

DS Online Secure Messaging & eStatements



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Through the DS Online Secure Message Centre, you can send and receive secure messages to and from your Investment Advisor. Letters of authorization including address changes, RSP withdrawals, wire transfers and many other requests can now be done with Secure Messaging all with the comfort of knowing that your personal and confidential information is transmitted in a secure online environment.

Sending messages with DS Online secure messaging

1. Log on to DS Online via www.rbcds.com or through RBC Royal Bank Online Banking. If you don't remember your ID/password, please speak with the DS Online Helpdesk at 1-888-820-8006. If you don't have access to DS Online, please call us for assistance.
2. Once logged in to your DS Online session, the Message Centre can be found on the Summary page of the My Home tab under Your Communications.
3. To send a Secure Message, Click "Send a Secure Message" under "Your Communications."



4. You will be presented with a list of available recipients when you click the drop down menu next to the "To" field.
5. Select the contact you wish to send a message to. You may also choose to send a general inquiry. Select RBC Dominion Securities from the list.



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6. Type your message subject into the “Subject” field and begin composing your message in the “Message” box.

Send a Secure Message

Replies will be sent to your Dominion Securities Message Centre. Messages sent to "General Inquiries" are typically responded to within two business days. Go to the [Edit Profile](#) page to choose how we notify you about new messages.

Select a recipient from the dropdown menu.

To speak to us immediately - [Contact Us](#)

* Required Information

*To :

*Subject :

* Message:

Select...
Your Team
ALL
Doe, John
Lane, Brian
General Inquiries
RBC Dominion Securities

[How to send attachments ?](#)

Add Attachments

Back

Send

7. If you would like to add one or more attachments click “Add Attachments.” A dialog box will appear so you can search for your file. You can attach up to 7MB (including text) per message.

8. If you have added an attachment, you will see it in the “Attachments” box below your message. Click “Delete” if you need to remove the attachment.

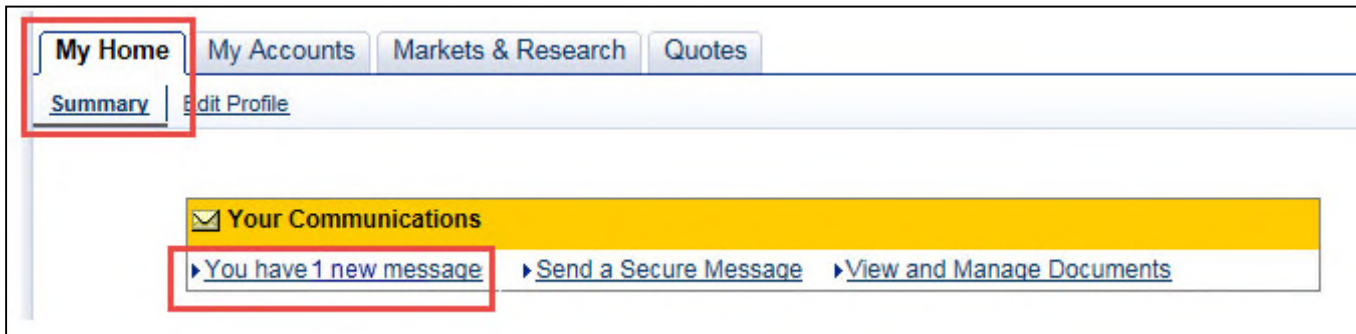
9. Once you are satisfied with your message and attachments (if applicable) click “Send.” You will receive confirmation that your message was sent.



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Receiving messages with DS Online secure messaging

1. Once logged in to your DS Online session, the Message Centre can be found on the Summary Page of the My Home tab under Your Communications. You will see a notification of a new message there.



2. Click on the Subject under New Messages to open and view your message.

Message Centre

Show Message Centre for:
RBC Dominion Securities ▼ View

RBC Dominion Securities - Need Help?
[Customer Support Centre](#) [Send Secure Email](#) [Telephone Us](#)

New Messages

Date ▼	Subject ▲	Type ▲	From ▲	
16 Jun 2016 06:31:03	RE: Status of Transfer	Message	RBC Dominion Securities	Delete

Viewed Messages

Date ▼	Subject ▲	Type ▲	From ▲	
16 Jun 2016 03:07:56	Welcome back!	General Message	RBC Dominion Securities	Delete

Sent Messages

Date ▼	Subject ▲	Type ▲	To ▲	
29 Sep 2016 08:03:10	Status of Transfer	General Message	RBC Dominion Securities	Delete

i The Message Centre is a secure and confidential way to communicate with us online. [Learn more about the Message Centre](#)



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3. To reply to a message click Reply.

View Message

Read Message
Reply

To : John Smith
From : Your Investment Advisor
Subject : RE: Status of Transfer
Date : 16 Jun 2016 06:31:03

Hi John,
Got the transfer documents. I'll keep you posted on the status.

Thanks!

Reply

Back

Delete
↑
TOP

Retrieving eStatements from DS Online

Reduce your paperwork by choosing paperless eStatements through DS Online. With statements, you can view your official account statements from the convenience of your personal computer instead of waiting for them in the regular mail. You also have access to a seven year archive of past statements, starting from November 2007.

If you have any questions about Secure Messaging, would like to have access to DS Online or require assistance in getting set up on eStatements, please contact us for assistance.



We are able to offer you access to our in house RBC Wealth Management team of lawyers, accountants and financial planning professionals. If you are interested in reviewing your estate or financial plan, please call us to book an appointment.

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