

Barclays Biometric Reader (BBR) Order Guide

This guide will assist you when ordering the Barclays Biometric Reader (BBR) and Smart SIM from Barclays iPortal.

Please note: You must be a designated System Administrator to order the BBR and SIM. Ordering the SIM will not automatically order the BBR; the BBR is ordered separately.

Ordering the Device

To order the Barclays Biometric Reader, please follow the steps below:

- When logged into iPortal, select the **Admin** option at the top of the screen
- Click **Device readers** on the left hand side
- Select **Biometric** as the Device type, choose how many BBRs you'd like to order and select the relevant **Security Contact**
- Finally, click **Submit**.

Ordering the SIM

For new iPortal Users:

To set up and order a SIM for a new user, please follow the steps below:

- When logged into iPortal, select the **Admin** option at the top of the screen
- Click **Add New User** in the top right hand corner of the screen
- Enter the new user's details and when you get down to the **Security Details** section, select **Hitachi Biometric Smart SIM**, choose the **Security Contact** and click **Next**

Please note: The PIN will be delivered to the user's address and the SIM will be sent to the Security Contact.

- Choose the relevant Role Profiles and finally press **Submit**.[^]

^If you have a Dual Admin setup, you will require a second administrator to authorise any of the above activities.

For existing iPortal (Smart Card) Users:

For an existing smart card user to access iPortal via BBR, they will require a SIM for use with the BBR.

To order a SIM for an existing user, please follow the steps below:

- When logged into iPortal, select the **Admin** option at the top of the screen. This will then display a list of the registered users
- Click the Hamburger menu next to the user you would like to order the SIM for, and select **Amend User**
- Under the heading **Security Details** choose **Hitachi Biometric Smart SIM** and click **Next**
- Finally, press the **Submit** button.^

Activation of User

To activate a user, please follow the steps below:

- When logged into iPortal, select the **Admin** option at the top of the screen. This will then display a list of the registered users
- Click the Hamburger menu next to the user you would like to order the SIM for, and select **Activate User**
- Finally, click **Ok**.^

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You can get this in Braille, large print or audio by calling 0800 027 1316, Option 1* (via Text Relay or Next Generation Text Relay if appropriate). For more information, please visit barclayscorporate.com/alternativeformats. Clients outside of the UK please contact your local Barclays representative or call +44 207 757 7323, Option 1**.

*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. Lines are open Monday to Friday, 8am to 7pm.

**International call charges may apply.

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Item Ref: 9915230_DB. March 2021.

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- [Digital Channels Help Centre contact us](#)

General information about our digital channels can be found at:

- [Digital Channels Help Centre](#)