

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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1.0 Set up your Soft Token

Sign in to RBC Express

RBC Royal	Bank* EBC	RovalBank.com Customer Service Franci Aug 11, 20
How Can We Help?	Sign In to RBC Express Online Banking Sign In ID:	COVID-19 Updates: How RBC is Helping Clients Learn More >
	Important Notice! Now to retain best practices during uncertain times. Learn More	Keep up with your business banking - whenever, wherever. Download the RBC Express app today.

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

RBC Express	Hislp	C Resource	Centre 🗗 🔒 Matti	ie 124 🍄 [Secure Me -	Sign Out Western
Home Balances, Statements & Reports Payments, Trans	fers & Deposits Administr	ation		Other Online Ser	vices 🖬
Welcome, Mattie 124 V Message Centre <u>New Messages</u> • Alarts >	102 ISSA Set up a Sett Set up your RSA	^{Takan} ≥ ∖Soft		• Go to: I	Aessages
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VUser Administration Panding Approval		• Go to: Add	User User Permiss	ions Lock/Unic	ock Users

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

Royal Back			ይ
Set up so Dow Tok F Select Co	Set Up a Soft Token four banking administrator has added a soft token to our account. This will replace your hard token if you ave one. Setting up a soft token lets you verify your dentity with your mobile device. It creates a one-time assword you can use to access key services. For security purposes, you have limited time to complete his process. Try setting up as soon as possible. You'll need your mobile device to continue.	the	

Enter the verification code provided to you from your banking administrator

Royal Bank		ደ
se D T	Before You Continue We need to verify your identity. Check the verification code from your banking administrator and enter it below. Verification Code 646267 Enter in 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.

Set up a soft token	Once the app is downloaded, set a 4-digit pin for extra security!
Set Your PIN	
For extra security, set a 4-digit PIN to enter each	time you use the app.
r or skilla sociality, set a Hugit r ne to enter each	nue tos sec us abb.
PIN	
1234 5	how
Enter 4 numbers between 0 and 9. Please remember yo and don't share it with anyone.	ur PIN
	*

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

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

Set up soft token Register Y	our Device			
What mobile device a	re you using?			
Open the app and sel purposes, the options	ect the first menu item to see how you can regis below will expire and refresh in 127 seconds.	ter your device. For security		
	Select "Scan QR Code" and take a p	icture of this code in the app.		
Or select 'Enter Link'	and type or paste this link into the app:		1	
Link	url=https://rbamwtte.sterbc rvic	com.rsa.securid://ctkip? .com/ctkip/services/CtkipSe e&activationCode=76446332		
Please make sure yo	successfully complete either option before you	continue.		
Scan the taking a p	QR Code into the app by noto OR copy and paste the link!	Back	Continue	

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"

< Wek	come		Ente	r Link	:				
To im admir com.r	oort the istrator sa.seci	token sent y urid://	, type rou. Tł	or pa ne link	ste the starts	e link t s with	hat y	our	
com. rbam Ctkip	rsa.seci wtte.ste Service	urid://c erbc.co &activ	tkip?u om/ctk ation(url=htt tip/sei Code=	tps:// rvices/ :76446	, 5332	_	-	
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Congratulations you've successfully imported your token!

	Token Import	
	Congratulations! successfully impor token!	You've ted your
r	Token successfully imported	
8	ОК	

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

	Enter PIN	A	?
RBC Busine	ess Token		
1234	~		>
	Enter in the 4-di	git pin	
			1225
=			(1)

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

< PIN	RBC Busi	ness Token	?
-			_
(45	521	00	60
	43 seco	nds remaining	
une se		Copy the 8-d	igit token
		C. C	5152535
	RID'		
=	E	>	0

On your Desktop:

Paste the 8 digit token number here and press **Submit**

Set up a soft	ve Set Up Your Soft Token
We recomm for a passy	mend testing your soft token to make sure it's working. Open the app and enter your PIN word to try out below.
Token Pass	sword
4521006	i0 Show
Submit	Paste the 8-digit token here and press "Submit" when complete

Congratulations you've successfully set up your Soft Token!



1.1 Watch the Video

If you need assistance in setting up your Soft Token: <u>Self serve video for iOs Device</u> (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 <u>Soft Token User Guide</u> – 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.