

Digital Channels

Gemalto Installation Guide for Microsoft Windows (Internet Explorer)

This Guide has been designed to support you when installing and configuring the Gemalto WebSigner Bundle on Microsoft Windows if using **Internet Explorer**.

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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**')

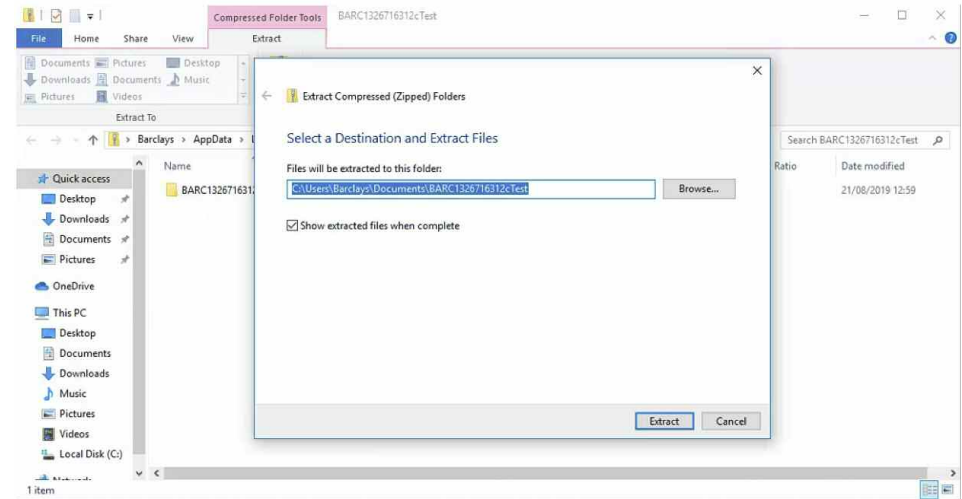
Installation

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.

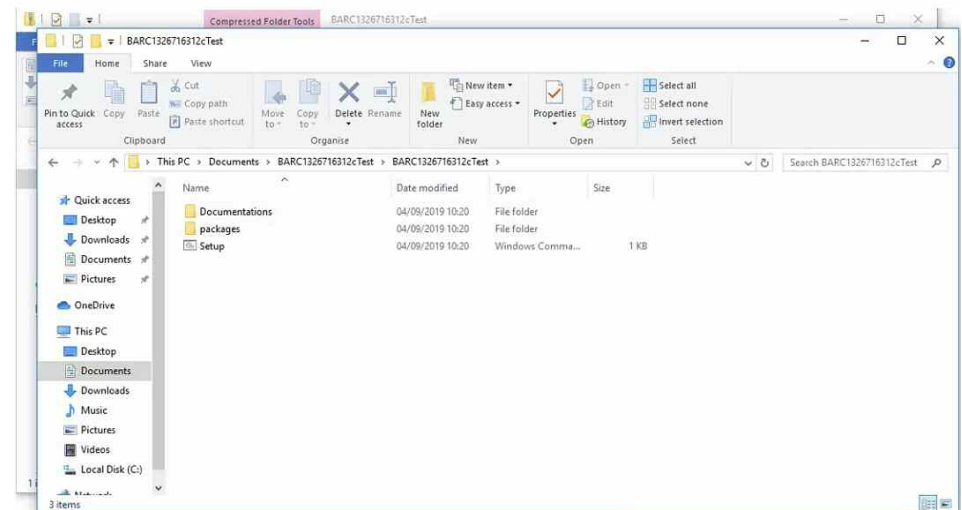
Please note: You will be required to restart your machine as part of the installation process. Please ensure you have saved any documents before commencing.

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:

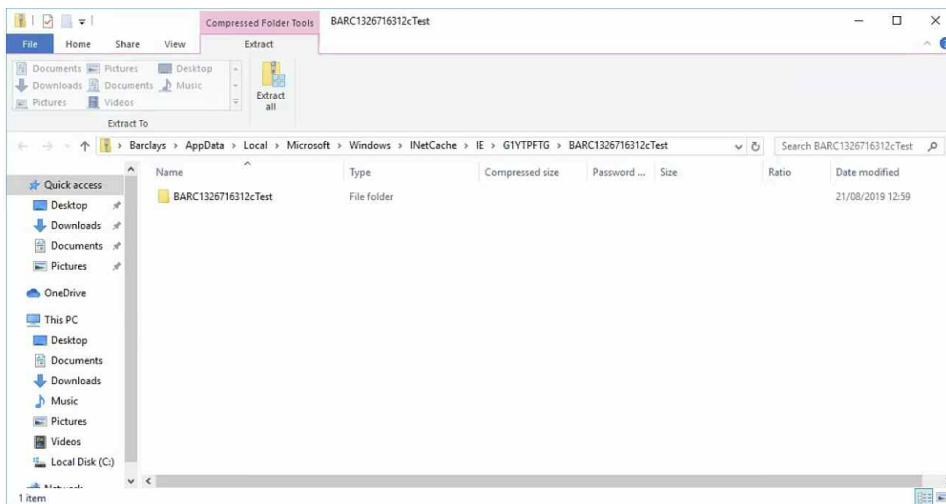
- **Extract** the files from the **Zip file** you have downloaded



- Once extracted, open the folder



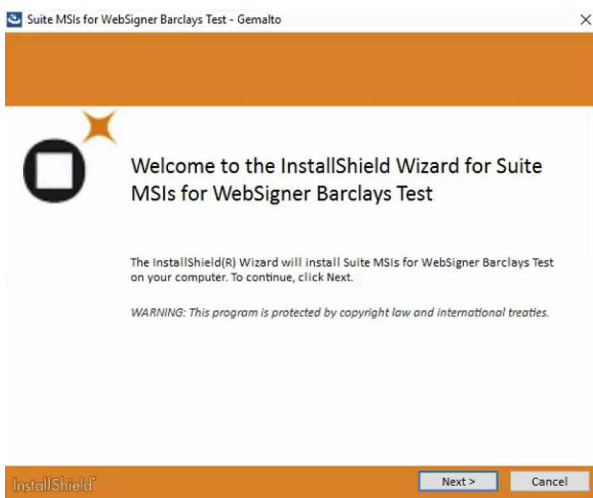
- Select '**Setup**' to begin the install



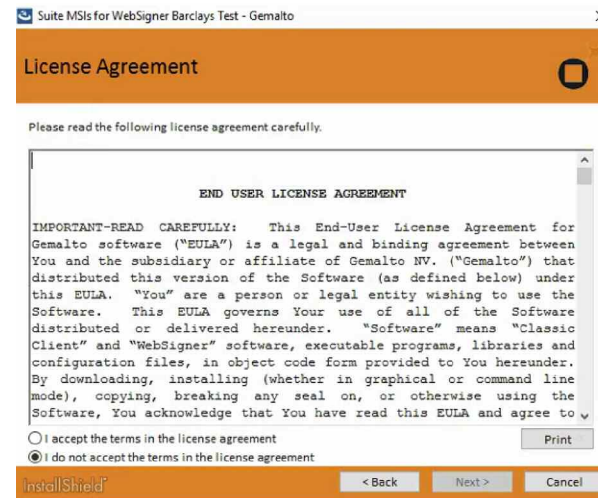
- The windows command will run and remove old versions of the Gemalto software (if previously installed)



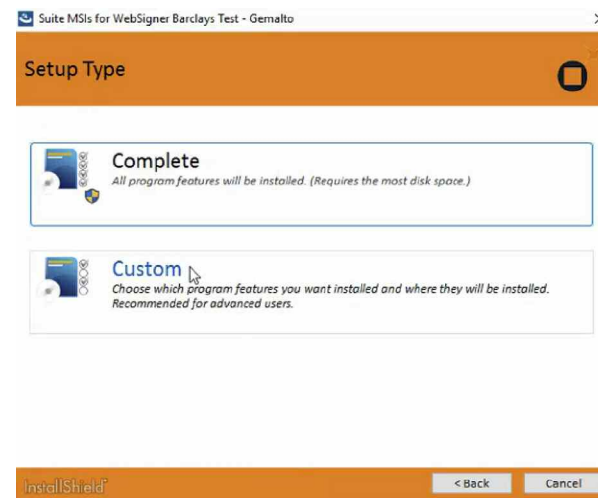
- You will then be presented with the **InstallShield Wizard**. Click '**Next**' to proceed



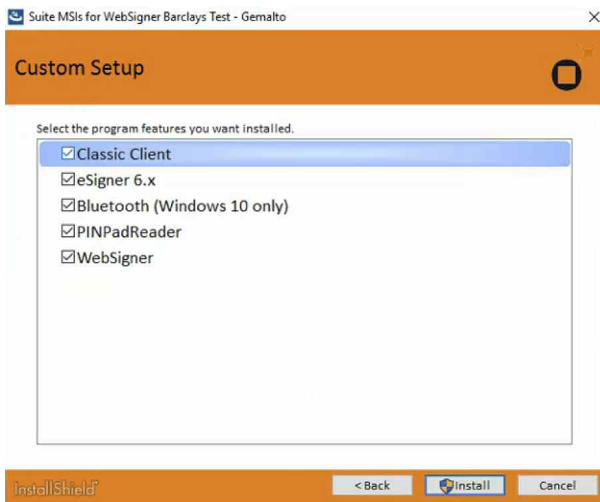
- At the **License Agreement** Screen, select '**I accept the terms of the License Agreement**' and then click '**Next**'



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



- If you are using Windows 10 and you would like to connect your device reader via Bluetooth, then ensure all options are ticked. If you do not require Bluetooth connectivity (or you are not using Windows 10) then untick “Bluetooth (Windows 10 only)”.
- Click **‘Install’** and the software will begin to download.
- You will then be asked to **restart your computer**. Please ensure you have saved any documents you may have open before restarting.
- 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.



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



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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