

## Help With Sign-in

- Are you enrolled in the RBC WM Asia Online Service?
- Is your user ID or password entered accurately?
- Has your initial password expired?
- Did not receive OTP (One Time Password)?
- Using a mobile device?
- Forgot your user ID or password?
- Issue with RBC Wealth?
- Getting a page that cannot display a message?
- Security Tips

### **Are you enrolled in the RBC WM Asia Online Banking?**

If you're not, that's probably why you can't sign-in. Please contact your Relationship Manager to request for ebanking access.

### **Is your user ID or password entered accurately?**

Double check and try again.

### **Has your initial password expired?**

The initial password is valid for 45 days. If your initial password has expired, please contact your Relationship Manager for a new password.

### **Did not receive OTP (One Time Password)?**

Please contact your Relationship Manager to enquire the mobile number registered in the system to receive the OTP.

### **Using a mobile device?**

Signing in from a mobile device can be tricky. Often it's difficult to see what you've typed into the user ID and password boxes. You can see more clearly what you've typed if you login from a desktop computer or laptop.

### **Forgot your user ID or password?**

Don't worry, we've all done this! To recover your user ID, please contact your Relationship Manager to assist you.

If you've forgotten your password, just select **Forgot Password** from the RBC WM Asia Banking Sign-In page. You'll need to provide your user ID and subsequently complete all the Secret Questions. The system will then prompt you to create a new password.

### **Issue with RBC Wealth?**

Did you download the correct RBC Wealth?

If you are a client from Singapore Branch, please download RBC Wealth SGB

If you are a client from Hong Kong Branch, please download RBC Wealth HKB

### **Getting a page that cannot display a message?**

Make sure your browser supports RBC WM Asia Online Banking. If you bookmarked the sign-in page, it may be out of date if we changed the site's URL. Also contact your internet provider to check that your internet connection is working or the site isn't blocked. For more information see our [Technical Tips](#)

## Technical Tips

- 1) Browser Requirements for RBC WM Asia Online Banking
- 2) Version to support RBC Wealth
- 3) Signing in for the First Time
- 4) Information Security
- 5) Clearing your Cache

### 1) Browser Requirements for RBC WM Asia Online Banking

The list below shows the minimum browser requirement

- Google Chrome – released in last 6 months
  - Apple Safari – released in last 6 months
  - Windows Edge – released in last 6 months
  - Mobile browsers – Chrome and Safari versions in supported mobile devices
- \* The website is currently incompatible on Apple Safari when in private/incognito mode

### 2) Version to support RBC Wealth

Mobile App	Minimum version to support
RBC Wealth (iOS)	iOS 13
RBC Wealth (Android)	Android 10

### 3) Signing in for the First Time

- Key in the user ID that you have received from the bank
- Key in the temporary password that you have received from the bank
- Verify your identity via a SMS One Time Password that will be sent to your mobile number
- You will then be prompted to create a permanent password. You will be asked to type it in twice and then click “OK”
- Once you have clicked OK, you will then be prompted to set up your Secret Questions. These questions will be used to verify your identity should you require to reset your password
- Once you have successfully set up your Secret Questions, you will now have access to your eBanking account
- Please note: once you create your new password, you must use this new password the next time you sign-in. The temporary password you were provided was for first time use only

### 4) Information Security

Steps to ensure that you are safeguarding your information:

- Never share your Online Banking User ID and password with anyone
- Never walk away from your computer without properly signing out from RBC WM Asia Online Banking and closing your browser
- If you are using a computer other than your own, always end your banking session and close the browser

For more information on security, please visit our Security site. <http://www.rbc.com/security/index.html>

### 5) Clearing your Cache

- Clear your cache after each failed login before you attempt your login again

## Security Tips

- 1) Password should be at least 8 characters in length and must include the followings:
  - a. One upper case letter
  - b. One lower case letter
  - c. One number
  - d. One special character; Eg: \$ @ # ( ) ! % \*
- 2) Set a password that is difficult to guess and different from other services. The login password should be changed regularly and should never be stored on plain sight
- 3) Do change your password regularly or when there is suspicion that it has been compromised
- 4) If you suspect your password or user ID has been compromised, please inform the bank immediately
- 5) Do use a mobile device or computer that you trust
- 6) Do destroy the initial password letter that the bank sent after you have changed your password
- 7) Do not reveal your password or user ID to anyone, keep it confidential at all times
- 8) Do not write down your password
- 9) Please check that when you log into RBC WM Asia Online Banking, you can see a security icon that looks like a lock or key appears when authentication and encryption is expected
- 10) Do inform the bank immediately if you lost your mobile phone or change your mobile number (used for receiving the SMS OTP) or there is any unauthorized transactions
- 11) Check your bank's SMS messages and other messages in a timely manner and inform the bank immediately in case of any suspicious situations
- 12) Do install or update operating systems, anti-virus, anti-spyware and firewall software with the latest patches or newer versions in your computers and mobile devices
- 13) Always log off and clear your cache once you are done with your online session
- 14) Do not use public or internet café computers to access your online banking
- 15) Internet banking should be accessed by entering the bank's website address directly or an Internet banking mobile application (App). Never access your bank website or provide your personal information (including your password) through any hyperlinks or attachments embedded in emails, sms or from any website
- 16) Do not click on links provided in SMSes or emails
- 17) Disable any wireless network functions (e.g. Wi-Fi, Bluetooth, NFC) when it is not in use. Choose encrypted networks when using Wi-Fi and remove any unnecessary Wi-Fi connection settings
- 18) Do not install software or run programs/email attachments of unknown origins
- 19) Only download and install mobile application from authoritative sources such as Google Play Store or Apple App Store
- 20) Ignore any email purportedly from RBC requesting you for your password. RBC will not request clients for their online banking password
- 21) Regularly visit this page for the latest security advices