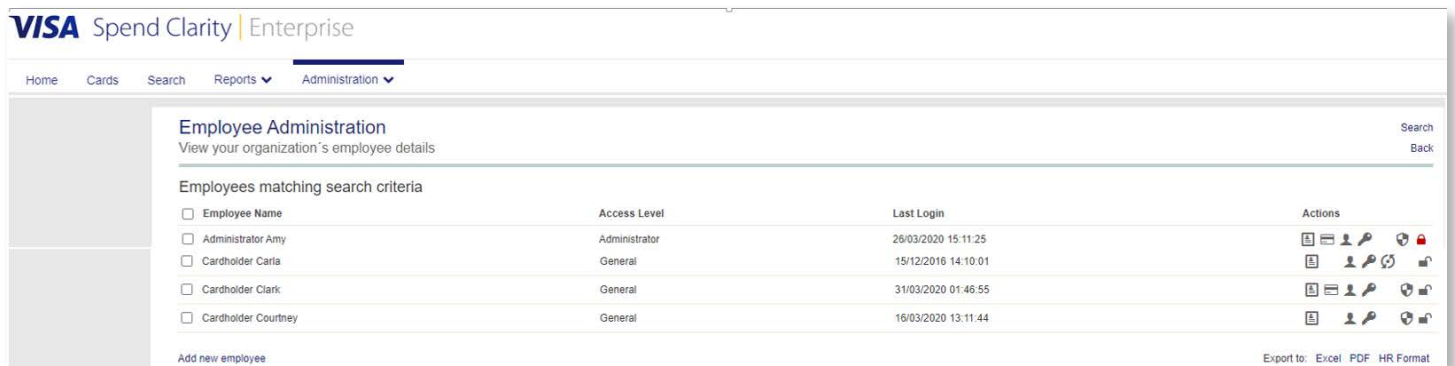# How to Troubleshoot Common Login Issues

RBC ®

As a self-service capability, program administrators can troubleshoot common login issues for users of the **Visa Spend Clarity for Enterprise**, directly from the Employee Administration page, within just a few minutes and without involvement from Commercial Cards Support.

Navigating to the Employee Administration page

- Follow the navigation path from Visa Spend Clarity for Enterprise: **Administration** > **Company Management** > **Company Set Up** > Click **Employee** tab
- Click **Employees** in the hierarchal diagram
- Within the pop up window, scroll down to bottom left and change "top 20" to "all"
- Click **Search** to display all employee profile
- Located under the **Action** column (far right) are the following self-service capabilities to manage user access to Visa Spend Clarity Enterprise: how to check lock status, how to check login activity and how to manage and reset two factor authentication

How to troubleshoot common login issues

It is recommended to proceed through the following troubleshooting steps, in sequential order.

Check Lock Status

How to check if online access is locked:

- Within the Employee Administration page, locate user within the listing
- Check the lock icon located under Actions column (far right)
  - Is the lock red? If yes, select the 🔒 red lock icon to unlock the profile
  - Confirm that user is able to login
    - If yes, you are done!
    - If not, then proceed to check login activity

Check Login Activity

To be informed about login activity, you can check the security tab. This will reveal successful or unsuccessful attempts to login. How to check login activity:

- Click the 📃 **Personal Details** box (far right)
- Select the blue box called **Security** (far left). Do you see the more recent date stamp indicating incorrect password attempt or no date stamp?
    - If yes, return to the Employee Administration page and click the 🔑 key icon
    - Create a temporary password (8 characters in length with at least one capital letter and at least one number)
    - Confirm that user is able to login
        - If yes, you are done!
        - If not, then it is helpful to check spelling of username and confirm the email is valid. Beyond this and for further support please contact, Commercial Card Support at rbccommercialcards@rbc.com.

User did not receive Two-Factor Authentication via email

Common Question: Can we disable the two-factor authentication?

Unfortunately, there is no option to disable two-factor authentication. This enhanced layer of security and protection against fraudulent logins was implemented following the guidance of *Visa's Key Controls and Technical Security Requirements for Customer Identity & Access.*

Before proceeding to reset two-factor authentication:

- Ask employee to check their junk or spam mailbox.
  Hint: to prevent emails from ending up in your junk or spam folder, simply add Visa Spend Clarity for Enterprise domain to your contact list. Each email provider or security service has their own instructions for adding email addresses to a contact list. Please see Appendix 1 for listing.
- Contact your IT department to ensure emails from Visa Spend Clarity for Enterprise are being allowed

How to reset the two-factor authentication code (email method only):

- Follow the navigation path from Visa Spend Clarity for Enterprise: **Administration** > **Company Management** > **Company Set up** > Click **Employee** tab
- Click **Employees** in the hierarchal diagram
- Within the pop up window scroll down to bottom left and change "top 20" to "all"
- Click **Search** to display all employee profiles
- Locate user within the listing
- Check the 🛡 shield icon located under Actions column (far right)
    - Confirm that user is able to login
        - If yes, you are done!
        - If not, contact rbccommercialcards@rbc.com.

How to reset two-factor authentication code (app method):

- Please contact Commercial Card Support at rbccommercialcards@rbc.com.

Appendix 1

Gmail:	• Select Contacts from the options on the left side of the Gmail Inbox • Select Create Contact on the top menu • Enter (confirm do-not-reply@enterprise.spendclarity.visa.com in the primary email box • Click Save
Outlook 2003/2007/ Express	• Open an email from do-not-reply@enterprise.spendclarity.visa.com In the Toolbar options at the top, click the Safe Lists drop-down (under Junk Email) • Select Add Sender's Domain do-not-reply@enterprise.spendclarity.visa.com to Safe Senders List • Click Ok
Outlook.com	• Open an email from do-not-reply@enterprise.spendclarity.visa.com Click the three dots, and then click Add to Safe Senders List • Click Ok
Apple Mail	• Click do-not-reply@enterprise.spendclarity.visa.com in the header of the message you're viewing • Click Add to finish
Yahoo! Mail	• Open the email message from do-not-reply@enterprise.spendclarity.visa.com • Click Add to Contacts next to do-not-reply@enterprise.spendclarity.visa.com • Click Save to finish