



RBC Global Trade Multi-Factor Authentication



Multi-factor authentication has been enabled in RBC Global Trade portal to provide your information an additional layer of protection by ensuring only authorized users can access your account.

The multi-factor authentication login process applies only to password-users. It is not applicable to users who access the Global Trade portal via RBC Express.

1. Each time you log in to your RBC Global Trade account with your username and password, you will receive the below screen requesting your one-time password which is sent to the email that is set up under the user ID in the portal.



Royal Bank RBC Global Trade

MULTI FACTOR AUTHENTICATION



Please enter the One-Time password received in your registered E-mail address, expiring in 5 minutes. If you have any issue accessing the portal, please contact our support team at RBC Global Trade Help Desk: 1-800-757-4525 (option 5).

Login

2. After you enter your one-time password and click **Login**, you'll be taken to the home page.

NOTE: You will have three tries to input your one-time password within five minutes. After that, you'll be taken back to the **Login** page to retry.

How to set up new password users

This is not applicable to users who access Global Trade portal via RBC Express.

1. Click on **Reference Data** and then select **Users** from the drop-down menu.
2. Click **New** to create a new user profile.
3. In section **1. General**, enter the user's details. For multi-factor authentication setup, **Email Address** is a required field. This email address will receive a one-time password each time a user logs into the Global Trade portal.

New Instruments ▾ Transactions ▾ Reports ▾ Reference Data ▾ Customer Access

Reference Data: Users

Chris001

* indicates required field

1. General

* User ID

USERNAME

* First Name

FirstName

Middle Initial

* Last Name

LastName

Email Address

corporate@emailaddress.ca

☐ Receive email notifications for Routed transactions and messages

☐ Receive email notifications for authorized transactions

Section Shortcuts

1. General
2. Security
3. Assigned To
4. Panel Authority
5. Template Groups
6. Report Categories
7. Subsidiary Access

4. In section **2. Security**, you will need to enter a **login ID** and **password**.
For **Authentication Method**, select **2-Factor Authentication**.
For **Security Device type**, select **Generic Token**.
This will ensure the new user has access to the portal via multi-factor authentication.

The screenshot shows a web form titled "2. Security" with a dropdown arrow on the right. The form is divided into two columns. The left column contains three fields: a dropdown menu for "Authentication Method" (highlighted with a red box and showing "2-Factor Authentication"), a text input for "Login ID" (containing "Chris001"), and two text inputs for "New Password" and "Retype New Password". The right column contains two fields: a dropdown menu for "Security Device Type" (highlighted with a red box and showing "Generic Token") and a text input for "Security Device ID".

5. The remaining new-user setup follows an existing process. You can find more information in below link and reference guides:

[Learn to use RBC Global Trade with these Training Videos, User Guides and FAQs - RBC Royal Bank](#)

- [Setting Up Reference Data EN.pdf](#)
- [Setting Up Reference Data FR.pdf](#)

If you have any questions or need help, please contact our RBC Global Trade help desk team at 1-800-757-4525 (option 5). Thank you.

