



Investor &
Treasury Services

Soft Token Installation Computer Quick Reference Guide + Video

December 2020

Soft Token Installation | Computer | Quick Reference Guide

Overview

Access to RBC One, RBC Investor & Treasury Services' (RBC I&TS) online portal, includes a requirement for two-factor authentication using a soft token.

All RBC One users at your organization are required to install and run RSA SecurID soft token authentication on either their mobile device and/or computer. To accommodate this, RBC I&TS has developed a convenient self-serve tool.

This guide provides you with step-by-step instructions on how to install your soft token on a computer.

Alternatively, the steps to take are also outlined in a quick walkthrough video, **available here**.

For further assistance with set up, please contact your local Service Desk:

North America/Asia	Luxembourg	United Kingdom
1 416 955 3941	+352 2605 9595	+44 20 7653 4451
1 866 309 6255	9595_support@rbc.com	service.internet@rbc.com
service.internet@rbc.com		

Protecting your online access

- Exercise care to prevent your device from being lost, stolen or damaged, and ensure your device is locked when not in use
- Do not let anyone access RBC One using your access credentials and/or token value
- If you no longer require access to RBC One, please contact your Company Administrator

Soft token setup

The soft token self-serve tool is available from the RBC One login screen.

To begin the soft token setup:

1. Login to RBC I&TS' online portal using your access credentials
2. For new users, please complete the Personal Verification Questions (PVQs)

Set Personal Verification Questions (PVQs)

Question 1*

Select a question

Enter answer here

Question 2*

Select a question

Enter answer here

Question 3*

Select a question

Enter answer here

Question 4

Select a question

Enter answer here

Save

* Please complete all required Personal Verification Questions to continue your personal set-up.

Answer criteria:

- length must be between 2 and 25 characters (not case sensitive)
- contain at least 2 unique characters (i.e., XX is not a valid answer)
- cannot be your User Name, First Name or Last Name
- must be unique (i.e., the same answer cannot be used for multiple PVQs or Passwords)

Safeguarding your password and online identity is one of RBC Investor & Treasury Services (RBC I&TS) top priorities and the information you provide is confidential. PVQs are used to verify your identification when logging in to the portal, and to facilitate password recovery.

PVQs are personal to you and the questions/answers should be treated with the same caution as the portal password. Please note, RBC I&TS will never ask you for your password or PVQs elsewhere.

[contact us](#) • [Terms and conditions](#) • [Privacy](#) • [Security](#)

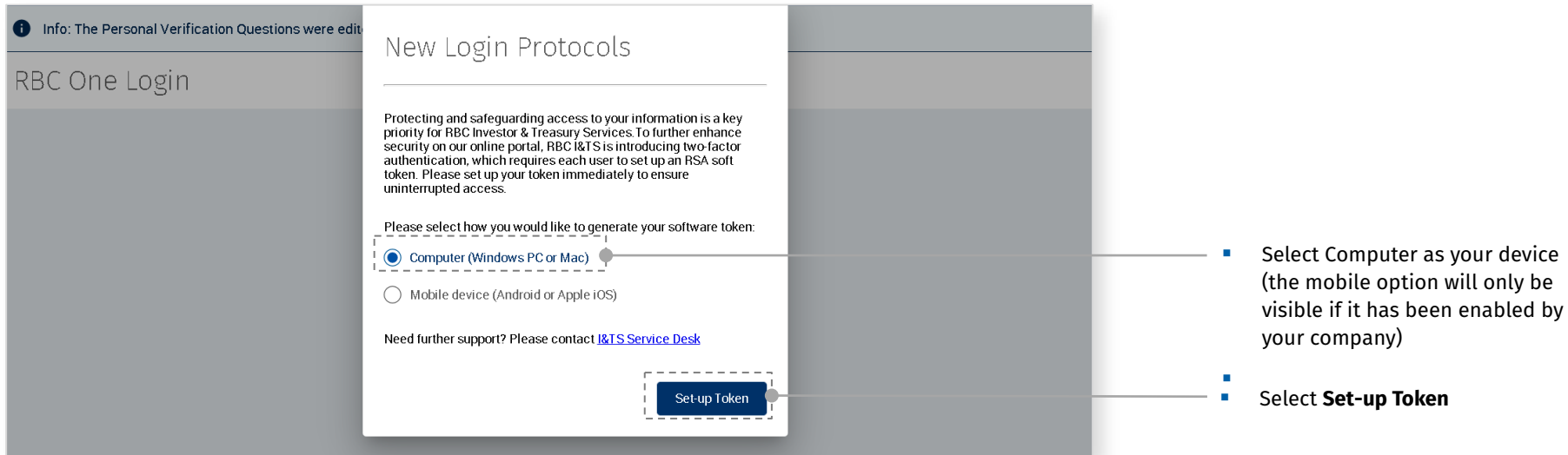
Royal Bank of Canada website. © 1995-2019

- For each of the four questions, select a question and answer

- To continue, select **Save**

3. A “New Login Protocols” pop-up will appear (Figure 1)

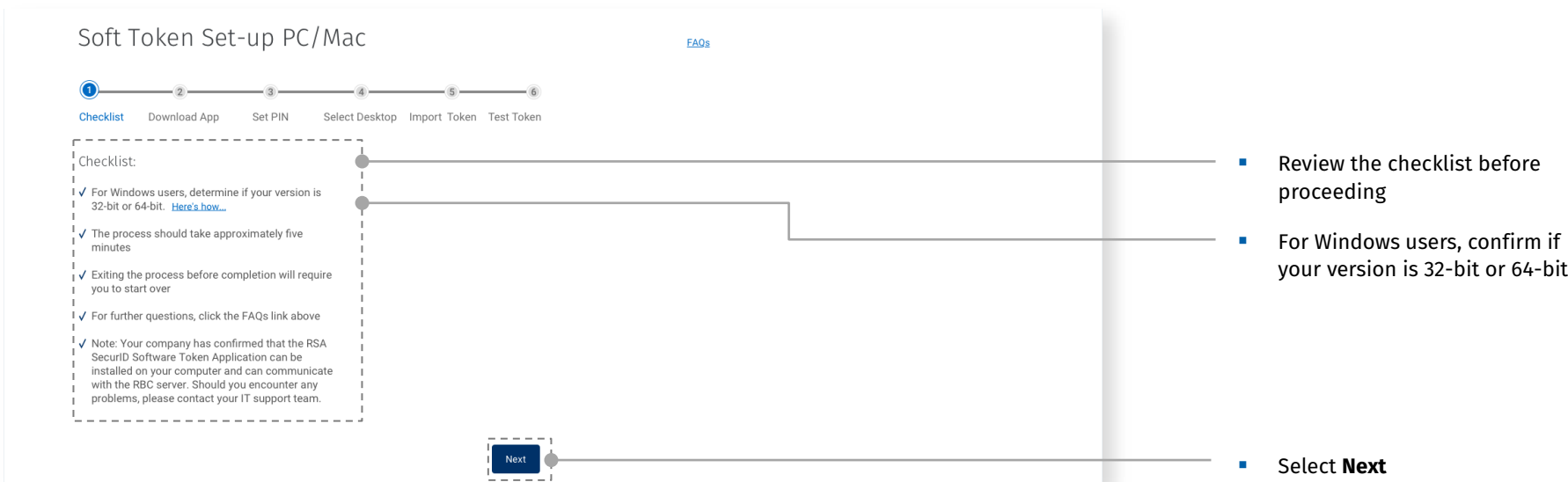
Figure 1



The Two-Factor Authentication page appears and displays a checklist to review before starting the setup process (Figure 2).

4. Review the checklist before proceeding

Figure 2



The FAQs link (top right) includes further information to assist in installing your soft token.

5. Download the RSA SecurID Software Token application

Figure 3

The screenshot shows the 'Soft Token Set-up PC/Mac' window with a progress bar at the top. The progress bar has six steps: Checklist (1), Download App (2, highlighted), Set PIN (3), Select Desktop (4), Import Token (5), and Test Token (6). Below the progress bar, the text reads: 'Download RSA SecurID'. A note states: 'Note: If you already have RSA SecurID Software Token Application installed on your computer, please click Next.' The RSA SecurID logo is displayed. Below the logo, it says: 'RSA SecurID Software Token Application may be downloaded to your computer via:' followed by two bullet points: '• your company's software repository' and '• RSA website using one of these links: [Windows](#) | [Mac](#)'. A dashed box highlights the links. At the bottom, there are 'Previous' and 'Next' buttons, with 'Next' highlighted. A link for 'FAQs' is in the top right corner.

- Download the RSA SecurID Software Token application from either the links provided, or from your firm's software repository (if you are unsure of your company's preferred approach, please consult with your IT service desk)

- Once the application has been downloaded, select **Next**

6. Set up your RSA SecurID PIN by fulfilling the requirements listed

Figure 4

The screenshot shows the 'Soft Token Set-up PC/Mac' window with a progress bar at the top. The progress bar has six steps: Checklist (1), Download App (2), Set PIN (3, highlighted), Select Desktop (4), Import Token (5), and Test Token (6). Below the progress bar, the text reads: 'PIN requirements'. A dashed box highlights the requirements: '✓ 4-8 digits only', '✓ Cannot begin with 0', and '✓ Cannot be sequential (eg. 123456)'. To the right, there are two input fields: 'Set PIN' with a lock icon and 'Verify PIN' with a lock icon. Below the 'Set PIN' field is a 'Re-enter new PIN' field. At the bottom, there are 'Previous' and 'Save' buttons, with 'Save' highlighted. A link for 'FAQs' is in the top right corner.

- Review the PIN requirements

- Enter and re-enter your PIN to set

- Select **Save**

Once you have successfully completed your PIN setup, you will receive a confirmation message (Figure 5).

7. From the confirmation page, select **Next**

Figure 5

Confirmation: You have completed your PIN set up successfully. Please click Next.

Soft Token Set-up PC/Mac [FAQs](#)

Checklist Download App **Set PIN** Select Desktop Import Token Test Token

PIN requirements

- ✓ 4-8 digits only
- ✓ Cannot begin with 0
- ✓ Cannot be sequential (eg. 123456)

Set PIN

Verify PIN

Previous **Next**

PIN has been successfully set up

Select **Next**

If PIN requirements have not been met or you have not correctly re-entered your PIN, you will receive an alert message (Figure 6).

8. Review the PIN requirements and re-enter

Figure 6

PIN requirements

- ✓ 4-8 digits only
- ✓ Cannot begin with 0
- ✓ Cannot be sequential (eg. 123456)

Set PIN

Enter new PIN

Verify PIN

Re-enter new PIN

Error: Set PIN and Verify PIN must match. Please try again.

If PIN requirements are not met, re-enter PINs to ensure both match, then select **Save**

Once your PIN has been set up successfully, select the computer you intend to use (Figure 7).

9. Indicate your computer type, then select **Next**

Figure 7

Soft Token Set-up PC/Mac [FAQs](#)

Checklist Download App Set PIN **Select Desktop** Import Token Test Token

Select your desktop

☐ Desktop Windows PC

☐ Desktop Mac

Open the RSA SecurID desktop token application.
Click Next.

Previous **Next**

- Select your computer type
- Open the RSA SecurID desktop token application on your computer
- Select **Next**

Before proceeding to import your token, have the RSA SecurID desktop token application open on your computer.

10. Import the token on your computer

Figure 8

Soft Token Set-up PC/Mac [FAQs](#)

Checklist Download App Set PIN Select Desktop **Import Token** Test Token

Import Token

1. From the RSA SecurID desktop token application, select **Import Token** from the drop-down menu.

2. Select **Import from Web**.

3. Copy and paste **URL** and **Activation Code** into the RSA SecurID desktop token application.

URL: COPY

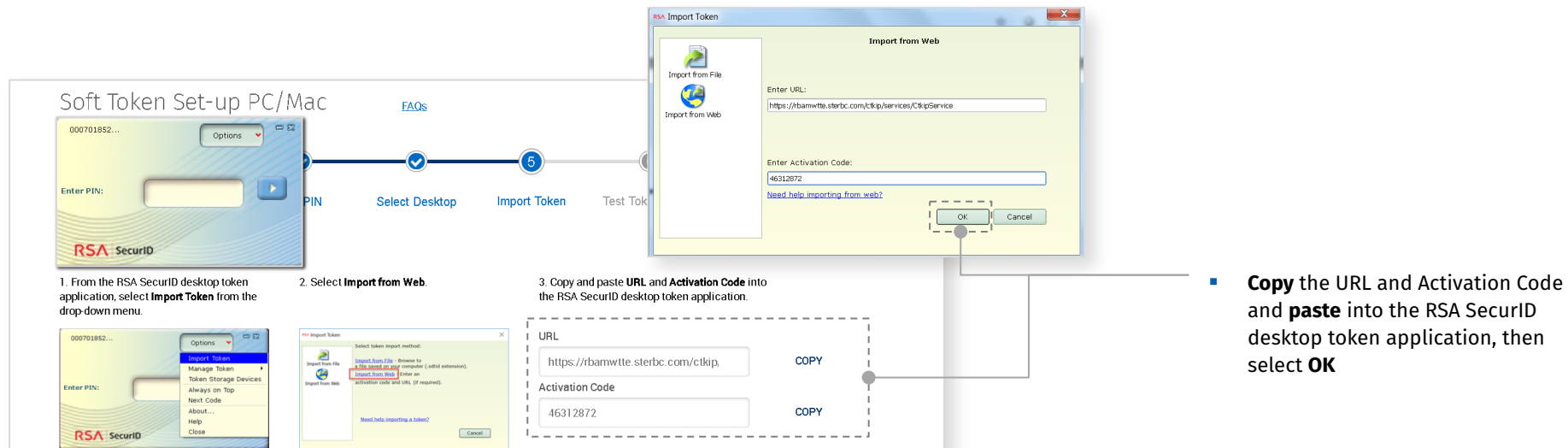
Activation Code: COPY

- Select **Import Token** from the drop-down menu
- Select the **Import from Web** link

Once you have selected Import from Web, proceed to step 3 (Figure 9)

11. Enter the URL and Activation code, then select **OK**

Figure 9



You will receive a message that confirms your token has successfully been imported (Figure 10)

12. From the confirmation page, you have the option to rename the token

Figure 10

The screenshot displays the 'Soft Token Set-up PC/Mac' window. At the top, a green confirmation banner states: 'Confirmation: You have successfully imported your token. Please click Next to test it.' Below this, a dialog box titled 'RSA SecurID Token' asks 'Want to change token name?' and provides 'Change Name' and 'OK' buttons. The 'Change Name' button is highlighted with a dashed box. To the right, the 'Import Token' section shows a progress bar with steps 5 and 6. Below the progress bar, there are instructions and input fields for the URL and Activation Code. The URL field contains 'https://rbamwttt.sterbc.com/ctkip,' and the Activation Code field contains '46312872'. Both fields have 'COPY' buttons next to them. At the bottom right, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a dashed box.

1. From the RSA SecurID desktop token application, select **Import Token** from the drop-down menu.

2. Select **Import from Web**.

3. Copy and paste **URL** and **Activation Code** into the RSA SecurID desktop token application.

URL: COPY

Activation Code: COPY

Previous **Next**

- Your token has been successfully imported
- The default name of your token is **RBC One** and you have the option to change/rename
- To change the token name simply select **Change Name**, enter a new token name when prompted, and select OK as prompted (twice)
- Select **Next** to continue

You may now proceed to test your token (Figure 11)

13. To proceed with the test, open your desktop RSA SecurID application and enter your PIN

Figure 11

Soft Token Set-up PC/Mac

NonPSD2_D... Options

Enter PIN: [PIN] [Arrow]

1. On your RSA SecurID desktop token application, enter your new PIN and click on the arrow button

2. The 8-digit passcode displayed is your Secure Passcode and can be input into the "Secure Passcode" field on the right.

Passcode: 6795 0877

Re-enter PIN Copy

User Name: NonPSD2_Desktop_User_1

Password: [Masked]

Secure Passcode: Enter RSA SecurID token passcode

Previous Test Token

- On your RSA SecurID desktop token application, enter your new PIN and click the **arrow button**

After entering your PIN, your Secure Passcode will be displayed (Figure 12)

14. Use the **Copy** button to paste the Secure Passcode into the field on the right

Figure 12

Soft Token Set-up PC/Mac

NonPSD2_D... Options

Passcode: 4457 7404

Re-enter PIN Copy

1. On your RSA SecurID desktop token application, enter your new PIN and click on the arrow button

2. The 8-digit passcode displayed is your Secure Passcode and can be input into the "Secure Passcode" field on the right.

Passcode: 6795 0877

Re-enter PIN Copy

User Name: NonPSD2_Desktop_User_1

Password: [Masked]

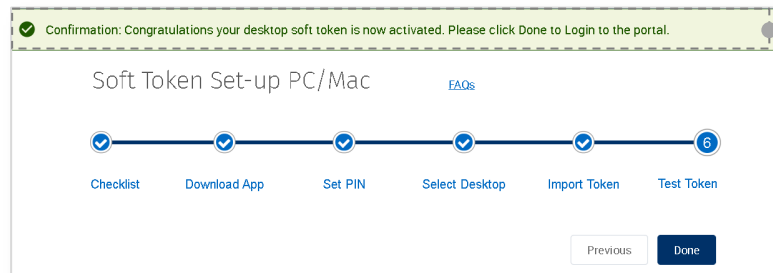
Secure Passcode: Enter RSA SecurID token passcode

Previous Test Token

- The 8-digit code displayed is your Secure Passcode
- Copy and paste the Passcode into the **Secure Passcode** field
- Select **Test Token**

15. You will receive a message that confirms the test was successful

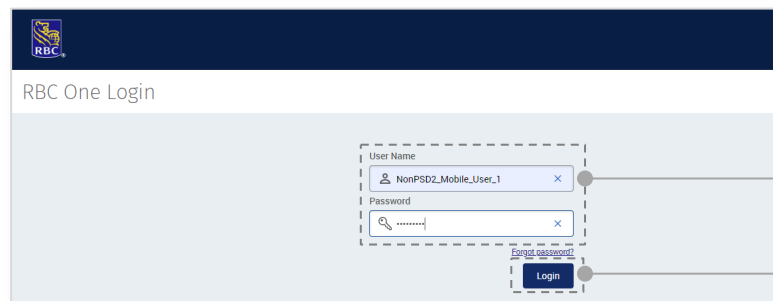
Figure 13



- Your soft token was successfully activated and you can proceed to the RBC One login page

16. Proceed to the RBC One login page

Figure 14

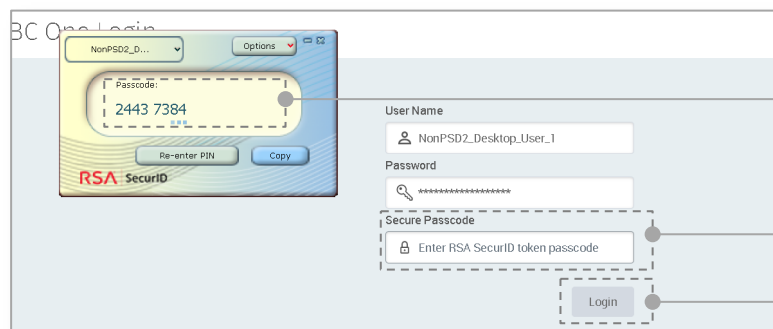


- Enter your access credentials

- Select **Login**

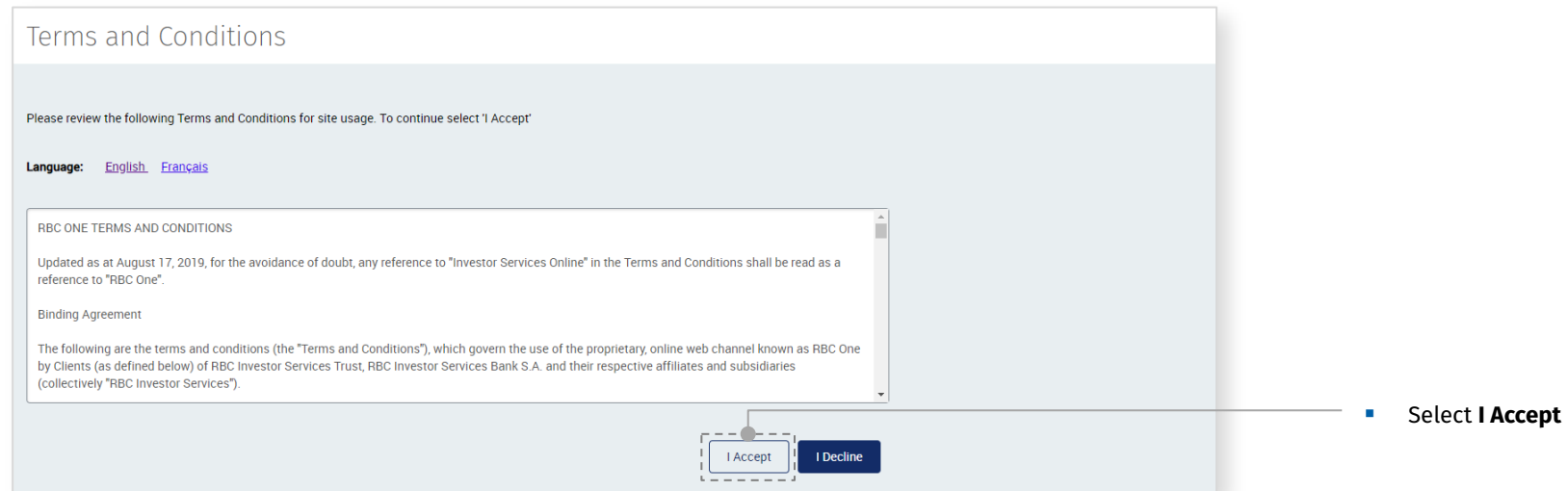
17. From your RSA SecurID soft token application, enter your PIN to generate a Secure Passcode

Figure 15



- Enter your Passcode into the **Secure Passcode** field and select **Login**

18. Once you have successfully logged in, new users will be asked to accept the Terms and Conditions.



The screenshot shows a web interface titled "Terms and Conditions". Below the title, it says "Please review the following Terms and Conditions for site usage. To continue select 'I Accept'". There is a language selector showing "English" and "Français". A scrollable box contains the text: "RBC ONE TERMS AND CONDITIONS", "Updated as at August 17, 2019, for the avoidance of doubt, any reference to 'Investor Services Online' in the Terms and Conditions shall be read as a reference to 'RBC One'.", "Binding Agreement", and "The following are the terms and conditions (the 'Terms and Conditions'), which govern the use of the proprietary, online web channel known as RBC One by Clients (as defined below) of RBC Investor Services Trust, RBC Investor Services Bank S.A. and their respective affiliates and subsidiaries (collectively 'RBC Investor Services')." At the bottom are two buttons: "I Accept" and "I Decline". A dashed box highlights the "I Accept" button, with a line pointing to a legend entry that says "Select I Accept".

Terms and Conditions

Please review the following Terms and Conditions for site usage. To continue select 'I Accept'

Language: [English](#) [Français](#)

RBC ONE TERMS AND CONDITIONS

Updated as at August 17, 2019, for the avoidance of doubt, any reference to "Investor Services Online" in the Terms and Conditions shall be read as a reference to "RBC One".

Binding Agreement

The following are the terms and conditions (the "Terms and Conditions"), which govern the use of the proprietary, online web channel known as RBC One by Clients (as defined below) of RBC Investor Services Trust, RBC Investor Services Bank S.A. and their respective affiliates and subsidiaries (collectively "RBC Investor Services").

■ Select I Accept

Once accepted, or if Terms & Conditions have previously been accepted, your portal homepage will appear.

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*Sources

(1) RBC quarterly results released February 21, 2020

(2) Standard & Poor's (AA-) and Moody's (Aa2) legacy senior long-term debt ratings of Royal Bank of Canada as of February 21, 2020

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