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)

- 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

Select Computer as your device (the mobile option will only be visible if it has been enabled by your company)

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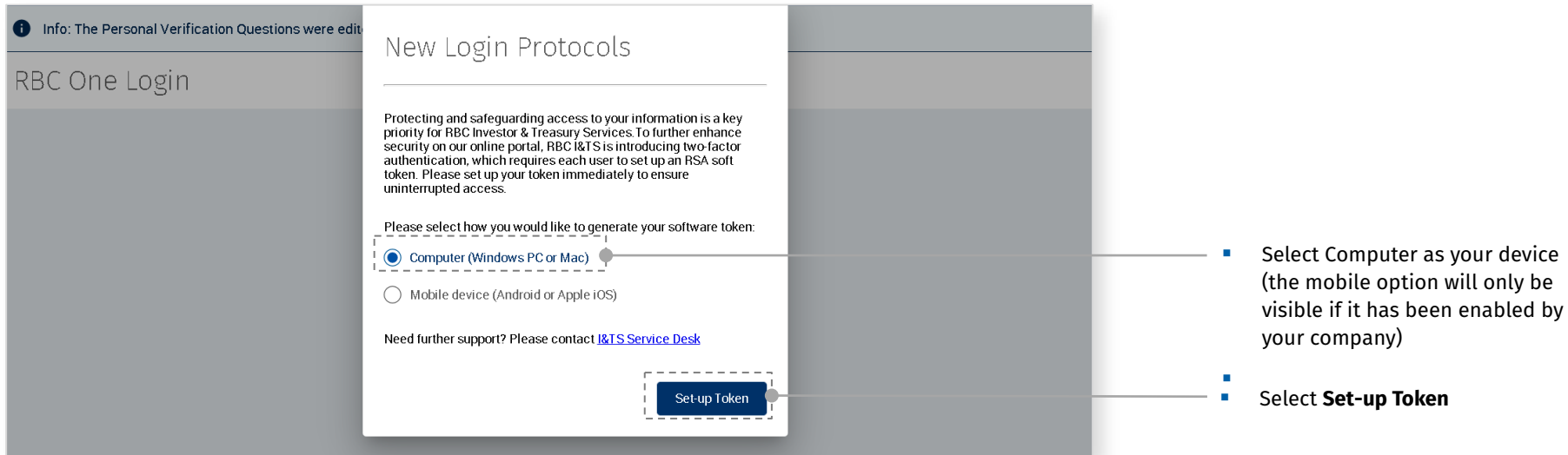
The Two-Factor Authentication page appears and displays a checklist to review before starting the setup process (Figure 2).

4. Review the checklist before proceeding

Figure 2

Review the checklist before proceeding

For Windows users, confirm if your version is 32-bit or 64-bit

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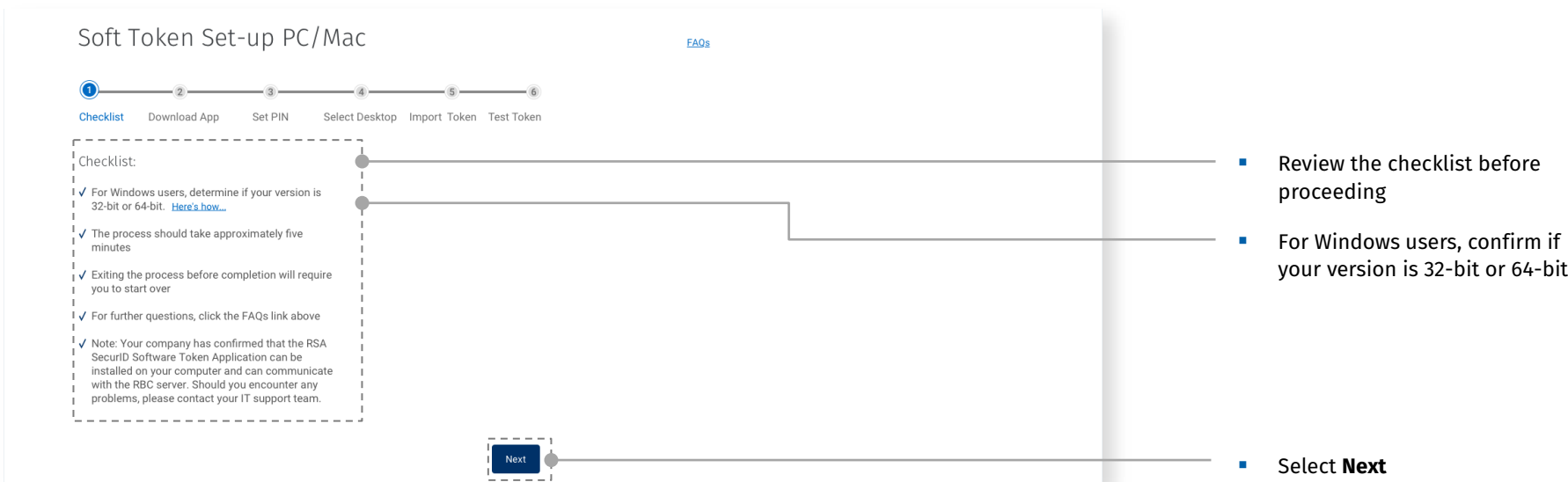
The FAQs link (top right) includes further information to assist in installing your soft token.

5. Download the RSA SecurID Software Token application

Figure 3

- 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

- 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

- 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

- 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

- 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
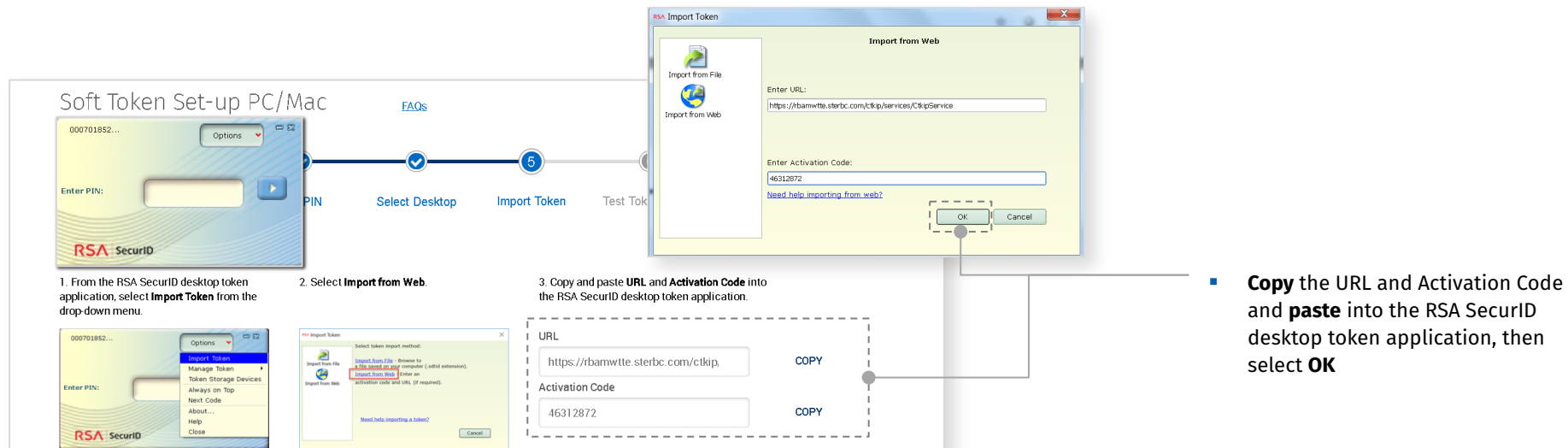

- Select **Import Token** from the drop-down menu
- Select the **Import from Web** link

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

- 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

- 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

- 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

Confirmation: Congratulations your desktop soft token is now activated. Please click Done to Login to the portal.

Soft Token Set-up PC/Mac   FAQs

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

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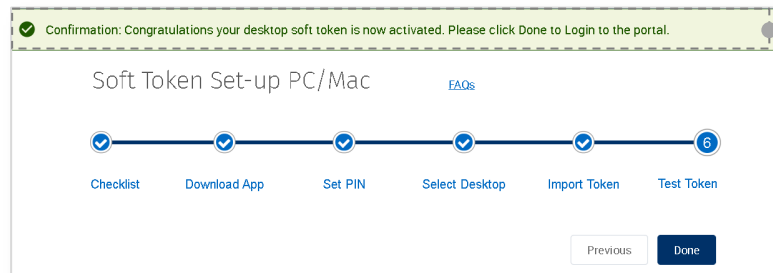
- Your soft token was successfully activated and you can proceed to the RBC One login page

16. Proceed to the RBC One login page

Figure 14

RBC One Login

User Name
NonPSD2_Mobile_User_1
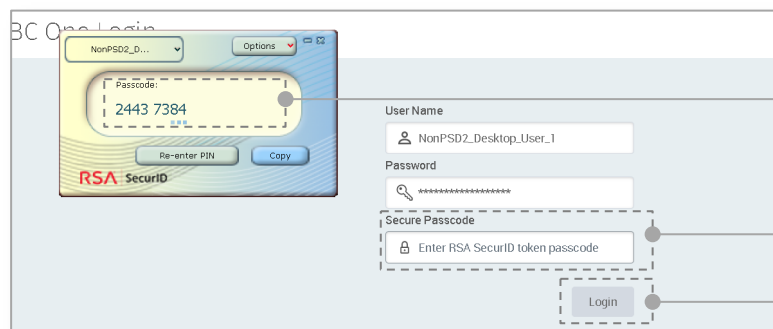
Password

Forgot password?
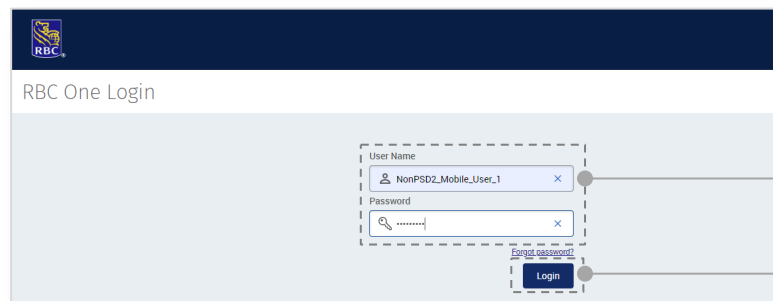
Login

- Enter your access credentials

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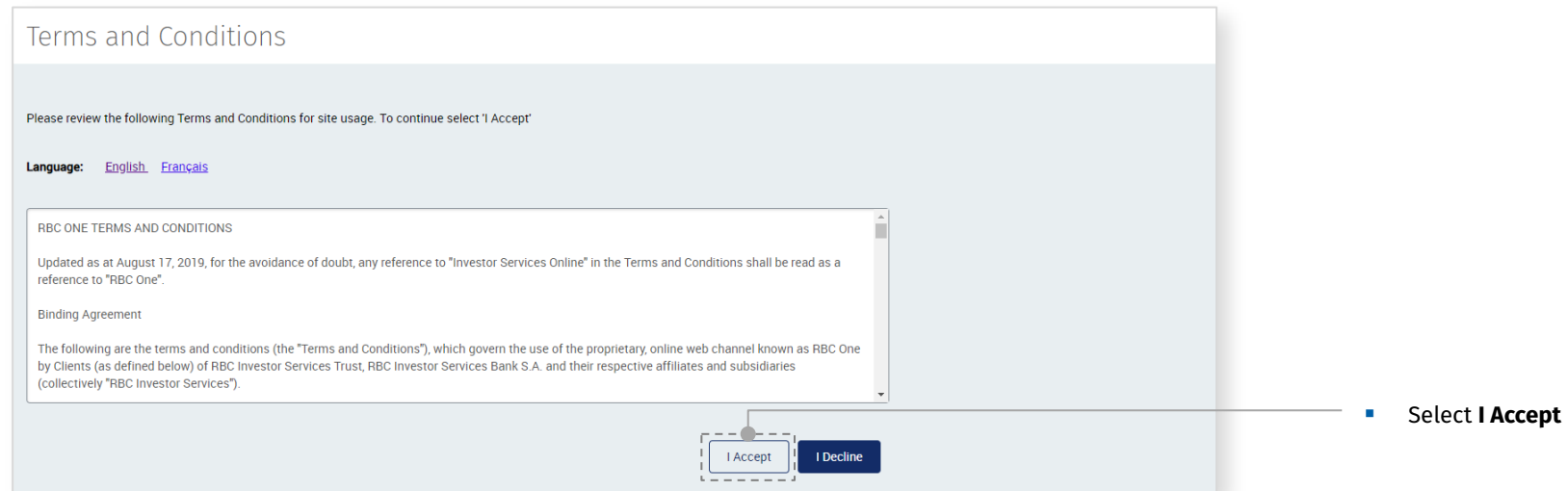
17. From your RSA SecurID soft token application, enter your PIN to generate a Secure Passcode

Figure 15

BC One Login

NonPSD2_D...   Options

Passcode:
2443 7384

Re-enter PIN | Copy

RSA SecurID

User Name
NonPSD2_Desktop_User_1

Password

Secure Passcode
Enter RSA SecurID token passcode

Login

- 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.

- Select **I Accept**

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

ABOUT RBC INVESTOR & TREASURY SERVICES

RBC Investor & Treasury Services (RBC I&TS) is a specialist provider of asset services, custody, payments and treasury and market services for financial and other institutional investors worldwide, with over 4,700 employees in 16 countries across North America, Europe and Asia. We deliver services which safeguard client assets, underpinned by client-centric digital solutions which continue to be enhanced and evolved in line with our clients' changing needs. Trusted with CAD 4.3 trillion in client assets under administration[1], RBC I&TS is a financially strong partner with among the highest credit ratings globally[2].

*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

CONTACT US

If you require further information, please contact your local Service Desk.

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