Help With Sign In

Are you enrolled in the RBC WM Asia Online Service?

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 SMS OTP (One Time Password)?

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

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.

Forgot answer to your secret questions?

Please contact your Relationship Manager for a new password

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

Need Help with RBC Secure (2FA)

- 1) Set up your RBC Secure for the 1st time
- 2) Change 2FA Pin
- 3) Enable Biometrics
- 4) Disable Biometrics
- 5) Transfer your RBC Secure in your existing device to a new device
- 6) Pls contact your Relationship Manager if you encounter any of these issues for RBC Secure

1) Set up your RBC Secure for the 1st time

- Launch RBC Wealth app
- If you are accessing RBC Wealth for the 1st time, pls click on "Get started" & "Get SMS OTP"
- Enter your User ID, Password & SMS OTP
- Click Activate RBC Secure
- Create a 6-digit 2FA Pin & re-enter the same 6 digit 2FA Pin
- Enable biometrics for ease of future login
- Please allow RBC to use face ID (For iOS users)
- Please allow RBC to send you notifications

If you are accessing RBC Wealth for the 1st time, you will need to change your initial password and setup answers to the secret questions.

2) Change 2FA Pin

- Launch RBC Wealth app & login
- Go to Settings -> Quick Links -> Security -> Change Pin
- Enter your current 2FA Pin
- Create a new 6 digit 2FA Pin & re-enter the same 2FA Pin

3) Enable Biometrics

- Launch RBC Wealth app & login
- Go to Settings -> Quick Links -> Security -> Enable Face ID login / Enable Fingerprint login
- Enter your 6 digit 2FA Pin
- Biometric login will be enabled

4) Disable Biometrics

• Launch RBC Wealth app & login

- Go to Settings -> Security -> Enable Face ID login -> Disable the option
- Input Biometric
- Biometric login will be disabled
- 5) Transfer your RBC Secure in your existing device to a new device
 - On the Old Device
 - ✤ Launch RBC Wealth app & login
 - ✤ Go to Settings -> Quick Links -> Device management
 - Click on the "+" button and click "Yes" on the prompt
 - Once you are authenticated in your old device, a QR code will be displayed
 - On the New Device
 - Download RBC Wealth app
 - Click on "Get started" & "Scan QR code" & allow app permission
 - Use your new device to scan the QR code from your old device
 - Create a 6 digit 2FA Pin & re-enter the same 2FA Pin
 - You may enable biometrics for ease of future login
 - Click the Login button to complete the process
 - Please allow RBC to use face ID (For iOS users)
 - Please allow RBC to send you notifications
- 6) Pls contact your Relationship Manager if you encounter any of these issues for RBC Secure
 - You have lost your mobile phone that you used to enable the RBC Secure and need to setup a new RBC Secure in your new phone
 - Your 2FA Pin is locked as you have reached the maximum number of login attempt
 - You have forgotten your 2FA Pin
 - Something went wrong during RBC Secure activation

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 via Web

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 15
RBC Wealth (Android)	Android 12

Our mobile app currently supports smartphones, the user experience on Android tablets or iPads is not optimized. We recommend switching to a smartphone for a more optimal user experience.

3. Signing in for the First Time via web

- 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. <u>https://www.rbc.com/cyber-security/index.html</u>

- 5. Clearing your Cache
 - Clear your cache after each failed login before you attempt your login again