

RBC® BSU Support Page

FAQs



How do I change the language setting on RBC's digital platforms?

- **RBC Express:** RBC Express banking profiles (“sites”) are language-specific (either English or French). Companies with both English- and French-speaking users are required to set up and maintain two RBC Express sites to enable these language options for their team. Please note that your RBC Express credentials will allow access to both your English and French banking profiles.
- **RBC Business Banking Portal:** Users can change their language setting by clicking the user icon at the top right of the screen and selecting “Language Preferences”.
- **RBC PayEdge:** Users can change their language setting by clicking the gear icon at the top right of the screen and navigating to their user profile.
- **Online Foreign Currency Account service:** If you need to change the default language setting for a user, they can change their language in the RBC Business Banking Portal, and this will carry over to the Online Foreign Currency Account service.
- **RBC DX:** Users who need to access the platform in French can do so by updating their language preference in the application’s settings menu.
- **RBC Global Trade:** Administrators can change the language setting for any of their users by clicking on “Reference Data” and then selecting “Users”. In the list of users, they can select the user’s profile and update their language setting.

How has RBC added users to my English and French RBC Express banking profiles (“sites”)?

If you have both English- and French-speaking users, RBC has set up your company with an English site and a French site. Administrators are given access to both sites, while users are assigned to the English or French site based on their language preference on HSBC Bank Canada’s digital platform.

What is involved in setting up and maintaining an English and a French RBC Express banking profile (“site”)?

We recommend setting up the same user permissions, approval rules and payees on both your English and French RBC Express banking profiles for consistency. Note that the setup tasks must be completed separately on each banking profile.

Each of the two sites will have the company’s accounts and services enrolled; however, certain actions are only visible on the site on which the user performed them. For example, if a user submits a payment requiring approval on the English RBC Express site, the pending payment can only be viewed and approved on the English site. If a user needs visibility into banking actions taken on both the English and French banking profiles, they will need to be added to and given permission to use each profile.

How can I add an English or French RBC Express banking profile (“site”) for my company?

You can add a new RBC Express site by calling RBC Customer Support at **1-800-769-2521** (Canada & USA) or **+800-0-769-2521** (UK, China, Hong Kong & Macau). For all other locations, please contact your RBC Relationship Manager.