



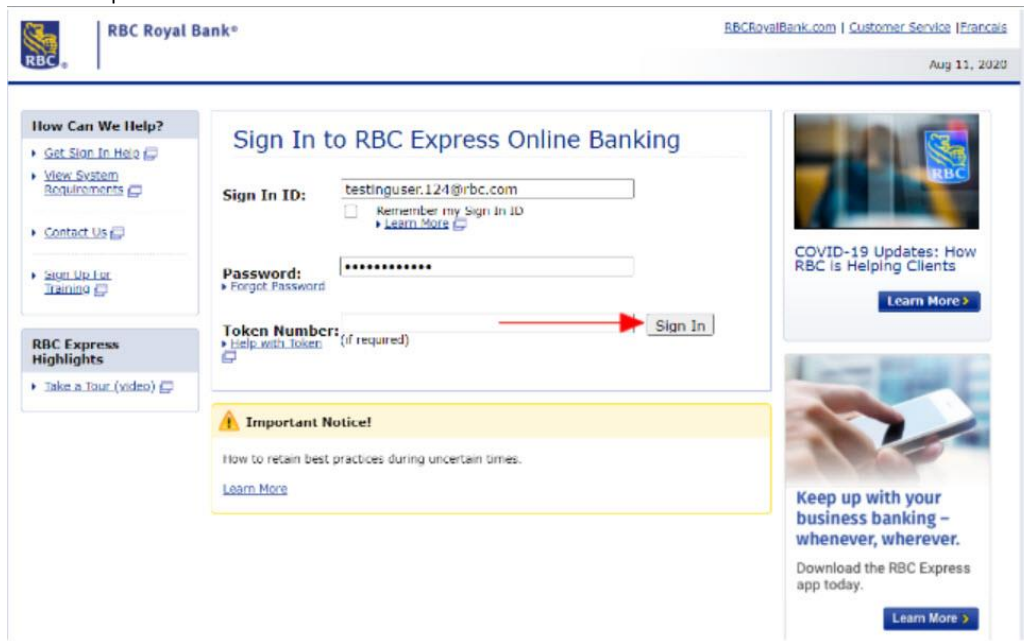
The purpose of this document is to serve as a client manual on how to set up your Soft Tokens using an iOS Device.

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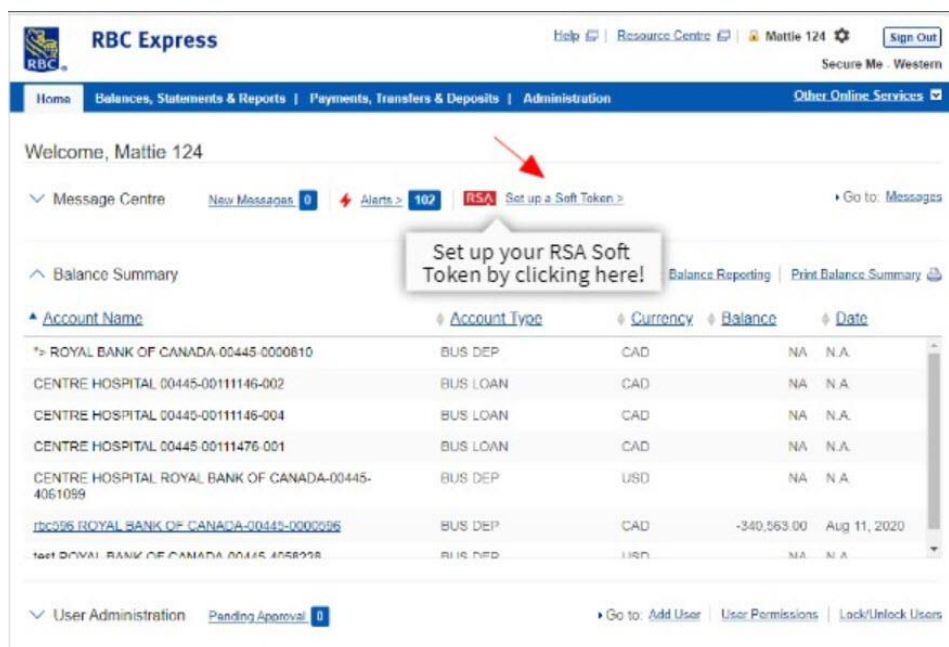
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1.0 Set up your Soft Token

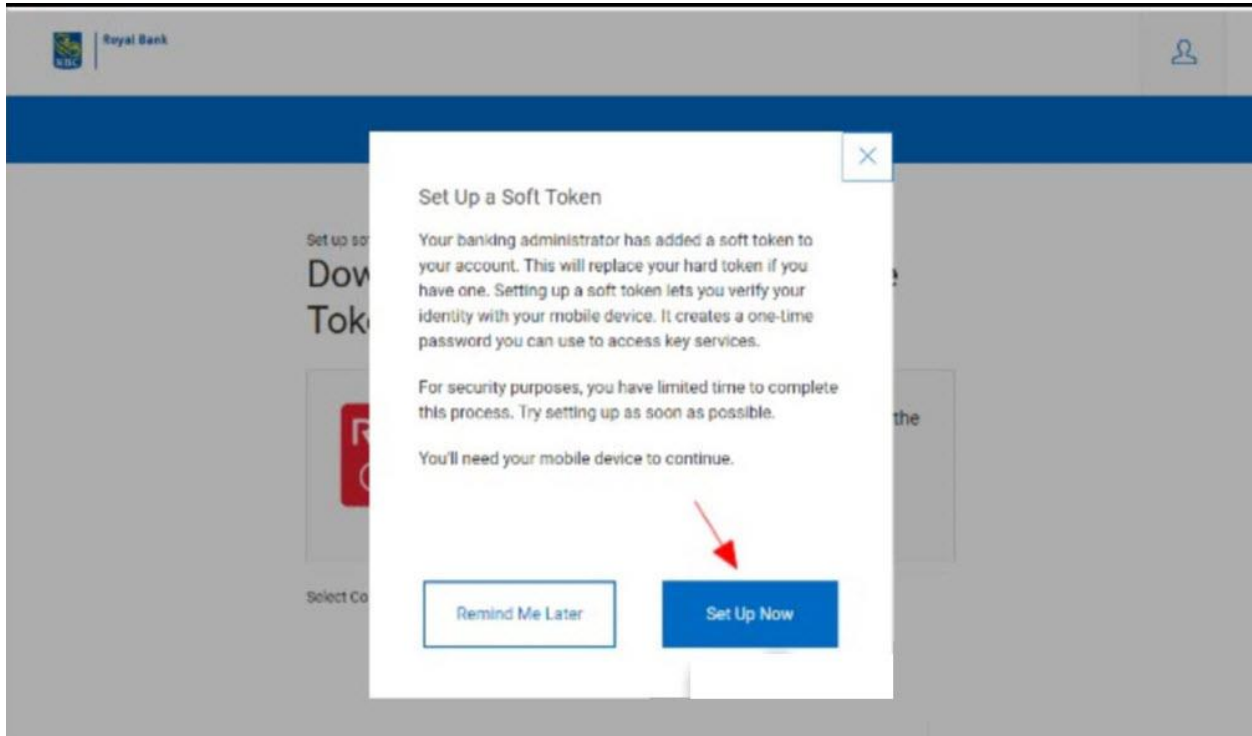
Sign in to RBC Express



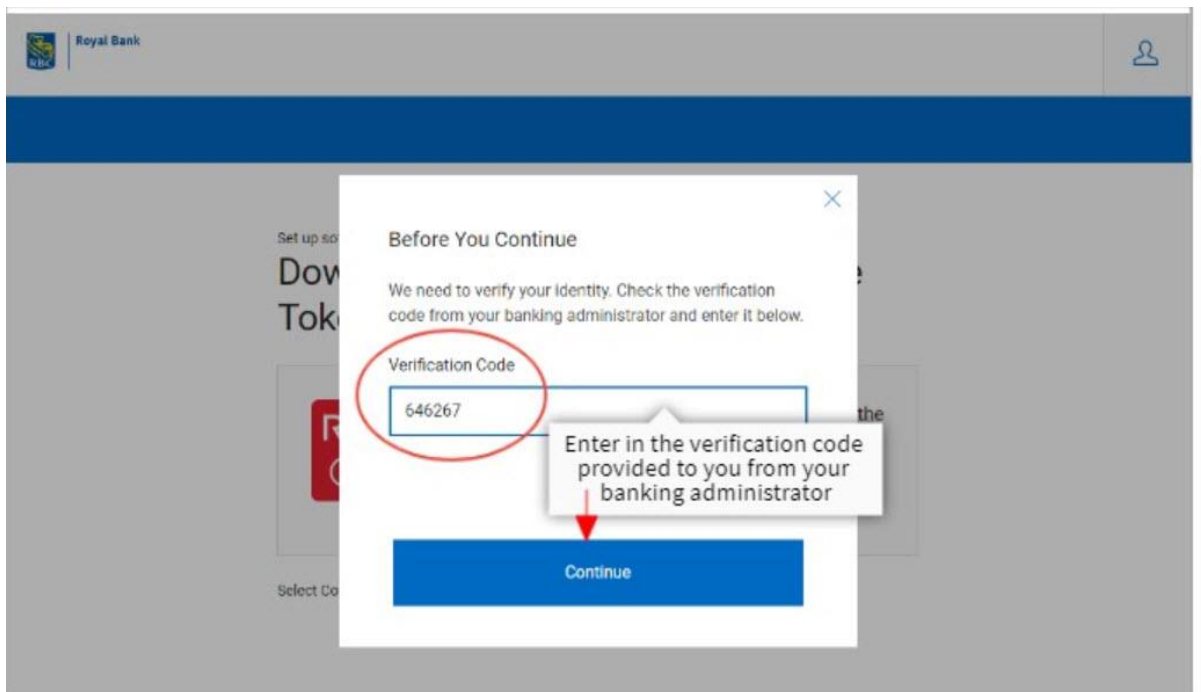
On the RBC Express landing page click on “Set up a Soft Token”



Click the “Set Up Now” button. Make sure you have your mobile device on hand.



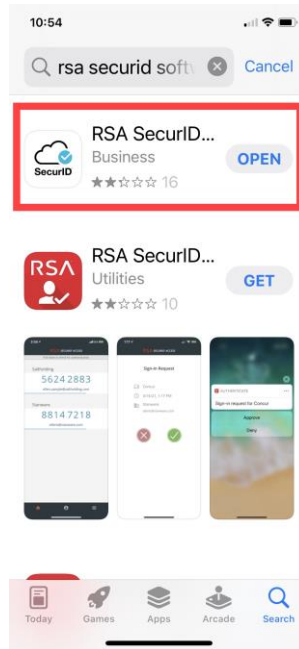
Enter the verification code provided to you from your banking administrator



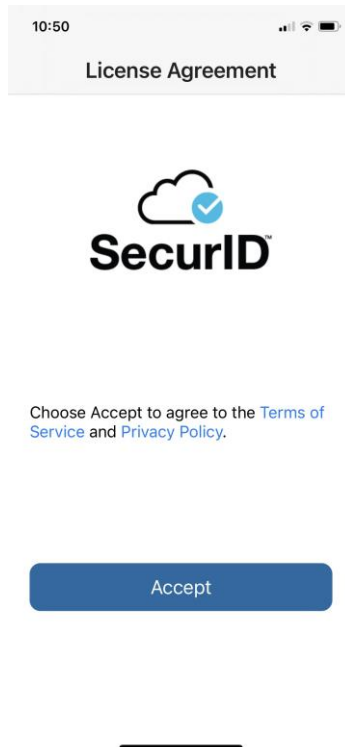
On your mobile device: Download the RSA SecurID Software Token App from the App Store.

On your Desktop: Select “Continue” once the app is downloaded

On your mobile device: Search “RSA SecurID Software Token”. Click the button to download the app



Follow the instructions provided. Renew the terms and conditions and once you are ready, select “Accept” to continue



On your Desktop:

Once the app is downloaded set a 4 digit PIN for extra security. Click continue once your PIN is set up to find your QR code or link.

Note: 4 digit PIN is separate from the Code provided by your Administrator.

The screenshot shows the 'Set Your PIN' screen. At the top, it says 'Set up a soft token' and 'Set Your PIN'. Below that, it says 'For extra security, set a 4-digit PIN to enter each time you use the app.' There is a text input field for the PIN with '1234' entered. A red arrow points to the input field. To the right of the input field is a 'Show' button. Below the input field, it says 'Enter 4 numbers between 0 and 9. Please remember your PIN and don't share it with anyone.' At the bottom, there are two buttons: 'Back' and 'Continue'. A red arrow points to the 'Continue' button. A callout box above the 'Continue' button says 'Once the app is downloaded, set a 4-digit pin for extra security!'. Another callout box below the 'Continue' button says 'Press "Continue" once your pin is set up to find your QR code or link'.

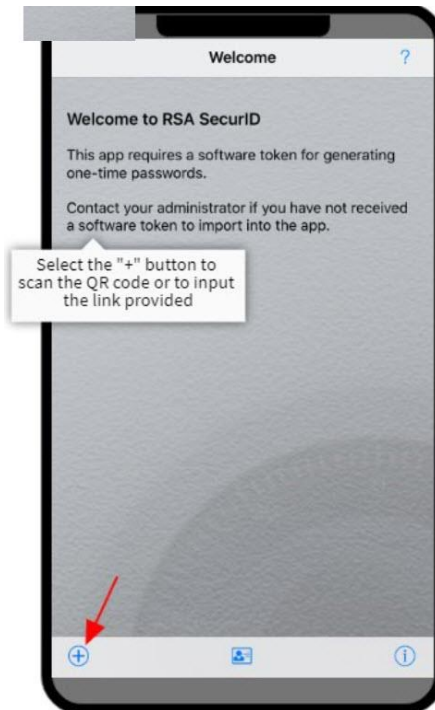
There are 2 options available to you

- 1) Scan the QR code into the app by taking a photo or
- 2) Copy and paste the link

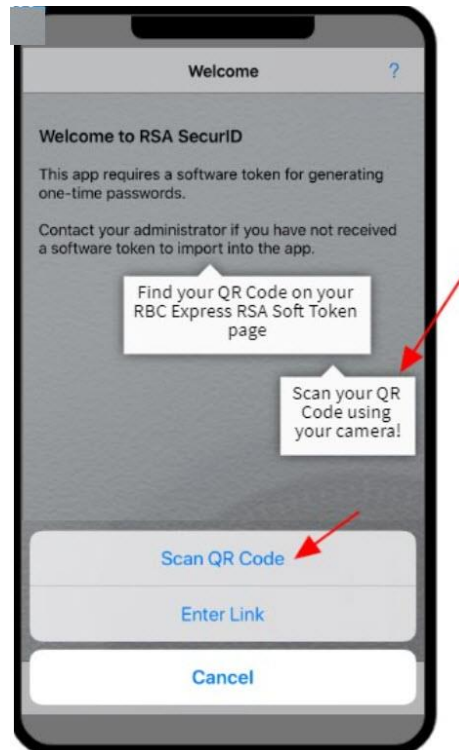
The screenshot shows the 'Register Your Device' screen. At the top, it says 'Set up soft token' and 'Register Your Device'. Below that, it asks 'What mobile device are you using?' with two radio buttons: 'Android' and 'iPhone'. The 'iPhone' option is selected. Below that, it says 'Open the app and select the first menu item to see how you can register your device. For security purposes, the options below will expire and refresh in 127 seconds.' There are two options: 'Scan QR Code' and 'Enter Link'. The 'Scan QR Code' option has a QR code and a red arrow pointing to it. The 'Enter Link' option has a text input field with a link: 'com.rsa.securid://ctkip?url=https://rbamwttte.sterbc.com/ctkip/services/ctkipService&activationCode=76446332'. A red arrow points to the link. Below the options, it says 'Please make sure you successfully complete either option before you continue.' At the bottom, there are two buttons: 'Back' and 'Continue'. A callout box above the 'Continue' button says 'Scan the QR Code into the app by taking a photo OR copy and paste the link!'.

Scan the QR code method:

Select the plus button to scan the QR code or to input the link provided



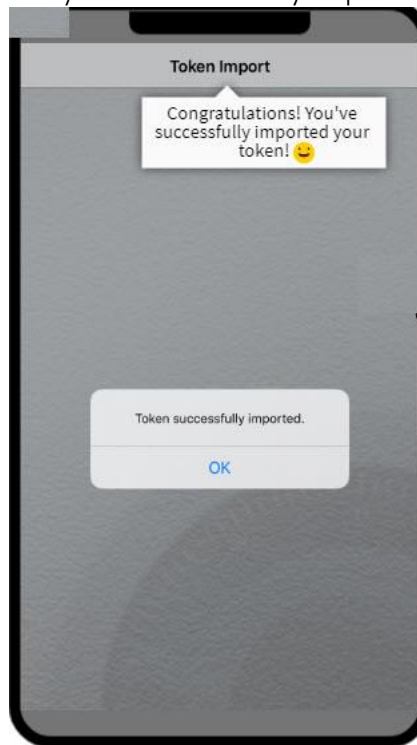
Find your QR code on the RBC Express RSA Soft Token page. Scan your QR code using your camera.



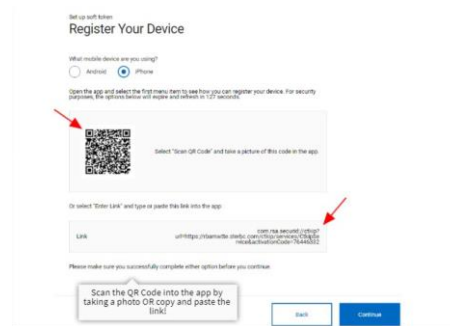
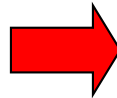
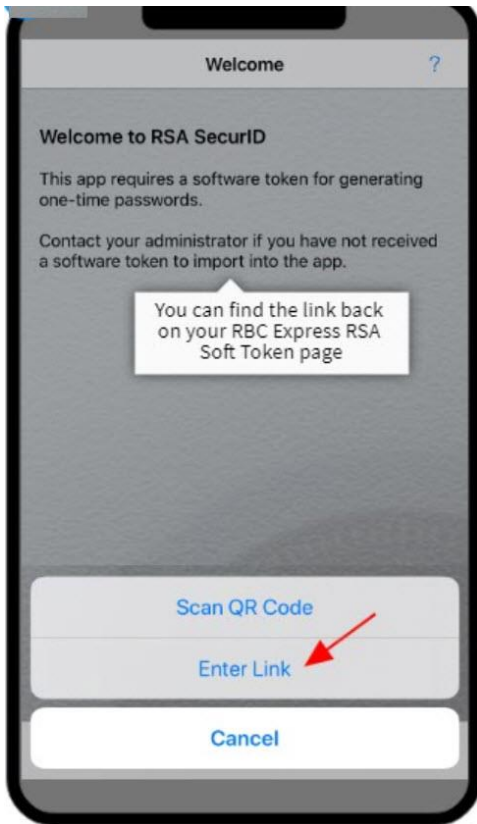
You can find your QR code on the RBC Express RSA Soft Token page



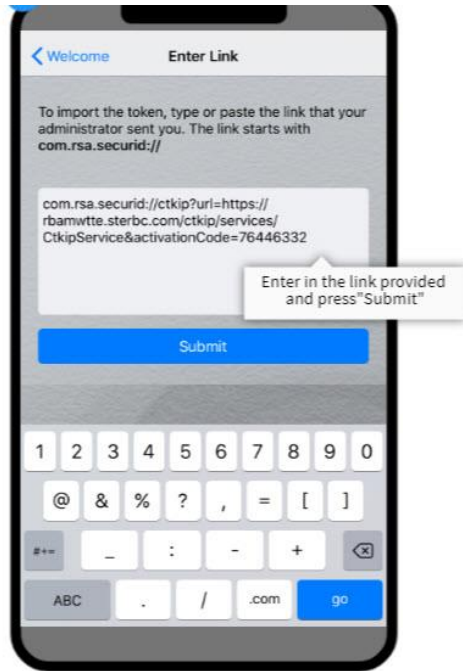
Congratulations you've successfully imported your token!



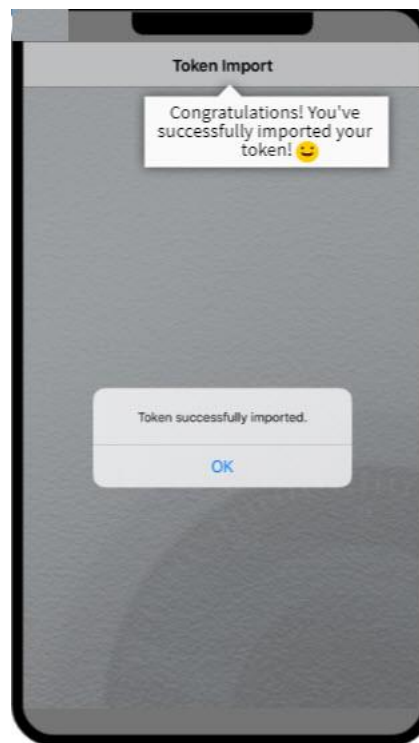
Now let's look at the steps if selecting to input the link provided: You can find the link back on your RBC Express RSA Soft Token page



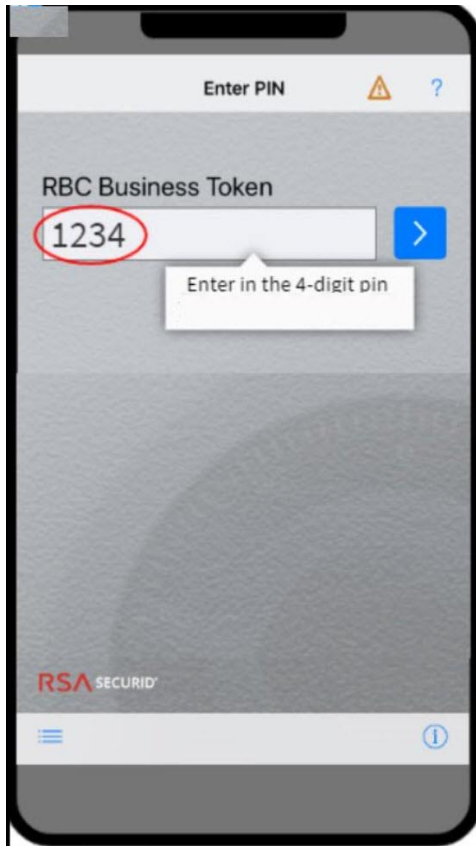
Enter the link provided and press "Submit"



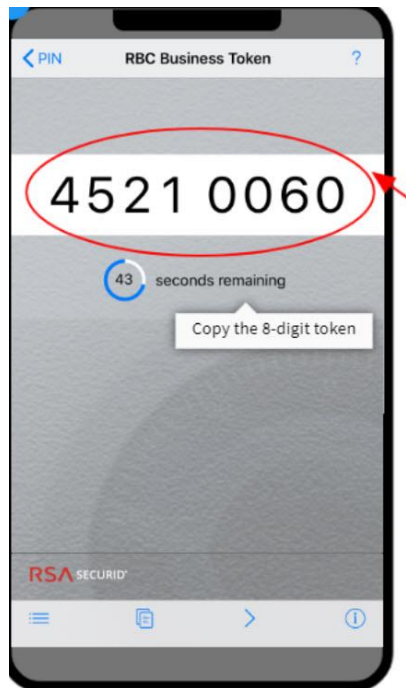
Congratulations you've successfully imported your token!



Enter the 4 digit PIN. Double tap on the PIN box to pull up keyboard. Please note you cannot use the PIN to validate payment flows



You are presented with a token number. Copy the 8 digit token number



On your Desktop:
Paste the 8 digit token number here and press **Submit**

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Set up a soft token

You've Set Up Your Soft Token

We recommend testing your soft token to make sure it's working. Open the app and enter your PIN for a password to try out below.

Token Password

45210060

[Submit](#)

Paste the 8-digit token here and press "Submit" when complete

Congratulations you've successfully set up your Soft Token!


Set up a soft token

You've Set Up Your Soft Token

We recommend testing your soft token to make sure it's working. Open the app and enter your PIN for a password to try out below.



You've successfully tested your soft token. Each time we ask to verify your identity, open the app and enter your PIN for a password.

Verification is a success! 

[Back to Accounts](#)

1.1 Watch the Video

If you need assistance in setting up your Soft Token:
[Self serve video for iOS Device](#) (link inserted here)

2.0 Frequently Asked Questions

Why can't I input my PIN Code?

Double tap PIN box to pull up keyboard from there enter the PIN code.

I am receiving an Invalid QR code?

When trying to set new soft token the screen says the QR code is invalid when scanning it. This issue related to the RSA app which contains the old soft token.

If installing the same token (if error when installing), user must delete RSA app and re-install to scan QR code

Why am I unable to scan the QR code?

Ensure you have the camera set up on your mobile device.

Need to test if RSA app prompts user – Does it say location services or camera settings? (Craig)

How can I revert back to a Hard Token?

If you have changed your mind and want to revert back to the hard-token. Follow the steps in the [Soft Token User Guide](#) – Removing a Token section to un-assign the token in RBC Express. To order a RSA Hard Token contact your TSS agent.

I want to set-up a Soft-token – but the Hard Token is expired?

If your Hard RSA Token is expired, you will not be able to set up a Soft Token. Please call the RBC Express Online Banking Client Support Centre at 1-800-769-2535, International Support +1-416-974-3334.

Contact details for more information

If you have any questions, please call the RBC Express Online Banking Client Support Centre at 1-800-769-2535, International Support +1-416-974-3334.