



Set up your Device

You will not receive an enrollment email



You will need 30 minutes to complete phase one + up to 15 minutes for configuration of phase two

Phase one:

Turn on the device and follow the instructions specific to the type of device you are setting up

Corporate Apple Device

(Follow the steps in this section if you are setting up an iPad or iPhone for corporate use)

1



If your device requires a SIM card, insert the new SIM. For more information on how to activate your SIM, visit bit.ly/2HQQFUM.

2



Follow the Apple setup screens. Take note of what to action during the following screens before proceeding:
Quick Start: Do not use Quick Start. Select "Set Up Manually".
Choose a Wi-Fi Network: Connect to a strong cellular or non-RBC Wi-Fi network.
Apps & Data: See reverse page for instructions.

3



Once you reach the home screen, find and tap the myMobility Start App. Open it, and follow the prompts (use your employee ID).
For iPad: Tap on the "Corporate" button and follow the steps.

4



Launch MaaS360 and create an 8-digit alphanumeric PIN. This App gives you access to RBC Email and Calendar.

5



Within MaaS360, click on the Mail icon and log in with your RBC computer credentials.

6



Launch F5 Access and tap "Agree" to the terms and conditions. Tap "Allow" when asked if F5 can send you notifications.

7



Launch SEP Mobile and tap "Allow" when you are asked if SEP can access your location. Tap "OK" when you see "SEP would like to send you notifications".

Optional



If you work remotely, you can set up your soft token with the RSA SecurID App. (find instructions on the back page).

Retail iPad

(Follow the steps in this section if you are setting up an iPad for branch use)

It is recommended to conduct setup outside of branch hours when connection speed is optimal.



1

During the Apple setup screens, action the following:

Quick Start: Do not use Quick Start. Select the "Set Up Manually" option.

Choose a Wi-Fi Network: You may connect to a corporate hotspot (see back for how to do this), or connect to the RBCGuest network. To connect to RBCGuest, tap on RBCGuest from the list of networks. A pop-up box will appear for log-in. Read and check off the terms and conditions box, then tap "Register". Ensure the RBC web page loads completely first, then tap "Done" at the top right corner.

Create a password: Tap "Passcode Options", then "Custom Alphanumeric code". Set the device passcode to Royalbank1.

Keep Your iPad Up to Date: Select "Continue".

Setup



2



Tap on the myMobility Start App. Tap on the "Retail" button, then follow the steps to assign the device to your branch (use the branch manager's employee ID).

3



Install and/or launch SEP Mobile and tap "Allow" when you are asked if SEP can access your location. Tap "OK" when you see "SEP would like to send you notifications".



Is your iPad for a kiosk?

Set up Guided Access Mode

- Go to "Settings" > "Accessibility" > "Guided Access" > "Turn ON"
- Go to "Passcode Settings" > Set Guided Access Passcode > Set a 6-digit passcode.

Prevent the device from auto-locking/shutting off automatically

- Go to "Settings" > "Display & Brightness" > "Auto-Lock" > "Never"
- Go to "Settings" > "Accessibility" > "Display Auto-Lock" > "Never".

Start a Guided Access session for RBC Essentials

- Open RBC Essentials
- Triple tap the power button to engage Guided Access mode
- To end the session, triple tap the power button > End.

Phase two:



You will see the RBC App Store, where you can see and download more Apps. If your business-specific apps do not show up after 15 minutes, go to the RBC App Store and install.



5 minutes after Step #1, you will see Apps become available such as Safari, iOS System Apps, and Enterprise Apps.



myFi is a free wireless network available to myMobility users in RBC offices world-wide. Once configuration is complete, go to Settings > Wi-Fi, and select the myFi network. It is recommended to set the network to auto-join. To do this, tap the ⓘ beside the myFi network and toggle "Auto-Join" on.

Troubleshooting, Tips and Tricks

Some tips and tricks only apply to corporate devices. Use the appropriate icon to help guide you through.



Corporate Apple Device only

No icon = Relevant to both

If you are having difficulties setting up your Apple device, try some of these fixes...



Network Connection



You can't setup your corporate device using an RBC WiFi network. Once your device is configured, you can connect to an RBC WiFi network that is available to you.



* Hotspot

To set up a hotspot from another device, go to "Settings" > "Personal Hotspot" > toggle on "Allow Others to Join". To connect on the device you are setting up, go to "Settings" > "Wi-Fi" and look for and select the network in the list. Enter in the hotspot's password, which will be displayed on the device that is providing the hotspot.

Ensure Low Data Mode is turned off on the device you are setting up by tapping on the ⓘ beside the network and toggling it off.

* to be used primarily for corporate purposes.



Returning your old corporate device

Delete all information from your old corporate device ("Settings" > "General" > "Reset" > "Erase all Content and Settings") and return it in accordance with RBC's Employee Code of Conduct. For instructions, scan the QR code:



Transferring Data & Apps

Currently, only restoring from iCloud backup is supported. During this step, select "Restore from iCloud Backup" or "Don't Transfer Apps & Data".



Location Services

If you are trying to access an App that requires your location to be turned on, go to "Settings", then tap on "General". There, you will see a heading labeled "Location Services". Select "Enable".



myMobility Start

Can't find the myMobility Start App? 'Swipe left' to get to the screen, or 'swipe down' and search for Start.



MaaS360

If the MaaS360 App does not download or appears to be "waiting" for more than 15 minutes, try this:

1) Go to Settings > iTunes & App Stores > Use Cellular Data (make sure this is turned on). 2) Delete the MaaS360 App 3) Go to the RBC App Catalogue, scroll down to find the User ID button and click it. Then find the "Install MDM App" button and click it.

If you set up Touch ID and don't log in for 24 hours, you must use your PIN to log in. If you forget your PIN and you enter the wrong PIN 10 times, MaaS360 will be wiped from your device. Before this happens, try deleting MaaS360 and reinstalling it from the RBC App Store. You can set up a new PIN from here.



F5 Access

If you are having trouble accessing the RBC network, make sure you have enabled the F5 Access App - open it and tap "Agree".



Apple/iCloud ID

If you have an Apple/iCloud ID and are a non-securities business user, you can use your current account to sync photos, music, and app purchases to your new corporate device. If you don't have an Apple/iCloud ID, wish to create a new one, or are a securities business user, we recommend using your RBC email address. This will keep your personal information separate from your work profile and technical issues will be easier for RBC Tech Support to help with. Find information on your existing Apple/iCloud ID or create a new one by visiting appleid.apple.com.



RSA SecurID (token)

To work remotely, you can connect to RBC's VPN by using the secure 8-digit passcode generated by the RSA SecureID Software Token App. If you currently use a soft or hard token, you can use the Self Service Web Portal (scan the QR code below) to request a new soft token for your new device by going to the "Home" tab > "Replace Token" and follow the prompts to set up your soft token.



myMobility Resources

RBCTech

RBC Connect



Knowledge Base



Video Channel



Tech Cafe



Slack
#help-mymobility

1-866-531-5656

For help with technical issues, call the Global Technology Support Desk.

Scan QR codes by hovering your device's camera over a barcode. A pop-up will appear on your device. Tap on it to open the link in your browser.