Having trouble with online servicing?

Online servicing has a new way of logging in. If are you a new user of online servicing you can find out more here.

If you are an existing user of our online servicing platforms:

Logging in

To log in to online servicing, you will need to authenticate using a PINsentry card reader and a Barclaycard credit card or authentication card. Our step-by-step guide shows you how to do this. If you need a card or a PINsentry card reader, please contact us on **0800 008 008** to order one.

Do you need an authentication card?

- Barclaycard Flex, Select or Premium Plus credit or charge card holders: The account named administrator can add authentication card users online in Barclaycard Business Online Servicing under the 'Control' tab, and a card and PINsentry card reader will be issued

- Small business named account administrators can also call in to request an authentication card and PINsentry card reader

All other Barclaycard Commercial cards or solutions:

- Have you received an authentication card but it's now lost? Please call on **0800 008 008** to report it lost/stolen

- If you never received an authentication card:

   - Administrators – please contact your main company administrator in the first instance to follow up

   - Main administrators – please call us **0800 008 008** and we will follow up to advise of any additional data requirements and dispatch dates

Technical issues

If you have logged in successfully with your card and PINsentry card reader, but are experiencing technical problems, check the below error messages for the issue you are experiencing and how we can help:

a) **"You have not been set up on the platform"**

   Please call us and provide your user ID/user name and an agent can then resolve the issue.

b) **"Sorry, this email address is already in use"**

   Please call Customer Services for service support.

c) **"Sorry, we're experiencing technical difficulties... Error Ref 00001"**

   Our technical teams are aware of this issue and our investigation indicates this is a firewall issue on the users' side. Please try accessing the system from an alternative network, such as using a mobile hotspot or home WiFi. If you still experience issues after trying this, please call for service support.

d) **"We don't recognise the details you have provided"**

   - If you have a Purchasing Card – this is a known issue for Purchasing Card users, which is expected to be fixed by 16 January. Please call us if you require servicing support before then

   - If you do not have a Purchasing Card, please follow these steps in order:

     1. At first login, follow the 'Not got your username' journey through the link in the login screen.

     2. If the first step does not resolve the issue, please check you have entered the One Time Passcode (OTP) correctly. If you enter the OTP incorrectly three times your account will be locked – you will need to have this unlocked. If the first and second step do not resolve the issue, please call us.

e) **"An unknown error has occurred while attempting to process your request"**

   - If you have logged in within the last 90 days, please call us to report the issue and for servicing support

   - If you have not logged in within the last 90 days, please call us with your details (name, card number, user name and user ID) so we can reactivate your account

   - If you are calling in on behalf of someone else, please have the details for all users who have not logged in for over 90 days

f) **"We're unable to access your account at the moment"**

- If you are logging on using a Barclaycard Commercial Card, you will need to call us on **0800 008 008** and an agent will help get you logged on

- If you are logging in using an authentication card, please contact your main company administrator, who will then need to contact Customer Services on **0800 008 008**

g) **You are being redirected back to login**

If an error occurs, taking you back to the login screen after clicking on 'Take me to my accounts', this is a browser-related problem. Please follow these steps:

1. At the bottom of the page you are viewing, a pop-up blocker will appear

2. Select 'Options for this site' and click 'Always Allow'

3. You will then need to log back into the hub, and the site will perform as expected

Alternatively, if you're using the Internet Explorer browser (the one with the 'e' icon), please switch to another browser type, e.g. Chrome. If this doesn't resolve the problem or you're unable to switch browser types, please call us.

Please note – when accessing the online servicing hub using Chrome, you won't be able to access your statements.

If you encounter an error not described above, please call us to report the incident.

New Users

Barclaycard Flex, Select or Premium Plus credit or charge card holders:

- When the new account is set up, you will automatically be sent a Barclaycard Commercial card, a PINsentry card reader, the card PIN, a 'welcome pack' and an email with your username for online servicing

- When logging on for the first time, please click 'Not got your username' on the login screen. For more information, visit our website for videos and step-by-step guides to getting online

- If you want to add an administrator to online servicing, this can be done in Barclaycard Business Online Servicing (BBOS) under the 'Control' tab. The administrator will then be sent an authentication card, PINsentry card reader and card PIN automatically

All other Barclaycard Commercial cards or solutions

- Please contact your main company administrator in the first instance

barclaycard.co.uk/business/psd2