

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 send secure messages

Safely send and receive messages containing personal, confidential information through the RBC Wealth Management Online Secure Message Centre. Here's how:

Sign in to the RBC Mobile app with your RBC login ID and Password. If you have not downloaded the RBC Mobile app, you can do so through the Apple 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.

Sending secure messages

1. Once logged into the RBC Mobile app, tap the menu tab/button at the bottom right of your screen (1), then scroll down and tap on the messages tab (2).



2. Tap on "New Message."

Messages		0	⑦ FAQs	
	New Me	ssage		
<	New	Viewed	>	
Date	Subject			
You	do not have any r	nessages to view.		
	Previous	Next		
© Royal I	Bank of Canada 20	001 - 2021		
Home	Holdings Tran	⇒ Q	Menu	

3. Tap the drop-down menu (1) and choose who you want to send your message to. You can send a general inquiry (2) or message your RBC Wealth Management team (3).



4. Compose your message.

To add an attachment, tap "Select from Your Device" (1) or drag and drop (2) the attachment into the message.

To remove an attachment, tap the "X" to the right of the attachment (3). Please note, you can attach up to 7MB (including text) per message.



5. When you're ready, hit "Send" (4).

То
Jack Howland 🗸
Subject
Status of Transfer
Message
Hi Jack,
Can you please let me know the status of my transfer.
Thanks, Joe
Cancel
Save as Draft
Send 4

Receiving secure messages

1. Once logged into the RBC Mobile app, tap on the "Messages" tab at the bottom of your smartphone screen.

Messages			⑦ FAQs			
New Message						
<	New		Viewed	>		
Date	Su	bject				
	You do not hav	/e any mess	ages to view.			
	Previous		Next			
1	× ~7	\rightarrow	Q	=		
Hon	ne Holdings	Transfer	Messages	Menu		

2. Tap on a message to view it.

Messages	(?) FAQs			
New Message					
< New	Viewed	>			
Date	Subject				
May 18, 2021 - 02:35 pm	Account RT	Û			
May 18, 2021 - 🛛 🖉 02:34 pm	E-transfer	Û			
May 13, 2021 - 12:18 pm	Feedback	Û			
May 13, 2021 - 12:12 pm	Portfolio	Û			
May 13, 2021 - 11:53 am	Wealth Management	Û			
May 13, 2021 - 🛛 🖉 11:52 am	Royal Trust Advisor	Û			
<u>~</u> (신	\overrightarrow{Q}	\equiv			
Home Holdings	Transfer Messages	Menu			

3. Reply if needed.



Getting notified by email when you receive a secure message

1. Once you're signed in, tap the menu tab/button at the bottom right of the screen (1). Then select "Settings".



Enter your email address (1), then tap "Save Changes" (2).



Make sure you do **not** check the checkbox under Message Centre Notifications.

Email Address
paulsquire12335@rbc.com
Note:
Please add our email address, ibanking@ib.rbc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by spam filters.
Cancel Save Changes
Preferences
eDocument Notifications Do not send me an email when a new eDocument (electronic document) is available.
Message Centre Notifications (This will only apply to messages from your team.)
Do not send me an email when a there is a new message in my Wealth Management Message Centre.
Cancel Save Changes

Please note: this email address will be used for both your eDocuments and Message Centre Notifications. If desired, you may opt out of either or both by checking the appropriate checkbox.

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