

Digital channels hardware and software requirements

This guide applies to the following Digital Channels: Barclays iPortal, Barclays.Net and BMAP.

Please ensure you only use operating system and browser combinations as prescribed in this guide. To ensure robust security when accessing our digital channels, we only provide full support for a browser or operating system when it has been extensively tested and meets our own strict security controls.

If you choose to upgrade to any operating system or browser not listed as a supported version in this guide or communicated to you by your Relationship Team or the Client Services team, then Barclays will not be able to offer support or guarantee the Digital Channel's performance.

For your security, and to ensure our digital channels operate properly, your software must meet the specifications within the Operating systems/internet browser table on this page.

We recommend you follow the installation guides on our [technical support page](#) for assistance when installing our Signing Software.

1.0 Operating systems/internet browsers

Channel	Signing software	Operating system	Browser
Gemalto eSigner / WebSigner:			
iPortal & Barclays.Net	eSigner v7.1/WebSigner 1.7	Windows 8.1 Windows 10 Windows 11	Edge IE 11* Firefox ESR 91
		Mac OS 11 (Big Sur) Mac OS 12 (Monterey)	Safari 15 Firefox ESR 91
	eSigner v7.1.1/WebSigner 1.8	Windows 8.1 Windows 10 Windows 11	Google Chrome Edge Firefox ESR 91
BMAP	eSigner v7.1	Windows 8.1 Windows 10 Windows 11	IE 11* Edge (IE compatibility mode only)
	eSigner v7.1.1		
Hitachi Biometric Installer:			
iPortal & Barclays.Net	Biometric Installer 06-02	Windows 8.1 Windows 10 Windows 11	Edge IE11* Firefox ESR 91
		Mac OS 11 (Big Sur) Mac OS 12 (Monterey)	Safari 15
	Biometric Installer 06-03	Windows 8.1 Windows 10 Windows 11	Google Chrome Edge Firefox ESR 91

*Internet Explorer 11 (ie11) to be used only in compatibility mode through the Microsoft Edge web browser from 15/06/2022. We do, however recommend downloading the latest version of our signing software and use Edge or Google Chrome.

Digital channels should not be used on a machine with any other operating system or browser as this may mean it is more vulnerable to security risks and viruses.

Please note: the PC and Mac operating systems listed here include firewall software which is operational by default. Digital channels should not be used on a PC or Mac which has its firewall software disabled.

For queries regarding installations on Remote Desktop Services or Citrix, proxy servers and separate firewalls, please refer to the [RDS & Citrix guide](#).

1.1 Upgrades to operating systems and browsers

You must apply any security patches and upgrades to operating systems and software within a reasonable time of those patches/upgrades becoming available and in accordance with Barclays support requirements.

Any changes or updates to the Barclays support matrix for any of these upgrades will be made available through the 'Service information' displayed on the Barclays.Net login page and through 'Service announcements' available in the Barclays iPortal Secure Inbox.

Any patches and upgrades must be obtained from the original supplier of the operating system/software, and not through third parties.

1.2 Barclays Corporate App

- iOS 13 and above
- Android 10 and above

Please note: access is only available for Barclays iPortal clients.

2.0 Security devices

We only support the use of Barclays approved PIN Pad readers, the Barclays Biometric reader and the Barclays Corporate App on our digital channels.

2.1 Installation of pre-requisite software

In order for the security device to function on your machine, digital channels also require the respective pre-requisite PIN Pad reader/Biometric reader software to be installed.

When installing the software, please request the support of your IT department or third party provider. It should be installed following the guidelines provided.

The version of the software that we provide you with has been specifically tailored to work with our digital channels and has been extensively tested by us to ensure your security.

Other banks may also have their own version of the Gemalto software, but you must only ever use the version of the software that we provide you with to access our digital channels to prevent your security from being compromised, or you experiencing reduced functionality.

Additionally, you should not use the version of the software we provide you with to access other banks' electronic services.

From time to time, we may provide you with new security devices for enhanced security. As soon as you receive the new devices, you must start using them immediately.

2.2 Gemalto PIN Pad software for Windows and Mac:

- **Gemalto eSigner/Websigner with Classic Client**
The latest version of this software can be requested via the Signing software download site.
Please note: You may need to request the latest version of the software if you update your operating system.
- **Microsoft.NET Framework** version 2.0 or later; Version 4.5.1 or later is required for Bluetooth LE (for Windows only).

The Gemalto eSigner/Websigner and Classic Client software is the property of Gemplus SA, and is sub-licensed by us for you to install on your computer(s) and use with our digital channels.

2.3 Hitachi Biometric Reader Installer for Windows and Apple Mac OS

The latest version of this software can be requested via the Signing software download site.

Please note: you may need to request the latest version of the software if you update your operating system.

The Barclays Biometric Reader and its software is developed by Hitachi, and is sub-licensed by us for you to install on your computer(s) and use with digital channels.

3.0 Your equipment

To ensure the digital channel operates properly, your equipment must meet or exceed the following specifications:

3.1 Computer processor

Recommended – Intel Pentium Core Duo (or equivalent) dual core CPU

3.2 Computer memory (RAM)

32-bit operating systems – 3GB

64-bit operating systems – 4GB

3.3 Screen resolution





1024x768, 256 colours minimum

3.4 Internet connectivity

- High speed network or broadband connection

If you connect to a digital channel wirelessly, you must ensure the modem has a minimum encryption standard of WPA2.

The current compatible device & associated signing software versions, as well as approval workflow combinations are as follow:

Hardware device	Reader name	Connection type	Recommended for 'sole' approval	Recommended for 'dual' approval	Signing Software required
	Gemalto EZIO SHIELD PIN pad reader	USB Port	X	✓	eSigner v6.8 and above
	Gemalto SWYS PIN pad reader	USB Port & Bluetooth	✓	✓	eSigner v6.8 and above
	Biometric Reader 1 (BBR1)†	USB Port	X	✓	Hitachi Biometric Installer 05-05 and above
	Biometric Reader 2 (BBR2)†	USB port & Bluetooth	✓	✓	Hitachi Biometric Installer 05-05 and above

†Not available to BMAP users.

3.5 Antivirus software

You must have up-to-date antivirus software from a recognised and reputable provider.

4.0 Additional software

For certain functionality, including exporting reports, our digital channels also require the following software to be installed:

- Adobe Acrobat Reader 9.0 or later
- Java Runtime Environment (JRE)

4.1 PC Internet security

Please refer to the **Security User Guide** for your obligations regarding firewalls, operating system security updates, Spyware/Malware and Antivirus software.

4.2 TLS Security Settings

To ensure access to our Digital Channels, please ensure you are using a TLS security setting of 1.2 or above.

4.3 Accessing technical information

Please check your technical specifications and/or request the help of your IT department to check.

So we can continue to enhance our digital channels and to ensure your security, we may update these requirements from time to time.

If we do so, we will inform you of the updates through the 'Service information' displayed on the Barclays.Net log-in page and through 'Service Announcements' available in the Barclays iPortal Secure Inbox. You need to ensure that you comply with these updates.

Additionally, if you are making changes to your hardware or software, we recommend that you check their suitability against the most recent version of this fact sheet.

You can obtain copies of the digital channel's latest Hardware and Software fact sheet from the online help pages.

The information contained within this document applies to Barclays' digital channels.

If you need further support, please contact your Client Services team via the details available at:

[Digital Channels Help Centre contact us](#)

General information about our digital channels can be found at:

[Digital Channels Help Centre](#)

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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