

Wealth Management



### RBC Wealth Management Online

Questions? We're here to help – contact our Helpdesk at 1-888-820-8006, or contact your Investment Advisor 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:

Go to www.rbcds.com and click on "Sign in" (top right corner).

If you don't remember your ID/password, please contact the RBC Wealth Management Online Helpdesk at 1-888-820-8006. If you don't have access to RBC Wealth Management Online, please speak with your Investment Advisor team for assistance.

#### Sending secure messages

1. Once logged in, click on Messages in the left-hand navigation menu.

RBC	Wealth Management Dominion Securities	
ណ	Home Page	
~	Portfolio	~
₹	Transfer Funds	~
œ	Markets & Research	~
Q	Messages	
Ē	Documents	~

2. Click on "New Message."

New	Viewed	Sent	Drafts		
Date	•	From	Subject	Туре	
		Yi	ou do not have any messages to view.		
			Previous Next		

3. Click 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.

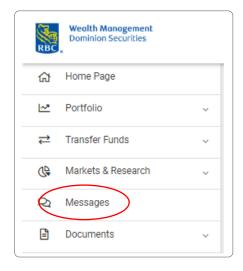
To add an attachment, click "Select from Your Device" (1) or drag and drop (2) the attachment into the message. To remove an attachment, click the "X" to the right of the attachment (3). Please note, you can attach up to 7MB (including text) per message.

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

Mes	New Message ×	
1	То	
	ALL 😵 🗸	
	Subject	
	Status of Transfer	
	Message	
	Hi John,	
	Can you please let me know the status of my transfer to my RBC bank account?	51
© Royal Ba	Thanks, Jane 4	
	Cancel Save as Draft Send	
	Attachments	
	1 Select File From Your Device or drag & drop a document here	
	gr_monuny_ozzo.pdr x 3	

## Receiving secure messages

1. Once logged in, click on "Messages" on the left-hand navigation menu.



2. Click on a message to view it (1).

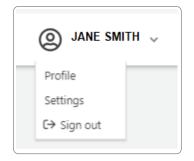
Messages					New Message	⑦ FAQs
New	Viewed	Sent	Drafts			
Date	Ť	From		Subject	Туре	
Apr 21, 2020 - 07:01	pm	RBC Dominion S	ecuritie	RE: Status of my Transfer	General Message	Û
Apr 08, 2020 - 12:25	am	RBC Dominion Se	ecurities	Your RBC Dominion Securities confirmation(s) is available.	eDocuments	Ü
Mar 25, 2020 - 12:46	am	RBC Dominion S	ecurities	Your RBC Dominion Securities tax document(s) is (are) ready	Statement Notice	⑪
			Pro	evious Next		

3. Reply if needed.

Message	×
Subject: RE: Status of my Transfer	
Sent: Apr 21, 2020 - 07:01 pm	
From: JOHN TEST To: Jane Smith	
io: Jane Smith	
Hi Jane,	
Thank for checking in. I've received the documents. I'll keep you posted on the status in the next 2 business day	s.
Thanks, John	
Delete Canca Rept	
Original Message	
Sent: 21 Apr 2020 - 19:00:02	
From: Jane Smith	
To: JOHN TEST	
Subject: Status of my Transfer	
Hi John,	
Can you please let me know the status of my transfer.	
Thanks,	

#### Getting notified by email when you receive a secure message

1. Once you're logged in, click your name located at the top right-hand side, then select "Settings."



2. Enter your email address (1), then click "Update Info" (2). Make sure you **do not** check the checkbox under Message Centre Notifications.

Notifications Account Groups	Account Nicknames Document Delivery	
Notification Settings		
Notification Sectings		
You may update or remove your email addres You can also opt out of any promotional email		
	s you receive nom us at any unite.	
Email Address		
Jane.smini@oduook.com		
Note:		
Note: Please add our email address, ibanking@ib.rt	bc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by	y spam filters.
	bc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by	y spam filters.
Please add our email address, ibanking@ib.rb	bc. com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by	y spam filters.
Please add our email address, ibanking@ib.rt Preferences	oc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by	y spam filters.
Please add our email address, ibanking@ib.rt Preferences	oc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by	y spam filters.
Please add our email address, Ibanking@lb.rt Preferences eDocument Notifications	cc.com to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by even to your "safe senders" list. Then you can receive emails from RBC and they won't be blocked by even to your "safe senders" list.	y spam filters.
Please add our email address, Ibanking@lb.rt Preferences eDocument Notifications		y spam filters.
Please add our email address, ibanking@b.rt Preferences Do not send me an email when a no Message Centre Notifications	ew eDocument (electronic document) is available.	y spam filters.
Please add our email address, ibanking@b.rf Preferences Do not send me an email when a no Message Centre Notification	ew eDocument (electronic document) is available.	y spam filters.
Prese add our email address, ibanking@b.rt Preferences Document Notifications Do not send me an email when a n Message Centre Notification (This will only apply to messages from your te	ew eDocument (electronic document) is available.	
Please add our email address, ibanking@b.rt Preferences Document Notifications Do not send me an email when a n Message Centre Notification (This will only apply to messages from your te	ew eDocument (electronic document) is available. S am.)	y spam filters.
Please add our email address, ibanking@b.rt Preferences Document Notifications Do not send me an email when a n Message Centre Notification (This will only apply to messages from your te	ew eDocument (electronic document) is available. S am.)	

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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