

User Guide:

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1. Login Procedure

(A) If the 1st login is via RBC Wealth App and setting up your 2FA (RBC Secure)

If you are a client with Hong Kong Branch, please use RBC Wealth HKB app

If you are a client with Singapore Branch, please use RBC Wealth SGB app

Pls click on "Get SMS OTP" and follow the instruction on the app to do your 1st login setup.

If you are also setting up RBC Secure, pls click on "Activate RBC Secure" in the app

You may refer to the following step-by-step visual guide to assist you in setting up your RBC Secure: <https://youtu.be/37QYYN4U9ok>

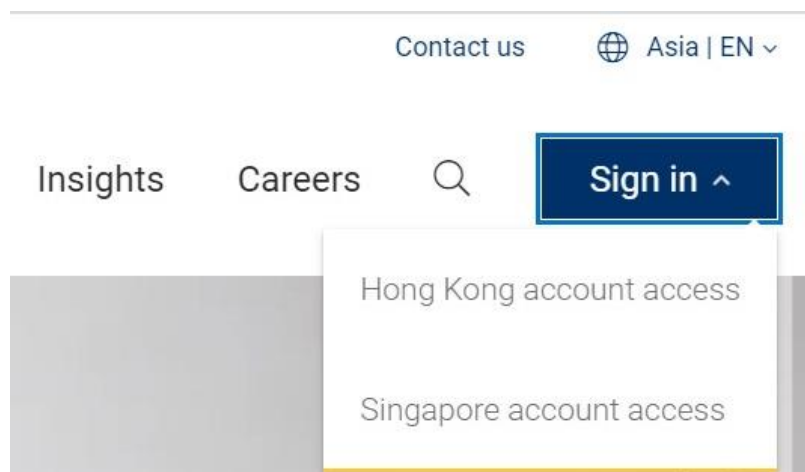
(B) If the 1st login is via Web

Please follow the procedures below to login.

You may access the link from <https://www.rbcwealthmanagement.com/en-asia/>

If you are a client with Hong Kong Branch, please select "Hong Kong account access".

If you are a client with Singapore Branch, please select "Singapore account access".



(C) Setup required for your 1st login

- a. To log in, you will require:
- User ID (Provided in the Online Service welcome letter)
 - Personalized Password (Provided in the Online Service Password letter. You are required to change this password upon first log in).
 - Mobile phone with number registered to receive SMS for Online Service authentication.
- b. Input the User ID and personalized password in the screen below.

Web View

The image shows a web browser view of a login screen. It has a "Welcome" heading. Below it are two input fields: "User ID" and "Password". The "User ID" field contains a single character "I". Below the fields is a blue "Login" button.

App View

The image shows a mobile app view of a login screen. It has a back arrow and a "Login" title. Below is the text "Please enter your User ID and password". There are two input fields: "Username" containing "XXXXXX" and "Password" containing "XXXXXX" with a toggle icon on the right. Below the password field is a link "Forgot Password?". At the bottom is a large blue "Submit" button.

You will view the subsequent screen as follows. A one-time SMS password (OTP) will be sent to your mobile phone. You can input the SMS OTP and click Login.

Web View

SMS One-Time Password

A SMS OTP has been sent to your mobile phone. Please wait for the message and enter the OTP below.

Login

Get new OTP

App View



SMS One-Time Password

Please enter the SMS OTP sent to your mobile phone.

SMS OTP

1234

✕

Resend

Submit

When you login with your Personalized Password for the first time, the system will prompt you to change the personalized password:

Web View

Change Password

Old password

New password

Confirmation

Cancel

Submit

Your password must have at least 8 characters and should have all of the following: upper case letter, lower case letter, number, and special character from the character list (\$@#()!%*) For more information, click [here](#).

App View



Change password

Your password must have at least 8 characters and should have all of the following: upper case letter, lower case letter, number, and special character from the character list (\$@#()!%*).

New password

SitbauPW1!



Confirmation

SitbauPW1!



Tips:

Password composition must comply with password policy as stated below:

1. It must be a minimum of eight (8) characters in length
2. It must include the following:
 - a. One upper case letter;

- b. One lower case letter;
- c. One number;
- d. One special character from the character list (\$@#()!%*);

3. The new password cannot be the same as the previous 8 passwords.

4. It rejects passwords that are easy to decipher. (e.g. "abcde", "1234", "AaAaaAA", "qwerty") Once your new password is saved successfully, you will view the screen as follows.



C. For first time login, you need to set up answers to your secret questions. Please note down the answers and keep them safely. These will be used to prompt you in the future if you need to reset your password online. Upon submit answer, system will direct you to the overview page.

Web View

Please answer the following questions in order to reset your password.

What is the name of your primary school?

What is your mother's maiden name?

App View

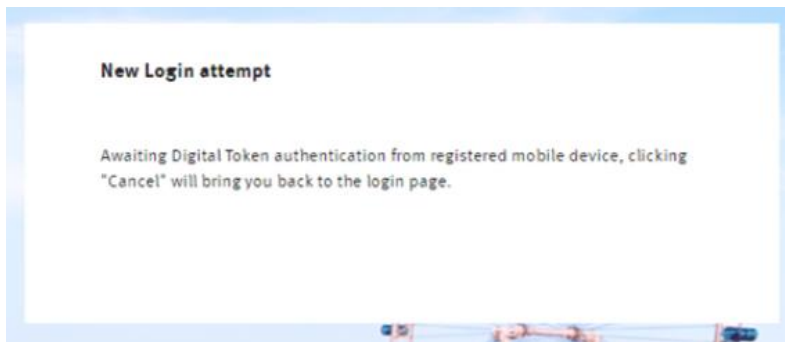
< **Secret questions**

Please provide your answer to the secret questions below.

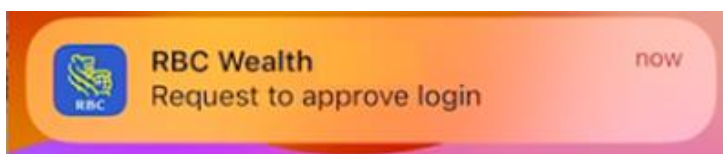
What is your mother's maiden name?

What was the name of your primary school?

(D) Future web login will be via Push notification once you have setup your RBC Secure



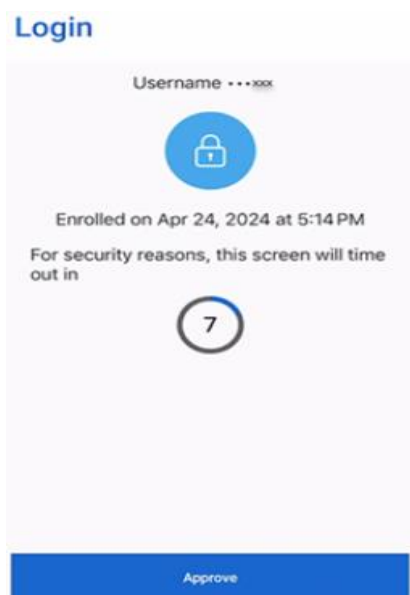
After you key in your User ID and Password, you will see this prompt



You will see this notification.



Then click "Confirm"



You can click on "Approve" and you can now access the web banking

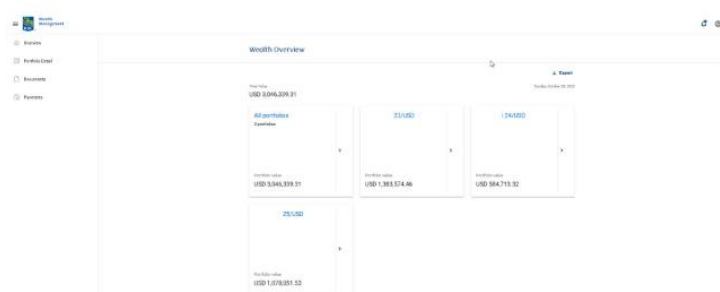
2. Login Online Service via RBC Wealth app or Web

You can login for your online service across different devices (desktops and mobile phones under Android or iOS). The pages are designed to be responsive, so as to provide you with the best view on your devices.

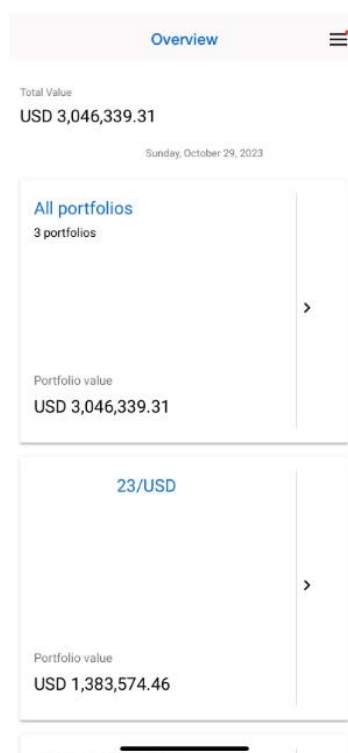
If you are a client with Hong Kong Branch, please use RBC Wealth HKB app

If you are a client with Singapore Branch, please use RBC Wealth SGB app

Web View



App View



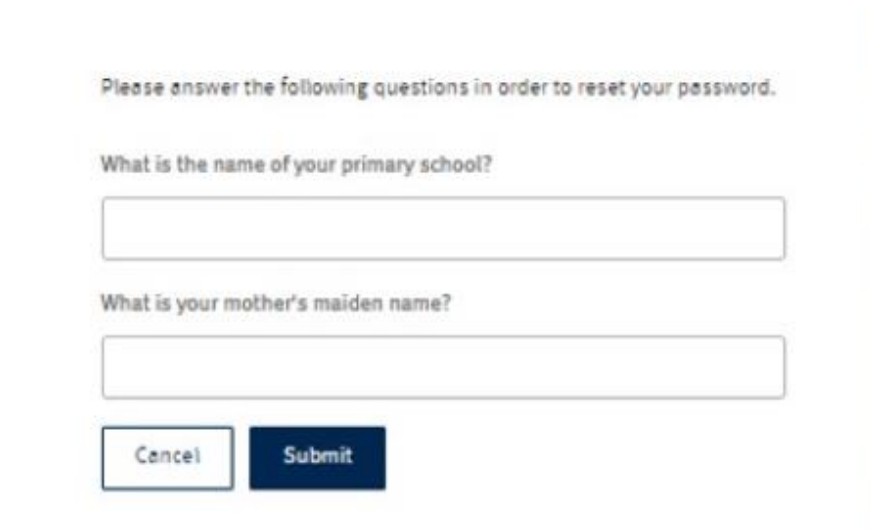
3. Forgot Password

If you forget your password, you can click Forgot password link on login page to reset password online.

You need to enter your user ID and click Next to proceed.

The screenshot shows the 'New Password Request' form. It has a title 'New Password Request' and a subtitle 'In case you forgot your password you can re-set your password by keying in your User ID.' Below the subtitle, there is a label 'User ID' and a text input field. A blue 'Next' button is located at the bottom of the form.

You need to provide your answers to secret questions which you have set up upon your first login. If you cannot recall your secret question answers, please contact your relationship manager to request a new password.



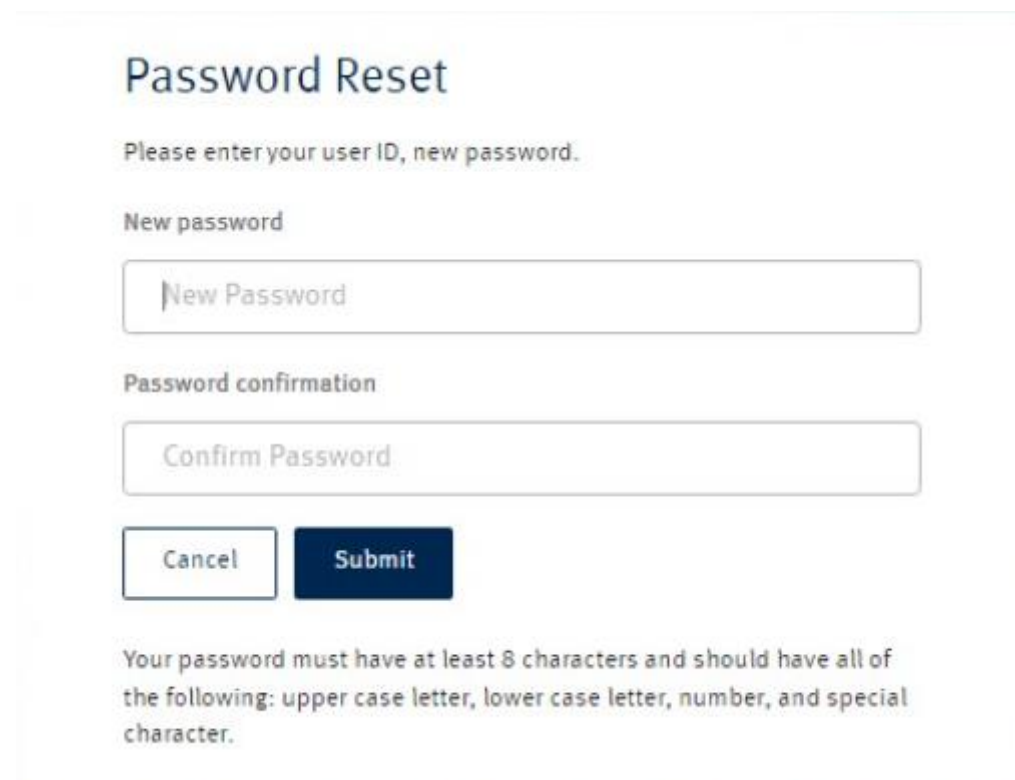
Please answer the following questions in order to reset your password.

What is the name of your primary school?

What is your mother's maiden name?

After you provide correct answers to your secret questions, you will view the subsequent screen as follows. A SMS one time password (OTP) will be sent to your mobile phone. You can input the SMS OTP and click Login.

You can set your new password in the Password Reset screen.



Password Reset

Please enter your user ID, new password.

New password

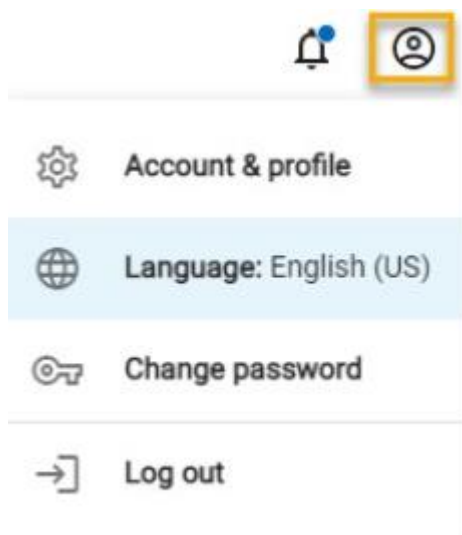
Password confirmation

Your password must have at least 8 characters and should have all of the following: upper case letter, lower case letter, number, and special character.

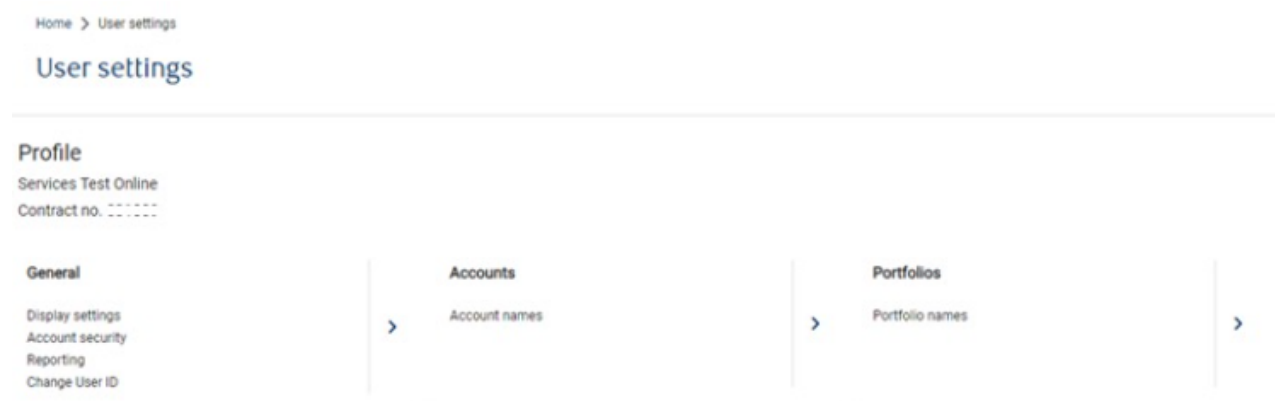
Once your new password saved successfully, click Submit to redirect to login page.

4. Settings

You can select display language, change password and Account & profile settings under the User icon.



You can select Account & profile to go to General, Accounts and Portfolio settings. You can change user ID, set default display language and default reference currency under General settings. You can also set customized account names under Accounts setting or portfolio names under Portfolios settings.



- **Change User ID**

Select Change User ID under section Account & profile to set your preferred user ID. After setting up the preferred user ID, you can log in by using either the bank's default 6 digit user ID or your preferred user ID.

- **Change password**

Select Change password and the set the new password in the new prompt window. Password composition must comply with the password policy

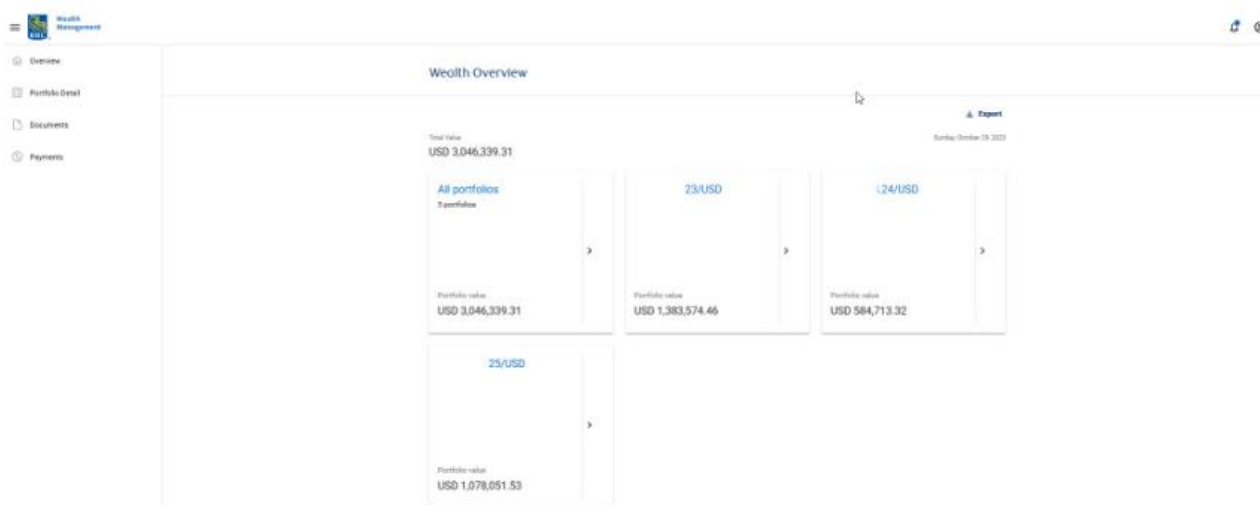
5. Menu Overview

After the login, you will be directed to Overview page.

You can view the wealth of all your portfolios and single portfolio. Click each single portfolio to view the details.

You can click the vertical menu to navigate to the other pages.

Number of unread documents shows on the Document icon on the horizontal menu. The User icon is available for you to customize your Online Service settings or change of password.



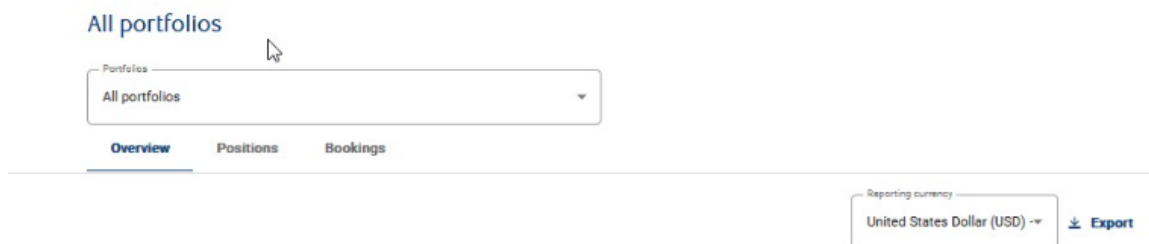
Overview

Portfolio detail page provides a summary of your single portfolio. You can view assets and liabilities allocation in graph and matrix table.

You can view different portfolios by selecting portfolio from the portfolio dropdown list.

You can also change the reporting currency in the dropdown list.

Click on Positions or Bookings tab in order to see portfolio positions and transactions.



Positions

The tab Positions shows you position details of each single portfolio. You can see information such as Quantity, Cost Price, Market Price, FX Price, Price Date, Market Value, Currency, Unrealized P/L%, Value in Portfolio Currency and Acc. Int in Portfolio Currency.

All portfolios

OverviewPositionsBookings

By portfolio

Reporting currencyUnited States Dollar (USD) -v

Export

Portfolio valueUSD3,046,339.31

Collapse all

Description Portfolio	Quantity	Cost price	Market Price FX Rate Price Date	Market Value Currency	Unrealized P/L in %	Value in USD Acc. Int in USD
Cash						USD 56,639.16
Current Account AUD	AUD 37.09		0.641	AUD 37.09 AUD		USD 23.99 USD 0.00

You can click the portfolio positions grouped by asset class.

You can click any position line to view booking details of the selected position.

In the cash account statement page, you can click [Filter](#) to open the Filter window. You can select different time periods, Booking type, etc. and click Filter button to show the booking details of the selected cash account.

Filter

You don't have any saved filters

Search

e.g. booking text, beneficiary, asset

Booking type

Min. amount

Max. amount

Transaction type

Time period

Any date

Reset all

Cancel

Filter

In the non cash account booking page, you can also select different time periods and click Filter button to show booking details of the selected position. You can show Position Details page by clicking the selected position under the non cash account.

Equity							USD
							1,006,570.99
Invesco S&P 500 Equal	279	USD	USD 28.47	USD 7,943.13	-2.65%	USD 7,943.13	
Weight Health Care ETF		29.2458	Sep 14, 2023	USD		USD 0.00	

Position details

Invesco S&P 500 Equal Weight Health Care ETF

Overview

Bookings

Portfolio

.24/USD

Valuation

Quantity

279

Closing price

USD28.47

Price date

Sep 14, 2023

Accrued interest

USD0.00

Value in reporting currency

USD7,943.13

Value in position currency

USD7,943.13

Bookings

The tab Bookings shows you the movements for each single portfolio. Cash account transactions are not included. Please check each cash account for booking details.

All portfolios

Overview

Positions

Bookings

Filter

Export

<input type="checkbox"/>	Transaction date	Client	Portfolio	Asset	Order type	Quantity	Net value	
<input type="checkbox"/>	Sep 12, 2023	18, USD	18.23/USD	BlackRock Global Funds - Global Multi-Asset Income Fund - A6	Dividend reinvestment	102.77	USD802.63	>

You can search transactions by inputting key words, defining time periods or setting amount range. You can also choose to search by verification date, transaction date or value date of transactions.

Filter

You don't have any saved filters

Q

Search

e.g. booking text, beneficiary, asset

Min. quantity

Max. quantity

Transaction type

Time period

Any date

Any date

Last 7 days

Last 14 days


Last 30 days

Last 180 days

Reset all

Cancel

Filter

You can click  at the end of the transaction record to show action menu Advice Document to open transaction advice PDF.

Position Details

You can view more details such as Valuation, Cost price/Unrealized Market Profit/Loss, Asset Information in Position Details page.

[Home](#) > [Portfolio Detail](#) > [Position Applan Corp](#)

Position details

Applan Corp

[Overview](#)
[Bookings](#)

[Export](#)

Portfolio

4/USD

Valuation	
Quantity	Accrued interest
22	USD 0.00
Closing price	Value in reporting currency
USD 49.90	AUD 1,593.32
Price date	
Jun 29, 2022	
Value in position currency	
USD 1,097.80	

Cost price/unrealized profit	
Cost price	Unrealized market profit/loss in position currency
USD229.00	-USD 3,940.20
Unrealized market profit/loss in reporting currency	Unrealized market profit/loss in %
-USD 3,940.20	-78.21%

6. Menu Portfolio Detail

You can view your portfolio positions for the complete portfolio as well for each single portfolio in Portfolio Detail page.

You can view different portfolio by selecting portfolio from the portfolio dropdown list.

You can also change the reporting currency in the dropdown list.

Portfolio Detail

Select portfolio

All portfolios

By portfolio

Reporting currency

United States Dollar (USD)

Export

Portfolio value

USD3,046,339.31

Expand all

Description Portfolio	Quantity	Cost price	Market Price FX Rate Price Date	Market Value Currency	Unrealized P/L in %	Value in USD Acc. Int in USD
> Cash						USD 56,639.16

7. Payments

By selecting the “Payments” at the side menu can direct to the payment order book summary page, which shows both single payment execution and standing instruction.

Worlth Management

Overview

Portfolio Detail

Corporate actions

Documents

Payments

Home > Payments

Payments

Single

Recurring

Pending

Executed

All

Filter

Export

Execution date	Beneficiary	Debit account	Payment type Payment source	Status	Amount
Mar 11, 2022	add-1,7798,001	Current Account USD -----1,001	Domestic Payment Single Payment	In-Work	USD 123.00

1 - 1

Payments

Single

Recurring

Active

Inactive

All

Filter

Export

Next execution date	Beneficiary	Debit account		Payment details	Status	Amount
Mar 11, 2022 quarterly	Standing Instruction Domestic 3	Current Account SGD 1	1,002	Domestic Payment	Active	SGD 230.00
Mar 11, 2022 monthly	Standing Instruction Order 2	Current Account USD 1	6,001	Domestic Payment	Active	USD 650.00

1 - 2 < >

8. Documents

In Documents section, you will be able to view the advices of the transactions executed in the portfolio and the month end client statement. The advices will be generated after the transactions have been verified after the End of Day (EOD) process. Document Date refers to transaction value date for transaction advices and month end date for client monthly statements. You can either click the selected document line or the icon “...” at the end of the document line to download the PDF. The documents remain available online for 18 months.

The official transaction advices and monthly statements will be sent or available for collection as per mailing instruction given.

Nvidia Management

Overview

Portfolio Detail

Documents

Payments

Home > Documents

Documents

New +

Filter

Documents will be available for download up to 18 months

<input type="checkbox"/>	Description	Account/Portfolio	Category	Date	Status			
<input type="checkbox"/>	STMT Discretionary Portfolio 1	1:20 10 18 2022.pdf	1:20 10 18 2022 / 1	30/USD	Statement	Oct 10, 2022	New	
<input type="checkbox"/>	ADV 1	1:18 CCM Standard 10 10 2022.pdf	1:18 CCM Standard 10 10 2022 / 1	1:18/USD	Letter	Oct 10, 2022	New	

All unread documents have new state. You can also see total number of new documents from the documents icon on top.



You can also view documents by different searching criteria as shown below.

Filter

You don't have any saved filters

<input type="text" value="Document title"/>	<input type="text" value="Category"/>
<input type="text" value="Business objects"/>	<input type="text" value="Status: New"/>
<input type="text" value="Date"/>	

Reset all **Cancel** **Filter**

9. Others

You may see the “existing login detected” message as shown, for in the following two scenarios:

- If your previous session was logged out due to inactivity within the past hour
- If you are currently logged in via other devices

Click Continue to proceed.

Existing Login Detected


We detected that you are currently logged in from another device or haven't properly logged out. Always log out using the applications log out functionality for your own security.

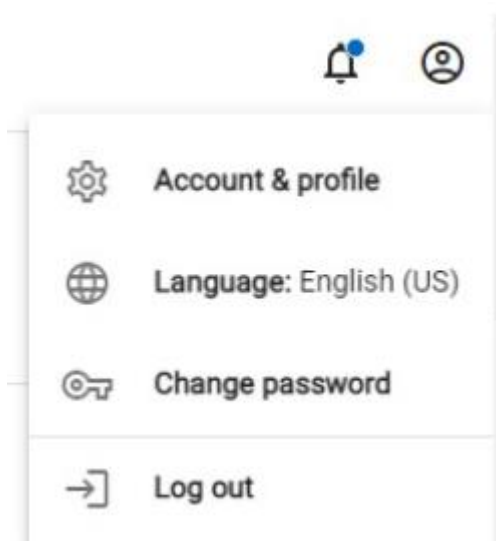
Select continue to start using the application. In case you have another session, the other session will be terminated.

Continue

[Hints](#)

10. Logout

You can click  **Log out** under the User icon to logout your session. Your session will be auto logged out after 15 minutes of inactivity. When you are trying to log in from multiple devices, your previous session will be auto logged out after new session logged in successfully.



You have successfully logged out.

For your own security, please clear the browser cache and close the browser.

[Login](#)