RBC Royal Bank

RBC Express Authentication Migration Frequently Asked Questions

1. What is the Sign in authentication process?
The Sign in authentication process ensures that you have secure access to RBC Express. We are replacing components of our authentication processes to remove a dependency on Java at the time of sign in. The reliability of our security has not changed.

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2. Why is RBC Royal Bank® upgrading the RBC Express authentication process?
We are always considering ways to enhance our systems performance to ensure an efficient online banking experience for users.

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3. When will I be migrated?
Upon accessing RBC Express you will be prompted through the conversion steps. Please note login id's that have not been migrated will expire after May 30th. After this date you will need to be re-enrolled by your Service Administrator.

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4. Can I keep my existing pass phrase?
Yes, you can use your existing pass phrase to migrate to the new sign-in process or select a new pass phrase.

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5. How do I know I was successfully migrated?
You will know your profile has been migrated when you sign into RBC Express and are prompted to input and confirm your new pass phrase. Upon completion you will be directed to a new website that contains the new RBC Express links. The RBC Express look and functionality will remain the same with some minor changes (see below).

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6. Is there a deadline to migrate?
Yes users must sign-in by May 30th, 2014 to complete the conversion, if they do not the user will need to be re-enrolled by their Service Administrator.

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7. What are the changes to RBC Express?
The RBC Express look and key functionality will remain the same. However some changes you might notice are:
1. The maximum attempts to lock your Sign In ID when you input your pass phrase incorrectly is changing from 5 attempts to 3 attempts.
2. Although another browser window opens to allow you to view images for Cheque Image Services, it will now time out at the same time that RBC Express times out. Users should go into RBC Express periodically to avoid timing out.
3. Users will not be able to make updates to their First Name, Last Name or Sign In ID. Any User who needs to make these changes should contact their Administrator. Users will have access to all other RBC Express features and services.

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8. Do I still require Java?
RBC Express will no longer require Java when signing into RBC Express. Java is still required however to view Account Images.

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9. Will future Java releases prevent me from accessing RBC Express?
Once you have migrated to the upgraded authentication system, you will not require Java for the sign in process.

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10. What actions do I need to take as a User?
Please follow these 3 steps to migrate:
Step 1: Sign In to RBC Express as you would normally
Step 2: After signing into RBC Express, you will be prompted to re-enter your pass phrase and click confirm
Step 3: You will be redirected to a screen with the new RBC Express web site address. Please book mark this new address.

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11. What actions do I need to take as an Administrator?
The migration process for Administrators is the same as a regular User. In addition, we recommend the following:
1. Within RBC Express Administration, review the list of Users that have access to RBC Express and delete any Users that no longer require access.
2. To avoid interruption of service, we recommend you advise infrequent users to sign in to RBC Express before April 14, 2014 to ensure they know their pass phrase
3. Inform all users that have access to RBC Express of this change as appropriate in your company

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12. I forgot my passphrase, how do I reset it?
On the RBC Express Sign In page, click on "Forgot Your Pass Phrase" on the left hand side and complete the process.

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13. I exceeded my "Sign In" attempts and locked my ID, how do I unlock it?
On the RBC Express Sign In page, click on "Forgot Your Pass Phrase" on the left hand side and complete the process.

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14. I forgot my Personal Verification answers ("Forgot Passphrase) what do I do?
Please contact the RBC Express Client Support Centre at 1-800-769-2535 or 416-974-3334.

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