

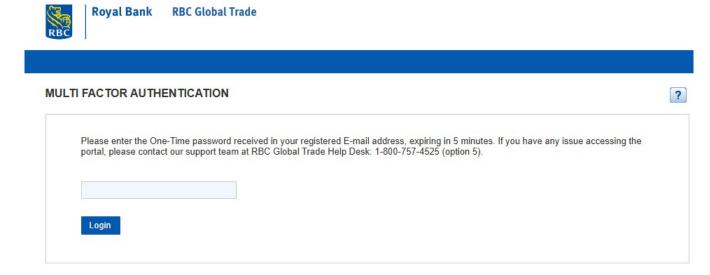
RBC Global Trade Multi-Factor Authentication



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.



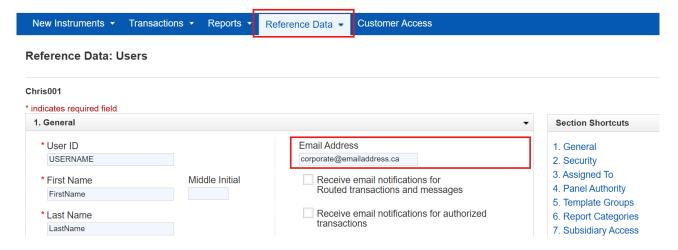
2. After you enter your one-time password and click **Login**, you'll be taken to the home page.

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.



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.



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.

