

Digital Channels Mac OS Installation Guide – Gemalto Card Readers

This Guide has been designed to support you when installing and configuring the Gemalto Card Reader software on Apple Macs.

Contents	
Introduction	2
Installation	2
Summary	4

Introduction

This guide details how to install the Gemalto Card Reader software onto an Apple Mac Operating System. For full details of supported operating system and web browsers, please refer to the “[Hardware and Software Requirements Factsheet](#)”.

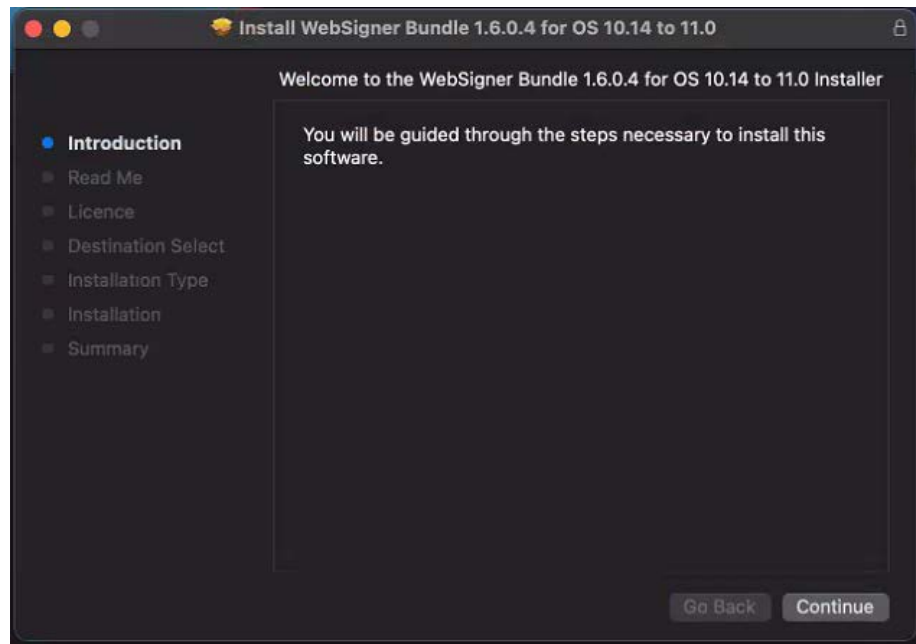
Installation

This section details the steps needed to install the software. When installing the software, please request the support of your IT administrators.

Please Note: You will be required to restart your machine as part of the installation process. Please ensure you have saved any documents before commencing.

The Gemalto/Esigner software needed to use the Card Reader is accessed via our [download site \(https://signingsoftware.barclayscorporate.com/\)](https://signingsoftware.barclayscorporate.com/). The download site will ask you to enter the last 12 digits from your card, the name of the product your card is registered to and the expiry date. Once completed, click [Signing Software Download](#) and choose the appropriate version of software. Save the software in a suitable folder and double click the [WebSignerBundle](#) icon to start the installation.

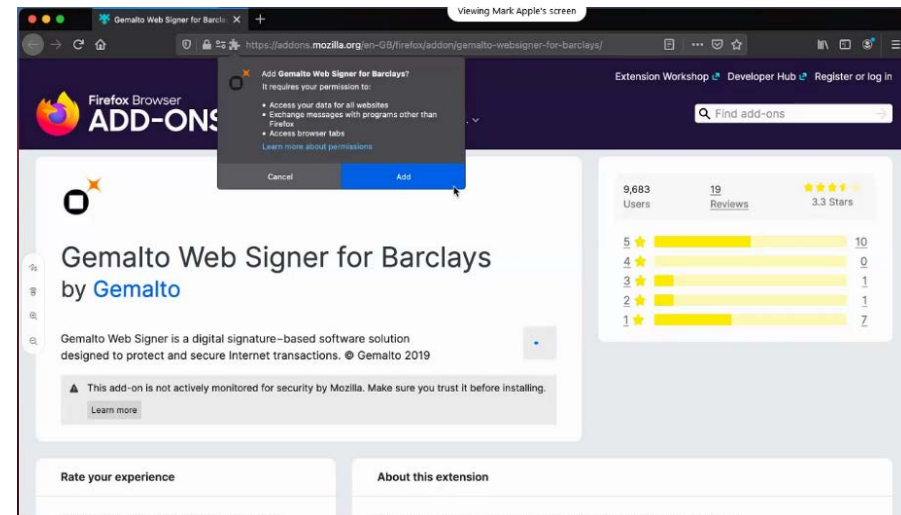
- You will be presented with the installer for the software. Click [Continue](#) to proceed.



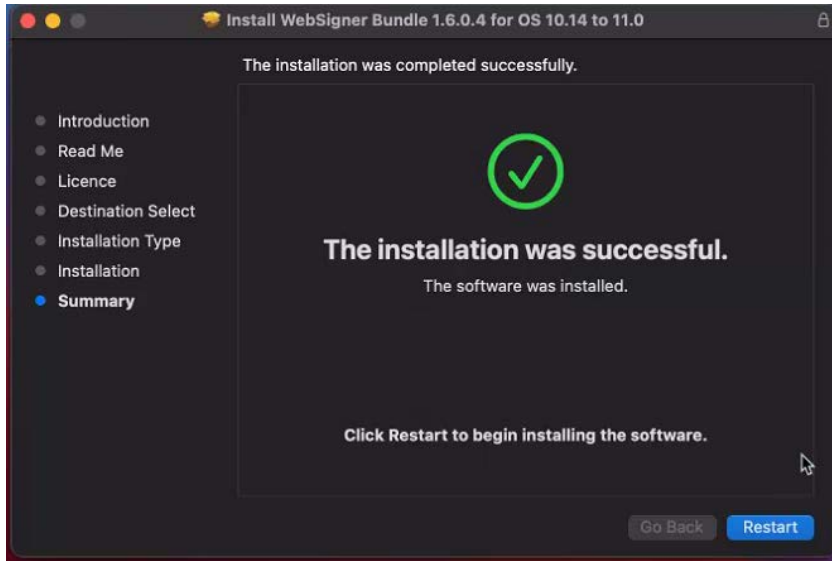
- Read the Software License Agreement. If you are happy to proceed please click [Continue](#) and then [Agree](#).



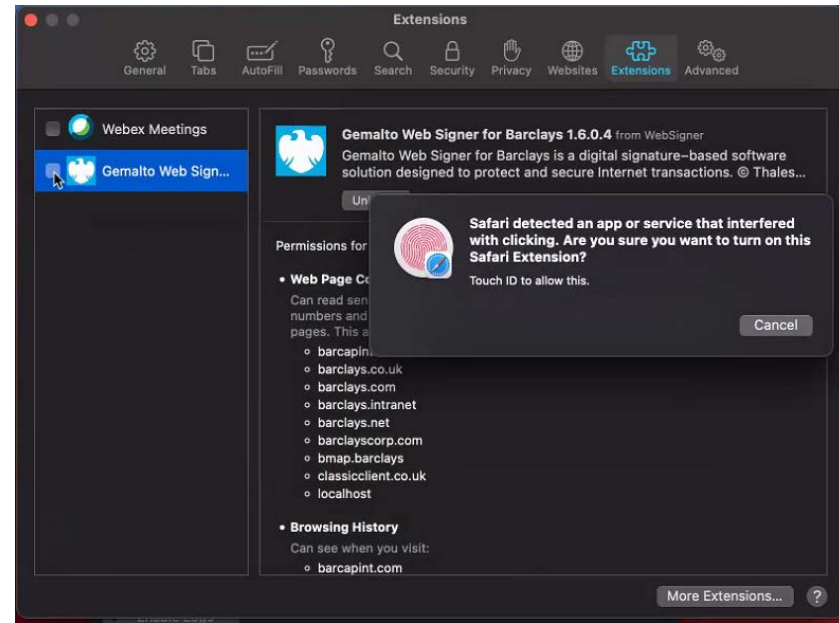
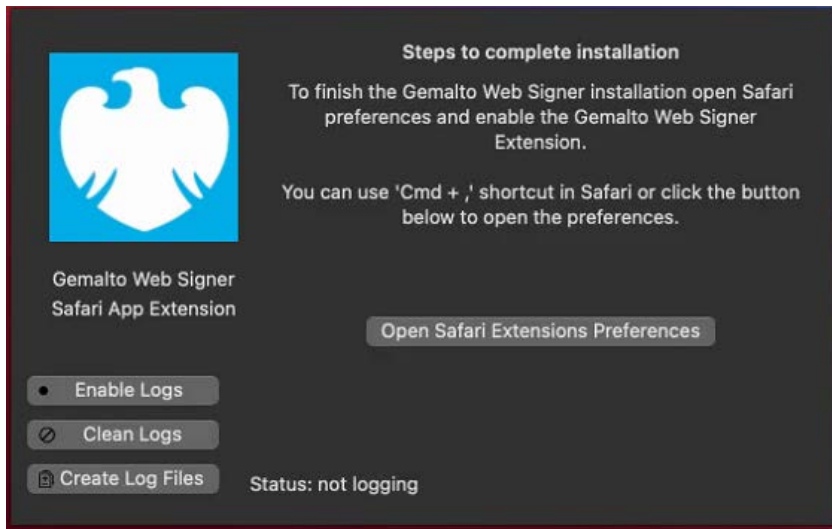
- Click [Install](#). You will be prompted to provide a [Username](#) and [Password](#) to proceed.
- If you have Mozilla Firefox installed on your machine, the web browser will pop up and ask you to install Websigner for Barclays. Please selected the [Add](#) button if you intend to use a supported version of Firefox ESR to access your Digital Channels.



- Once the installation is complete, you will be asked to **Restart** your computer.



- Once your computer has restarted you will be prompted to **Enable** the web extension needed for the software to work with Safari. If you do not enable this then you will not be able to access your Digital Channels using the Safari web browser



- If you intend to connect your Card Reader via Bluetooth, please see the **Bluetooth pairing for Barclays 'Sign What You See' (SWYS) PIN pad reader** (<https://www.corporatebankingsupport.uk.barclays/digitalchannels/digital-channels-help-centre/technical-support/pairing-bluetooth.html>) page on the Digital Channels Help Centre for further guidance.

Summary

Once all of these installation and configuration checks have been followed, your Barclays Digital Channels are now ready to be used in accordance with relevant training and instructions provided separately.

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.

This document is used by Barclays Bank PLC, Barclays Bank UK PLC, Barclaycard International Payments Limited, trading as Barclaycard and Barclays Bank Ireland PLC. Details of your service provider are set out in your customer agreement.
Item Ref: 9916955. March 2021.