



Setting up your RBC MacBook Pro



Important

Please keep the box and packaging for this laptop. You will be required to return your device in the original packaging upon your return to the office.

Setting up your device and your access

The following document provides you with step-by-step instructions for setting up your MacBook. ***Please read this document and follow the instructions carefully.***

PART 1: Before using your MacBook, **please use your personal computer** to complete the following activities:

1. [Installing the Citrix Workspace Application on your personal laptop](#)
2. [Logging into myVirtual environment for the first time on your personal laptop](#)
3. [Changing your password after your first log-in on your personal laptop](#)

NOTE - If you do not have a personal computer, please contact BCPTechSupport@rbc.com for assistance.

PART 2: Once you've changed your RBC log-in password, you can proceed to complete the steps below to complete your MacBoo set-up

4. [Using your RBC MacBook Pro for the first time](#)
5. [Connecting to the RBC VPN for the first time](#)
6. [Authenticating your proxy](#)
7. [Enterprise Connect sign-on](#)
8. [Accessing myVirtual Workspace on your MacBook](#)
9. [Setting up your RSA SecurID Software Token](#)
10. [Signing out of your myVirtual Workspace environment](#)
11. [Setting up Outlook](#)
12. [Installing applications](#)
13. [Accessing Slack](#)
14. [Shutting down your MacBook at the end of the day](#)
15. [Connecting to the RBC VPN network for the second time](#)
16. [Additional set-up for your device on one.rbc.com](#)

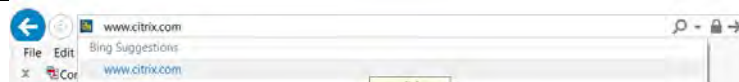
Need help or support?

Please use the step-by-step instructions provided in this user guide. If you encounter any challenges, please contact the Technology Service Desk at 1-866-531-5656 for assistance.

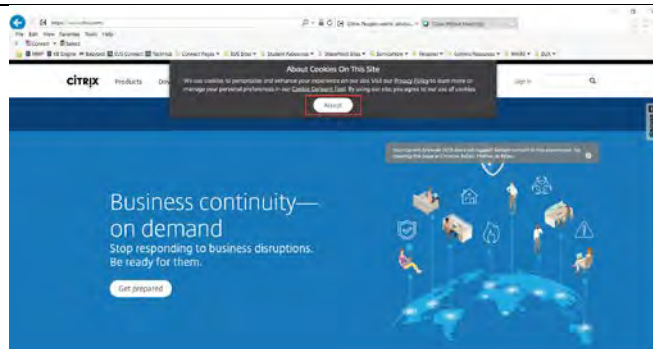
Installing the Citrix Workspace Application on your laptop

1. On your laptop, open an internet browser.

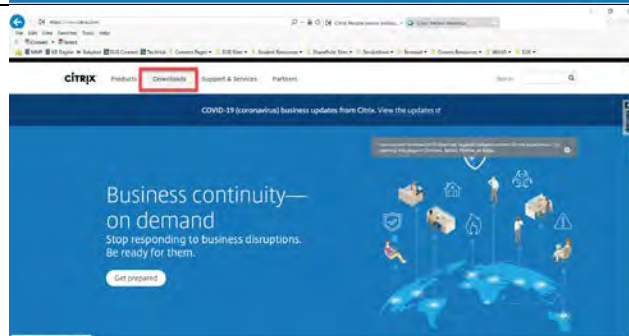
In the internet browser bar, type in: www.citrix.com



2. When the website opens, a pop-up message will appear. Click on the **Accept** button.

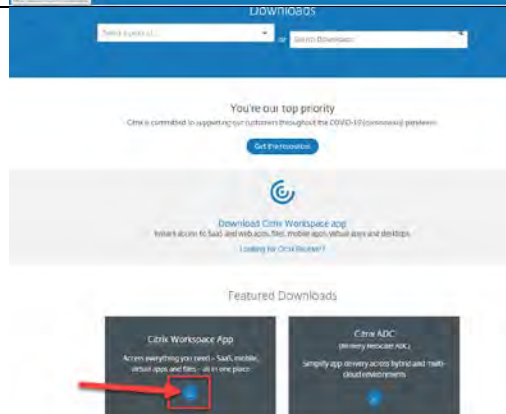


3. Click on the **Downloads** link at the top.

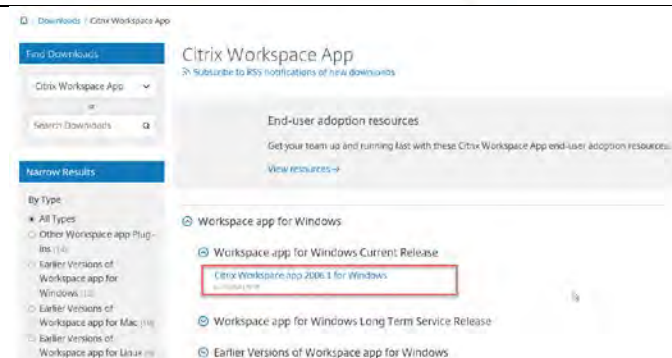


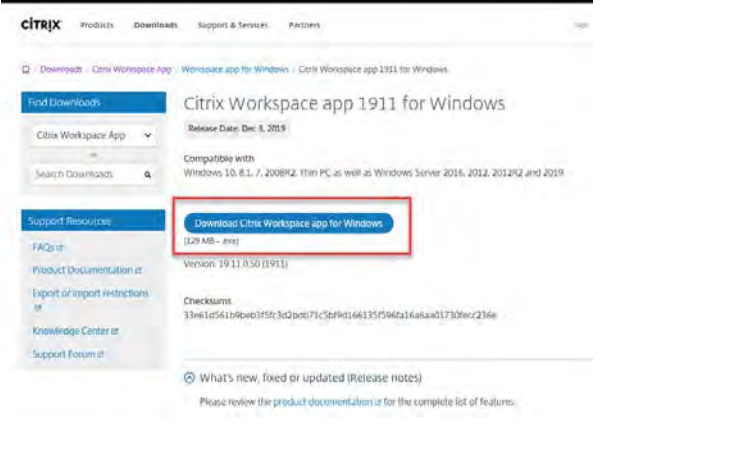

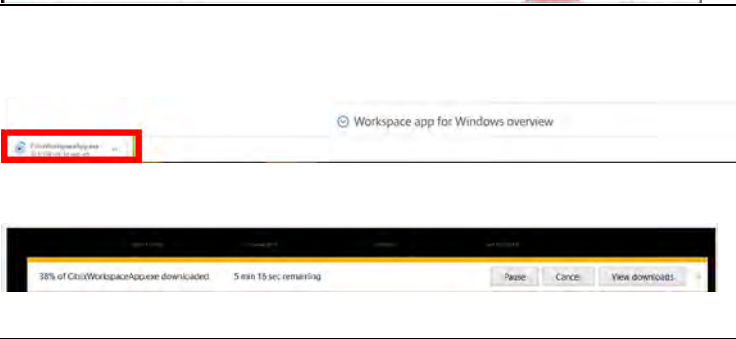
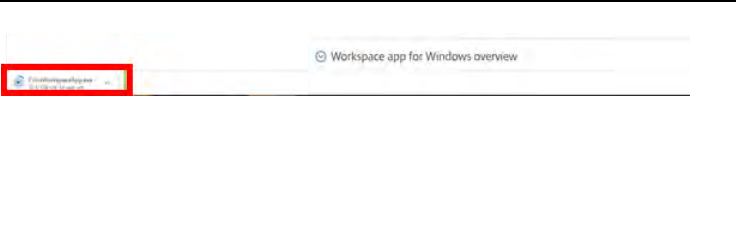
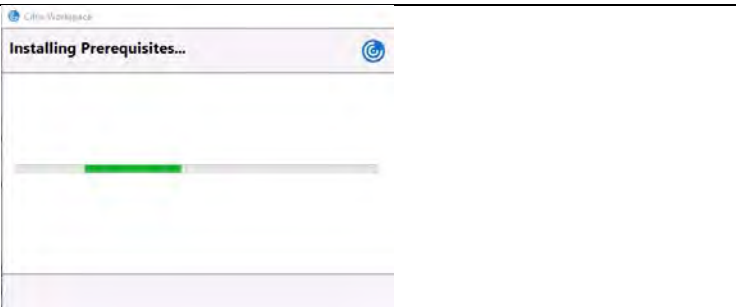
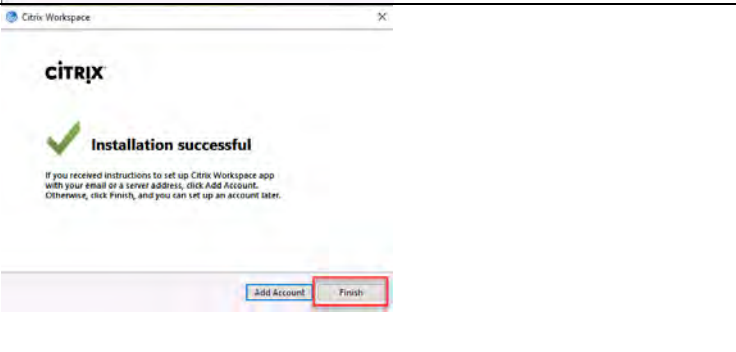
4. Scroll down the webpage until you reach the **Featured Downloads** section.

Click on the **blue circle** button beneath **Citrix Workspace App**.



5. Under the heading, **Workspace app for Windows**, click on the most current release available for Citrix Workspace app for Windows.



<p>6. Click on the blue <i>Download Citrix Workspace app for Windows</i> button.</p>	
<p>7. A prompt may appear at the bottom of your screen. Click the <i>Run</i> button.</p>	
<p>8. The Citrix receiver will begin downloading.</p> <p>Depending on the browser you are using, it will either:</p> <ol style="list-style-type: none"> appear on the bottom corner of your browser (if using Chrome); or, appear at the bottom of your internet browser (if using Internet Explorer). 	
<p>9. When the download is complete:</p> <ol style="list-style-type: none"> If using Chrome, click on the bottom corner to proceed with the installation process; or, If using Internet Explorer, no action is required. The installation process will continue on its own. 	
<p>10. A window will appear to welcome you to the Citrix Receiver set-up.</p> <p>Click the <i>Install</i> button and follow the instructions to complete the process.</p>	
<p>11. Click the <i>Finish</i> button and follow the instructions to complete the process.</p>	

Logging into myVirtual environment for the first time

1. Open an internet browser and type into the browser bar:
<https://myworkspace.rbcvpn.com>
2. A webpage will open in your browser. Please enter the following information into the required fields as indicated below. This information will be sent to you in an email from your manager.
 - a) **User name:** Enter your RBC Employee Login ID **provided to you by your manager.**
 - b) **Passcode:** Enter one of the 8-digit temporary token numbers **provided to you by email by your manager**
 - c) **User Password:** Your temporary RBC Login Password **provided to you by your manager**

Note – You will receive 10 temporary passcodes / temporary token numbers. Each passcode can only be used once. If, for some reason, you need to re-enter the passcode at this stage, please use the next one in the list.

Click the *Log On* button.
3. You will be asked to create a new PIN. The PIN should be 4 to 8 digits long and should not start with 0.

Enter your new PIN. Click the *Submit* button.

You will then be prompted to re-enter it. Re-enter the PIN you selected and click the *Submit* button.
4. A new window will appear, confirming your PIN was accepted.

Wait for 20 seconds.

After 20 seconds, enter your new PIN followed by the next unused temporary passcode you received by email from your manager.

For example, [pin][token] – 123411223344

IMPORTANT: If you are re-directed back to the main log-in page after clicking the *Submit* button, you will need to log-in again:
 - a) **User name:** Enter your RBC Employee Login ID **provided to you by your manager**
 - b) **Passcode:** Enter the PIN number you just set, followed by the next 8-digit temporary token number

in the list ***provided to you by email by your manager***

For example, [pin][token] – 123411223344

- c) **User Password:** Your temporary RBC Login Password ***provided to you by your manager***

Click the *Log On* button.

The image shows the RBC Employee Log-in screen. It has fields for User name, Passcode, and User Password, each with a masked input field. A 'Log On' button is at the bottom. Annotations with arrows point to the fields: 'Employee Log-in ID (provided by manager)' points to the User name field, 'New PIN followed by next temp token (provided in email)' points to the Passcode field, and 'New Log-in Password' points to the User Password field. Below the fields, there is a note: 'For User name: please enter your VPN ID. For Passcode: If hard token, enter PIN+Token. If soft token, enter the 8 digit Passcode. Important: Please reconfirm password. (Please return to this page once you have reset/unlocked your account)'.

5. You will then be asked to change your RBC employee password.

Note: The password must be at least 8 characters long

- Do not use words contained in your username or name
- Use at least three of the following character types:
- Number special character (e.g. !, \$, #, %)
- upper case character
- lower case character

Click the *Submit* button.

You will be asked to re-confirm the password. Enter the password again. Click *Submit* button.

The image shows the RBC Password Change screen. It has a title 'Additional Information Required' and a subtitle 'Please type your response below:'. The main text says 'Password Expired. Please enter a new password.' There is a text input field and a 'Submit' button.

IMPORTANT: If you are re-directed back to the main log-in page after clicking the *Submit* button, you will need to log-in again:

- a) **User name:** Enter your RBC Employee Login ID ***provided to you by your manager***
- b) **Passcode:** Enter the PIN number you just set, followed by the next 8-digit temporary token number in the list ***provided to you by email by your manager***

For example, [pin][token] – 123411223344

- c) **User Password:** Enter the new RBC Login Password you just set.

Click the *Log On* button.

The image shows the RBC Employee Log-in screen. It has fields for User name, Passcode, and User Password, each with a masked input field. A 'Log On' button is at the bottom. Annotations with arrows point to the fields: 'LAN ID (provided by manager)' points to the User name field, 'New PIN followed by next temp token (provided in email)' points to the Passcode field, and 'New Log-in Password' points to the User Password field. Below the fields, there is a note: 'For User name: please enter your VPN ID. For Passcode: If hard token, enter PIN+Token. If soft token, enter the 8 digit Passcode. Important: Please reconfirm password. (Please return to this page once you have reset/unlocked your account)'.

6. A new webpage will open on your screen.

Based on the email you received from your manager, you have been granted access to either *myVirtual Workspace* or *myVirtual PC*.

Click on the icon at the top of the page for the myVirtual environment you will be using.

Your myVirtual environments will appear in the lower portion of the screen. Click on icon that appears in the window.

Note – you may see different icons than those depicted in these images. The type of icon is determined by your Line of Business and the applications you require.

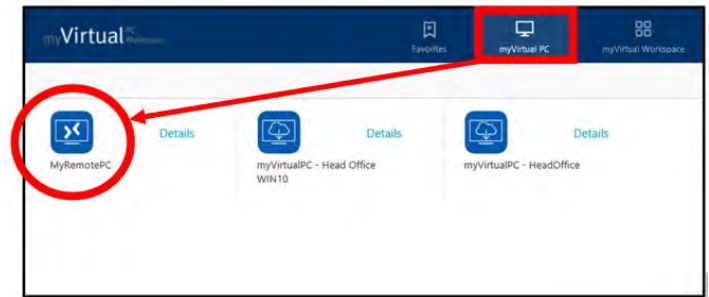
myVirtual Workspace:



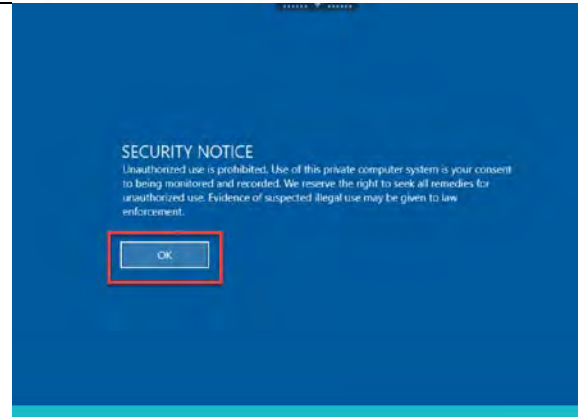
myVirtual PC users:



myRemotePC users:

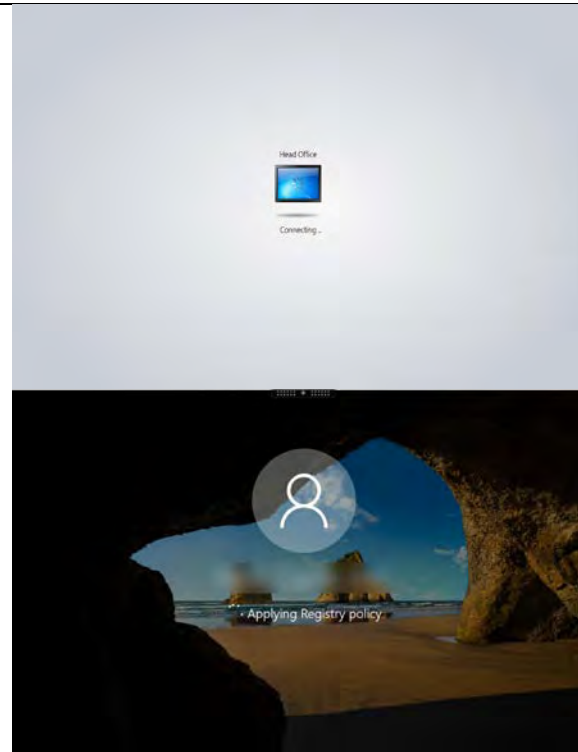


7. The RBC security notice screen will appear on your computer. Read the notice, then click the **OK** button to proceed.



8. You will be connected to the myVirtual Workspace environment in your browser window.

Note - If you received a Citrix Workspace security warning, please click on *Permit User* and checkmark "Do not ask me again for this site".



9. The RBC-branded Windows 10 desktop will open in your browser.

Note - It may take a little while for the virtual environment to load the first time you log in. Please be patient.

You can now use the virtual environment to access the RBC network, including your email, applications, intranet, and internet.

myVirtual Workspace:

Note – Some applications may open up automatically in your window (i.e. Skype, Webex, Entrust). Please close them.



myVirtual PC:



myRemote PC:



Changing your password after your first log-in

IMPORTANT

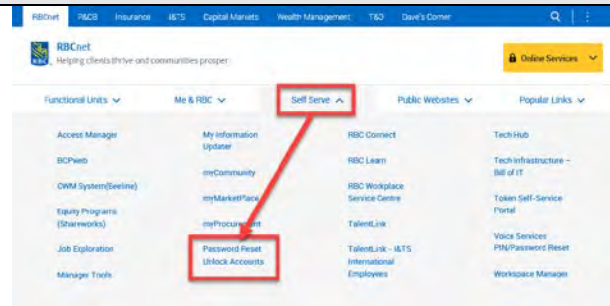
After connecting to your virtual environment for the first time, you may be automatically prompted to enroll in the Self-Serve Password Reset tool. If you are prompted to do this, please follow the on-screen instructions and complete the prompts and fields as requested.

1. In your myVirtual environment, open an internet browser (Chrome or Internet Explorer).

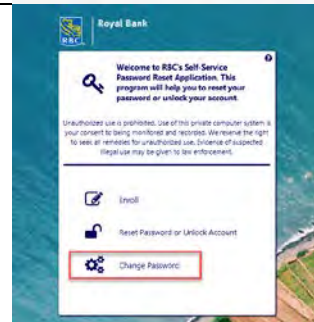
Click on the *Self Serve* menu.

Click on *Password Reset Unlock Accounts*.

You may also be prompted to enroll in the



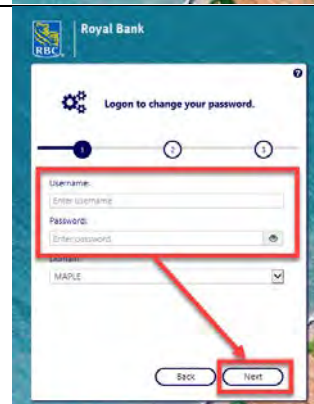
2. Click on *Change Password*.



3. In the *Username* field, enter your 9-digit RBC Employee ID provided to you by your manager.

In the *Password* field, enter the password you set when prompted earlier in the set-up process.

Click on the *Next* button.



4. Enter your new password into the fields below and click on the *Change* button.

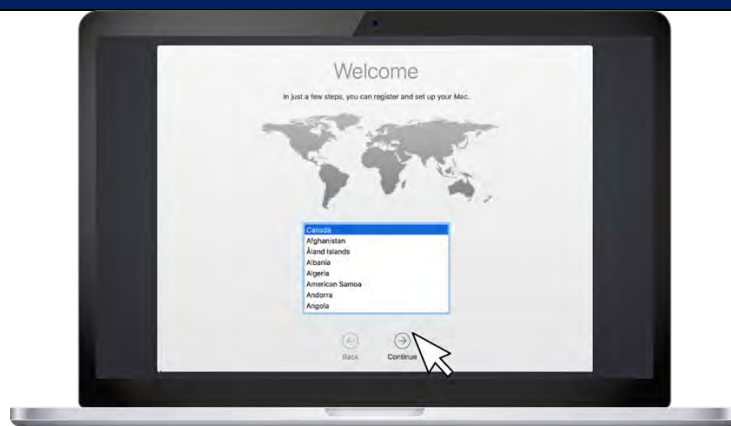
Note:

- The password must be at least 8 characters long
- Do not use words contained in your username or name
- Use at least three of the following character types:
 - number
 - special character (e.g. !, \$, #, %)
 - upper case character
 - lower case character



Using your MacBook for the first time

1. Select the geographic region that applies to you, and click on 'Continue'.



2. Select the 'U.S' option for the keyboard layout

Note: ALL regions must select U.S even if in Canada



3. Connect to the device to your home WiFi and enter your WiFi password.

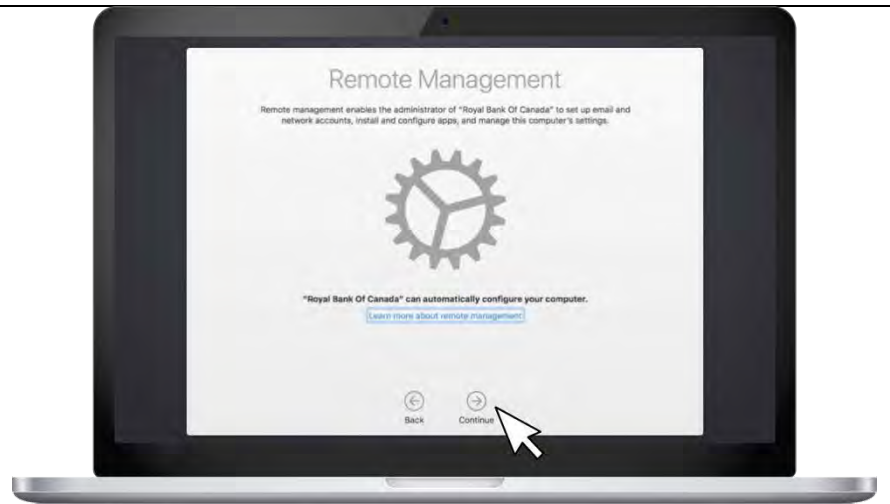


4. This prompt allows RBC to configure and manage your device. Click on 'Continue' to allow for the configuration process to take place.

Note: Do not proceed further if the Mac doesn't display the 'Remote Management Screen', but displays the screen below instead.

Click the back button and try to connect to a different WIFI.
You may also shutdown/power off in order to restart the steps.

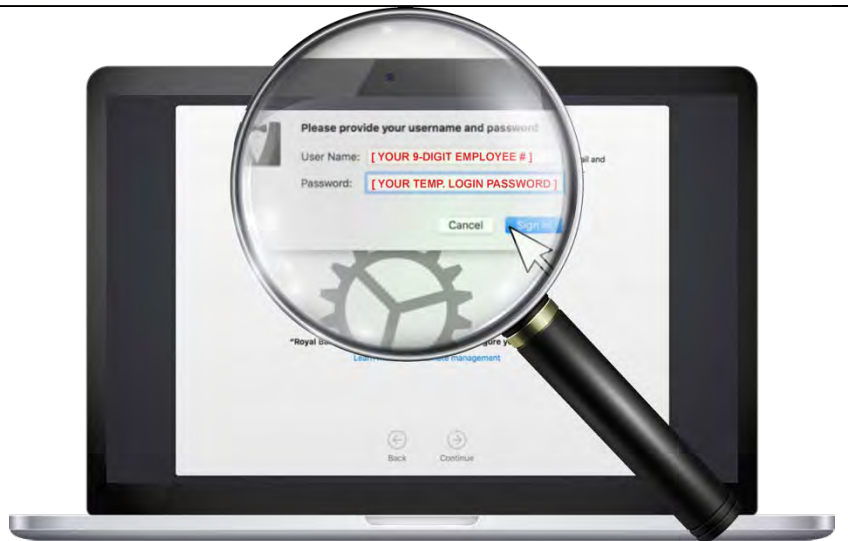
*If the issue persists, please email the mac@rbc.com mailbox for support.



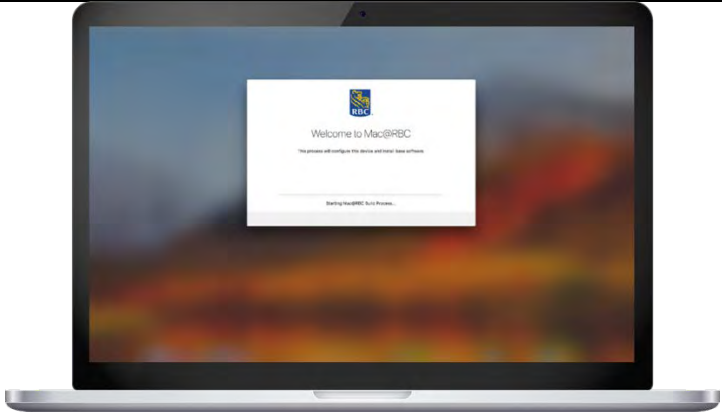


5. Enter your RBC Log-in ID in the User Name field.

Enter the new RBC login password you set using myVirtual Workspace on your personal computer.

Note – Your Log-in ID and temporary password were provided to you by your manager.



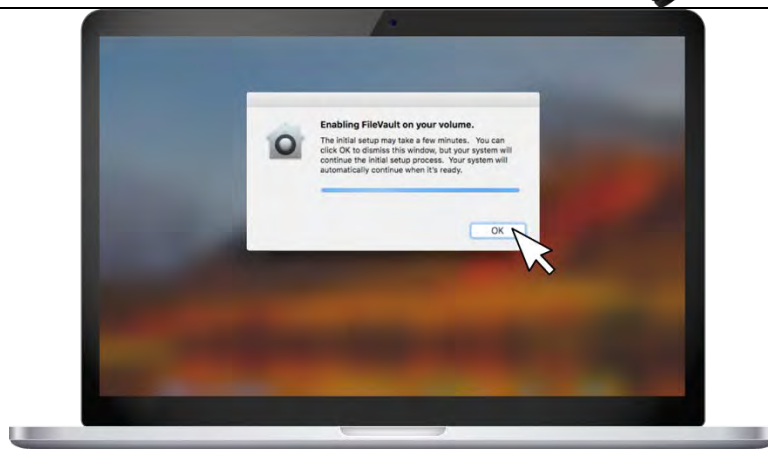
<p>6. Create a user profile name and click on 'Continue'. Most fields will be automatically populated from the previous step.</p>	
<p>7. Your laptop will begin setting up; no action required.</p>	
<p>8. Your screen will now display a 'build' popup with a blue loading bar (this is the downloading process); no action required.</p> <p>This will take approximately 15 minutes.</p>	

9. Click 'Restart' to continue the installation process.

Note: When restarting the machine, if your MacBook runs into the following: black screen, black screen with mouse cursor, or a black screen with the spinning progress icon, please hold down the power button for 10-15 seconds and then press the power button again to start up your MacBook.



10. Click 'OK'. Your Mac will finalize the installation process and perform a reboot to initiate disk encryption.



Connecting to RBC VPN for the first time

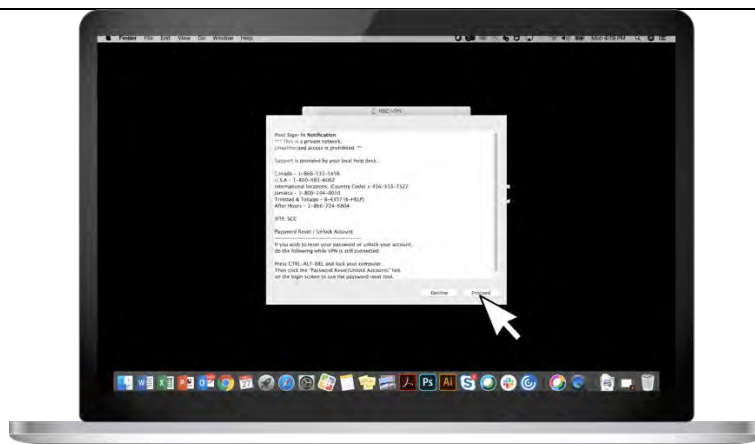
1. Click on the 'Pulse Secure' icon on top right-hand corner bar of your desktop > 'RBC VPN' > 'Connect'.



2. Enter one of the 10 temporary RSA passcodes provided to you by your manager.

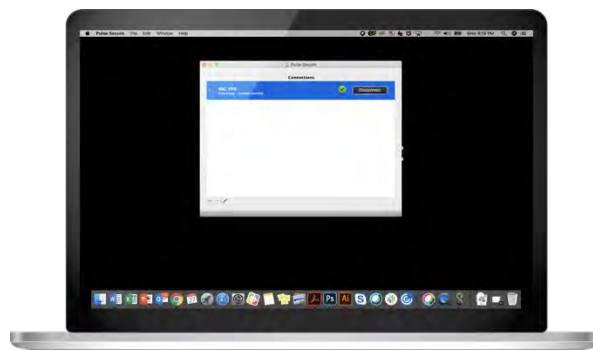


3. A 'Post Sign-In Notification' popup will appear – click on 'Proceed' to complete your connection.



4. To double-check your connectivity to the RBC network, click on the 'Pulse Secure' icon again > 'Open Pulse Secure'.

A pop-up will indicate whether or not you're connected.



Authenticating your proxy

1. You will be prompted to sign into Proxy.

Click on 'System Preferences' to continue.



2. Next, type in your **9-digit employee log-on ID**, followed by **@maple.fg.rbc.com** in the **Username** field.

It should look like this:

[123456789@maple.fg.rbc.com](#)

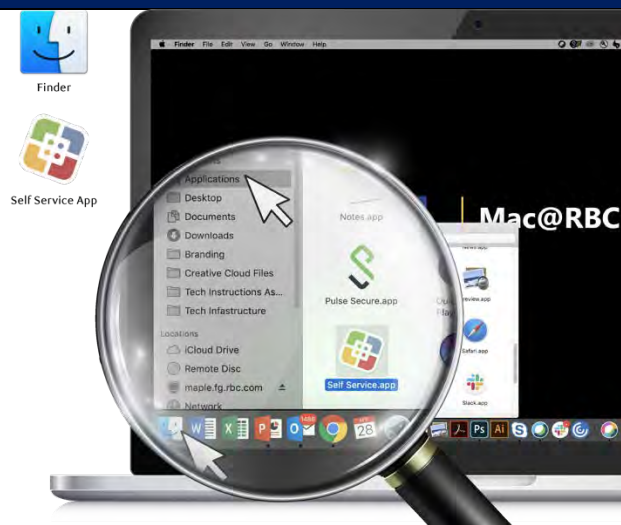
Enter your login password.

Click OK.

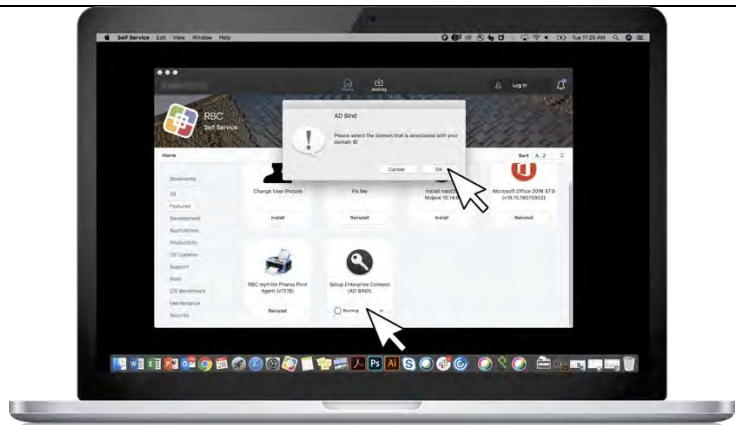


'Enterprise Connect' Sign In

1. Click on the 'Finder' icon > 'Applications' > 'Self Service' app.



2. Run the 'Setup Enterprise Connect (AD BIND)' app, and click 'OK' on the popup.



3. Select **Maple** from the list. Click 'OK'.



4. In the next popup, enter your 9-digit employee ID in the Username field.

Enter your login password.

Click "Sign In".

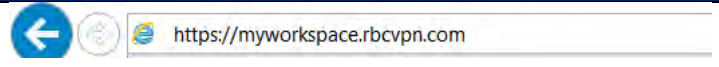
You will now be fully connected to the RBC network.

Note: If another popup displays, you must ensure that your password matches the temporary one provided for you to login into your account/desktop (RBC account login password).



Logging into myVirtual Workspace on your MacBook

1. Open an internet browser and type into the browser bar: <https://myworkspace.rbcvpn.com>

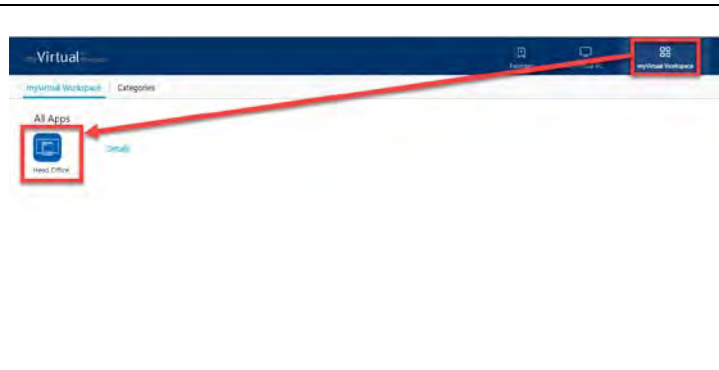


2. A webpage will open on your screen.

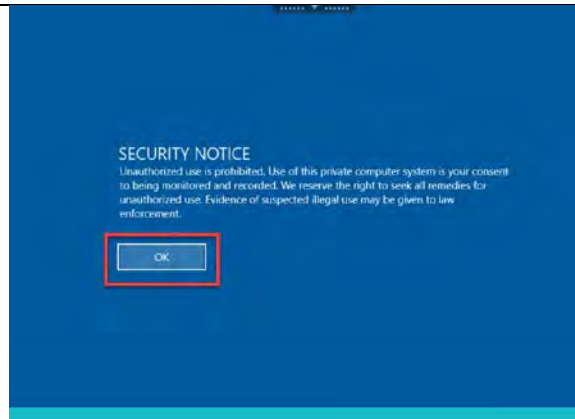
Based on the email you received from your manager, you have been granted access to myVirtual Workspace.

Click on the icon at the top of the page for the myVirtual environment you will be using.

Your myVirtual environments will appear in the lower portion of the screen. Click on icon that appears in the window.

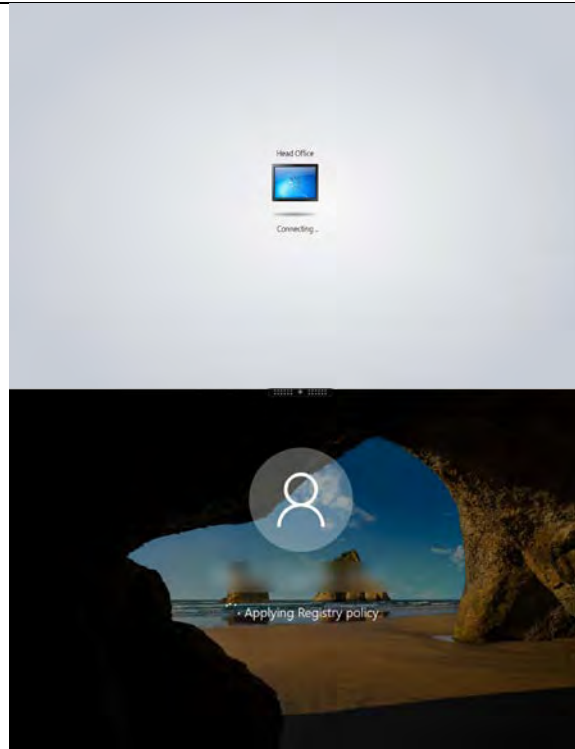


3. The RBC security notice screen will appear on your computer. Read the notice, then click the *OK* button to proceed.



4. You will be connected to the myVirtual Workspace environment in your browser window.

Note - If you received a Citrix Workspace security warning, please click on *Permit User* and checkmark "Do not ask me again for this site".



5. The RBC-branded Windows 10 desktop will open in your browser.

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You can now use the virtual environment to access the RBC network, including your email, applications, intranet, and internet.

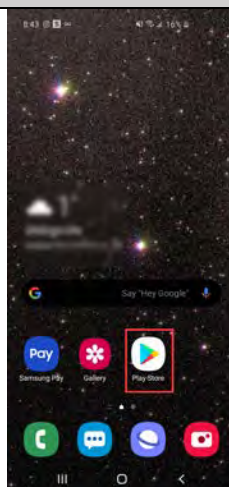
Note – Some applications may open up automatically in your window (i.e. Skype, Webex, Entrust). Please close them.



Setting up your RSA SecurID Software Token

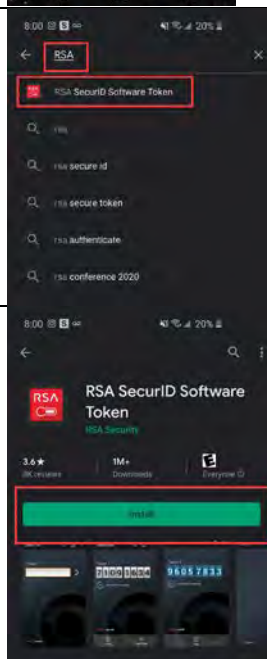
Please complete the steps in the following section while you are logged into myVirtual Workspace.

1. On your mobile phone, access the *App Store* (if you use an iPhone) or the *Play Store* (if you use an Android).


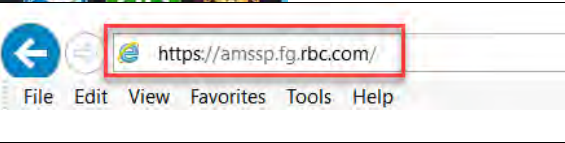


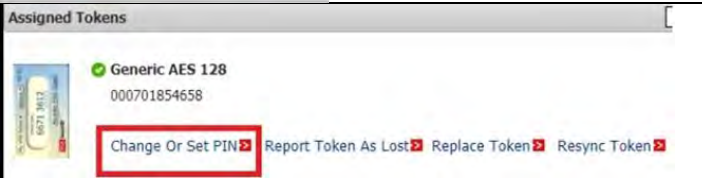
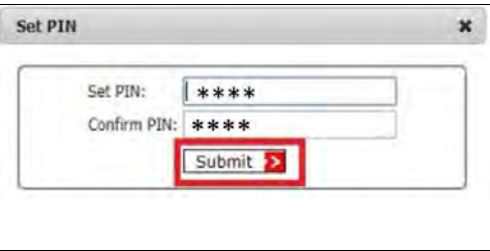
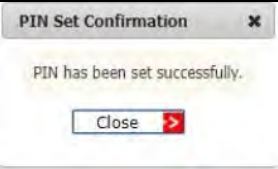
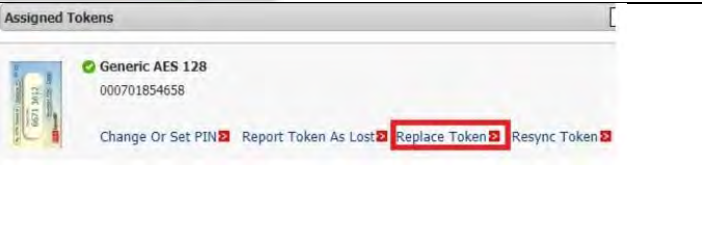





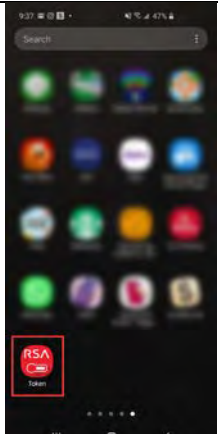

2. In the App Store or Play Store, type in the name of the application in the Search bar – “RSA SecurID Software Token”.

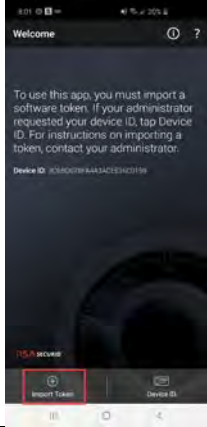
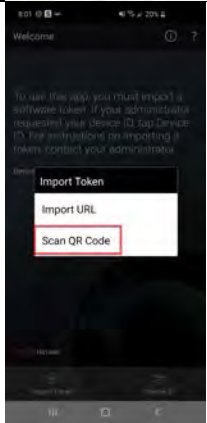
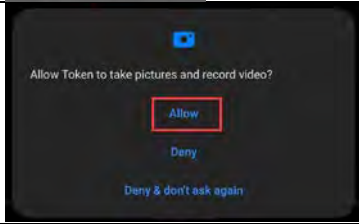

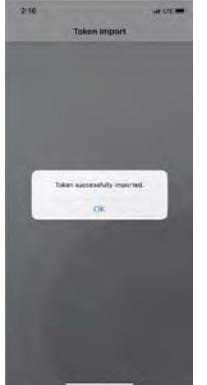
Click on the application when it appears in the search results.


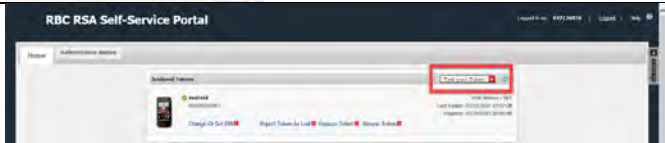
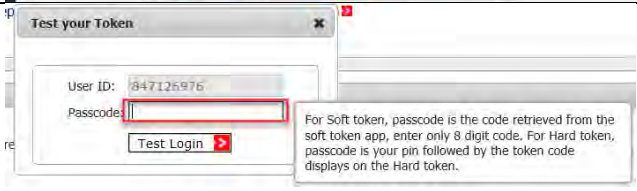
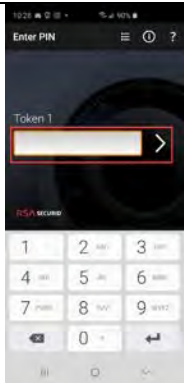
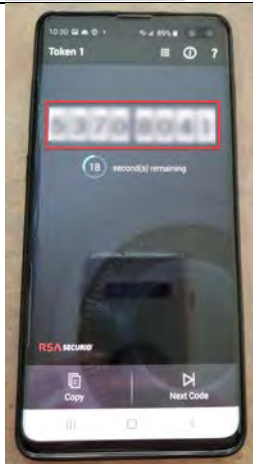



3. Click on the Install button to download the **RSA SecurID Software Token application** onto your mobile phone.

<p>4. When the download is complete, click the <i>Open</i> button. .</p>	
<p>5. You now need to access the RSA Self-Serve portal. While logged into the myVirtual PC environment, open the Internet Explorer browser and type in: https://amssp.fg.rbc.com/</p>	
<p>6. Click the <i>AD Authentication</i> box.</p>	
<p>7. Enter your RBC Login ID in the <i>User ID</i> box and your RBC Login password in the <i>Password</i> box Click <i>Log On</i> button.</p>	
<p>8. Beneath the Assigned Tokens heading, you will see your newly assigned VPN Token ID. Click on the <i>Change or Set PIN</i> option.</p>	
<p>9. A pop-up box will appear. Select a 4-8 digit token PIN (the PIN cannot begin with a zero) and enter it in the <i>Set PIN</i> field. Re-enter the same PIN in the <i>Confirm PIN</i> field. Click the <i>Submit</i> button.</p>	
<p>10. A pop-up message will confirm your PIN is now set. Click the <i>Close</i> button.</p>	
<p>11. Under the Assigned Tokens heading, click on <i>Replace Token</i>. Note: If the <i>Replace Token</i> option is not available to you, click on the <i>Cancel Token Replacement</i> tab, confirm the cancellation prompt, and repeat click on <i>Replace Token</i>.</p>	

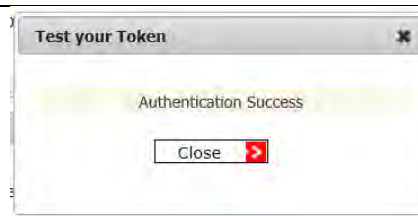
<p>12. From the list of available options, click on the type of device where you installed the RSA SecurID Software Token application.</p> <p>For example:</p> <ol style="list-style-type: none"> 1. If you are using an iPhone, select <i>IOS 2.x</i>. 2. If you are using an Android device, like a Samsung or Google phone, select <i>Android</i>. 	
<p>13. Confirm the device type you've selected is correct by clicking on the <i>Submit</i> button.</p>	
<p>14. In the <i>Select Your Delivery Method</i> window, click the <i>Scan QR Code</i> button.</p>	
<p>15. On your mobile phone, open the <i>RSA SecurID Software Token</i> application.</p>	
<p>16. The application will ask you to agree to the license requirements.</p> <p>Read the agreement, then click on the <i>checkbox</i> appearing beside “I have read and accept the terms of this agreement”.</p> <p>Click on the <i>Continue</i> button.</p>	

<p>17. Select the <i>Import Token</i> button at the bottom-left of the screen.</p>	
<p>18. Then select the Scan QR Code option.</p>	
<p>19. You will be prompted to allow the application to take pictures and record video. Select the Allow button.</p>	
<p>20. Point your phone at your computer screen so the QR code appears in the centre of the red outlined box.</p>	
<p>21. You will receive a message on your mobile phone indicating the token was successfully imported. Click <i>OK</i>.</p>	

<p>22. In the RSA Self-Serve portal on your computer or in your RBC Maas360 browser, click the OK button on the screen showing 'Import Successful' on your computer.</p>	
<p>23. In the RSA Self-Serve portal on your computer or in your RBC Maas360 browser, click the Test your Token button.</p>	
<p>24. A pop-up window will appear asking you to enter the passcode generated by the RSA SecurID Software Token on your mobile phone.</p> <p>IMPORTANT: Please carefully read and follow Steps #25 and 26, below.</p>	 <p>For Soft token, passcode is the code retrieved from the soft token app, enter only 8 digit code. For Hard token, passcode is your pin followed by the token code displays on the Hard token.</p>
<p>25. Open the RSA SecurID application on your mobile phone.</p> <p>Enter the 4-8 digit PIN you set earlier in Step #9.</p> <p>Press the > button to proceed.</p>	
<p>26. An 8-digit passcode will appear on your phone. This passcode needs to be entered into the RSA Self-Serve portal as shown in Step #24.</p> <p><i>Note - This is a soft token, so you only need enter the 8-digit number you see on this screen.</i></p> <p>The token passcode changes every 60 seconds. If the timer is running low, it is best to wait until the code changes before entering it.</p>	
<p>27. Enter the 8-digit passcode appearing on your mobile phone (as shown in Step #26) and press the <i>Test Login</i> button.</p> <p><i>Note - If you make a mistake entering your user password, you won't be able to use the same token passcode. Wait for the code to change, or click 'next code' in the RSA Token app and then try again with the new token code.</i></p>	 <p>For Soft token, passcode is the code retrieved from the soft token app, enter only 8 digit code. For Hard token, passcode is your pin followed by the token code displays on the Hard token.</p>

28. A pop-up will confirm your token was set-up successfully and is working as expected.

Close the Self-Serve portal.

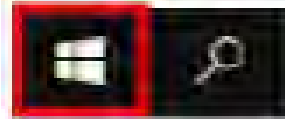


Signing out myVirtual Workspace when you are finished using it

After you complete your RSA SecurID Software application set-up, you can sign-out of your myVirtual Workspace session.

1. Save your work.

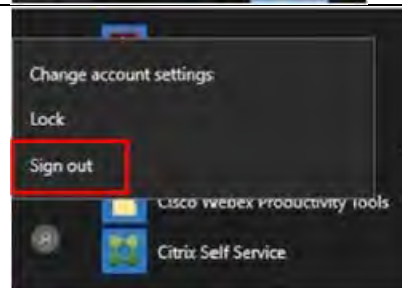
Click the *Start* button at the bottom-left corner of the screen



2. Select the *User Profile* icon.



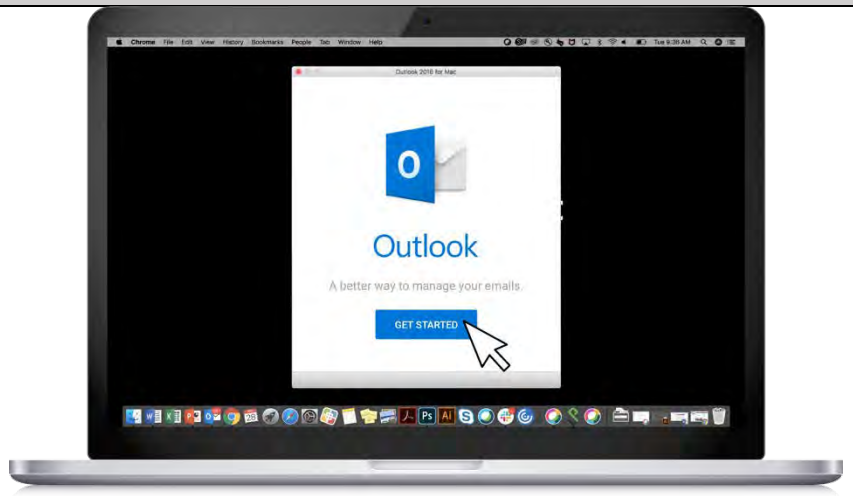
3. Select *Sign out*.



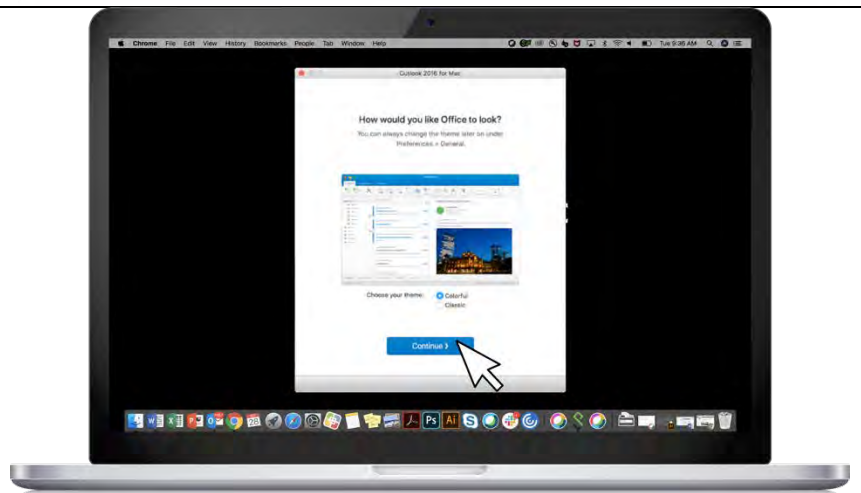
Setting up Outlook

The Outlook app will launch after the initial set up of your laptop. You should set up Outlook after you change your temporary password.

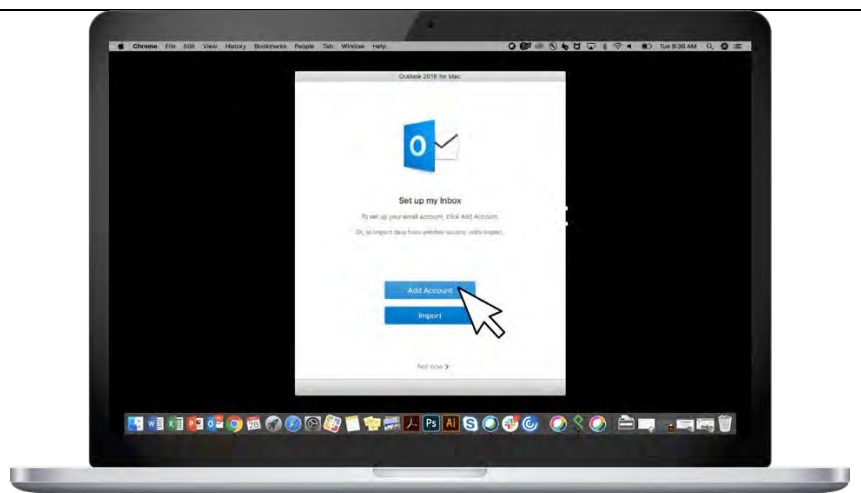
1. Click on 'Get Started'



2. Select the theme you prefer and click on 'Continue'



3. Click on 'Add Account'

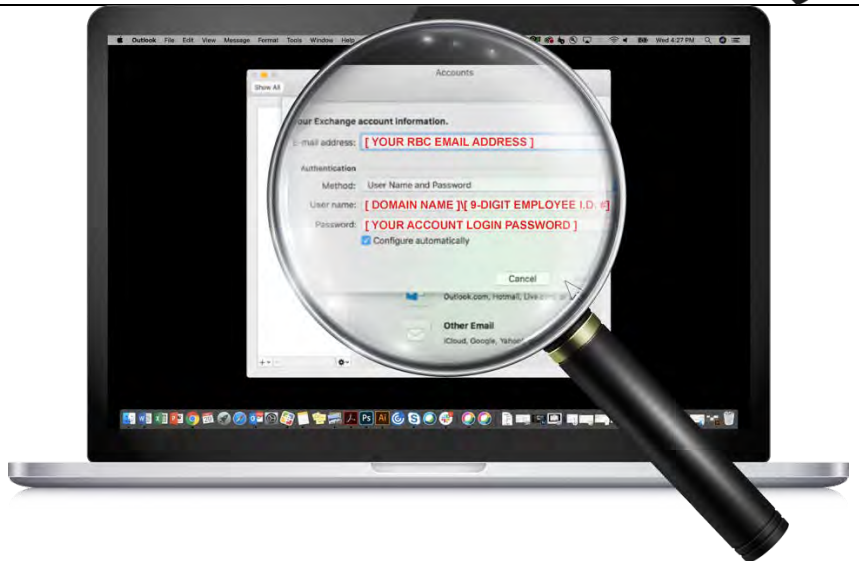


4. Select 'Exchange or Office 365'



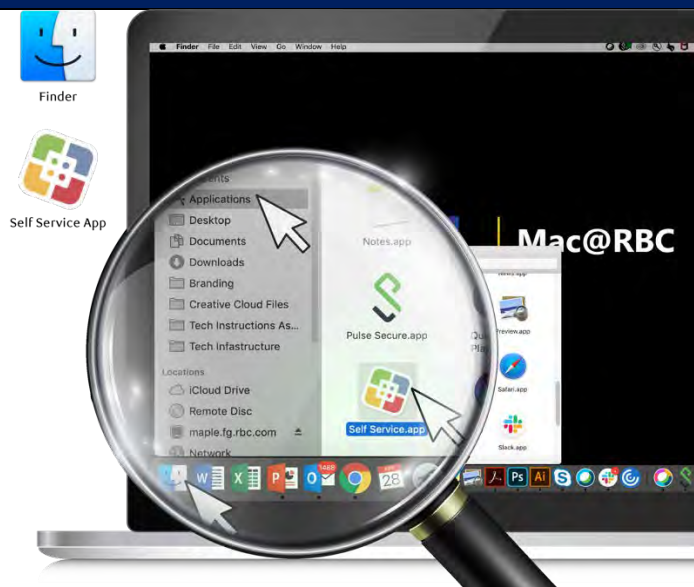
5. Enter your:

- > RBC email address (provided by your manager), e.g. jane.doe@rbc.com
- > Select 'Username and Password' as your authentication method
- > Enter your 'User name': [domain name][9-digit employee I.D. #], e.g. 'maple\330951120'
- > Click on 'Configure automatically'
- > Click on 'Add account'



Installing Applications

1. Click on the 'Finder' icon > 'Applications' > 'Self Service' app



2. Click on the 'Log In' button on the top right-hand corner of the app.

Note: While you still may be able to download some app without logging in, some apps only appear when you're logged in because they are 'user group' specific. Please ensure you log in to access all the apps available to you.



3. Enter your 9-digit employee I.D. # > your account login password (the one you use to log in to your desktop) > select 'Remember Me' > hit 'Return' on your keyboard to complete sign in



4. Once logged in, type in the name of the app you require into the search bar on the top left-hand corner

Click on 'Install' for the app you require and let the installation run



5. Once the installation is complete, it can be found in 'Applications' under 'Finder' > double click on the app and go through the steps to finalize its launch



Finder

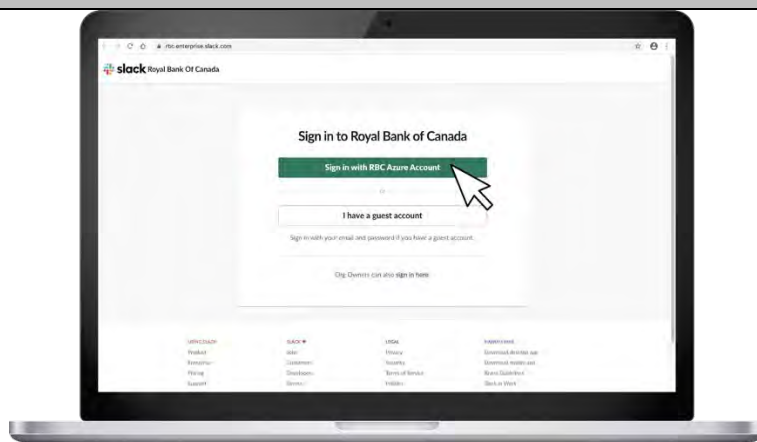


Accessing Slack

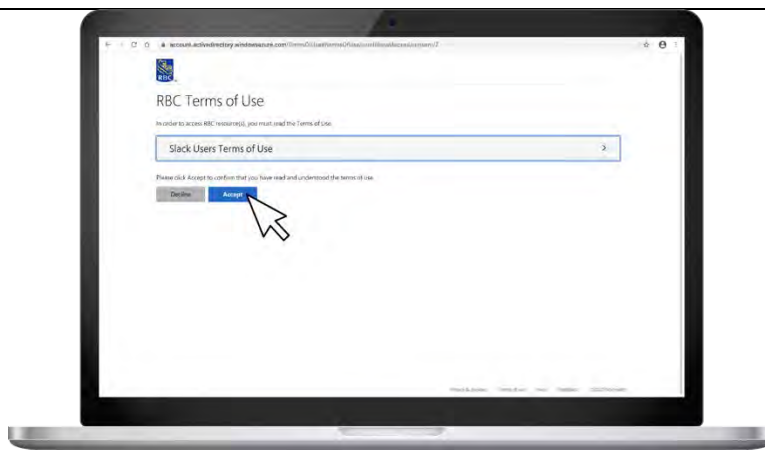
Note: Please ensure that you have **change your temporary password** (the one provided by your manager) before signing into Slack for the first time – Refer to 'RBC Macbook – Changing My Account Login Password' document.

1. Visit <https://rbc.enterprise.slack.com/> on your web browser

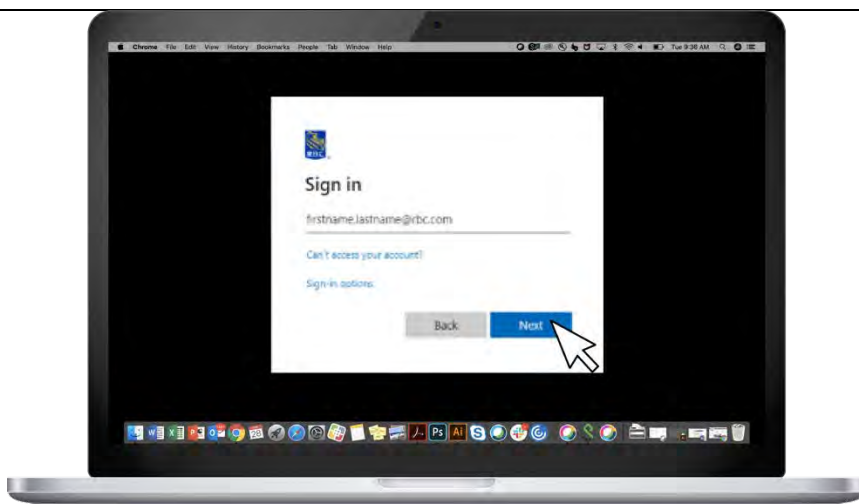
Click on 'Sign in with RBC Azure Account'



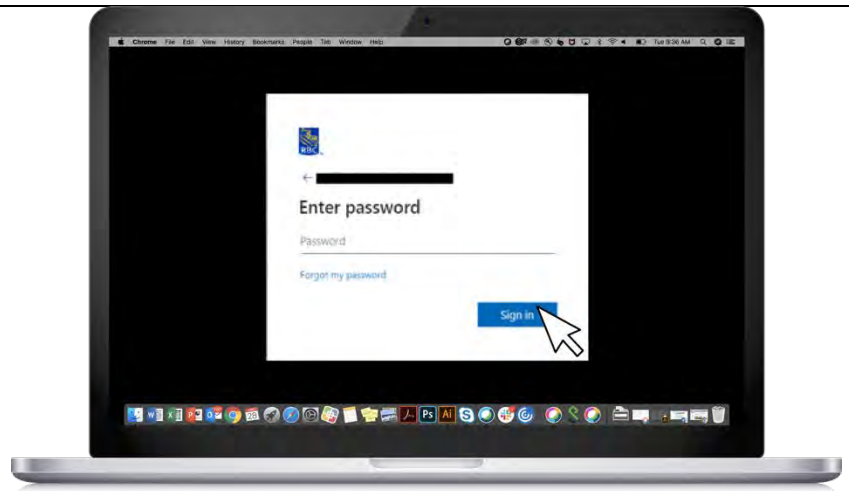
2. Click on 'Accept' under 'Slack Users Terms of Use'



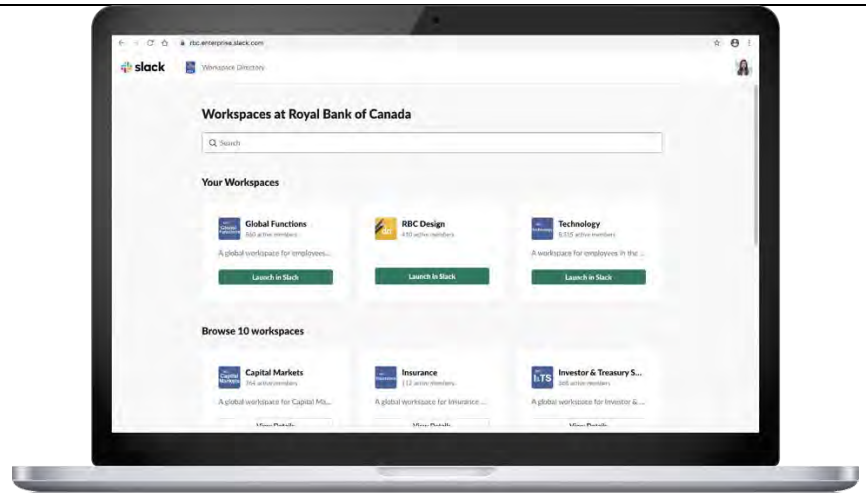
3. Enter your RBC email address, e.g. 'jane.doe@rbc.com', and click on 'Next'



4. Enter your account login password (the one you use to log in to your desktop)

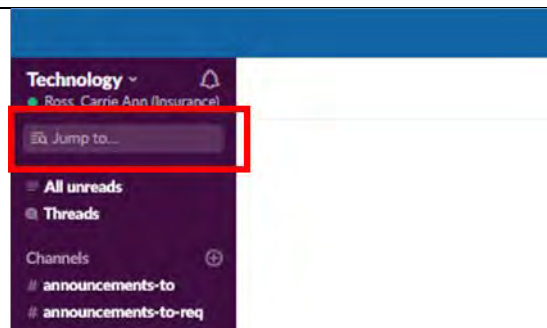


5. You will now be able to select your respective workspace – 'Technology'

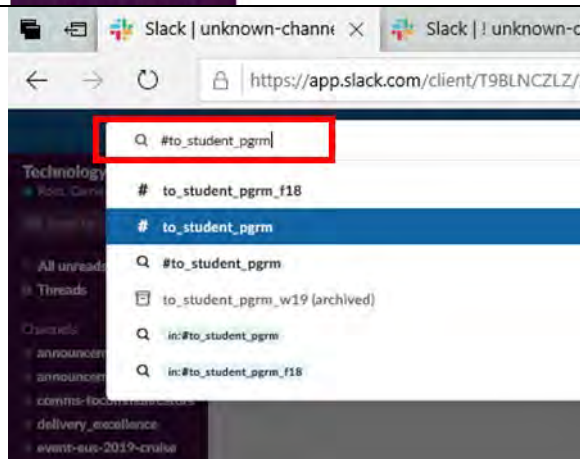


6. Slack will open in your web browser.

Click in the *Jump to...* field



7. In the search window, enter *#to_student_prgm*

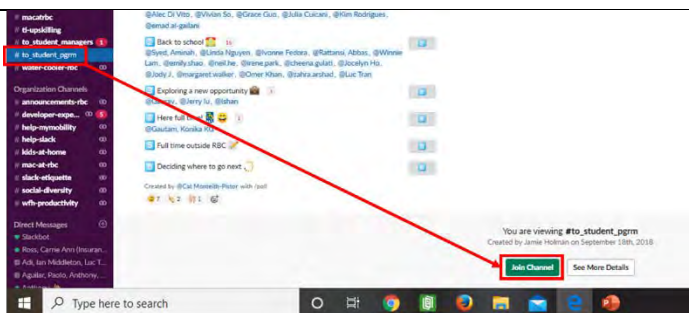


8. The T&O Student Program Slack channel will appear on the left-hand navigation panel.

Click the *Join Channel* button at the bottom of your page.

You can repeat Steps #8 and 9 to join other Slack channels, such as:

- #developerexperience
- #development
- #Datascience
- #innersource
- #designers



What do I do if I get stuck or need help?

- If you have any problems with your Microsoft account or getting access to Slack, please send an email to rbcslack@rbc.com.

Shutting Down Your MacBook

1. Click on the 'Apple' icon on the top left-hand corner bar of your desktop
2. Click 'Shut Down' from the drop down menu and your laptop will power off

Note: Please ensure that you save your work files before closing any applications prior to shut down.



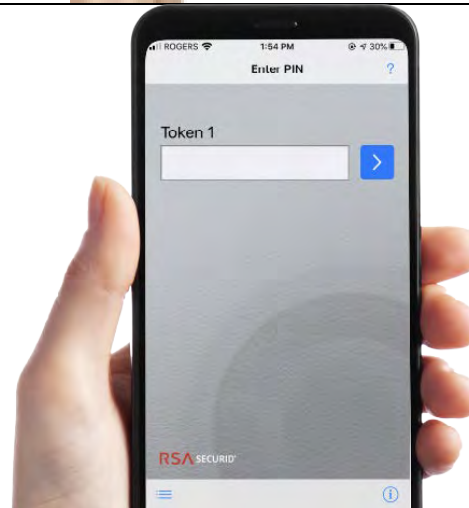
Using your RSA SecurID Software Token for the second time

1. On your personal or RBC-owned mobile phone, open the 'RSA SecurID Software Token' application.

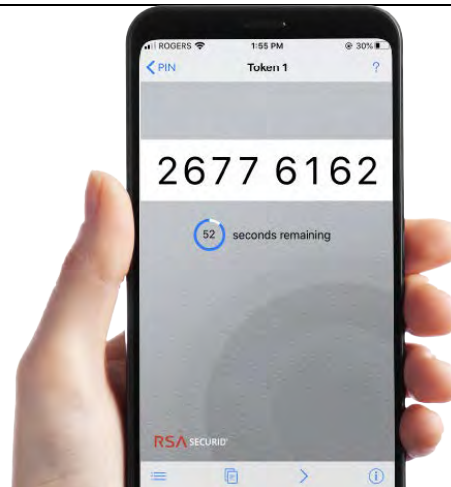


2. Enter the 4-8 digit PIN you selected during the set-up process.

Press the ' > ' button to proceed.



3. An 8-digit passcode will appear on your phone.



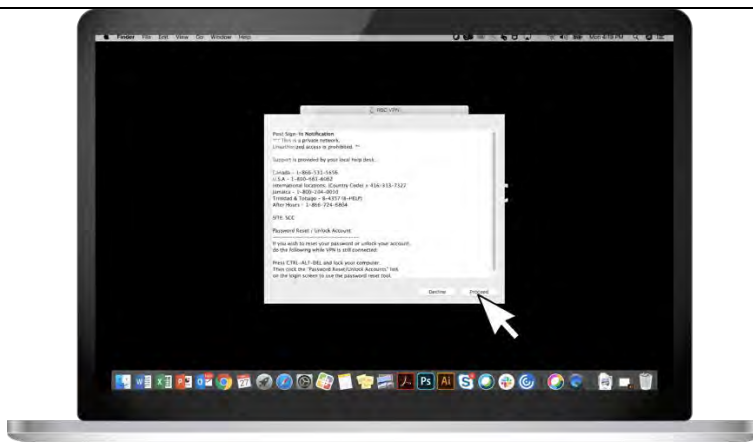
4. Click on the 'Pulse Secure' icon on top right-hand corner bar of your desktop > 'RBC VPN' > 'Connect'.



5. Enter your 8-digit RSA token passcode



6. A 'Post Sign-In Notification' popup will appear – click on 'Proceed' to complete your connection.



7. To double-check your connectivity to the RBC network, click on the 'Pulse Secure' icon again > 'Open Pulse Secure'.

A pop-up will indicate whether or not you're connected.



Additional set-up for your device on one.rbc.com

There are some additional steps required for you to complete the set-up of your device. These instructions can be located online in our resource portal at <https://one.rbc.com/community/rbc-student-onboarding/co-op-tech-onboarding>.

Please ensure you have reviewed and followed ALL instructions available on this page to ensure your laptop is working optimally for you.

