

Barclays iPortal

Authorising and Repairing

This guide has been designed to support you when authorising, rejecting and repairing e.g. Standing Orders, Stop Cheques, Direct Debits, Re-order Credit Books and Re-order Cheque Books in Barclays iPortal.

Introduction

Barclays iPortal contains a central To Do tab that houses outstanding actions that require authorisation, repair or are still pending submission. This guide will advise on how to Authorise, Reject and Repair in Barclays iPortal.

All services in Barclays iPortal must have workflows set up against them; these determine the rules against which an item is authorised.

Barclays iPortal allows services to be set up to require no authorisation, one authoriser or two authorisers. Authorisation can be split into two levels, Level 1 and Level 2. Different users can be set against different levels. You will only be able to authorise items in accordance with the entitlements you have in your Role Profile.

To Do tab

There are two ways the To Do tab can be accessed from the Barclays iPortal Homepage:

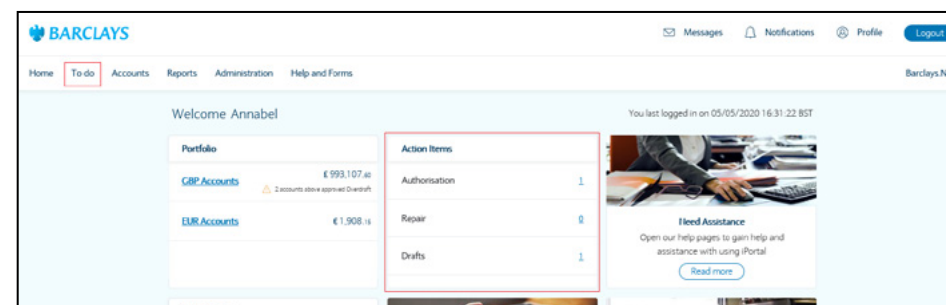


Fig 1

- Select the **To Do** tab at the top of the screen
- The Homepage contains an Action Items widget, which details the total number of outstanding actions.
- Clicking Action Items will take you through to the applicable page within the work list.

Authorising

Barclays iPortal allows for up to two authorisations to be required. If there are two levels of authorisation, level one must be completed before level two. In order to authorise you must have the appropriate entitlements.

The **Authorise** tab is displayed by default if you select the **To Do** tab.

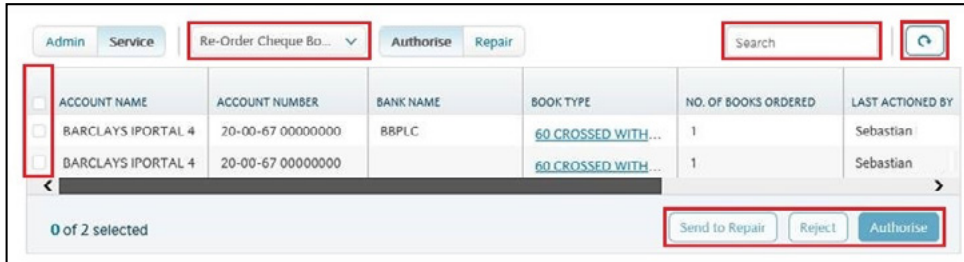


Fig 2

The information displayed on screen will vary depending on the service on screen. By default, **Standing Orders** will be selected, however this can be changed by selecting a different service from the dropdown menu.

Please note: you must be entitled to these services to view them.

You can search the screen you are on by entering text in the **Search** box. This will only search against the service currently selected. The screen can also be updated by selecting the **Refresh** icon. If any new items have been submitted since you opened the page these will appear after refreshing.

The following information will be available for all services:

- **Last Actioned By** – this will display the name of the last user to complete an action on the pending activity, e.g. for a new item that is awaiting first authorisation. This would be the name of the user who submitted it, for an item awaiting second authorisation it would be the name of the first authoriser
- **Last Actioned Date** – the date of the last action completed
- **Status** – this will always be **Pending Approval** within the Authorise tab.

For each item, there are two ways the item can be actioned. It can be done from the **To Do** list or you can click into the item to review and then action it within.

Please note: it is recommended to view the details of the item before actioning.

To action the item from the **To Do** list, tick the box on the left hand side. You can select multiple tickboxes or select the box at the top of the list to select all items. Then select the required action at the bottom of the page (there are three available):

- **Send to Repair** – this will move the item to the Repair tab, where it can then be amended and resubmitted. Select this option if the item requires modification before it can be approved. A comment must be entered explaining why the item requires repair
- **Reject** – this will delete the item from the system entirely. Select this option if the request is no longer required, e.g. if it is a cheque book order but you no longer require a cheque book. A comment must be entered explaining why the item is being rejected
- **Authorise** – this will approve the item. If you are the final authoriser it will then be processed in accordance with the instructions provided. If you are the first of two authorisers, the item will disappear from your To Do list but will remain visible for other authorisers with the appropriate entitlements.

Please note: after selecting any of these actions you will be required to provide a Digital Signature. Please refer to the **Providing a Digital Signature** section of this guide for further information.

If you wish to review the item in detail before Authorising (recommended), click the blue hyperlink text within the worklist table. Example below:

- **Order Cheque Book** – Select the **Book Type**



Fig 3

The example below shows a Re-order **Cheque Book**:

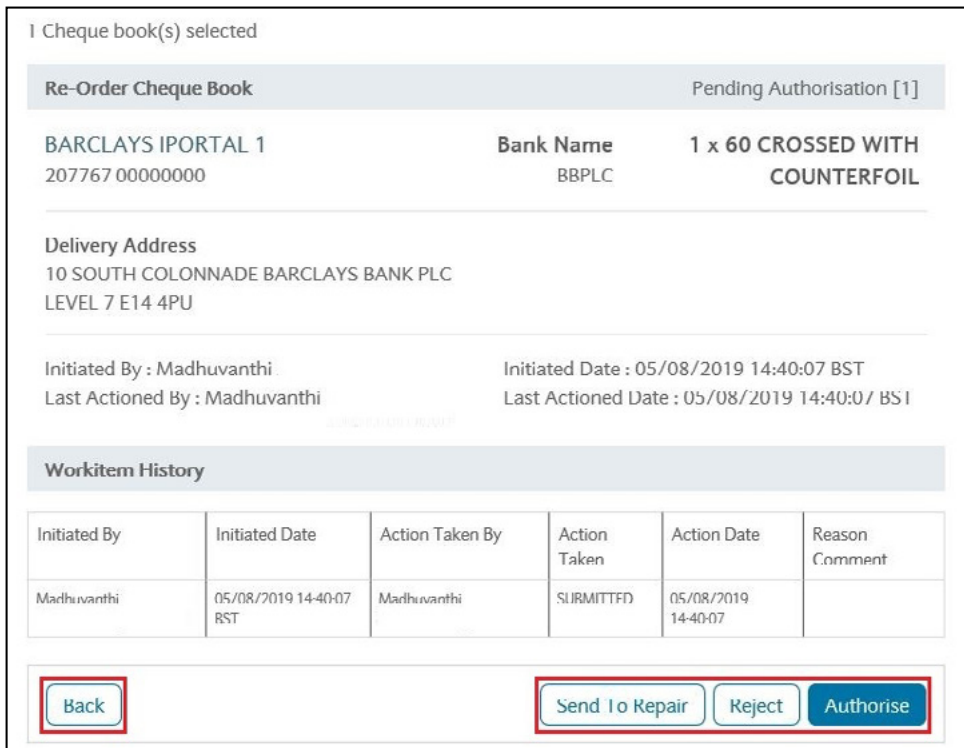


Fig 4

Within this screen you can view the full transaction details, including the **Status**. If there are two levels of approval required the number indicates which level it is currently awaiting, e.g. in this example it is at Level 1 as it displays a **Status of Pending level [1] Approval**.

- Select **Back** to return to the previous screen.
- To complete the action, select **Reject, Repair** or **Authorise** as applicable (please see page 2 for a further explanation of each of these actions).

Please note: after selecting any of these actions you will be required to provide a Digital Signature. Please refer to the **Providing a Digital Signature** section of this guide for further information.

Providing a Digital Signature

Any instance of authorising, sending to repair or rejecting will require a digital signature before the action is confirmed.

After clicking **Authorise, Reject** or **Send to Repair**, the **Digital Signature** box will open. You will be prompted to digitally sign via your preferred authentication method (Biometric or Smartcard).

After correctly inputting your digital signature, the confirmation screen will display:

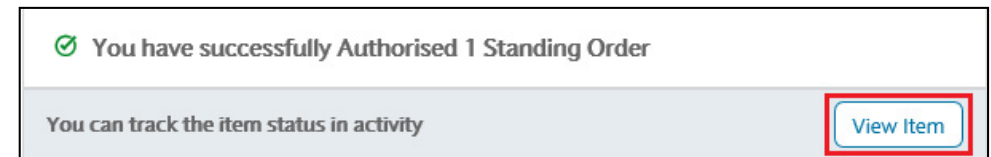


Fig 5

If there are any errors these will be displayed on screen. Select **View Item** to return to the **To Do** list.

Repairing

If an item has been Sent to Repair by an Authoriser, it will then display on the **Repair** tab within the **To Do** section of Barclays iPortal.

There are two ways to access the Repair list from the Homepage:

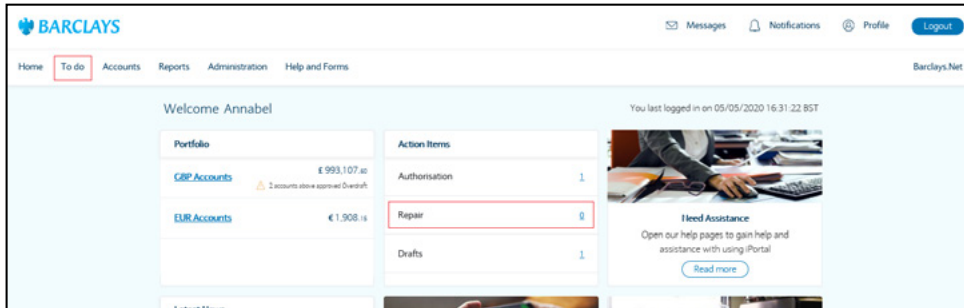


Fig 6

- Within the Action Items widget you can select the **Repair** tab and it will display how many items are currently pending Repair.
- Alternatively, you can select the **To Do** tab at the top of the page. By default this will take you through to the **Authorise** tab so you will then need to select **Repair** as highlighted below:



Fig 7

The **Repair** tab displays as below:



Fig 8

The information displayed on screen will vary depending on the service on screen. By default, **Standing Orders** will be selected, however this can be changed by selecting a different service from the dropdown menu.

Please note: you must be entitled to these services to view them.

You can search the screen you are on by entering text in the **Search** box. This will only search against the service currently selected. The screen can also be updated by selecting the **Refresh** icon. If any new items have been sent to repair since you opened the page these will appear after refreshing.

For all items a **Reason Comment** will display on the right hand side detailing the reason for it being Sent to Repair.

There are two options available for an item on the **Repair** tab:

- **Delete** – tick the box next to an item and select Delete from the bottom of the screen to delete it. If the item that has been sent to repair is an amendment rather than a new submission, deleting it will only remove the amendment and the original item will remain in place. If it is a new item it will be completely removed from the system.

If **Delete** is selected, you will be taken to the following screen:

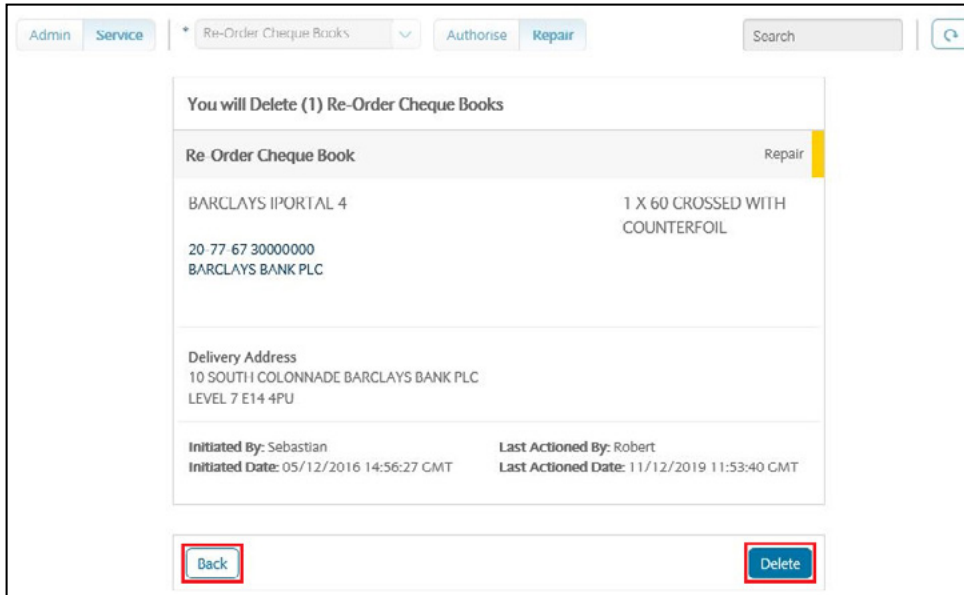


Fig 9

- Select **Back** to return to the previous page if you do not wish to delete the item.
- Select **Delete** to confirm the deletion of the item.

The confirmation screen will display (no Digital Signature is required):

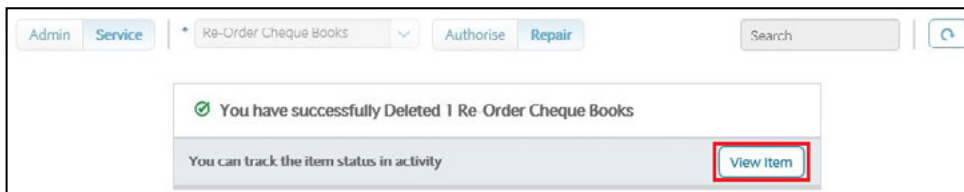


Fig 10

Select **View Item** to return to the **To Do** tab.

You can get this in Braille, large print or audio. For more information, please contact your local Barclays representative or visit [barclayscorporate.com/alternativeformats](https://www.barclayscorporate.com/alternativeformats)

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If you wish to modify the item and resubmit, select **Repair** from the To Do list.

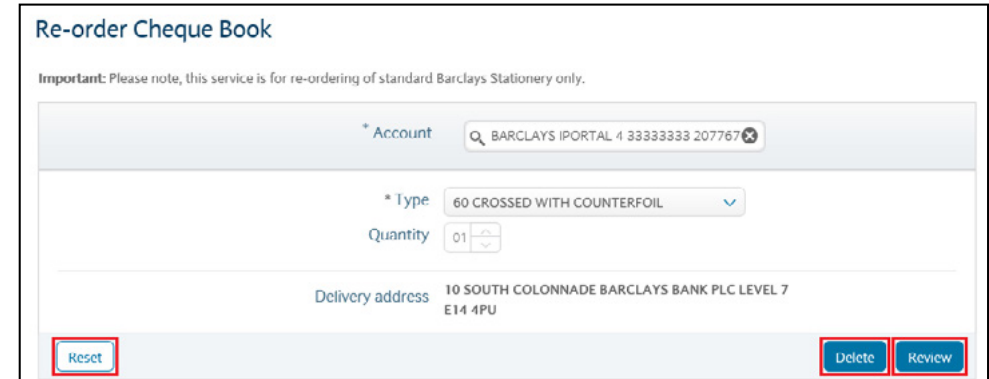


Fig 11

The information displayed will vary depending on the service that has been opened.

The relevant information can be modified before the item is resubmitted.

All items opened for repair will contain the following:

- Towards the top of the screen the **Repair Comment** will be displayed, detailing why the item has been sent to repair
- **Reset** – select this to return to the previous screen
- **Delete** – this will delete the item from the repair queue, as previously detailed
- **Review** – this will only be available to select once a modification has been made to the item.

If **Review** is selected, you will then be asked to review the details before selecting **Submit**.

This will then return the item to the **Authorise** queue.