



## RBC Express Online Banking - User Authentication Upgrade

At the end of March 2014, RBC Royal Bank® introduced an upgraded user Sign In process for all RBC Express online banking users. The RBC Express look and key functionality remains the same.

As we near the end of the migration window we are reaching out to the remaining users to remind them to Sign In to RBC Express online banking to initiate their conversion to the upgraded user Sign In process. If you are no longer an active user please advise your company Service Administrator to remove your access and user profile from the system.

### 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.

### Important – After May 30th, 2014

If by May 30th, 2014 you have not signed in to migrate your user profile will expire from the system. To obtain access expired users will have to be re-enrolled by your company Service Administrator.

Upon your Sign In to RBC Express, you may be prompted to upgrade to Java version 7u55. If so, after upgrading to Java 7u55, Sign In to RBC Express as you would normally. You will then be prompted to migrate using the 3 steps outlined above.

### Benefits:

- RBC Express sign in will no longer be dependent on Java
- New static web page address
- Secure user authentication

For more information about the migration to the new Sign In process, please click the following link [RBC Express Authentication Migration Frequently Asked Questions](#)

Should you have any questions or need assistance, please contact the RBC Express Client Support Centre at 1-800-769-2535 or 416-974-3334.

Thank you for continuing to choose RBC Royal Bank® for your business banking needs.



**Step 1:** Sign In to RBC Express as you would normally

**Step 2:** Input and Confirm Pass Phrase: After signing into RBC Express, you will be prompted to re-enter your pass phrase and click confirm. You can use your existing pass phrase or create a new one.

PASS PHRASE RULES	
X -	Upper case (Minimum of 1 Characters with Upper Case)
X -	Lower case (Minimum of 1 Characters with Lower Case)
X -	Numeric characters (Minimum of 1 Numeric Characters)
X -	Password must be minimum of 10 to max 32 alpha numeric characters
X -	Same sequence of characters cannot be repeated two or more times, e.g., dayday, ababab

**Step 3:** Redirect page with new web page to access RBC Express: You will be redirected to a screen with the new RBC Express web site address. You can now bookmark the new address.



 Your old RBC Express bookmark and desktop icon are no longer valid.

You have been successfully migrated to the new RBC Express Sign In process! Please click on Continue to be re-directed to the new RBC Express Sign In page. Bookmark the new RBC Express website address to continue using RBC Express.

<https://www.rbcepressonline.com>

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