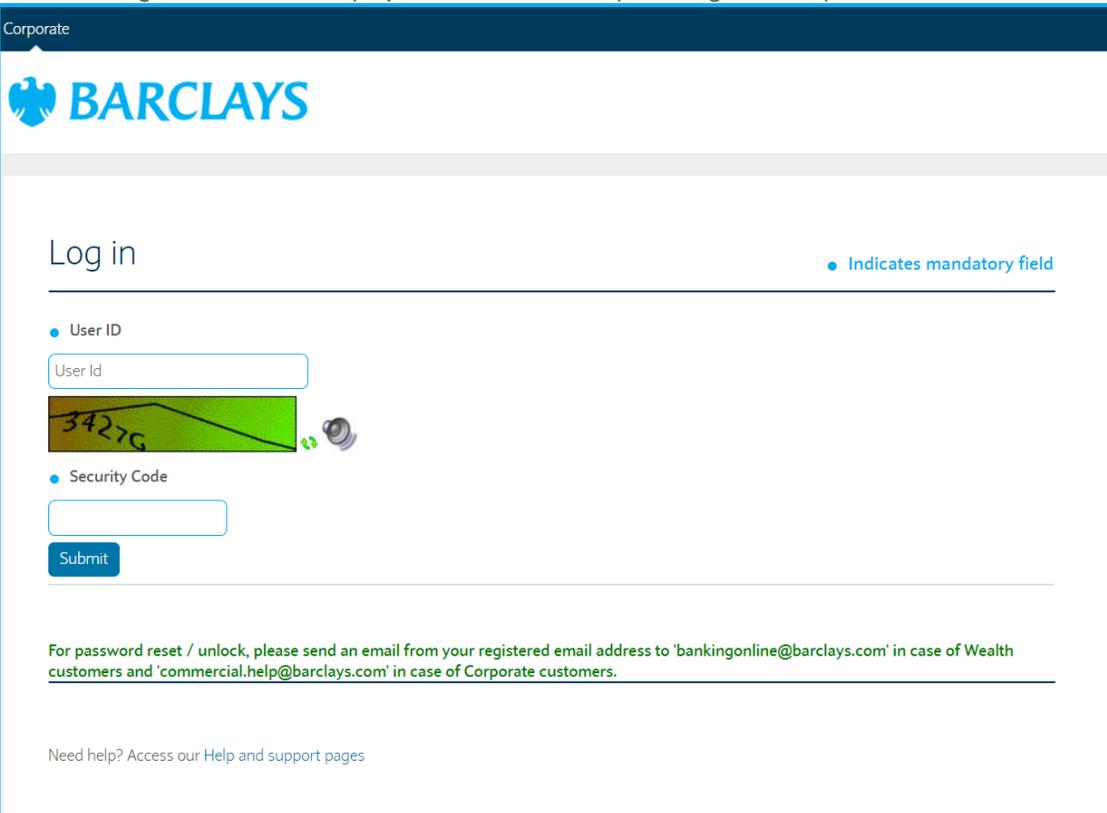
This section explains how you can access the Direct Banking application of Barclays, using your Security token and password. You can use this access for both viewing account details as well as transacting online, provided the relevant rights have been requested from the bank in the application form.

To access the Direct Banking system, you should click on the 'Banking Login' link in the Barclays India website as shown below or you can also directly access the Direct Banking site of Barclays through the URL <https://www.netbanking.barclays.in/B002/login.jsp>.



The screenshot shows the Barclays Corporate Banking website. The 'Banking Login' link is highlighted with a red box and a red arrow pointing to it. A yellow callout box contains the text 'Click on 'Banking Login''. The website header includes the Barclays logo, navigation links (Home, Investment Banking, Corporate Banking, Personal Banking), and a 'Banking Login' link. The main content area features a 'Corporate Banking' section with a headline: 'In an ever-changing world, it's vital for your business to have support and insight from a trusted financial partner'. Below this, there is a 'Cash Management' section and a 'Pay to study Service' button. A sidebar on the right lists 'Barclays around the world' with regions: Africa and Middle East, Americas, Asia Pacific, and Europe.

The following screen will be displayed and the next steps for login are as provided below.



The screenshot shows the Barclays Corporate Banking login page. The page has a dark blue header with the Barclays logo and the word 'Corporate'. Below the header, the text 'Log in' is displayed. A blue dot next to 'Log in' indicates a mandatory field. Below the text, there are two input fields: 'User ID' and 'Security Code'. The 'User ID' field contains the text 'User Id'. Below the 'Security Code' field, there is a 'Submit' button. A security token is shown with the number '3427G'. At the bottom of the page, there is a link for password reset/unlock: 'For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.' A footer link reads 'Need help? Access our Help and support pages'.

Steps to login are as below:

Step 1: Enter valid User ID as advised in the Welcome letter and Security Code (CAPTCHA) displayed on screen. Submit to proceed.

Corporate



Log in ● Indicates mandatory field

● User ID



● Security Code

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

Need help? Access our [Help and support pages](#)

The following screen will be displayed

Corporate



Log in ● Indicates mandatory field

● User ID

Digital Certificate
 Security Token
 Password

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

Need help? Access our [Help and support pages](#)

Step 2: You should click on the radio button next to 'Security Token' as shown in screen below.

You will get an option to use either Standard Keyboard or a Virtual Keyboard.

The screenshot shows a 'Log in' form with the following elements:

- User ID:** A text input field containing 'VENKAPIN'.
- Authentication Method:** Three radio buttons: 'Digital Certificate', 'Security Token' (selected), and 'Password'.
- Keyboard Option:** Two tabs: 'Virtual Keyboard' (selected) and 'Standard Keyboard'.
- OTP:** An empty text input field.
- Password:** An empty text input field.
- Virtual Keyboard:** A large, light blue virtual keyboard interface with various keys including letters, numbers, and function keys like 'Upper', 'Delete', 'Clear All', and 'Not Mixed'.
- Buttons:** 'Cancel' and 'Log in' buttons at the bottom.

Click on the radio button next to 'Security Token' to proceed further

Virtual Keyboard

Step 3: Enter the OTP as generated from the Security Token.

The screenshot shows the 'Log in' form with the following elements:

- User ID:** A text input field containing 'VENKAPIN'.
- Authentication Method:** Three radio buttons: 'Digital Certificate', 'Security Token' (selected), and 'Password'.
- Keyboard Option:** Two tabs: 'Virtual Keyboard' and 'Standard Keyboard'.
- OTP:** A text input field containing six dots, highlighted with a red box.
- Password:** An empty text input field.
- Buttons:** 'Cancel' and 'Log in' buttons at the bottom.

Enter the OTP as generated from the Security Token

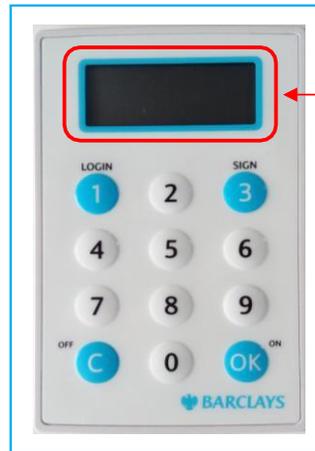
To generate OTP from the token, you need to do the following steps on the Security Token:

Step 3.1: Click on the 'OK' button of the Security Token.



Click on the 'OK' button that is provided on the right hand side

Step 3.2: Enter the 4-digit PIN to unlock Security Token.



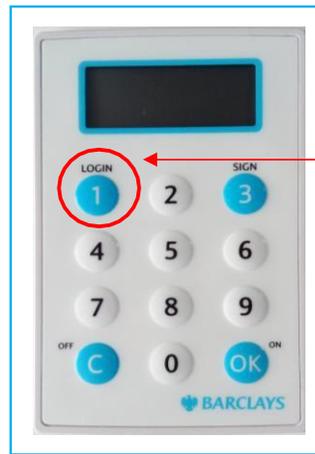
Enter the 4-digit PIN that you set for the token on first time use

Step 3.3: Click on the 'OK' button once you have entered the PIN.



Click on the 'OK' button once you have entered the PIN

Step 3.4: Click on the 'Login' button to generate the 8-digit OTP.



Click on 'Login' to generate OTP

Enter the Password as sent to you on SMS/email

Step 3.5: You will get an 8-digit OTP which you need to enter in the designated textbox on the Direct Banking screen.



You will get an 8-digit OTP which you need to enter in the system

Step 4: Enter the password received over SMS/email in the designated textbox on the Direct Banking screen.

Log in ● Indicates mandatory field

● User ID

VENKAPIN

Digital Certificate
 Security Token
 Password

Virtual Keyboard Standard Keyboard

● OTP

● Password

Cancel Log In

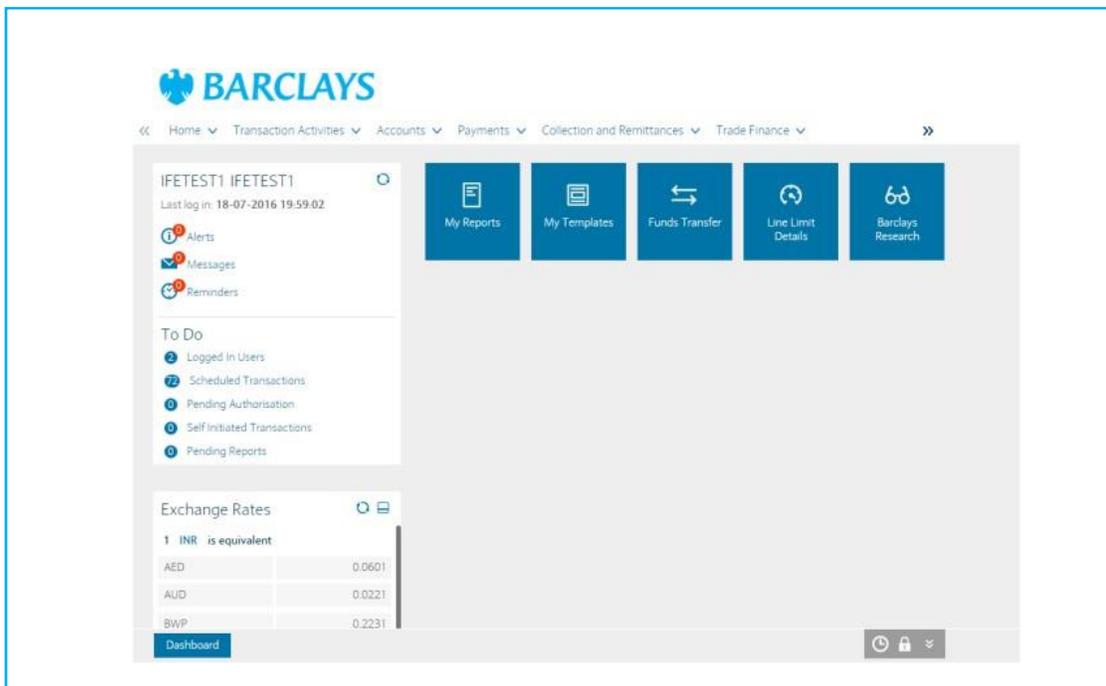
Need help? Access our [Help and support pages](#)

Enter the Password as sent to you on SMS/email

Step 5: Click on 'Log in'. Upon successful validation of User ID, Password and OTP, you will gain access to the Direct Banking application of Barclays.

Step 6: However, the first time login user needs to additionally complete the 'first time' login steps which include an acceptance of the terms and conditions and a forced change of password. These steps are explained in 'First time Login' section of this document. On subsequent logins these steps will not be required to be taken.

On successful login you will be taken to the landing/home page of Barclays Direct Banking as shown below.



There are various wizards available on the screen which can help you get an overview of accounts and transactions.

About Security Tokens

We have partnered with Gemalto for their Security Tokens, as a means of authenticating and authorization on our Direct Banking application to ensure safety and security for our clients while viewing or transacting online.



In addition to the Transaction Verification code we have incorporated an additional layer of security, which is a One-Time Password (OTP) required at time of Login to facilitate increased security. Generation of both the OTP and the Transaction Verification is facilitated by these Security tokens.

- Inside the security device is a smart card or a microprocessor chip (a mini computer with special security software to protect your digital identity). It uses a complex mathematical formula, or algorithm, and secret keys to generate the One-Time Passwords.
- One of the inputs in the formula is the exact date and time of day, which is synchronized with the server. Since time is constantly changing, it serves as a random number in the formula. This, in addition to the fact that each security token has a unique secret key, makes it extremely difficult to hack.

Security Token – Usage

- For Logging in to the Direct Banking Application – you need to enter OTP and password.
- For Reset of Direct Banking password – you need to enter the OTP.
- For Transaction Authorization – you need the Transaction verification code.

5. Register for Digital Certificates

This section explains how a user can register for a digital certificate to access the Direct Banking application of Barclays.

We have partnered with eMudhra who is a Registered CA (Certifying Authority) for issuance of digital certificates in India. Certificates are issued by eMudhra as per provisions under the India IT Act 2000.

The process of requesting these digital certificates has been explained further in this section. These certificates need to be saved on Digital eTokens which are provided by Barclays.

Step 1: Register for Digital Certificates

- a) You need to Insert the eToken into the USB port of your desktop or laptop.



- b) Make sure that you have software installation rights on your machine. This will install the eToken driver automatically on your machine.
- c) Once the token is successfully installed, you need to access the following URL for registration <https://netbanking.barclays.in/emasadmin/emclick/enrollment.htm>

Click on 'Enroll'.



Registration centre for Digital Certificates

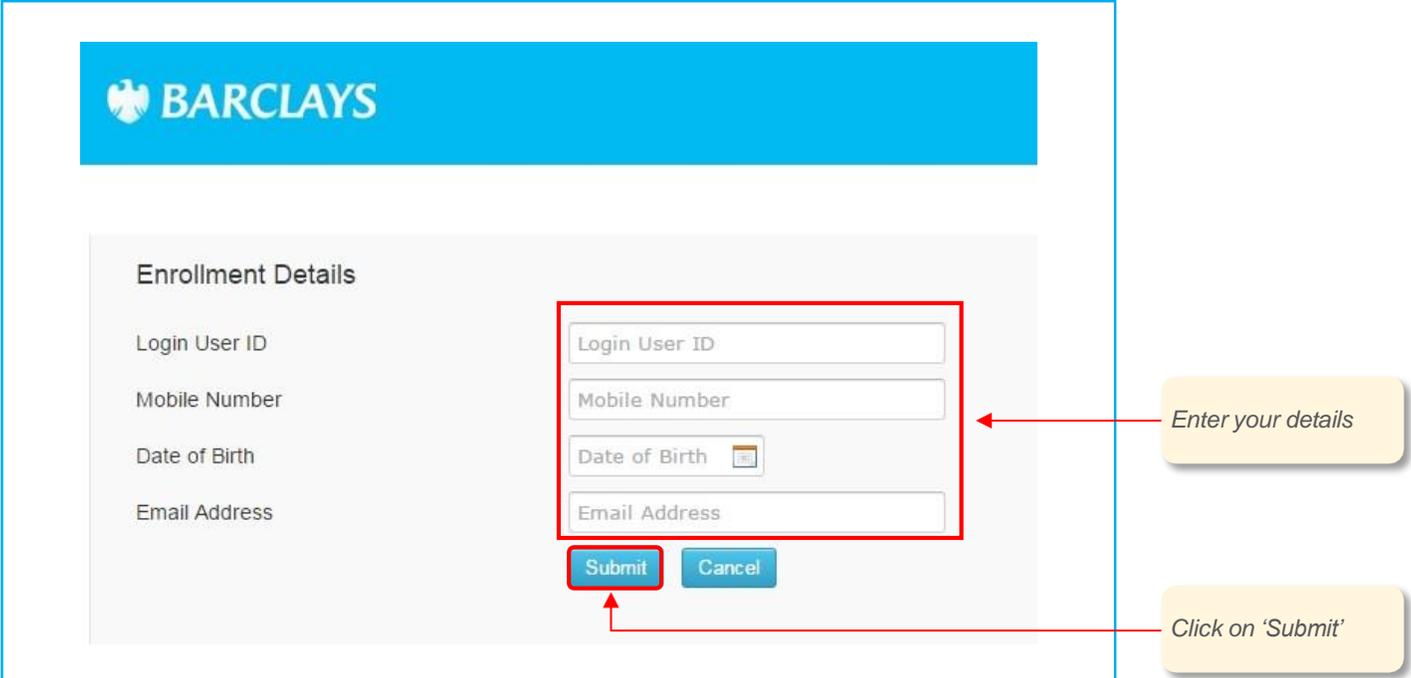
Enroll

Choose this option to enrol for a client Digital Signature.

Pick-up

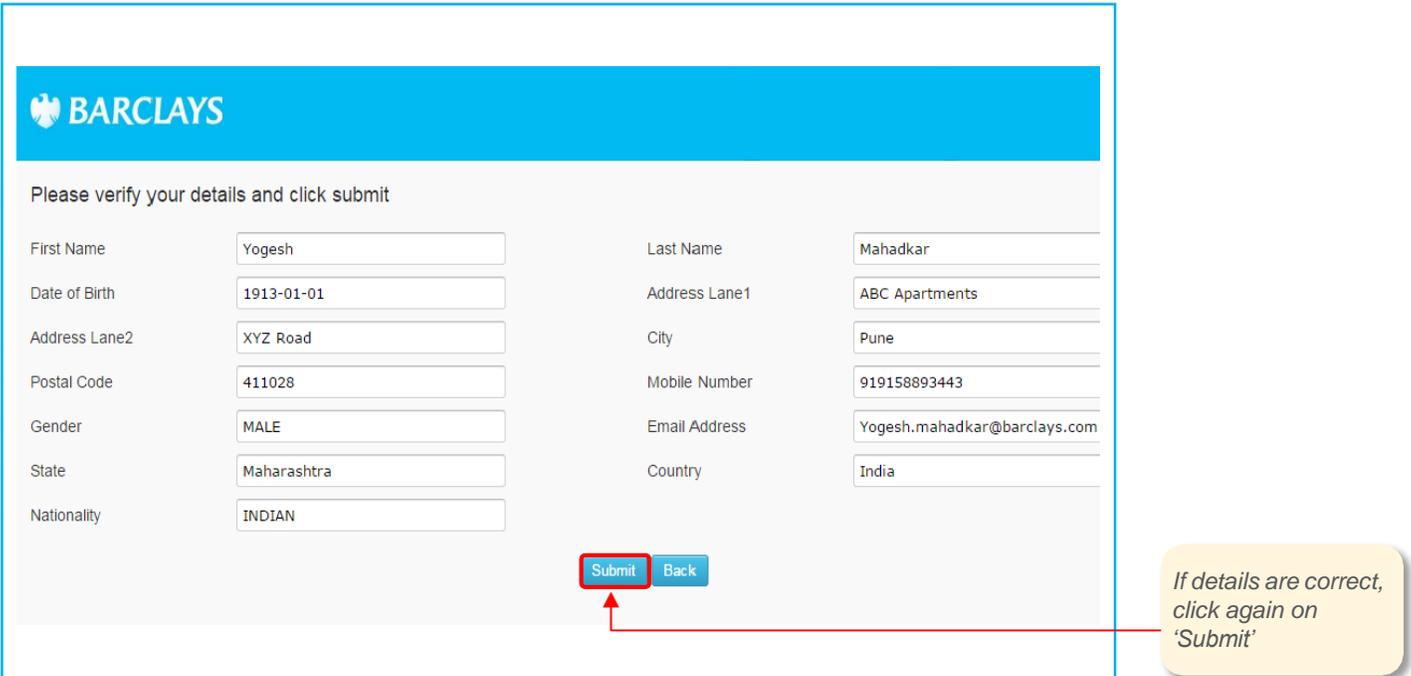
Choose this option if you have enrolled for a Digital Signature but have not picked it up.

- d) You should enter the details requested on the enrollment form (User ID, mobile number, email address and date of birth). The User ID should be same as listed on the Welcome letter.



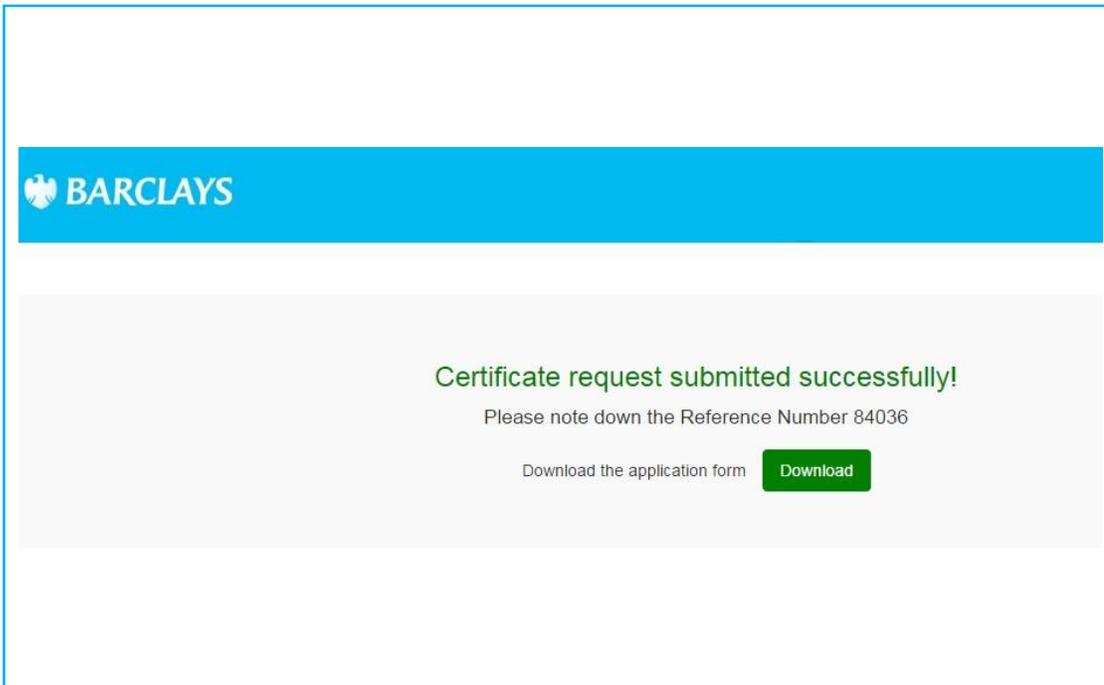
The screenshot shows the Barclays enrollment form. At the top is the Barclays logo. Below it is the heading "Enrollment Details". The form contains four input fields: "Login User ID", "Mobile Number", "Date of Birth" (with a calendar icon), and "Email Address". Below these fields are two buttons: "Submit" and "Cancel". A red box highlights the input fields and the "Submit" button. A yellow callout box with the text "Enter your details" has an arrow pointing to the input fields. Another yellow callout box with the text "Click on 'Submit'" has an arrow pointing to the "Submit" button.

- e) Click on the 'Submit' button. This will take user to a page that will display the user details as submitted in the Direct Banking registration form.
- f) Check if details are correct. If there are any discrepancies, do not proceed further. Contact your Service manager or helpline number for further assistance. You will need to resend your information to us.
- g) If your details are correct, click on the 'Submit' button again.



The screenshot shows the Barclays verification page. At the top is the Barclays logo. Below it is the heading "Please verify your details and click submit". The form contains several input fields arranged in two columns. The left column includes: "First Name" (Yogesh), "Date of Birth" (1913-01-01), "Address Lane2" (XYZ Road), "Postal Code" (411028), "Gender" (MALE), "State" (Maharashtra), and "Nationality" (INDIAN). The right column includes: "Last Name" (Mahadkar), "Address Lane1" (ABC Apartments), "City" (Pune), "Mobile Number" (919158893443), "Email Address" (Yogesh.mahadkar@barclays.com), and "Country" (India). Below the form are two buttons: "Submit" and "Back". A red box highlights the "Submit" button. A yellow callout box with the text "If details are correct, click again on 'Submit'" has an arrow pointing to the "Submit" button.

- h) You will get a Reference Number on the screen. This is also your Application ID. Along with the Reference Number/ Application ID, the system will prompt you to download a form. You will need to click on 'Download' to download the form. Please complete, sign and physically submit this form to the Bank.



- i) This completes the enrollment process from your end.

Step 2: Identification and verification by eMudhra.

- a) You will get an email and SMS on your registered mobile number and email ID from eMudhra. This email/SMS is to ask you to carry out mobile verification. Format and a sample of this email/SMS is as below.

Format – VERIFY <Application ID > <DOB>.

Sample – VERIFY 46955 21051991

In the above sample “46955” is the Application ID and “21051991” is the Date of Birth in DDMMYYYY format.

- b) Please forward this SMS to 09945211399 for completing the Mobile verification.

At any point you can also view the status of your pending application by sending the SMS below to 09945211399.

Format – STATUS <Application ID>

Sample – STATUS 46955

In the above sample “46955” is the Application ID.

Step 3: Receive email from Barclays bank containing your PIN.

- a) Once you have sent the SMS in the above format (VERIFY <Application ID> <DOB>) to 09945211399, your mobile verification will be done and you will get an email from eMudhra with the challenge code to download certificate. Below is the sample email text with the challenge code.

“Thanks for choosing eMudhra. Your DSC application has been approved.

Please use below details to download DSC

Application No:46948

Challenge code:[Password]”

Step 4: Pick up your digital certificate.

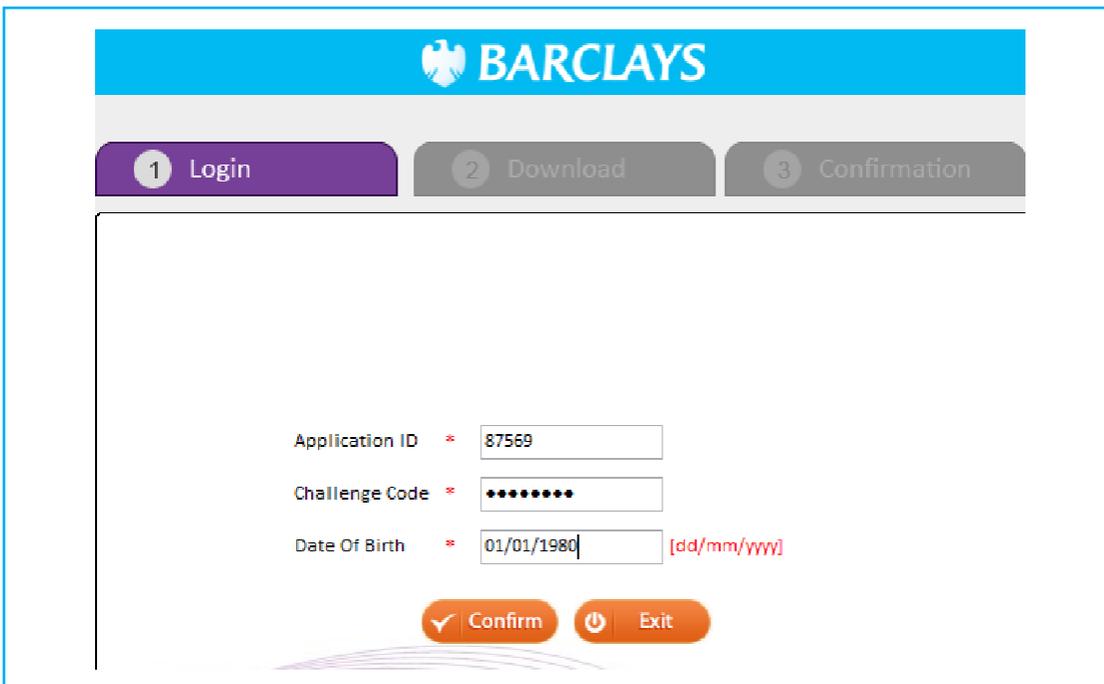
The steps in picking up your digital certificate are:

- a) You will receive a challenge code in an SMS on your registered mobile number.

- b) You need to access the same URL as at the time of enrollment and ensure that the USB eToken is plugged on to your machine.
<https://netbanking.barclays.in/emasadmin/emclick/enrollment.htm>
- c) Please click on the 'Pick-up' link.



- d) The system will prompt you to enter the following details
 - i. Application ID/Reference Number (as received at time of enrollment and mentioned on the form)
 - ii. Challenge code (as received in the SMS)
 - iii. Date of Birth



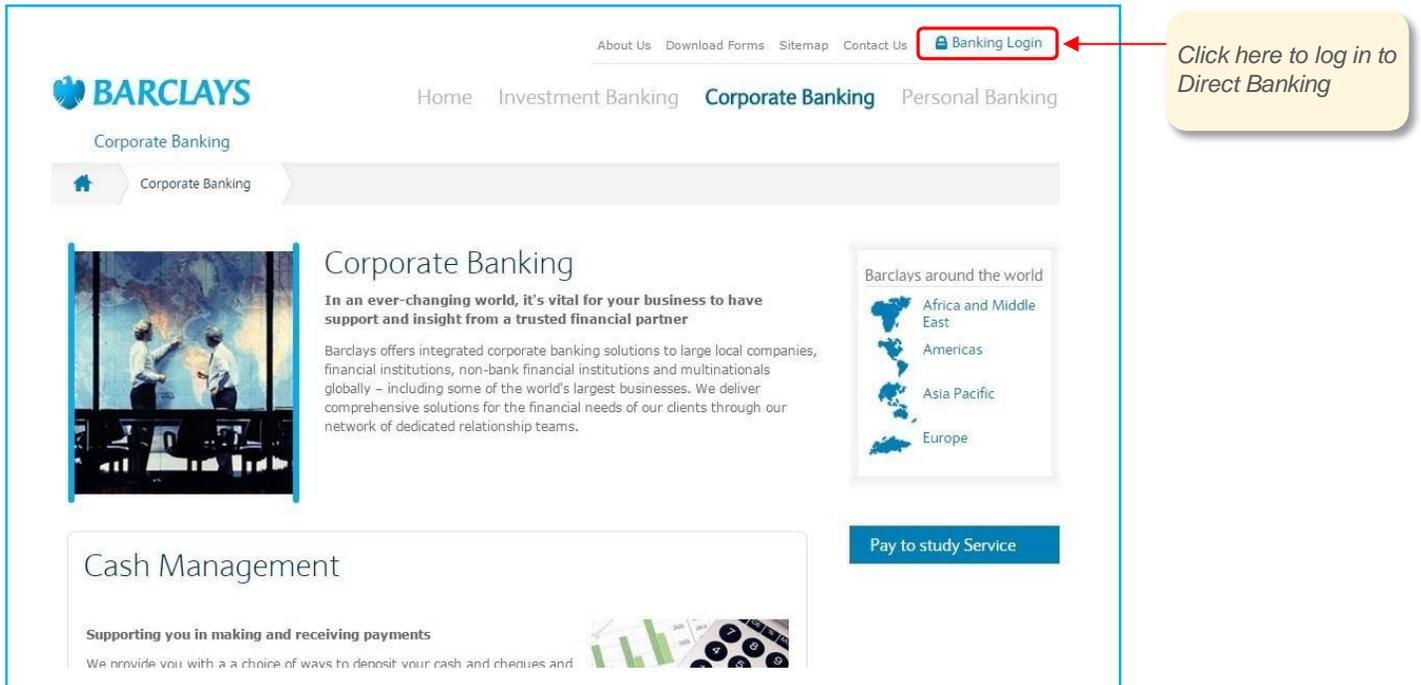
- e) Once you have entered the required details, click on the 'Confirm' button.
- f) At this point the system will prompt you to enter the USB device password.
- g) Once you provide the password, the system will download the digital certificate on the eToken device.

6. Log in with Digital Certificates into Barclays Direct Banking System

This section explains how a user can use digital certificates to access the Direct Banking application of Barclays.

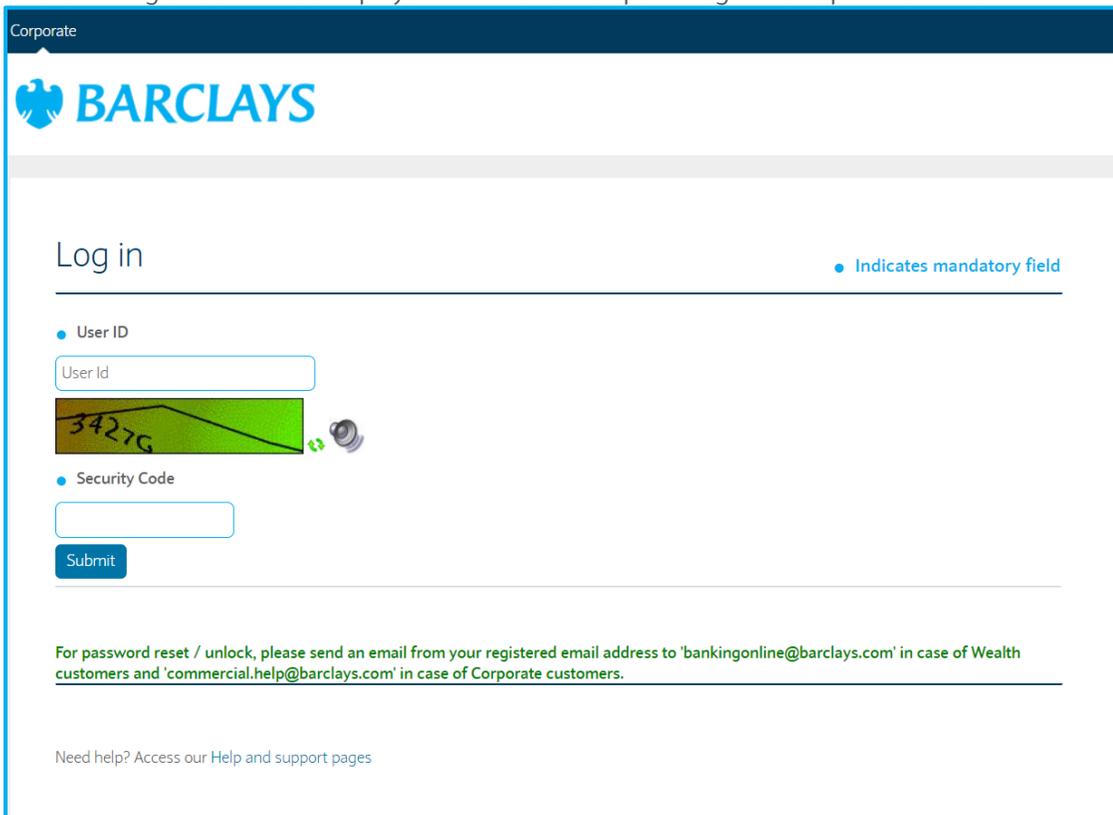
User can use this access for both viewing account details as well as transacting online, provided the relevant rights have been requested from the bank in the application form.

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The screenshot shows the Barclays India website. At the top right, the 'Banking Login' link is highlighted with a red box. A yellow callout box with a red arrow points to this link, containing the text 'Click here to log in to Direct Banking'. The website header includes the Barclays logo, navigation links for Home, Investment Banking, Corporate Banking, and Personal Banking, and a sub-navigation for Corporate Banking. The main content area features a 'Corporate Banking' section with a headline 'In an ever-changing world, it's vital for your business to have support and insight from a trusted financial partner' and a 'Cash Management' section with the text 'Supporting you in making and receiving payments'.

The following screen will be displayed and the next steps for login are as provided below.



The screenshot shows the Barclays Corporate login page. The page has a dark blue header with the Barclays logo and the word 'Corporate'. Below the header, the 'Log in' section is displayed. It includes a 'Log in' title, a legend indicating that a blue dot means 'Indicates mandatory field', and two mandatory fields: 'User ID' and 'Security Code'. The 'User ID' field contains the text 'User Id'. Below the 'Security Code' field is a 'Submit' button. At the bottom of the page, there is a note: 'For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.' A link for 'Need help? Access our Help and support pages' is also present.

Steps to login are as below:

Step 1: Enter valid User ID as advised in the Welcome letter and Security Code (CAPTCHA) displayed on screen. Submit to proceed.

Corporate

BARCLAYS

Log in ● Indicates mandatory field

● User ID

User Id

● Security Code

Submit

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

Need help? Access our [Help and support pages](#)

The following screen will be displayed

Corporate

BARCLAYS

Log in ● Indicates mandatory field

● User ID

VENKAPIN

Digital Certificate
 Security Token
 Password

Log in

For password reset / unlock, please send an email from your registered email address to 'bankingonline@barclays.com' in case of Wealth customers and 'commercial.help@barclays.com' in case of Corporate customers.

Need help? Access our [Help and support pages](#)

Step 2: If you want to opt for digital certificate as a means of authentication, please click on the radio button next to 'Digital Certificate' and insert your eToken into your machine's USB port.

Corporate Help Register

BARCLAYS

Log in • Indicates mandatory field

• User ID

VENKAPIN

Digital Certificate

Security Token

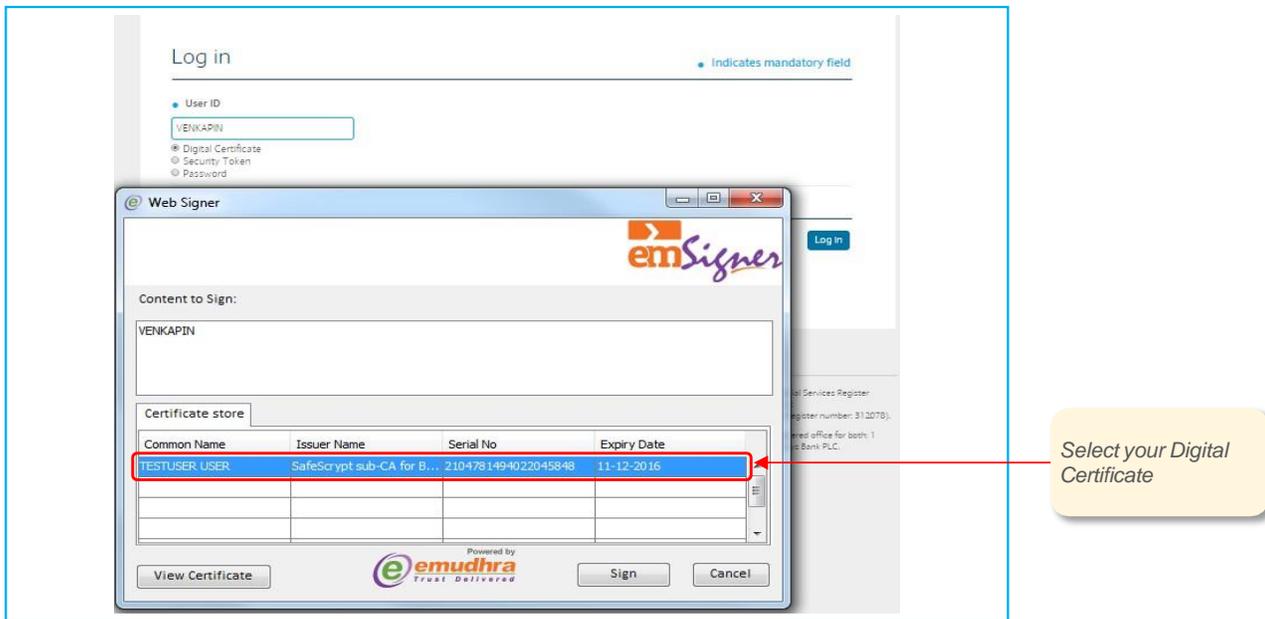
Password

Cancel Log in

Need help? Access our [Help and support pages](#)

Click on the radio button next to 'Digital Certificate'

Step 3: Please click on 'Log in'. A popup with details of the certificate ported on the token will appear on the screen. Please select your certificate from the available certificates.

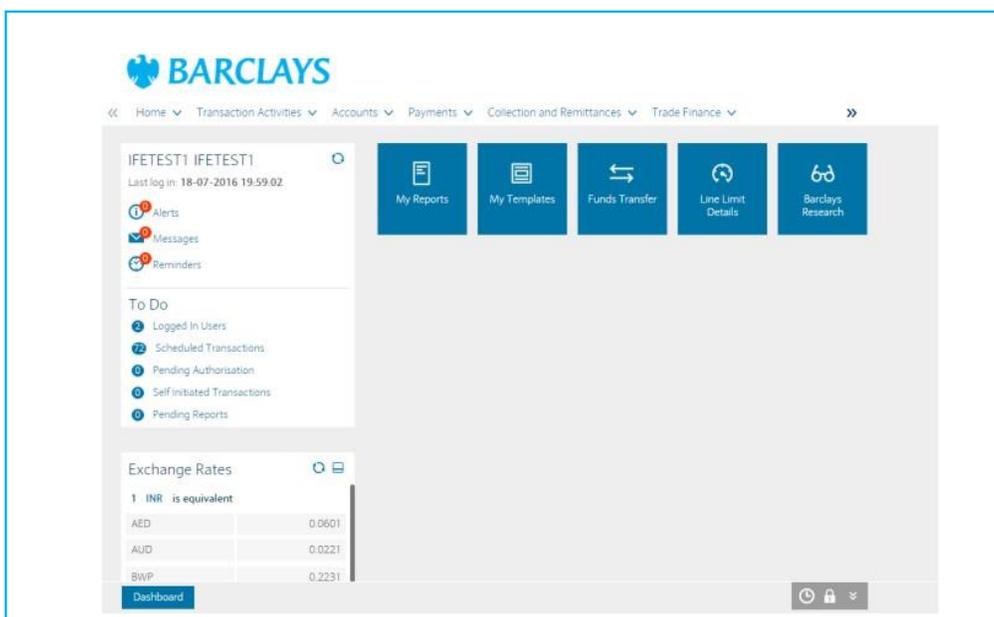


Step 4: You will be further prompted for a password to pick up the certificate. Please enter your password. (Please remember your password. In case you forget this password, the bank will not be able to reset this password for you and the eToken would need to be re-initialized and you will need to request for a new digital certificate.)

On successful validation of your User ID and digital certificate you will be taken to the Home Page of the Barclays Direct Banking site.

At time of picking up the certificate, if you encounter an error which reads, "Problem in Signing, drivers may not be installed," then please add Barclays bank's net banking URL as a trusted site in your web browser. You will need to follow the following path.

Internet Explorer ☐ → Tools → ☐ Internet Options ☐ Security → ☐ Trusted Sites → ☐ Add <https://www.netbanking.barclays.in/B002/login.jsp%22>



For any further help or queries, please feel free to contact us at netbanking.support@barclays.com or Commercial.help@barclays.com.

7. Frequently Asked Questions – Digital Certificates (FAQs)

What if I lose my USB eToken and digital certificate?

If by chance you lose your USB eToken device, you need to inform the bank immediately in writing about the loss. Your certificate would need to be revoked and your Direct Banking ID deactivated to prevent any misuse of the token till such time as a fresh token and certificate is issued to you. However, any transaction done prior to such a notification being received by Barclays shall be entirely at the customer's risk and responsibility.

How does the digital certificate work?

The digital certificate will be held in the USB token device that will be provided by the bank to its Direct Banking users. The device is secured by the user's password. The signature would be used by the client to authenticate him while logging into the Barclays Direct banking site as well as for signing transactions and documents. When the bank receives an instruction signed by the client's digital certificate, the bank can confirm that the instruction has not been tampered with after 'signing'. Since only the user has access to the eToken containing private key bound to the digital certificate and the eToken password required to access the private key, the bank can assume that the person signing the instruction is the person they claim to be.

What If my eToken is locked?

The eToken needs a valid password to unlock and give access to the certificate. The password, once set by you, is known to you and cannot be seen and reset from the bank end. Upon five consecutive errors inputting the password, the eToken would get locked. Since the certificate cannot be accessed without the correct password, the eToken will need to be re-initialized and a new digital certificate would have to be requested by the user.

The charges for Issuance/Renewal of a digital certificate as listed in our schedule of changes would be applicable for this.

What if I forget my password to unlock the token?

As mentioned above, your eToken cannot be unlocked and certificate cannot be accessed unless a valid password is provided. This password, once set by you, is known only to you and cannot be seen or reset from the bank end. So if you forget this password, the eToken would need to be re-initialized and a new digital certificate would have to be requested by the user.

How do I revoke my certificate?

Only the bank can revoke your certificate once issued. You need to inform the bank in writing if you want the digital certificate to be revoked.

What happens once the validity period of my digital certificate expires?

The bank would send you intimation prior to the expiry of your certificate. You can register yourself for a fresh certificate.

The charges for "Issue/Renewal of a digital certificate" as listed in our schedule of changes on our website would be applicable for this.

How is the eToken initialized?

Initializing the token is equivalent to formatting the tokens, as it will delete all contents of the token. Do not use this option when you have a valid certificate on the token. Always contact the bank before using the option.

What if my eToken does not work or I am unable to change the initial eToken password?

If you are unable to change the initial password or unlock the new eToken, please return it to the bank and a new device will be issued to you.

What browsers are supported by the registration application?

This site is accessible on Internet Explorer 8.0 or higher with a screen resolution of 1024 x 768. JavaScript should be enabled on your browser.

How do I change my eToken password?

Double click on the eToken icon appearing in the task bar on the right side of the screen. You will get an option for Change password in the Token properties window pane and the change password dialog box is displayed. You can change the password.

Enter your current eToken password in the designated place. Enter the new password in the new eToken password field.

8. Frequently Asked Questions (FAQs) – Security Tokens

What is an OTP?

A One-Time Password (OTP) is a password which is valid for a single session or transaction. It is automatically generated by the security token and is used to authenticate a user in order to access the Direct Banking application.

After how many attempts will the device be locked?

The device will be locked after three wrong PIN attempts.

What is auto off configuration time?

The device is configured to auto switch off in 60 seconds if not in use.

What if I do not receive the auto email/SMS with the temporary password? Can it be resent and how?

If you did not receive the temporary password on your email/SMS, then there is a possibility that the email went into your junk mail folder. You can request a new temporary password to be generated and sent to you by either sending email to help.commercial@barclays.com or contacting your Service manger.

What is the battery life of the token?

The battery life of the token is approximately five years.

I am getting an error of “Problem in Signing, driver may not be installed” at the time of picking up the certificate.

Please add Barclays bank’s net banking URL as a trusted site in the web browser. You will need to follow the below path for the same.

Internet Explorer → Tools → Internet Options Security → Trusted Sites Add
<https://www.netbanking.barclays.in/B002/login.jsp%22>