

1. Why won't WealthLink accept my verification code (OTP – One Time Password) when trying to log in?

- **Did you copy and paste the code from the email?**

If so ensure that you did not include any blank spaces while copying. Try typing in the code manually.

- The system automatically sends you a code when it prompts you to enter the code. **Did you hit the send new code button?**

If yes then the **first code** you receive in the email will be **invalid** because you asked for a second code.

You will need to **wait for the second email** to arrive and use that verification code.

- **IMPORTANT:** The Verification code has to be entered into WealthLink within 10 minutes. If over 10 minutes the code will expire.

2. How do I avoid typing in a verification code each time I log in?

- If you check off the **remember this device** button when logging on then your device will be machine fingerprinted and allow you to bypass the verification code entry for a **three month period**.
- However, if you delete your cookies the machine fingerprint will be removed and you will need to type in your verification code again next time you log in.
- Check if your computer is set up to clear cookies and site data when you quit chrome. If so, turn that function off. Ensure your cookies are enabled on your device.
- **Do you have multiple users using the same device with two different login ID's?**
WealthLink is **unable to track multiple ID's** on a single device and will prompt for a verification code when switching back and forth between User ID's.

3. The system freezes when forwarding me to the home page, what do I do?

- Go into your browser settings and clear your cookies, cache and history.
- Using a supported Browser (Google Chrome, Edge, Firefox or safari) open a new browsing page to Log in. Ensure each time you log out of WealthLink you use the log out button and not just close the browser.
- Go in through: <https://www.rbcinsurance.com/retirement/wealthlink-investor/index.html>
- Click on Sign-in/Register. You can bookmark the site once opened.

Cell Phones are not supported: WealthLink use on phones is not recommended or supported at this point in time. Cell phones may cause the system to freeze if used.

4. Why does my User ID and Password not allow me to access WealthLink?

- Ensure you are using the correct User ID and password. Passwords and User ID's are case sensitive.
- If you do not remember your User ID click on the **Forgot User ID** button. WealthLink will ask you for your email address and then send you an email with your User ID attached.
- If you do not remember your password click on the **Forgot Password** button. WealthLink will ask you for your User ID and then send you an email with a verification code that you need to enter in WealthLink (ensure you hit remember this device again). WealthLink will then allow you to set up a new password and take you into the home screen.
- **Important:** Ensure you use a second browsing tab to retrieve the verification code from your email and not simply using the back arrows on the browser to switch between WealthLink and email.
- Ensure you are using a supported Browser such as Google Chrome, Edge, Firefox or Safari. WealthLink is not compatible with Chrome Incognito or Internet Explorer.

5. Why am I not receiving the verification code?

- Check your junk mail or trash folders in your email
- Ensure the email you have registered with on WealthLink is the email you are checking.
- The verification code email may take up to 10 minutes to receive but on average is received after 1 – 2 minutes. If you still haven't received it within 10 minutes then call our Sales Technology Support Centre at **1 866 896 5682**.

If you are still experiencing technical difficulties then contact our Sales Technology Support Centre at 1 866 896 5682.