BARCLAYS

Digital Channels Windows Installation Guide – Barclays Biometric Reader

This Guide has been designed to support you when installing and configuring the Barclays Biometric Reader software on Microsoft Windows.

Contents

Introduction

This guide details how to install the Barclays Biometric Reader software onto a Microsoft Windows based Computer 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 Hitachi software needed to use the Barclays Biometric Reader is accessed via our **download site** (**https://signingsoftware.barclayscorporate.com/**). The download site will ask you to enter the last 12 digits from your SIM, the name of the product your SIM 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, extract the files from the Zip file you have downloaded and run the **setup.exe** to begin the installation process.

- You will be presented with the Setup Wizard for the Hitachi Software. Click **Next** to proceed.
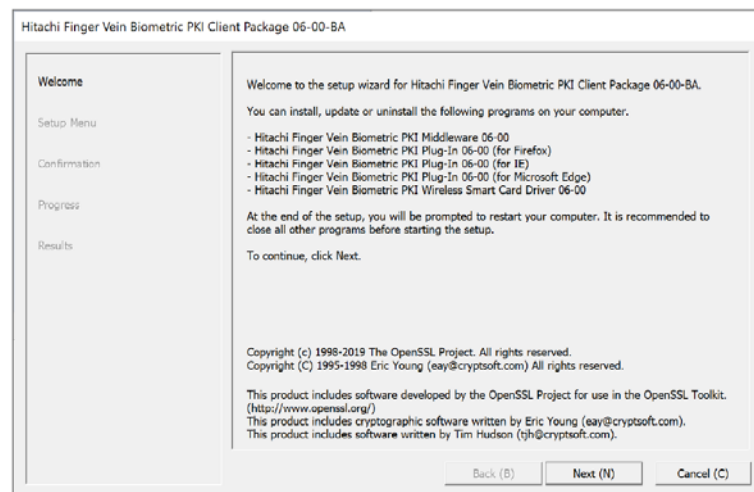
- Deselect any programs you do not wish to install ensuring that 'Hitachi Finger Vein Biometric PKI Middleware XX-XX (1)' and at least one Plug-In for use with your intended web browser(s) remain ticked. Please note that 'Hitachi Finger Vein Biometric PKI Wireless Smartcard driver XX-XX (5)' needs to be ticked if you intend to connect the device via **Bluetooth**. Click **Next** to proceed.
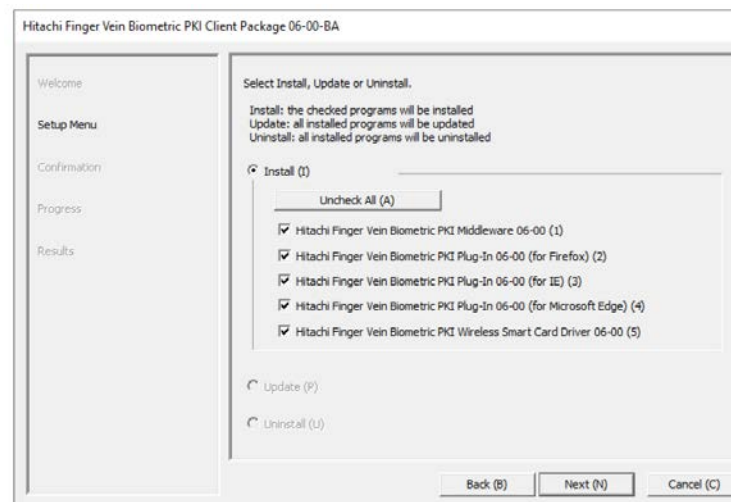
- At the Confirmation Screen please click **Next** to Proceed
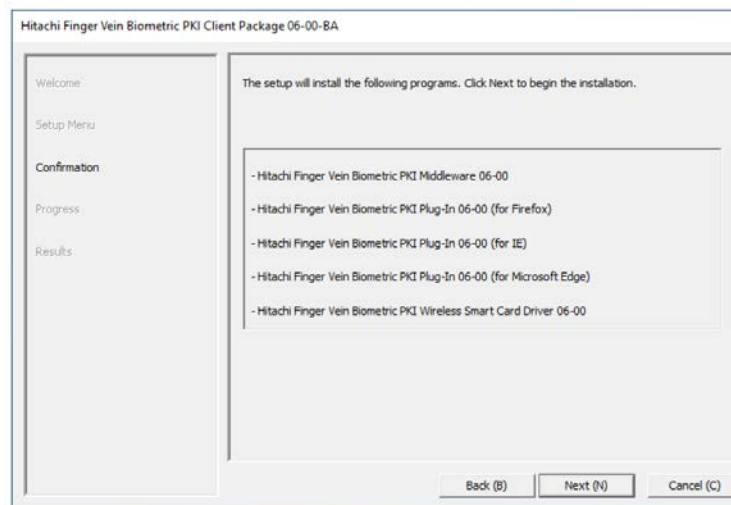
- If you plan to use your device with Microsoft Edge, carefully read the instructions on this screen and click 'Yes' to proceed with the installation of the Edge Extension. If you do not have Edge installed on your computer then you will not see this screen.
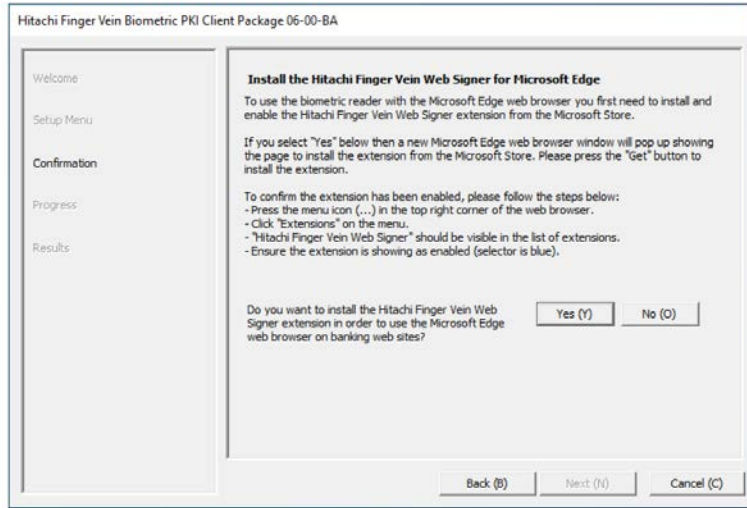
- Once the Extension for Edge has been enabled, confirm this using the tickbox and then click **Next** to proceed
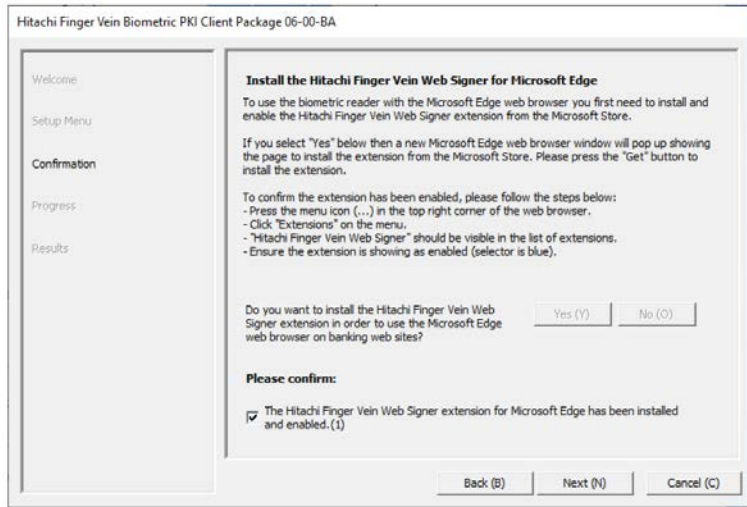
- Restart your computer and click **Finish** to complete the installation.
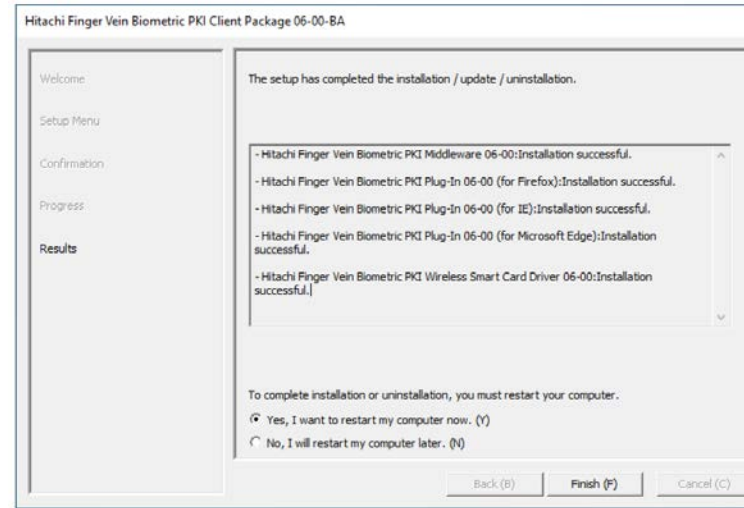
- Once you have restarted, the final step would be to check the URL for Barclays iPortal has been added to your trusted sites. Please contact your IT administrator if you are unable to check this.

- If you intend to connect the Biometric Reader via Bluetooth, please see the **Bluetooth pairing for Barclays Biometric Reader 2 (BBR2)** (https://www.corporatebankingsupport.uk.barclays/digitalchannels/digital-channels-help-centre/technical-support/pairing-bluetooth-bbr2.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:

- barclayscorporate.com/digitalchannels/contact

General information about our digital channels can be found at:

- barclayscorporate.com/digitalchannels/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.