



Wealth Management



RBC Wealth Management Online

Questions? We're here to help – contact our Helpdesk at 1-866-342-3992, or contact your Investment Counselling team.

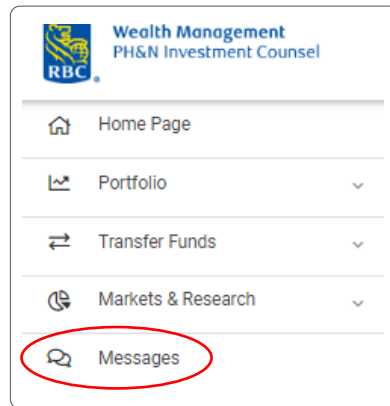
How to send secure messages

Safely send and receive messages containing personal, confidential information through the RBC Wealth Management Online Secure Message Centre. Here's how:

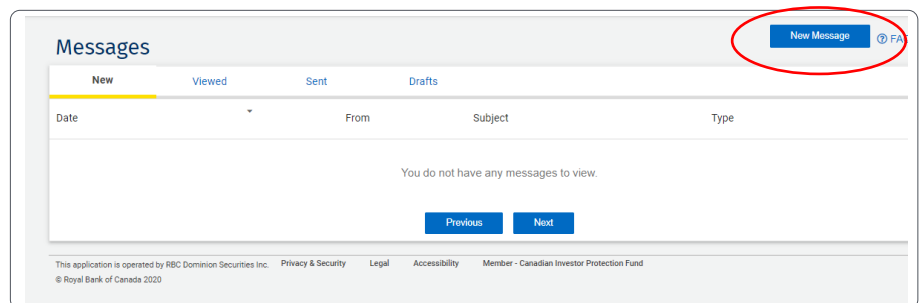
1. Go to www.rbcphnic.com and sign in (top right corner).
If you don't remember your ID/password, please contact the RBC Wealth Management Online Helpdesk at 1-866-342-3992. If you don't have access to RBC Wealth Management Online, please speak with your Investment Counselling team for assistance.

Sending secure messages

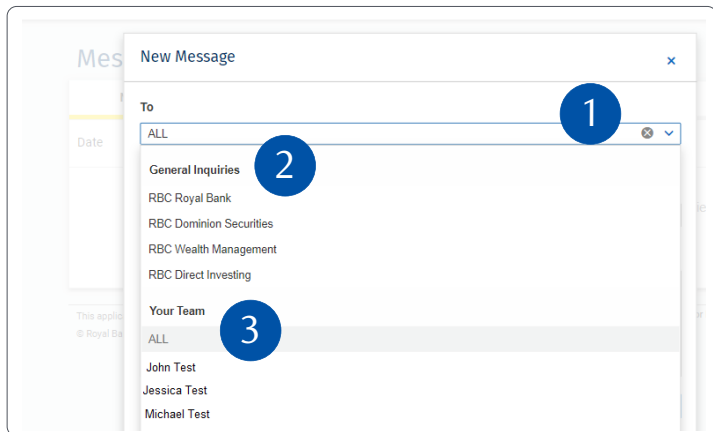
1. Once logged in, click on Messages in the left-hand navigation menu.



2. Click on "New Message."



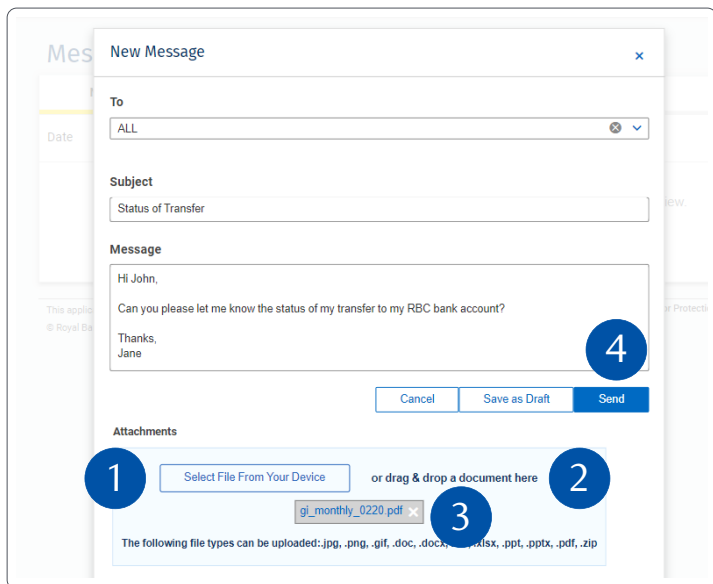
3. Click the drop-down menu (1) and choose who you want to send your message to. You can send a general inquiry by selecting "RBC Wealth Management" (2) or message your Investment Counseling team (3).



4. Compose your message.

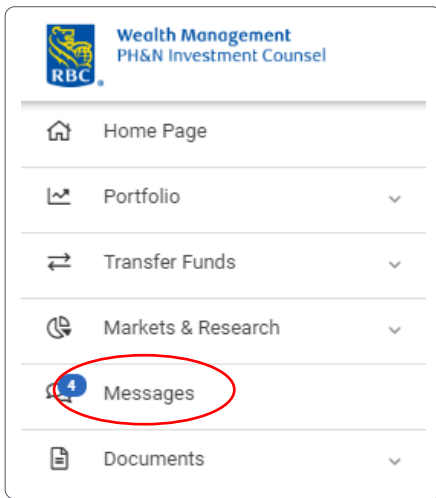
To add an attachment, click "Select from Your Device" (1) or drag and drop (2) the attachment into the message. To remove an attachment, click the "X" to the right of the attachment (3). Please note, you can attach up to 7MB (including text) per message.

When you're ready, hit "Send" (4).

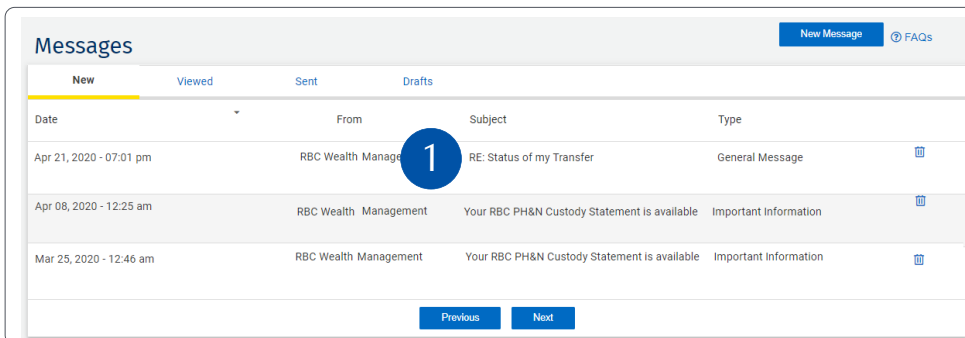


Receiving secure messages

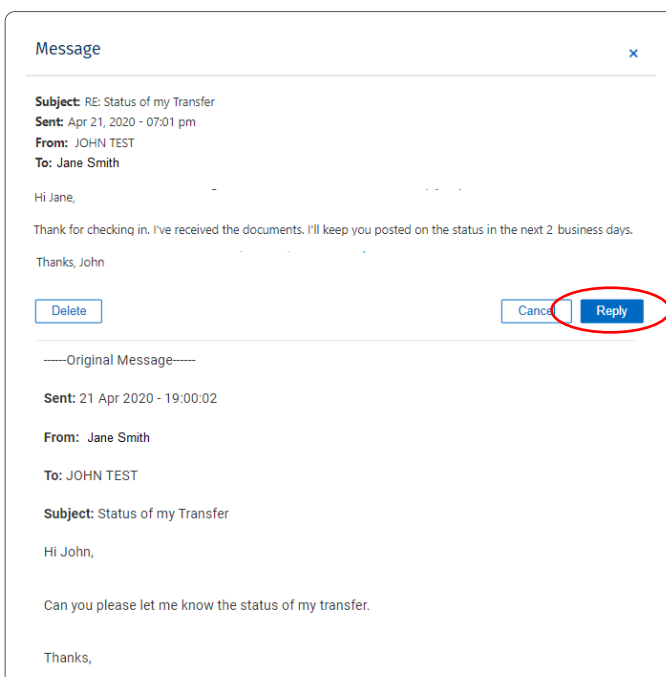
1. Once logged in, click on “Messages” on the left-hand navigation menu.



2. Click on a message to view it (1).

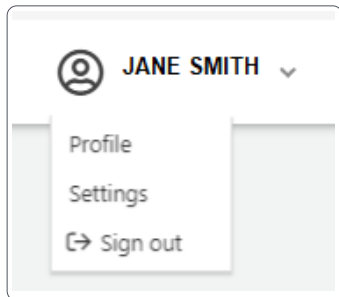


3. Reply if needed.



Getting notified by email when you receive a secure message

1. Once you're logged in, click your name located at the top right-hand side, then select "Settings."



2. Enter your email address (1), then click "Update Info" (2). Make sure you **do not** check the checkbox under Message Centre Notifications.

A screenshot of the "Settings" page. The "Notifications" tab is selected. Under "Notification Settings", there is a text input field for "Email Address" containing "jane.smith@outlook.com", with a blue circle containing the number "1" next to it. Below this is a "Note" section. Under "Preferences", there are two sections: "eDocument Notifications" with a checkbox "Do not send me an email when a new eDocument (electronic document) is available." and "Message Centre Notifications" with a checkbox "Do not send me an email when there is a new message in my Wealth Management Message Centre." and a blue circle containing the number "2" next to it. At the bottom right, there are "Cancel" and "Save Changes" buttons.

Please note: this email address will be used for both your eDocuments and Message Centre Notifications. If desired, you may opt out of either or both by checking the appropriate checkbox.

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