

RBC NEXTLOGIC® - TWO FACTOR AUTHENTICATION



First-time registration for two-factor authentication?

- Visit www.rbc.com/corporatecardservices
- Select **"I AM A CARDHOLDER"** > Click **Log In**
- Enter username and password
- By default, user will receive an authentication code via email associated with the user profile
 - Emailed codes are valid for 10 minutes
 - *Tip: If you haven't verified a code after 1 minute, the 'Didn't receive an email? Resend email' link displays. Click the link to re-send the email with a new authentication code if necessary*
- Enter the authentication code received > Click **Verify**
- Employee will receive a confirmation email from do-not-reply@intellilink.spendmanagement.visa.com

Troubleshooting two-factor authentication for your cardholders - Email Method ONLY

Employee did not receive the authentication code via email:

- Check your junk / spam mailbox
- To prevent emails from ending up in your junk / spam folder, add Visa IntelliLink Spend Management domain (@intellilink.spendmanagement.visa.com) or do-not-reply@intellilink.spendmanagement.visa.com to your contact list
- Contact your IT department to ensure emails from do-not-reply@intellilink.spendmanagement.visa.com are being allowed

Each email provider or security service has their own instructions for adding email addresses to a contact list:

Gmail:

- Select contacts from the options on the left side of the Gmail Inbox
- Select **"Create Contact"** on the top menu
- Enter do-not-reply@intellilink.spendmanagement.visa.com in the primary email box
- Select **Save**

Outlook 2003/2007/Express

- Open an email from do-not-reply@intellilink.spendmanagement.visa.com
- In the Toolbar options at the top, click the **Safe Lists** drop-down
Note: This is located in the **"Junk Email"** section
- Select **"Add sender's Domain (@intellilink.spendmanagement.visa.com)"** to Safe Senders List
- Click **OK**

Outlook.com

- Open an email from do-not-reply@intellilink.spendmanagement.visa.com
- Click the three dots, and then click **Add to Safe senders**
- Click **OK**

Apple Mail

- Click do-not-reply@intellilink.spendmanagement.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@intellilink.spendmanagement.visa.com
- Click **Add to contacts** next to do-not-reply@intellilink.spendmanagement.visa.com
- On the Add Contact popup, add additional information if needed

Click **Save** to finish

Employee entered the authentication code sent via email and could not log in - Login failed message

If an employee received an authentication code but could not login, the employee account could be locked due to inactivity or the wrong password / authentication code was input repeatedly.

- **Check if employee account is locked:**
 - Access Spend Management > **Administration** > **Overview** > **Administration Overview** > **Employees**
 - Search for the employee user profile
 - If the lock icon is red, click the icon to unlock
- **If the account is not locked and the employee could not login, review the security record to check if an invalid password was entered:**
 - Access Spend Management > **Administration** > **Overview** > **Administration Overview** > **Employees**
 - Search for the employee user profile
 - Click  **icon on the right** > blue **Security** tab on the left
 - A list of login attempts and status will appear

Resetting Employee password:

- To reset employee's password, return to Visa IntelliLink Spend Management screen
- Click the **key icon** beside the employee profile > enter a new password > **Save**

Is there an option to disable 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.