



Wealth Management
PH&N Investment Counsel



RBC Wealth Management Mobile App

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

How to view your eDocuments and receive notifications

Electronic Documents, or eDocuments, make it easy to reduce your paperwork and safely view your account documents from the convenience of your smartphone. Plus, if you wish, you can receive an email notification whenever you have a new eDocument.

With eDocuments, you can access your account statements and tax documents through the RBC Wealth Management Mobile App – instead of receiving printed copies in the mail.

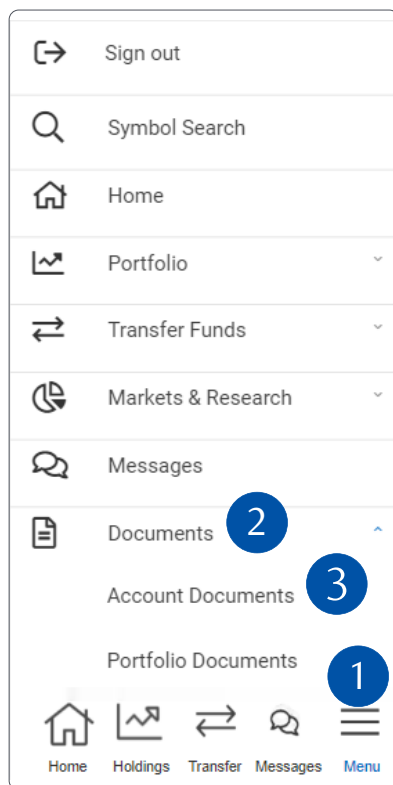
You can download and view your documents from your mobile device, which means no more filing – and no more hunting through old files to retrieve past documents. With access to a seven-year archive, you'll be able to access past and current documents online at your convenience.

And unlike paper documents, which can be lost or damaged in the mail, your eDocuments are protected by your confidential password and the latest encryption technology.

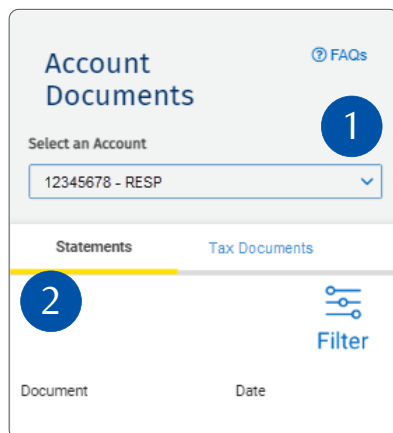
1. Sign in to your RBC Mobile app. If you have not downloaded the RBC Mobile App, you may do so through the App Store (iPhone) or the Google Play Store (Android).

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.

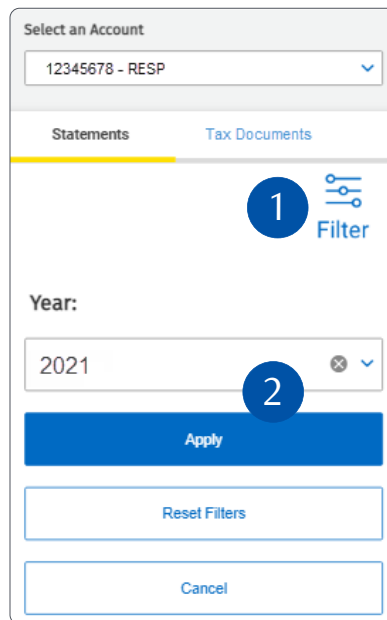
- Once logged in, select the menu tab (1) at the bottom of your smartphone screen, tap the “Documents” tab (2), and then select “Account Documents” (3).



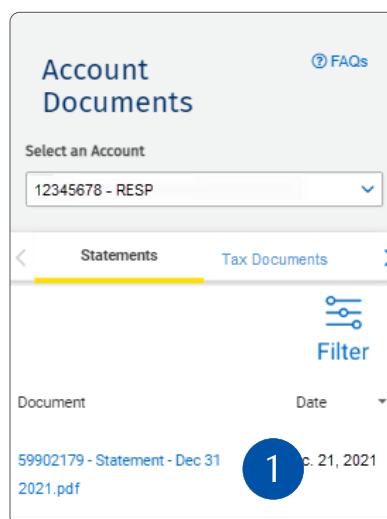
- Select an account from the dropdown menu (1), then the document type (2).



- To select the desired year, tap the “Filter” icon (1), select the year and tap “Apply” (2).



- Tap on any of the documents (1) you want to download.

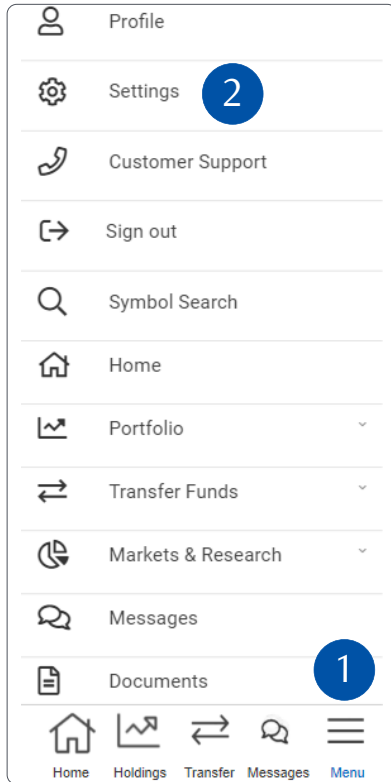


- Your mobile device will then ask you where you would like to save the file or if you would like to automatically download it to into the downloads folder.

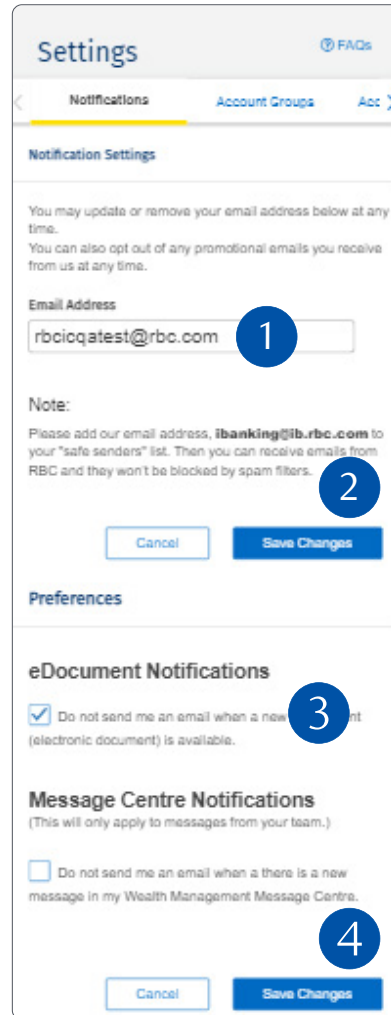
Once it is saved and downloaded, open your downloads folder, or wherever you saved it, to review the document.

Get notified when you have a new eDocument

We're happy to email you whenever you have a new eDocument – it's up to you. Here's how: Tap the menu tab (1) on the bottom of your smartphone screen, then select "Settings" (2).



Enter your email address (1) and tap "Save Changes" (2). Make sure you do not select the checkbox under eDocument Notifications (3). Then tap "Save Changes" (4).



You're all set! You will receive an email letting you know there's a new eDocument ready.

Frequently asked questions

Are eDocuments complimentary? Yes.

Can I receive tax documents as eDocuments? Yes, you can now receive many tax documents electronically. Because they're a newer feature, tax eDocuments are available from 2018 onwards in your archive.

The seven-year archive is handy but what if I want to save my documents for longer? Simply save the documents you want to your computer, or print them if you wish.

What if I want to switch back to paper documents? You can switch back any time, but remember to save or print the documents you want first, before you turn off eDocuments.

Adobe Reader is great, but what if I want to add encryption or password-protection to my PDFs? For this added security, you can purchase Adobe Acrobat from www.adobe.com.

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