

How to install the RBC Mobile app



Welcome to our step-by-step guide on how to install the RBC® Mobile app for your personal banking on your cellphone. We appreciate that you are taking advantage of the many easy and convenient ways you can bank with us, without having to go into a branch.

What you need before you begin

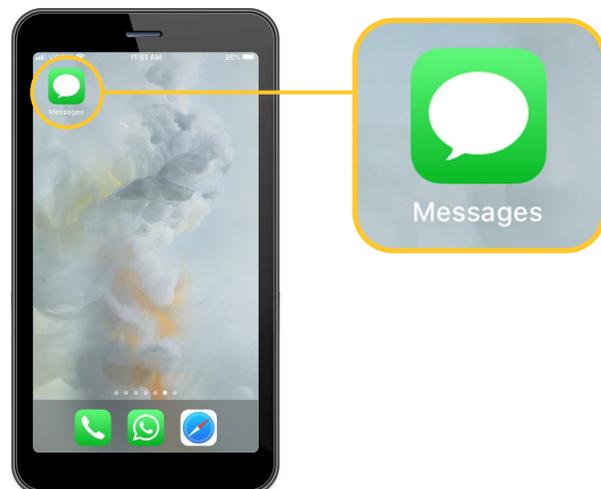
You will need to have already signed up for RBC Online Banking. You can use the “How to enrol in RBC Online Banking” guide to get set up if you haven’t already done so.

If you have already set up an Online Banking account, you will need your RBC Royal Bank® Client Card, credit card or account number plus your Online Banking password, and answers to your Personal Verification Questions if you’ve set those up.

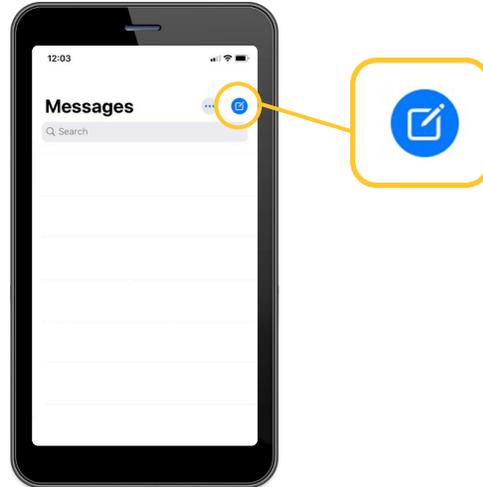


- 1 Start by opening the text messaging app on your phone. Depending on your phone, it may be blue, green or another colour, but it will be in the shape of a dialogue box. It will also most likely say “Messages” underneath it. Click on it.

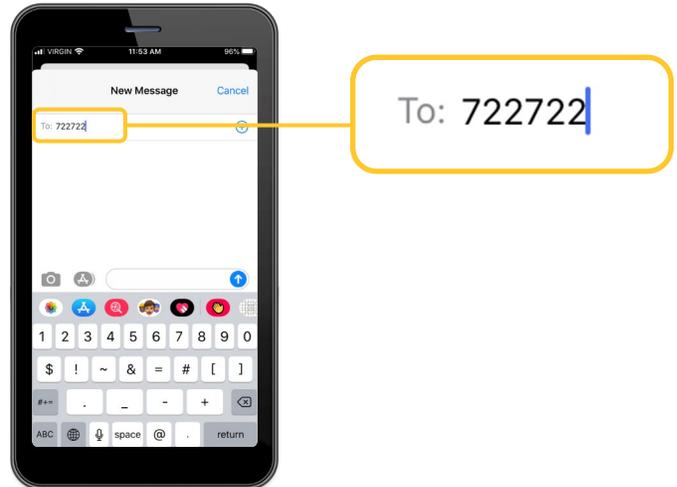
Alternatively, visit your App Store or Google Play and search for RBC Mobile to download the app.



2 Click on the new message icon that could either be at the top or the bottom of your screen.



3 A cursor will appear in a field next to "To" or "Recipient". Type "722722" in this field.

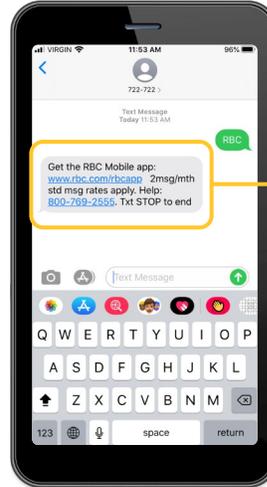


4 In the message field below, type "RBC" and then tap the send icon to send your message.



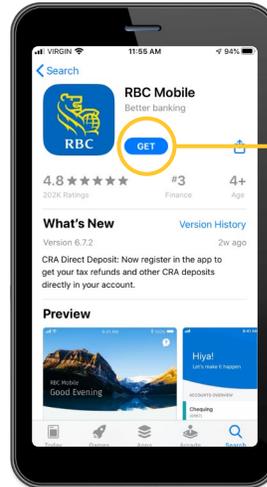
5 Shortly after, you will receive a message from us with the following blue link: www.rbc.com/rbcapp.

Tap on this link.



Get the RBC Mobile app: www.rbc.com/rbcapp 2msg/mth std msg rates apply. Help: [800-769-2555](tel:800-769-2555). Txt STOP to end

6 A new screen will appear where you can download the app. Tap on “Get” to begin installing the app onto your phone. Wait until it is fully installed and appears on your screen.



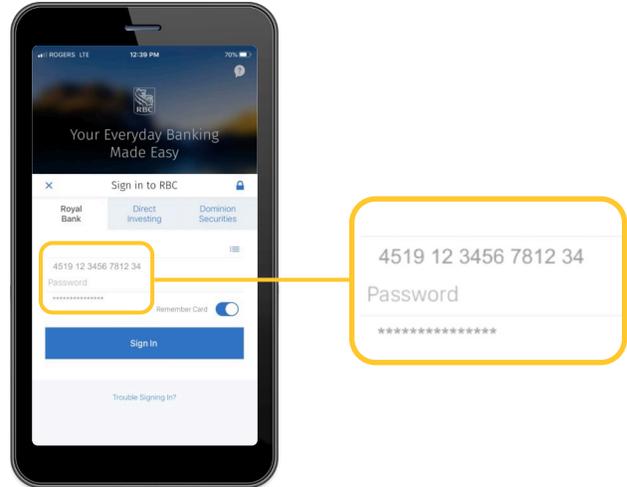
7 Once you see the RBC Mobile app icon on your screen, tap on it to open the app.



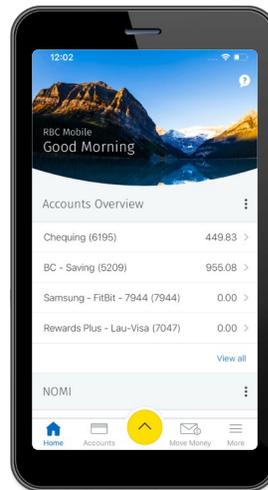
8 Enter your RBC Client Card or credit card number, then your RBC Online Banking password, and then tap “Sign In.”

You can choose to have the app remember your card by clicking “Remember Card” so next time, you only need to enter your password – and Personal Verification Question if you chose that option.

For your first time signing in, you may be asked to answer one of the Personal Verification Questions you set up previously.



9 Here, you will be given a brief introduction to the features of the app, which will help you get to know the app better.



You can also use our other step-by-step guides to help you with sending money, depositing cheques and paying bills.

For more tutorials on completing banking transactions, visit [rbc.com/howto](https://www.rbc.com/howto).

