Accessing the BACS Payment Services Website with Microsoft Edge using a smart card

Currently, accessing the BACS Payment Services Website (PSW) in Edge using a smart card is not supported. At present you can only access the PSW using smart cards and IE11. Microsoft are withdrawing support for Internet Explorer 11 from the 15th June 2022.

In order to use smart cards you must configure Microsoft Edge to run in Internet Explorer mode when accessing the PSW. There are two methods to do this.
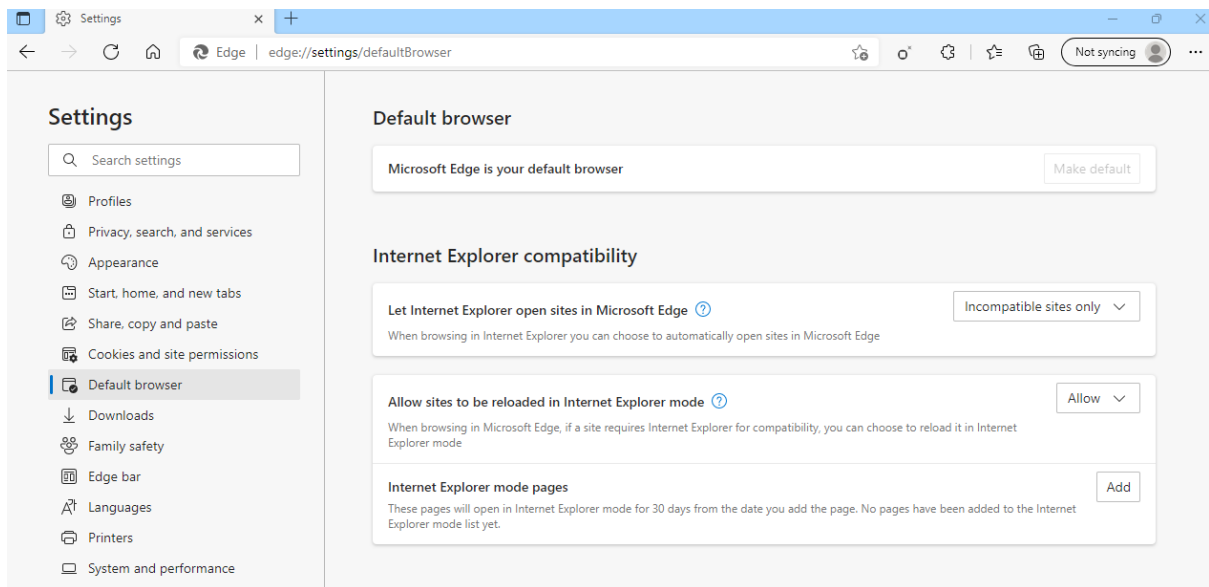
Method 1. Single access to the PSW.

Have the card reader in place and the smart card inserted.

Open Microsoft Edge

Select the '...' icon top right

Select Settings then Default Browser

Change the setting for 'Allow sites to be reloaded in Internet Explorer mode' to **Allow**.
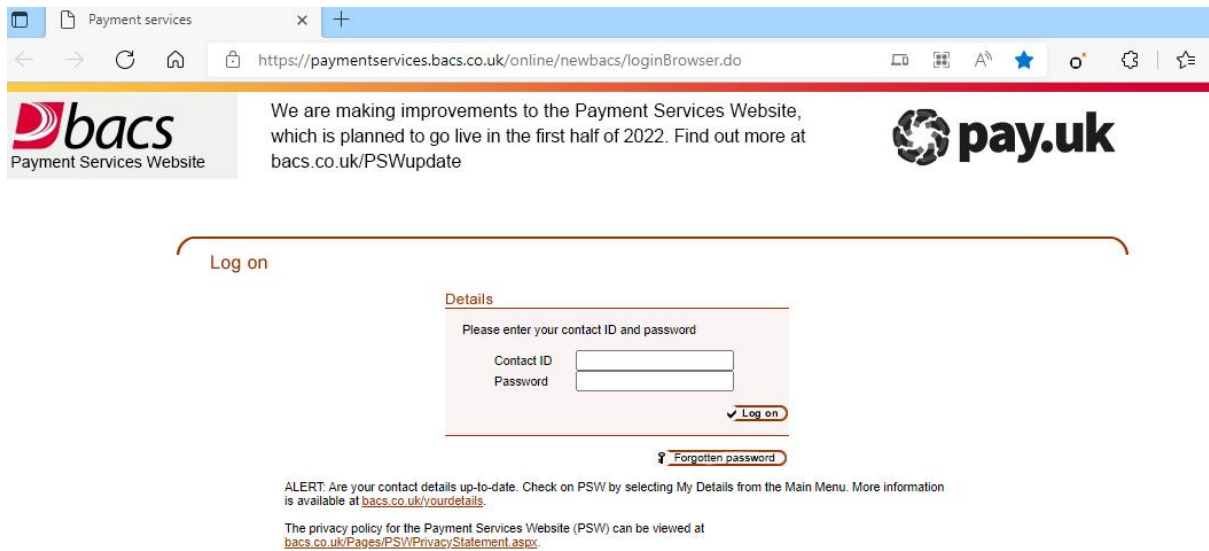
Stop and restart Edge.

Note: you only have to change the Settings as above once. This will be remembered by Edge.

Type or copy the PSW address into the search box. (https://paymentservices.bacs.co.uk/online/newbacs/loginBrowser.do)
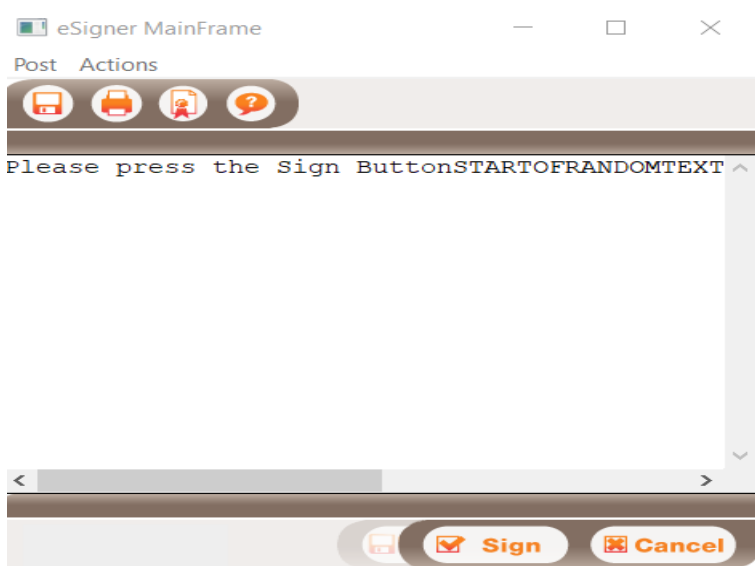
The page presented is the non-smart card sign on screen.

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Click on the '…' icon top right and select 'Reload in Internet Explorer mode'

The smart card signing box should appear and you can sign in as normal.
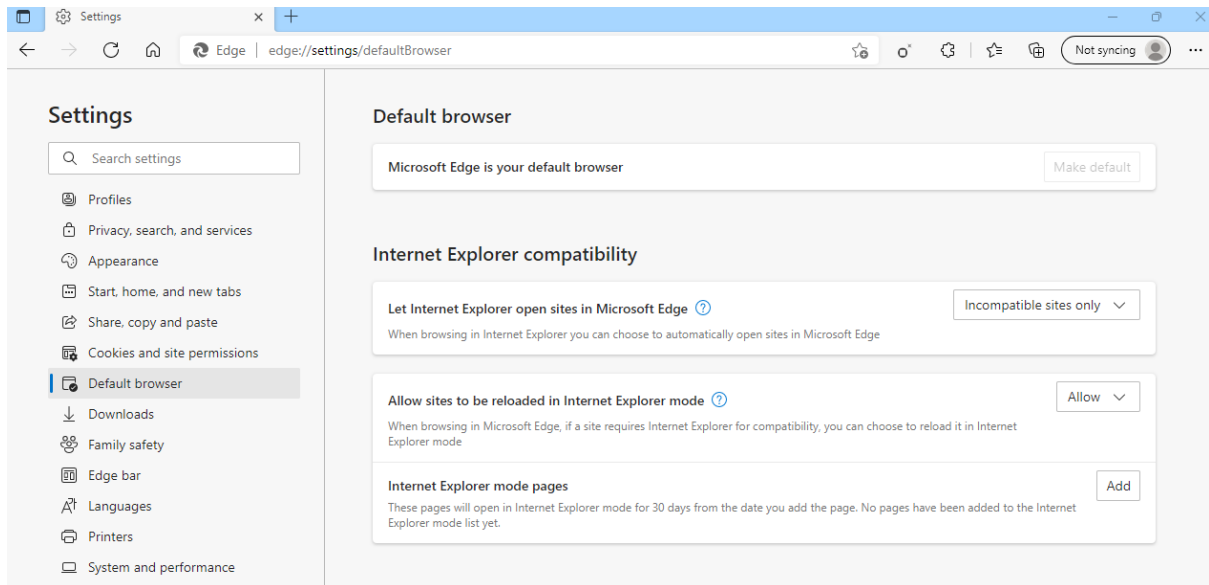
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Method 2. Set Microsoft Edge to automatically open the PSW in IE mode

Open Microsoft Edge

Select the '…' icon top right
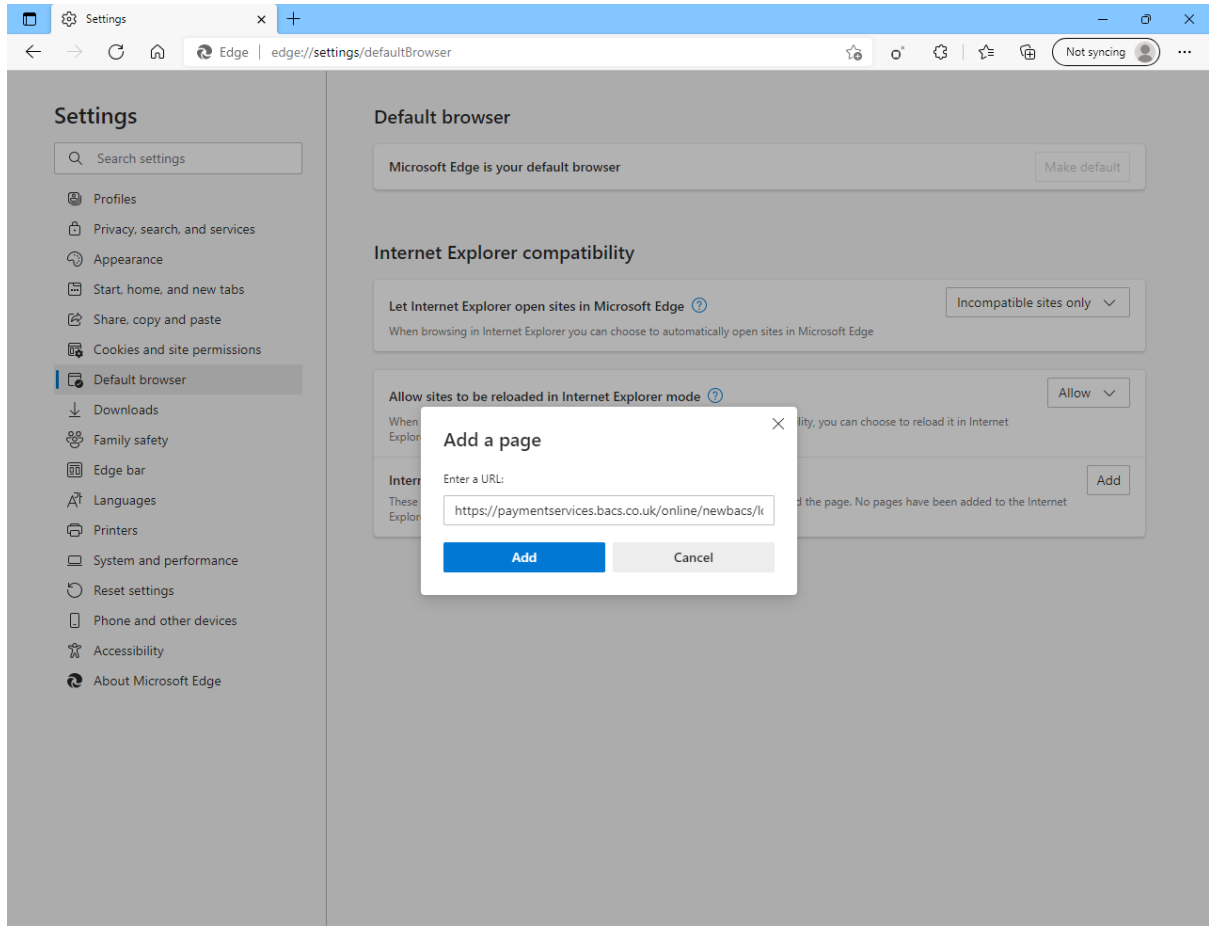
Select Settings then Default Browser

Change the setting for 'Allow sites to be reloaded in Internet Explorer mode' to **Allow**.

Below that, in the Internet Explorer mode pages click on Add

Paste or type the PSW URL into the box

https://paymentservices.bacs.co.uk/online/newbacs/loginBrowser.do

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The PSW address will have been entered into the Edge list of pages to be loaded in Internet Explorer mode.

Note that this must be repeated every 30 days as Edge will delete pages after that time.