

# Troubleshooting guide for accessing digital channels

This guide applies to the following digital channels: Barclays iPortal, Barclays.Net and BMAP.

- 1 Download the latest version of the Barclays Digital Signing Software from [signing software download page](#)
- 2 Reinstall the Barclays Digital Signing Software, ensuring you follow every required step during the installation procedure. Please ensure you read all installation prompts carefully and complete each task. Failure to complete all installation steps will prevent you from logging on successfully.

If you need to access more detailed user guides and troubleshooting FAQs, please visit the below links:

- [Activating a replacement or renewal card](#)
- [eSigner](#)
- [Hitachi Fingervein Biometric PKI Client Package](#)
- [Bluetooth pairing for Barclays 'Sign What You See' \(SWYS\) PIN pad reader](#)
- [Bluetooth pairing for Barclays Biometric Reader 2 \(BBR2\)](#)
- [RDS and Citrix Integration Guide PDF](#)

The [Digital Channels Help Centre Troubleshooting guide](#) allows you to view the main reasons why you may receive an error message whilst attempting to log into digital channels or using the service.

Where appropriate, it will provide you with clear steps to follow in order to try to resolve these errors. Follow the steps in our online guide to confirm you are set up correctly and review our best practice tips to ensure you understand the settings which will enable you to get the most out of digital channels.

Please refer to the [Digital Channels Hardware and Software Guide](#) for more information.

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](https://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 are 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.

December 2020