

# Activating your account and mobile app

Barclays Online Investment Service



## Logging in for the first time

To access Barclays Online Investment Service you will first need to activate your account. Follow these simple steps to get started:

**Step 1** Go to [www.wealthdirect.barclays](http://www.wealthdirect.barclays)

**Step 2** Enter your User ID and Temporary Password provided to you in our letter and click **'Login'**. A One Time Passcode (OTP) will be sent by SMS to the mobile phone number registered to your account.

**Step 3** Input the OTP into the field called **'Security Code'** in the Login application, and click on **'Login'**.

**Step 4** Change your password immediately.

### Important password creation guidelines

- Your chosen password will be used every time you Login
- The password should comprise of a minimum of 8 characters, including two capital letters, two lower case letters and two numbers (e.g. WeLcome01)
- Passwords cannot be used more than once
- If you forget your password, you should contact our support team to reset it.

**Step 5** You will now be asked to select two security questions and provide answers which we will use to identify you if you forget your password.

**Step 6** You have now activated your account.

### Important information

As we are sending your OTP to your mobile phone, it is important that you inform us immediately if you lose your phone or if you change your number.

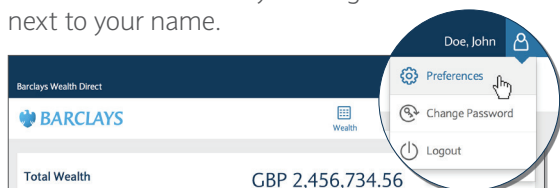
## Activating the mobile app

Our mobile app makes viewing your investments on-the-go simple.

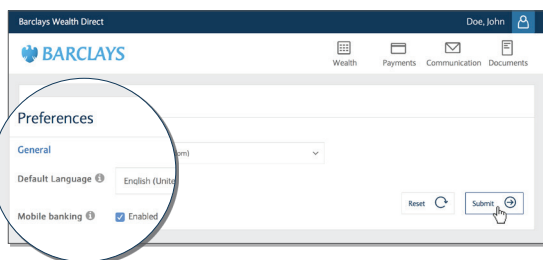
You will need to have first activated your online account to access the mobile app. Once complete, follow these steps to activate the app:

**Step 1** Go to [www.wealthdirect.barclays](http://www.wealthdirect.barclays) and log into your online account.

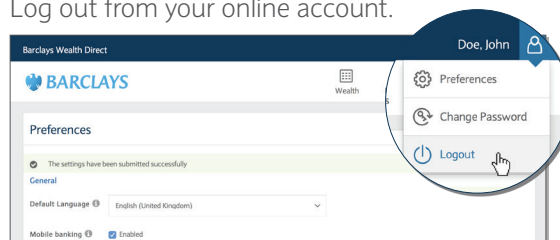
**Step 2** Select **'Preferences'** by clicking on the icon next to your name.



**Step 3** Tick **'Enabled'** next to the **'Mobile Banking'** option and **'Submit'** your request.

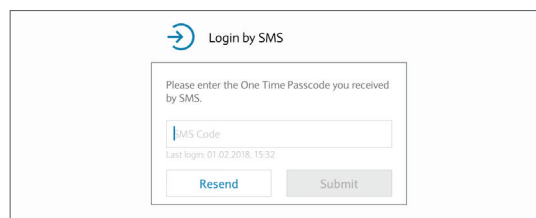


**Step 4** Log out from your online account.



**Step 5** Download the mobile app on your device by searching for **'Barclays Private Bank'** in the App Store/Google Play Store.

**Step 6** Install and open the app. From the menu select **'Login'** and enter the same User ID and password used for your online account. A One Time Passcode (OTP) will be sent by SMS to the mobile phone number registered to your account. Insert the 'OTP' when prompted.



**Step 7** You have now activated your account.

## Contact

If you experience any problems activating your online account or mobile app, please contact your Relationship Manager or a member of our support team:

### Jersey

**Email** [xrajerseyonlinehelpdesk@barclays.com](mailto:xrajerseyonlinehelpdesk@barclays.com)  
**Telephone** +44 (0)1534 812280  
**Operating hours** 09:00 - 17:00 (local time)

### Switzerland

**Email** [onlinebankinghelp@barclayswealth.com](mailto:onlinebankinghelp@barclayswealth.com)  
**Telephone** +41 22 819 5257  
**Operating hours** 09:00 - 18:00 (local time)

### Monaco

**Email** [MonacoeBankingHelp@barclays.com](mailto:MonacoeBankingHelp@barclays.com)  
**Telephone** +377 93 15 39 39  
**Operating hours** 09:00 - 17:00 (local time)

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