## Barclays Secure Mail

This sheet provides a step-by-step process for using Barclays Secure Mail.

Remember: You can obtain client valuation and account detail via the Intermediary Hub



2. If this is your first time logging in you will be prompted to change your password



3. Once logged in, you will need to select 'PGP Universal Web Messenger'





## 4. Scan your rate switch application and compose a new email

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5. Select the relevant mailbox to send your rate switch application, and please ensure that you attach your rate switch application:

- Residential applications: residentialrs2@barclays.com
- Buy to Let (BTL) applications: btlrs2@barclays.com

Important: Please ensure you log into the account every 90 days, to ensure your secure mail account remains active.

## Helpful Tips

- The optimum resolution for your scanner is 200 x 200 dpi to ensure the attachment is not too big. Please don't scan at a higher resolution.
- The maximum attachment size is 5mb. If your attachment is larger then please split it into two separate attachments.
- All documents must be scanned in PDF or TIFF file format.



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