

Setting Up SAM

- 0:00 Welcome to the RBC Statesmen Account Management set up tutorial.
- 0:05 The SAM account is a self-service account unlock and password reset tool.
- 0:11 Your SAM account is available 24 hours a day, 7 days a week to help you unlock your accounts quick and easily.
- 0:20 Before you can register for your SAM account, you will need your information created in your Banner account set up. You will need your username, password and an alternate email address.
- 0:30 Your username is your RBC username or RBC email address found in your Banner account.
- 0:40 Your password is your student ID R Number plus exclamation point (!) plus the lowercase first letter of your last name.
- 0:52 For example, Michael Jordan's password would be "R00377160!j".
- 1:07 Start by going to the RBC main webpage and choose "Info For" and under Statemen choose SAM.
- 1:17 So now I am going to log in with my RBC email, my R Number, exclamation point (!), lowercase first letter of last name.
- 1:38 It's going to ask me for some challenge answers.
- 1:43 First, it will ask for my R Number again, and then I will have to answer five challenge questions.
- 1:54 After I have entered all of my answers to my challenge questions, it's going to ask me for an alternative email address, this should be an email address that is not your RBC email.
- 2:07 This will enable you to be able to reset your password through your alternative email.
- 2:17 So you need to choose an email that is Gmail, Hotmail, Outlook, etc.
- 2:29 After you're successful putting in your one-time password, then you can continue logging on and you will come to the main SAM screen.
- 2:42 This screen allows you to change your answers to your challenge questions, clear your answers, check your registered email address which needs to be a non-RBC email, change that email, and selecting your delivery method for unlocking your account and password. I have selected my alternative email.
- 3:07 Your registration is now complete and you can now do the single sign on portal.
- 3:14 Anytime you change your password in SAM it will change your password in both Canvas and Statesman Mail.

If you still have problems email STAC@rbc.edu or call (804) 862-6401.