

RBC Wealth Management

Hub Two-Factor Authentication (2FA)

User Guide

Grow more than wealth



Getting Started

We are enhancing the security around how you login to RBC Hub. When you next login, you'll be prompted to setup two-factor authentication (2FA) if you haven't done so already.

To get set up you will need:

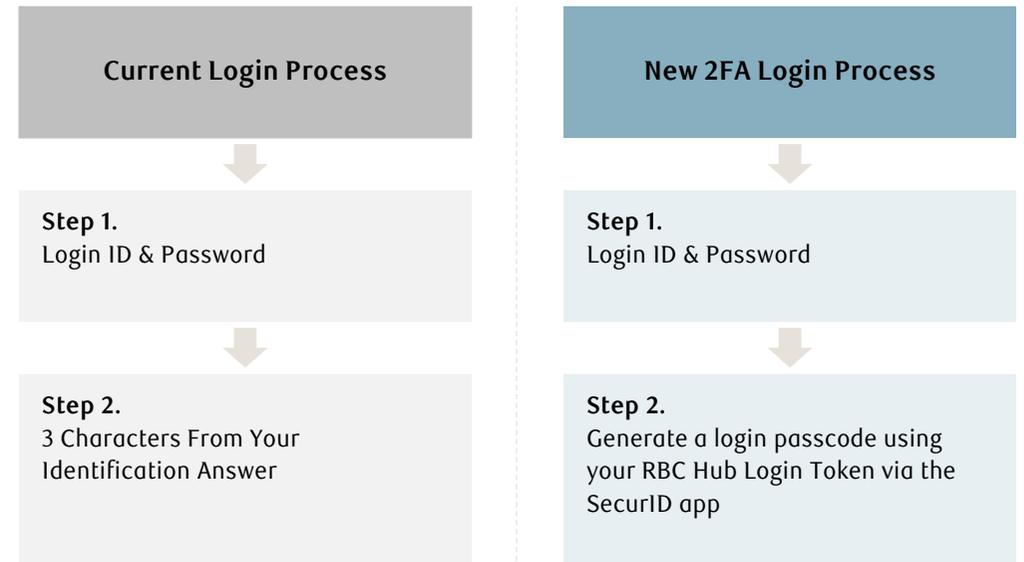


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Desktop computer/laptop

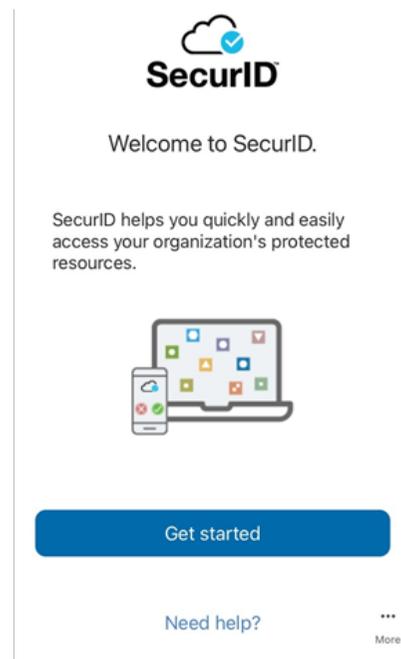
Mobile Device



Step 1. Install the SecurID App on your mobile device

Android & Apple iOS Users

- Using your phone or tablet, open your respective app store (Android users please use the Play Store, and Apple iOS users please open the App Store)
- Search for **SecurID**
- The app will have the following icon and is published by RSA Security 
- Click the install button
- Once installed, the SecurID Software Token app icon will appear on your home screen



Step 2. Log in to RBC Hub on your desktop

You will be prompted to set up Two-factor Authentication after logging in

RBC Hub - Two-Factor Authentication

Step 3 - Set PIN

To keep your token secure, each time you wish to generate a security passcode from your mobile device, you will need to enter a PIN.

The PIN requirements are:

- ✓ 4-8 digits only
- ✓ Numbers with no leading 0s

Set PIN

Enter new PIN

Verify PIN

Re-enter new PIN

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Step 4 - Scan QR Code

Open the RSA app on your mobile device and select the + icon on the bottom-left of the screen and select the "Scan QR Code" option. Point the camera at the QR code. The camera will scan the code and import the token. The app may request permission to access your camera - select Allow/Yes to grant access if prompted.

Using the RSA SecurID Software Token application on your mobile device, scan the QR Code. You will then receive the following message: "Token successfully imported".

Note: QR Code will be valid for 5 minutes.

Time left: 05:00

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Step 5 - To Complete Setup Generate a Security Passcode

To complete the two-factor authentication setup process you must enter the 8-digit security passcode generated from the RSA SecurID application into the security passcode field.

- ✓ Open the RSA SecurID Software Token app
- ✓ Select the RBC Hub Login Token, enter your PIN and click "Submit" to generate a Security Passcode
- ✓ Enter the 8-digit security passcode into the field below to complete the sign-up process

Security Passcode

Enter Security Passcode

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Enter a memorable PIN

This should be 4-6 digits and will be entered whenever you log in to hub

Scan the onscreen QR barcode on the mobile app

Go into the SecurID app on your mobile device and select 'get started' to bring up the QR scanning camera. Scan the unique QR code on your desktop to create a new token (ensure you allow access to camera if prompted).

Enter your PIN into the new token

Add the PIN you have set into the new token within the app and select 'submit'. This will produce a one time 8-digit passcode which should be entered into the desktop site.

Standard Login Flow

Once you are enrolled for 2FA, your login will look like this:

1. Enter Login ID and Password on the desktop site

2. Enter your PIN on the SecurID mobile app and select submit

3. Add the 8 digit one-time passcode displayed on the app into the site.

Re-setup Token Process

If you need to re-setup the token (e.g. you have a new mobile device) then you can follow the re-setup token flow:

- Login as normal entering your Login ID and Password
- Select the 'Security Passcode Problems' link when prompted for your security passcode
- From the popup window, select the 'Setup the soft token again' option and select 'Next'
- Enter the requested characters from your Security Answer to start the setup process
- You will be taken back through the 5-step token setup flow. (Please note that you will not be required to enter your PIN on step 3).

***Note – if token is setup on a new mobile device it will invalidate the token on the old device.**

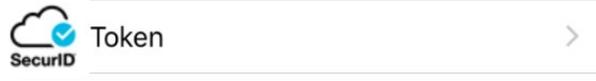
Checking Camera Access - iOS

Go into Settings

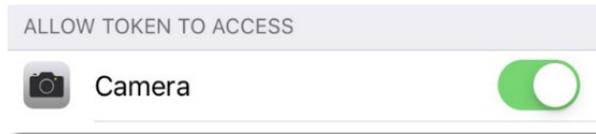


Scroll down to 'Token'

Select 'Token'



Under 'Allow Token To Access'
ensure camera is enabled



Here to Help

Should you face any issues setting up two-factor authentication, please refer to your dedicated Relationship Manager.

If you do not have access to a mobile device, please contact your relationship manager for instructions on how to download the SecurID app on your desktop computer.

For urgent queries, contact the eServices team

Telephone (UK): +44 (0) 1534 283 885

Hours of Services: 8:30am-5:30pm UK time Monday - Friday (except bank holidays)

