

Digital Channels

Windows Installation Guide – Gemalto Card Readers

This Guide has been designed to support you when installing and configuring the Gemalto Card Reader software on Microsoft Windows

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Introduction

This guide details how to install the [Gemalto Classic Client and eSigner software](#) onto a [Microsoft Windows based PC](#) (for full details of supported operating systems and web browsers, please refer to the '[Digital Channels Hardware and Software Requirements Guide](#)')

Installation

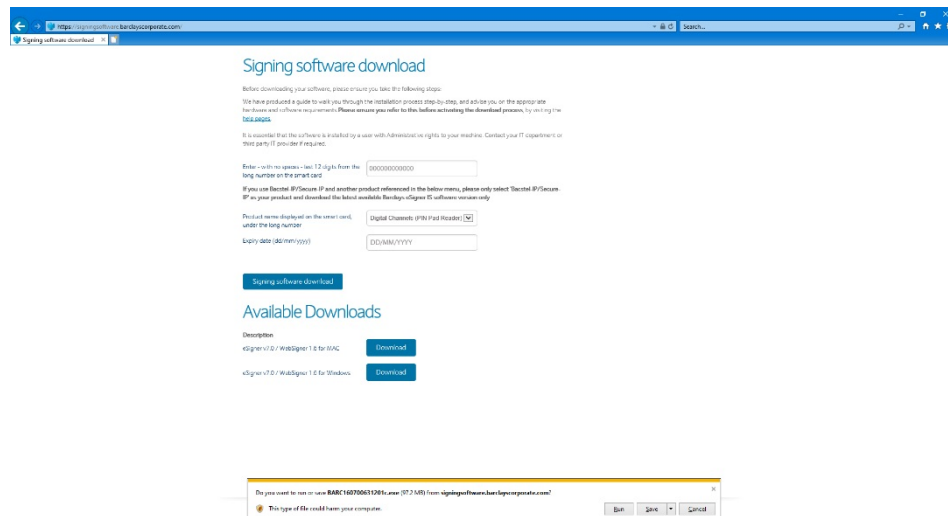
This section details the steps to install the software and configure your web browser. When installing the software, please request the support of your IT administrators.

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.

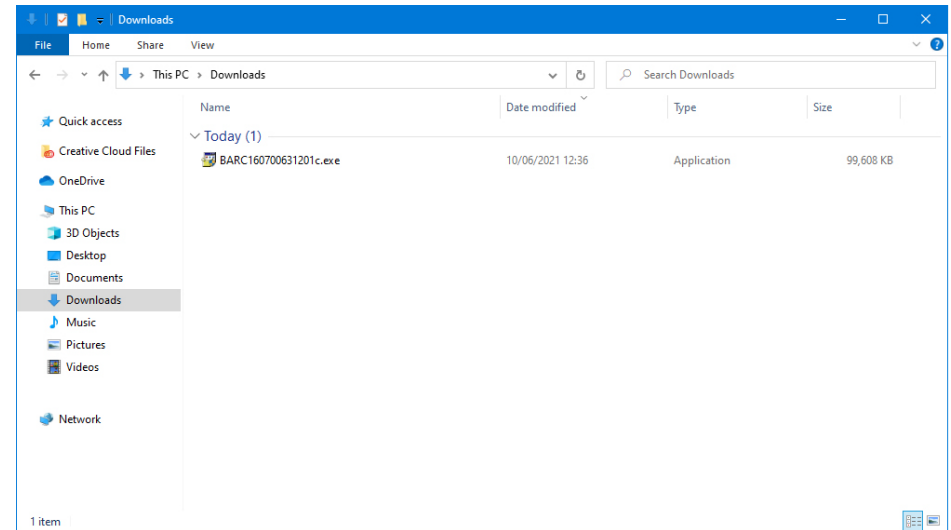
The Gemalto software is accessed via our [download site](#)

(<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 (Windows/Mac). Save the software in a suitable folder then follow the steps below:

- User can select to either Save or Run the .exe file - Run is recommended



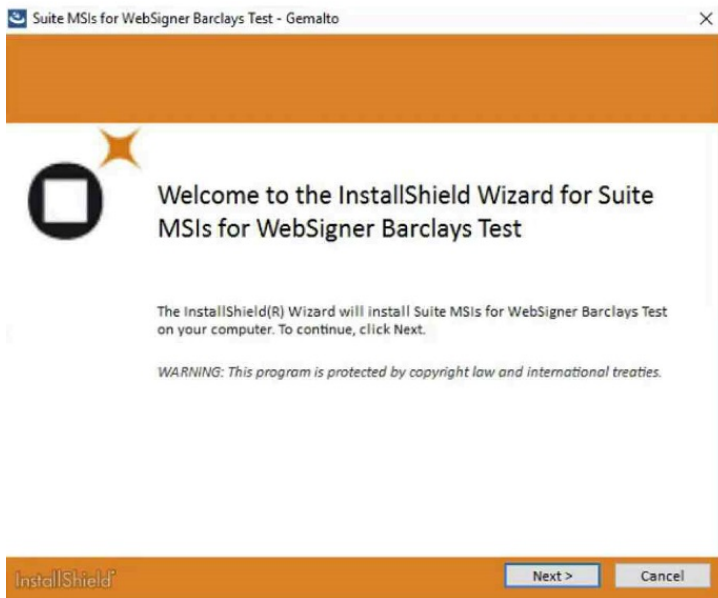
- If user selects Run the install should begin and continue below. If user selects Save then the installation must be started manually by clicking on the file shown in the below image



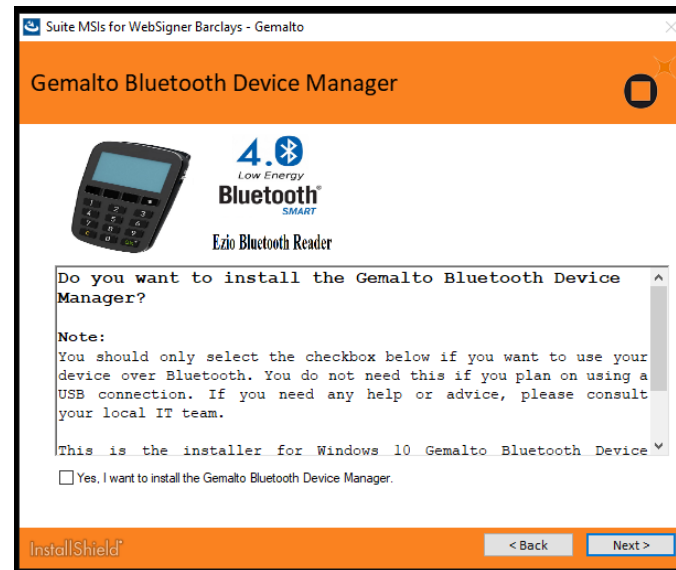
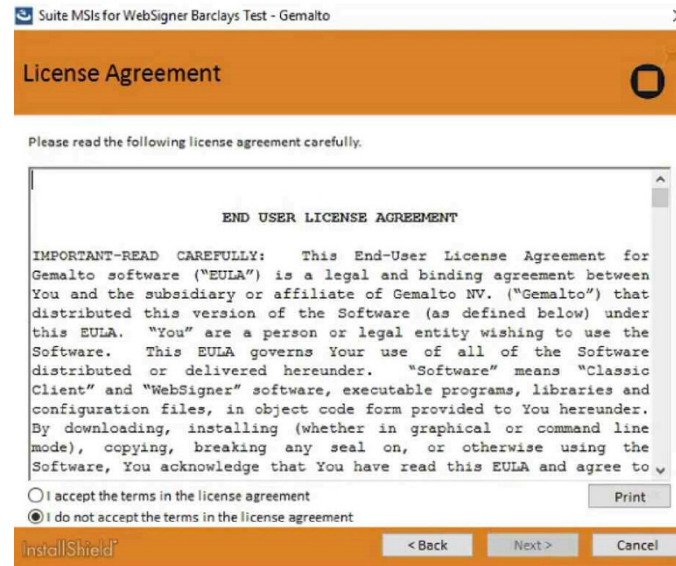
- The windows command will run and remove old versions of the Gemalto software (if previously installed)



- You will then be presented with the **InstallShield Wizard**. Click **'Next'** to proceed

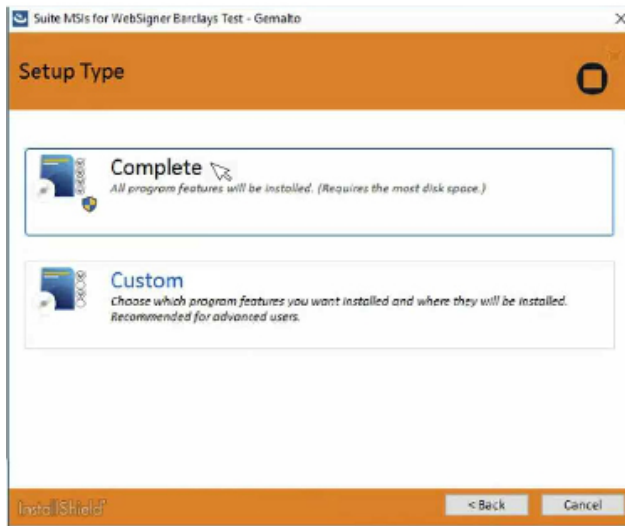


- At the **License Agreement** Screen, select **'I accept the terms of the License Agreement'** and then click **'Next'**

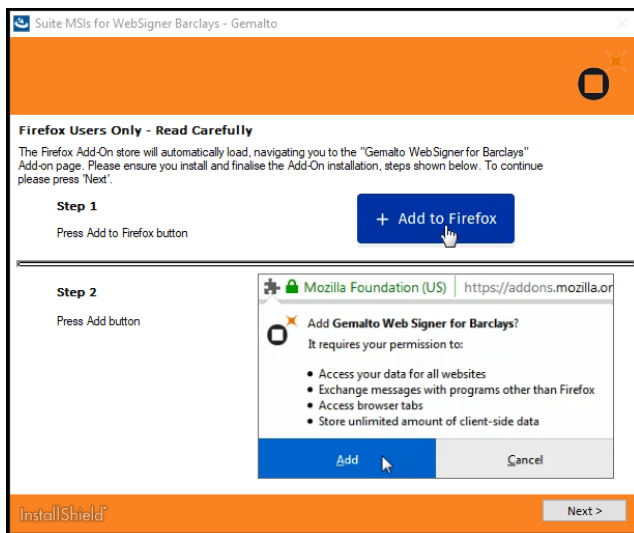


- Tick the box if you intend to connect the device via bluetooth

- For the **Setup Type** please select '**Complete**'



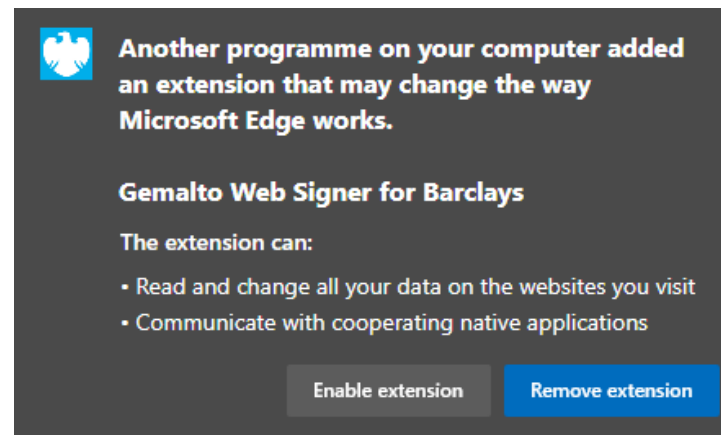
- The software will install automatically. Once complete, you may be presented with a Firefox window (this will only appear if you have Firefox installed on your machine). If you intend to use the supported Firefox ESR browser please install the extension as per the on-screen instructions.



- When the software has been installed, click '**Finish**' to complete the installation.



- You will then be asked to **restart your computer**.
- Once you have restarted, the final step would be to check the URL has been added to your **Trusted Sites**. Please contact your IT administrator if you are unable to check this.
- If you are going to be using the Microsoft Edge browser to access our Digital Channels, when opening the Edge web browser you will be asked to enable the 'Gemalto Web Signer for Barclays' extension. It is imperative that you enable the extension for the software to function on Edge.



- We recommend using Microsoft Edge instead of Internet Explorer 11. If you decide to use Internet Explorer 11, please ignore the steps relating to Firefox and Edge outlined above and proceed to the Digital Channels login page once the software has been installed and your computer restarted.
- 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 steps have been followed, Barclays' Digital Channels are now ready to be used in accordance with the 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.

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