

ScotiaConnect Administration

User Guide

BEFORE YOU BEGIN	3
ENHANCED ADMINISTRATION.....	4
Adding Users.....	4
Getting a User’s authorization code	6
Modifying Users.....	6
Recovering a User	7
Restricting Access to Scotia Mobile and the Digital Token.....	8
Creating and Modifying User Groups	8
Creating a new User Group.....	9
Modifying an existing User Group.....	10
Assigning Users to a User Group	11
Approving Services.....	12
Creating and Modifying Service Groups.....	12
Creating a Service Group.....	12
Modifying an existing Service Group.....	14
Assigning a Service Group to a User Group.....	14
Viewing Account Information.....	17
SIMPLE ADMINISTRATION.....	18
Adding Users.....	18
Modifying Users.....	20
Recovering a User	21
Setting Company Approvals.....	22
Assigning Payment Types to your Accounts.....	23
APPENDIX A: UNDERSTANDING SERVICE GROUPS (ENHANCED ADMINISTRATION ONLY)	24
APPENDIX B: USER GROUP & SERVICE GROUP FUNCTION DEFINITIONS (ENHANCED ADMINISTRATION ONLY)	25

Balances & Transactions27

Account Transfers.....28

Bill Payments.....28

e-Cheque Services28

Wholesale Lockbox.....28

Stop Payments29

EFT Traces and Recalls29

Integrated Payments.....29

File Delivery29

Administration.....30

Remote Deposit.....30

Service Group Functions31

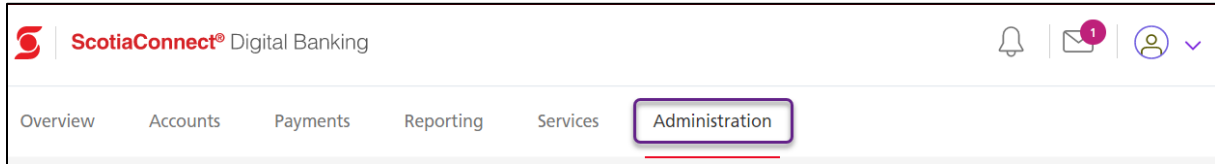
FOR FURTHER ASSISTANCE 32

Legal Disclaimer

This reference guide has been prepared by The Bank of Nova Scotia for use and reference by its customers only. It is not to be relied upon as financial, tax or investment advice. Scotiabank makes no representation or warranties in this reference guide including about the services described in it. This reference guide is not for public use or distribution. This guide is for information purposes only. Usage of this service is subject to the terms set out in its enrollment documentation.

BEFORE YOU BEGIN

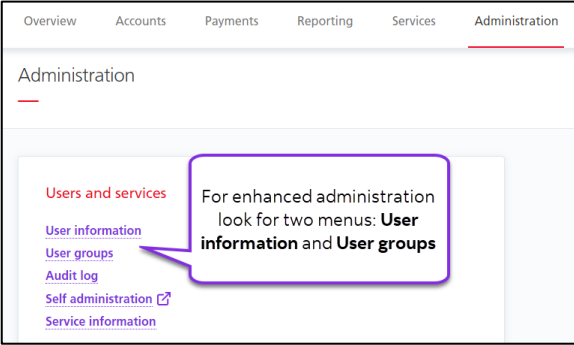
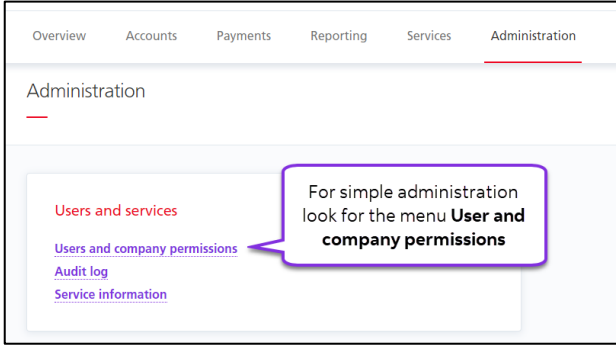
This guide will explain all the administrative functions in ScotiaConnect. Only users with access to administration can perform these tasks. There are two versions of administration in ScotiaConnect. Simple Approval which allows a single approver for payment services, and Enhanced Approval which allows up to three approvers and 5 amount tiers for payment services. To find out which version you are using click **Administration**.



You will see a list of menu options. Click the image that matches your version of ScotiaConnect to jump to the relevant section of the guide.

Simple (pg XX)

Enhanced (pg XX)

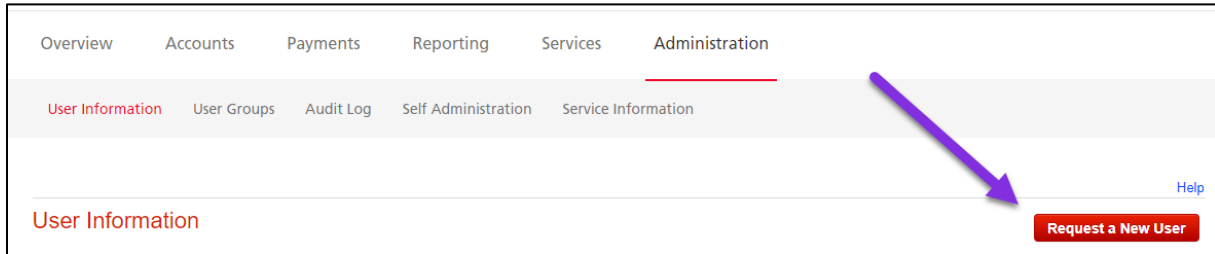


ENHANCED ADMINISTRATION

ADDING USERS

Adding a user to ScotiaConnect allows them to register and login to ScotiaConnect. It does not include setting access. That is done using User Groups detailed later in the guide.

Go to **Administration, User Information** then click **Request a New User**.



Fill in the mandatory fields (marked with a *) and click **Continue**. The email address is where the registration email will be sent, and the Temporary secret word is used for authentication purposes and must be provided to the new user.

The screenshot shows the 'Request a User' form. The title is 'Request a User' and there is a 'Print' icon in the top right. Below the title, there is a brief instruction: 'There are two steps to add a user: enter their name and contact information on this page, and select a Security Token option on the next page. We aim to save your new user to our system in real time.' The form is titled 'New User Details' and contains the following fields:

- Last Name :* (Jane)
- First Name :* (Smith)
- Middle Name :
- Job Title :
- Department :
- Phone :* (416-555-6666)
- Extension :
- E-Mail :* (jane.smith@test.ca) - highlighted with a purple box
- Report Preference : (PDF)
- Country Preference : (Canada)
- Temporary secret word :* (Scotiabank) - highlighted with a purple box
- Language : (English CA)
- Group : (Unassigned)

* Mandatory field

At the bottom right, there are 'Cancel' and 'Continue' buttons. A purple arrow points down from the 'Continue' button area.

Select the Security Token option for the user then click **Submit** to finalize the request.

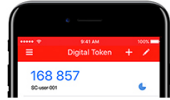
Select a Security Token for Smith Jane

Each user needs a Security Token to sign in to ScotiaConnect. All options work on both the ScotiaConnect website and the mobile app.

Digital Token

Select a **FREE** Digital Token

- No cost, and your new user can register for ScotiaConnect right away
- The secure iPhone and Android apps display a 6-digit value every 30 seconds.



OR

Physical Token


Order a **NEW** Physical Token


- A new physical token is \$50 + \$2.5 monthly maintenance fee (including tax and shipping), charged to your default account
- Your new user can register for ScotiaConnect once they receive it
- Simple press of its button displays a new 6-digit value usable for 30 seconds

OR

Use a Physical Token your company already owns

- No cost to use or re-use an existing Physical Token
- Remember, each ScotiaConnect user needs their own token





Note: If you select **Order a New Physical Token** confirm the delivery address is correct before clicking **Submit**. ‘A different address’ will allow you to enter an address free form. PO. Boxes are not valid delivery addresses for physical tokens.

To reuse a physical token that you already have, you must first verify if it is registered with another user at your company by selecting **Want to see if your Token is registered to someone?** Enter the 12 digit serial number (beginning with “GALT”) and click **Check**. You will then be told if the token is assigned to a profile or not. If it is already assigned to another user’s profile, you will have the option to delete that user.

Use a Physical Token your company already owns


- No cost to use or re-use an existing Physical Token
- Remember, each ScotiaConnect user needs their own token

Want to see if your Token is registered to someone?

Is this Physical Token Available? ✕

This check is optional, if you're not sure. Enter the serial number on the back of the Physical Token (case sensitive).

Enter 12-character serial



Once you submit the new user request you will receive a confirmation message.

Success confirmation: ✕

✔ You successfully added **Smith Jane**, who will be emailed instructions to download the iPhone or Android mobile app for the Digital Token.

First & Last Name	User ID	User Group	Security Token	Restrictions	Status	Last Sign In	Pending Services	Action
<input type="checkbox"/> Smith Jane		UNASSIGNED ROLE	Digital Token		Active			Delete

If the user’s status is pending a second user with approval authority must approve the request. Active users can begin their registration once they receive their physical token or have installed the digital token by following the instructions in the registration email.

GETTING A USER'S AUTHORIZATION CODE

When you add a new user to ScotiaConnect an authorization code will be generated, you need to share this code with the user so they can finish the registration.

After adding a user or recovering a user, go to **Administration, User Information** and click on the user's name. The Authorization code will show on their user detail page.

Overview Accounts Payments Reporting Services Administration

User Information User Groups Audit Log Self Administration Service Groups Service Information

User Detail Print

User ID Status Active

Last Name * Robert Global User ID

First Name * Smith Authorization Code 98db6a6d-7c18-4197-aa09-97d15836ea8d

MODIFYING USERS

Modifying users will let you change their user details and user status. This can be useful if a user needs to be temporarily deactivated but not deleted. You can also change the user group they are assigned to from this page.

Go to **Administration, User Information** then click on the name of the user you want to modify.

User Information Request a New User

First & Last Name	User ID	User Group	Security Token	Restrictions	Status	Last Sign In	Pending Services	Action
Jane Smith	dangravel3	SUPER USER	Digital Token		Active	Apr 18, 2022 10:05 AM		Delete

You can change their status from Active to Inactive to temporarily block access or make any other edits - such as selecting a different user group, then click **Save**

User Detail Print

User ID Status Active

Last Name * Smith Global User ID

RECOVERING A USER

User recovery lets you reset someone's password or security questions, use this to help users who have forgotten their login information regain access to ScotiaConnect.

Go to **Administration, User Information** then click on the name of the user you want to recover.

User Information								Request a New User	
<input type="checkbox"/>	First & Last Name	User ID	User Group	Security Token	Restrictions	Status	Last Sign In	Pending Services	Action
<input type="checkbox"/>	Jane Smith	dangrave13	SUPER USER	Digital Token		Active	Apr 18, 2022 10:05 AM		Delete

Click **Recover Credentials** on the User Details page.

Entitlements & Restrictions

Group: Groupe A

Digital Token: Restricted

Mobile App: Restricted

Cancel Recover Credentials Save

Choose if you are recovering the user's password, security questions, or both; then click **Next**.

Recover Credentials

Check either or both of the following to recover:

Password

Security questions and answers

Cancel Next

Verify the user's email, enter your password and token value then click **Sign & Submit**. A recovery email will be sent to them explaining the next steps.

User ID: JaneSmith

User Name: Jane Smith

User Email: Jane.Smith@test.ca

Recovery Status: New Recovery

Request Date: 05/10/2022 16:41:16

Request By: JohnSmith

Requested By ID: JohnSmith

Please enter password * Please enter your Token Value *

Cancel Sign & Submit

RESTRICTING ACCESS TO SCOTIA MOBILE AND THE DIGITAL TOKEN

If you do not want users to be able to use either the Digital Token or Scotia Mobile you have the ability to restrict access to both Apps.

Go to **Administration, User Information** then click on the name of the user you want to modify.

User Information Request a New User									
<input type="checkbox"/>	First & Last Name	User ID	User Group	Security Token	Restrictions	Status	Last Sign In	Pending Services	Action
<input type="checkbox"/>	Jane Smith	dangravel3	SUPER USER	Digital Token		Active	Apr 18, 2022 10:05 AM		Delete


Choose if they are allowed to use the apps or not then click Save to update their profile.

Entitlements & Restrictions

Group:

Digital Token:

Mobile App:



WHAT ARE SERVICE GROUPS AND USER GROUPS?

Your users' access to ScotiaConnect is controlled by two things: User Groups and Service Groups.

User Groups: Defines every user's access to services e.g.: Group A can see balances for account 1 but not account 2. All users must be in a User Group.

Service Groups: The rules for using payments e.g.: EFT payments require 1 approval. Assigning a service group to a user group is how you set which users are able to be the approver for EFT payments

CREATING AND MODIFYING USER GROUPS

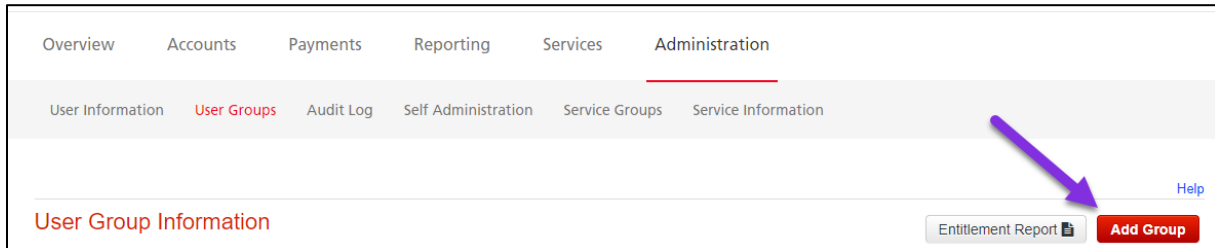
User Groups let you control the functions each user can perform in ScotiaConnect. Every user **MUST** belong to a user group and no user can be in more than one group at the same time.

You would create a new user group when none of your existing groups fit the requirements for one or more users.

You would modify an existing group if a new service or account was added to your ScotiaConnect or if you needed to change the access for a specific set of existing users.

CREATING A NEW USER GROUP

To create a new user group go to **Administration, User Groups** then click **Add Group**.



Give the group a name then select the services you want to assign to the group by putting checkmarks next to each service privilege the group should be able to use.

The screenshot shows the 'User Group Information' form. At the top, there is a 'User Group Name *' text input field with a red asterisk indicating it is mandatory. Below the input field is a 'Done' button and a red 'Save' button. The form is divided into two main sections: 'Users assigned to the group:' and 'Services assigned to the group:'. The 'Services assigned to the group:' section contains a table with columns for 'Service Privileges', 'Hours of Operation', and 'Description of Privilege'. Each row has a checkbox in the first column. The 'Administration' row is highlighted with a red box.

Service Privileges	Hours of Operation	Description of Privilege
<input type="checkbox"/> Balance and Transactions	00:00 - 23:59	View real-time account balance and transaction information.
<input type="checkbox"/> Account Transfer	07:30 - 20:00	Do same-currency and cross-currency transfers between your CAD and USD accounts.
<input type="checkbox"/> Bill Payment	07:30 - 20:00	Pay bills from your Scotiabank accounts to registered utility companies.
<input type="checkbox"/> Stop Payment	07:30 - 20:00	Stop the payments on an issued cheque or a group of cheques.
<input type="checkbox"/> Integrated Payments	00:00 - 23:59	View and action various types of payments that have been transmitted to the bank in batch format or created online.
<input type="checkbox"/> File Delivery	00:00 - 23:59	Upload and download files to and from the bank through your browser.
<input type="checkbox"/> Administration	00:00 - 23:59	Give each of your ScotiaConnect users access to the functions and accounts they need.

You can customize this further by clicking on the name of any service with a checkmark. A more detailed breakdown of functions will be listed and you can also specify which accounts the group will be able to use with each service. When finished click **Continue**. For more information about these functions they are detailed in [Appendix B](#).

Approval Authority

Approval settings belonging to the Bill Payment service

Approver: May be the Same User Number of Approvals: 1

Approval Limit per Day per User: \$ 999999999.99

Approval Limit per Transaction per User: \$ 99999999.99

Functions belonging to the Bill Payment service

The functions below are associated with this service. Place a check mark in each box to allow access.

Assign	Function	Assign	Function
<input checked="" type="checkbox"/>	Bill Payment History	<input checked="" type="checkbox"/>	Bill Payment Maintenance
<input checked="" type="checkbox"/>	Bill Payment One Time	<input checked="" type="checkbox"/>	Bill Payment Transaction
<input checked="" type="checkbox"/>	Bill Payment Import		

Accounts belonging to the Bill Payment service

The accounts below are associated with this service. Place a check mark in each box to allow access to the account when using this service.

Account Number	Account Name	Currency	Account Type
<input checked="" type="checkbox"/>	47696 00123 45	CAD	DDA

Cancel Continue

Note: The changes are not final until the user group is saved. You will be returned to the user group page. You can customize other functions or click **Save** to finish creating the user group.

* Mandatory field

Done Save

Users assigned to the group:

The users below belong to this Group. Use the Add/Remove Users from Group button to add and remove users.

Add/Remove Users from Group

MODIFYING AN EXISTING USER GROUP

To modifying an existing user group go to **Administration, User Groups** then click on the group name. Note: The Super User group cannot be modified.

Overview Accounts Payments Reporting Services Administration

User Information **User Groups** Audit Log Self Administration Service Groups Service Information

Help

User Group Information Entitlement Report Add Group

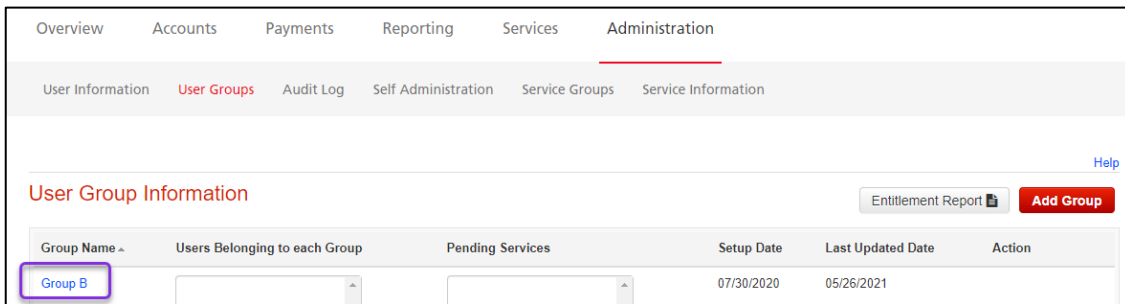
Group Name	Users Belonging to each Group	Pending Services	Setup Date	Last Updated Date	Action
Group B			07/30/2020	05/26/2021	Delete

You will see the functions listed and you can check/uncheck the functions like you would for creating a new user group.

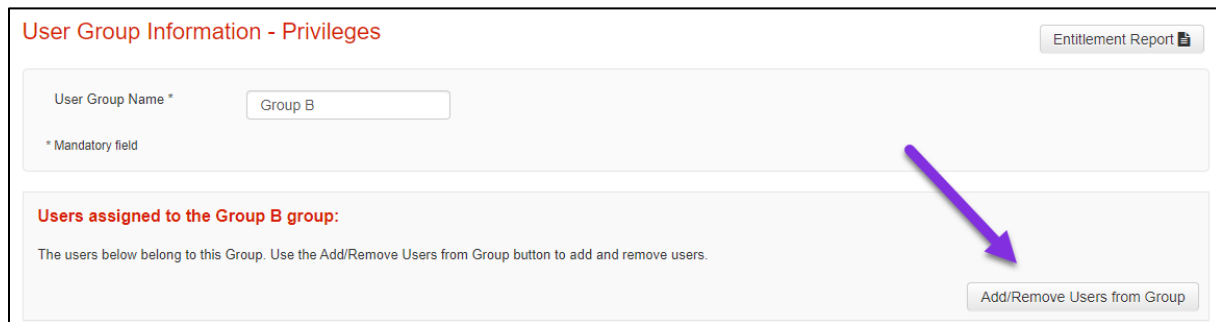
ASSIGNING USERS TO A USER GROUP

Completing this process grants the users you've added access to ScotiaConnect based on the user group you add them to. This can be done during the creation of a new user group or by modifying an existing user group. **Note:** Every user must be assigned to a user group to use ScotiaConnect.

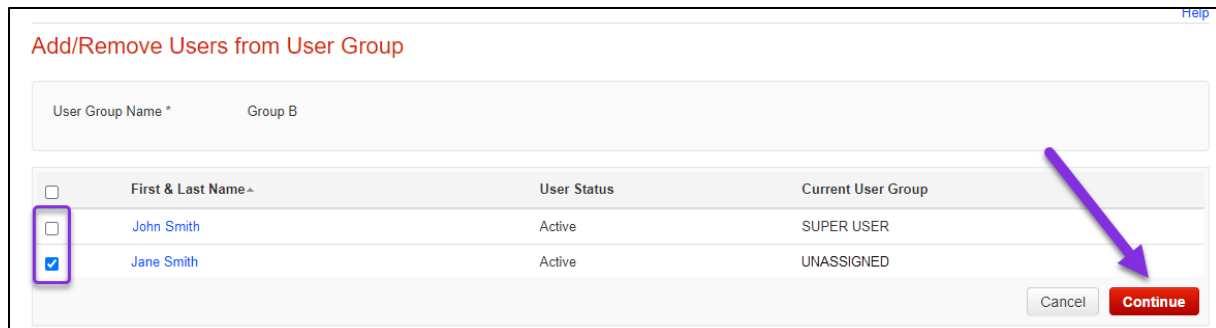
Go to **Administration, User Groups** and click on the name of the group.



Click the **Add/Remove Users from Group** button.



All the current users will be listed, put a checkmark next to each user you want to add to the user group and click **Continue**.



You will return to the previous page where you can click **Save** to finalize the changes to the user group.

APPROVING SERVICES

Depending on your company's ScotiaConnect setup, when services are assigned to a user group they may require approval by a second user. Service approvals are a way of having multiple users involved in any setup changes.

To see if your services require approval, go to **Administration, User Groups** and look under the Pending Services column. If you see any services listed there you can review whether they should be added to the group or not, then click **Approve**.

User Group Information						Entitlement Report	Add Group
Group Name ^	Users Belonging to each Group	Pending Services	Setup Date	Last Updated Date	Action		
Group B	<input type="text"/>	<input type="text"/>	07/30/2020	05/26/2021	Delete		
Groupe A	Trainer 04	EFT Payments - S03419900 ^ Wire Payments - S03419900 Interac e-Transfer - S03419900	01/24/2018	01/18/2022	Approve	Delete	

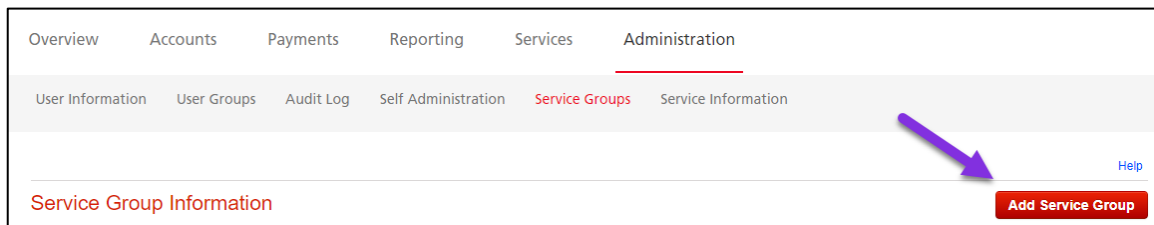
CREATING AND MODIFYING SERVICE GROUPS

Service Groups let you define the payment approval settings for your payment services. You would modify or create a Service group to define approval tiers by dollar amount, set the number of approvers for each tier and the accounts that these settings will be applied to.

Note: You must assign service groups to user groups. Service groups define *how* your approvals are setup. User groups define *who* is permitted to use those payment types and perform the approval.

CREATING A SERVICE GROUP

To create a service group go to **Administration, Service Groups** and click **Add Service Group**.



Give the service group a name, then choose the payment types you want to include and click **Continue**.

Assign a Service Group Name and select Payment Service Types:

Service Group Status: Inactive

Service Group Name*:

Payment Service Types* [Check All](#) [Uncheck All](#)

EFT Payments

Wire Payments

EDI Payments

Remittance Advice

Unique Payment Number: Yes No

Used for Special Vendors: Yes No

* Mandatory field

Continue

Choose the number of tiers, then set the amount ranges and number of approvals for each.

Payables

Select Number of Tiers:

Tiers	From Amount	To Amount *	Number of Approvals *
1	<input type="text" value="\$0.00"/>	<input type="text" value="\$100,000.00"/>	<input type="text" value="1"/>
2	<input type="text" value="\$100,000.01"/>	<input type="text" value="\$1,000,000.00"/>	<input type="text" value="2"/>

Choose the service privileges for the service group. Anything that isn't checked here won't be available to any of the user groups that are assigned this service group. For more details about these functions review the [Service Group section of Appendix B](#) for a breakdown.

Functions belonging to the ACH Payments service

The functions below are associated with this service.

[Check All](#) [Uncheck All](#)

Assign	Function	Assign	Function
<input checked="" type="checkbox"/>	Payables	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Receivables	<input type="checkbox"/>	

Finally, choose which accounts or agreements the service group will use then click **Continue**. These cannot be changed at the user group level, if you want to have certain groups only working with specific accounts separate service groups may be needed.

Accounts belonging to Wire Payments Service

The accounts below are associated with this service. Place a check mark in each box to allow access.


[Check All](#) [Uncheck All](#)

Assign	Account Number	Account Name	Currency	Account Type	Payment Office
<input checked="" type="checkbox"/>	47696 00123 45	CAD Account 1	CAD	DDA	IBD
<input checked="" type="checkbox"/>	47696 00123 46	CAD Account 3	CAD	DDA	IBD

Continue

These steps will then repeat for each payment type. Once all the payment types have been setup you must click **Save** to finish creating the service group.

Service Group Status	Inactive
Service Group Name	New Payroll Service Group
Payment Service Types	<input checked="" type="checkbox"/> EFT Payments <input checked="" type="checkbox"/> Wire Payments <input checked="" type="checkbox"/> Interac e-Transfer
Unique Payment Number	No
Used for Special Vendors	No



MODIFYING AN EXISTING SERVICE GROUP

To modify a service group, you must first deactivate the group to temporarily prevent its use until you have finalized the changes. To do this, go to **Administration, Service Groups** and choose **Deactivate** for the service group you want to change then click **Go**.

<ul style="list-style-type: none"> ▼ + New Payroll Service Group S0341990005 Active ▼ + Interac Service Group S0341990006 Active 	<div style="border: 1px solid gray; padding: 2px;"> Select Action ▼ Select Action Deactivate Modify </div>	<input type="button" value="Go"/>
		<input type="button" value="Go"/>



You will get a confirmation message saying the service group has been deactivated successfully and the status will change to Inactive. You can then go back to the same drop down and choose **Modify** then click **Go**. The steps will be identical to the service group creation process shown earlier in this section.

ASSIGNING A SERVICE GROUP TO A USER GROUP

Assigning service groups to user groups is how you define who is allowed to do tasks related to payments in ScotiaConnect.

Note: You must assign service groups to user groups. Service groups define *how* your approvals are setup. User groups define *who* is permitted to use those payment types and perform the approval.

Go to **Administration, User Groups** then click the group name you are assigning the service groups to.

Overview Accounts Payments Reporting Services Administration

User Information **User Groups** Audit Log Self Administration Service Groups Service Information

Help

User Group Information Entitlement Report **Add Group**

Group Name ^	Users Belonging to each Group	Pending Services	Setup Date	Last Updated Date	Action
Group B			07/30/2020	05/26/2021	Delete

You will see a section labeled Service Groups assigned to the <Group Name> group. Put a checkmark next to the service group(s) you want to assign to this user group, then select which payment types you want to assign.

Service Groups assigned to the SUPER USER group:

Click on a Service Group Name to view the Service Privileges. Click on a Service Privileges to view or edit the details.

<input type="checkbox"/>	Service Group Name	Service Group ID	
<input checked="" type="checkbox"/>	- Service Group 1	S0341990001	
Service Privileges	Hours of Operation	Description of Privilege	
<input checked="" type="checkbox"/>	EFT Payments	02:00 - 23:59	Pay your recipients through electronic funds transfers (EFT).
<input checked="" type="checkbox"/>	Wire Payments	00:00 - 23:59	Pay your international recipients through wire transfers.

Next, click on each payment type you've assigned to review their setup.

Service Groups assigned to the SUPER USER group:

Click on a Service Group Name to view the Service Privileges. Click on a Service Privileges to view or edit the details.

<input type="checkbox"/>	Service Group Name	Service Group ID	
<input checked="" type="checkbox"/>	- Service Group 1	S0341990001	
Service Privileges	Hours of Operation	Description of Privilege	
<input checked="" type="checkbox"/>	EFT Payments	02:00 - 23:59	Pay your recipients through electronic funds transfers (EFT).
<input checked="" type="checkbox"/>	Wire Payments	00:00 - 23:59	Pay your international recipients through wire transfers.

You will see the approval settings as well as the functions available, if this group will be approving payments you will need to select the approval function as well as an approval limit.

User Group Name	SUPER USER		
Service Group ID	S0341990001	Service Group Name	Service Group 1
Service Name	EFT Payments	Hours of Operation	02:00 - 23:59 Eastern Time

Approval settings belonging to the EFT Payments service

Approver: Must be a Different User

Approval of Templates with "0" Pre-approved Amount

Approval Required: No Number of Approvals: 0

Payables

Payables Approval Limit per Day: \$ 999999999.00

Tiers	From Amount	To Amount	Number of Approvals	Approval 1	Approval 2	Approval 3
1	\$0.00	\$4.00	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	\$4.01	\$6.00	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

You can also choose which functions users will be able to use for each payment type however you cannot select/deselect accounts. Access to accounts must be modified at the Service Group level detailed [here](#).

<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> Template Maintenance <ul style="list-style-type: none"> <input checked="" type="checkbox"/> - Create Templates <input checked="" type="checkbox"/> - Delete Templates <input checked="" type="checkbox"/> - Modify Templates created by Other Users <input checked="" type="checkbox"/> - Approve Templates 	<input checked="" type="checkbox"/>	Enable Payments
<input checked="" type="checkbox"/>	Disable Payments	<input checked="" type="checkbox"/>	Use New Recipient
<input checked="" type="checkbox"/>	Query Memo	<input checked="" type="checkbox"/>	Freeform Memo
<input checked="" type="checkbox"/>	<ul style="list-style-type: none"> Recall Memo <ul style="list-style-type: none"> <input checked="" type="checkbox"/> - Search Recall Memo <input checked="" type="checkbox"/> - Create Recall Memo <input checked="" type="checkbox"/> - Modify Recall Memo <input checked="" type="checkbox"/> - Delete Recall Memo <input checked="" type="checkbox"/> - Approve Recall Memo <input checked="" type="checkbox"/> - Submit Recall Memo 		

Accounts belonging to the Wire Payments service

The accounts below are associated with this service.

Assign	Account Number ^	Account Name	Currency	Account Type	Payment Office
<input checked="" type="checkbox"/>	47696 00123 45	CAD Account 1	CAD	DDA	IBD

Once you've finished setting up each payment type click **Save** on the user group page to finalize the changes.

Click on a Service Group Name to view the Service Privileges. Click on a Service Privileges to view or edit the details.

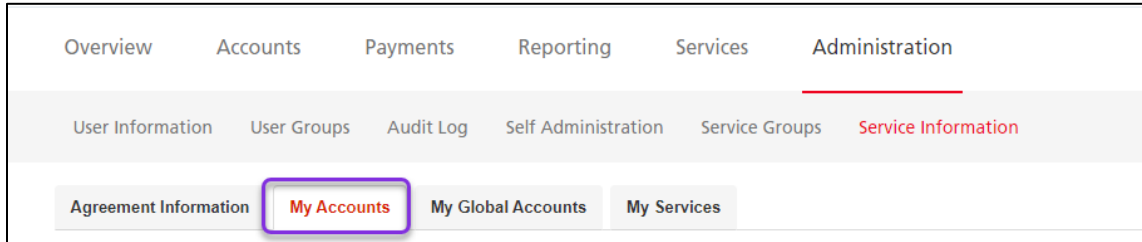
<input type="checkbox"/>	Service Group Name	Service Group ID
<input checked="" type="checkbox"/>	Service Group 1	S0341990001

Service Privileges	Hours of Operation	Description of Privilege
<input checked="" type="checkbox"/> EFT Payments	02:00 - 23:59	Pay your recipients through electronic funds transfers (EFT).
<input checked="" type="checkbox"/> Wire Payments	00:00 - 23:59	Pay your international recipients through wire transfers.

VIEWING ACCOUNT INFORMATION

You can view information about how an account is setup in ScotiaConnect. This can be useful to check if a new account has been successfully added to your ScotiaConnect profile as well as seeing the services that have been assigned to it. You can also use this function to rename an account which changes the name displayed in ScotiaConnect.

Go to **Administration, Service information** then click **My Accounts**.



Click an account to see more information about it.

My Accounts [Print](#) | [Help](#)

Here you will find the details of your business's accounts that can be used for your cash management activities on ScotiaConnect.

ACCOUNT	ACCOUNT NAME	DIVISION	ACCOUNT TYPE	STATEMENT OPTION	CURRENCY	STATUS
47696 00123 45	General Account		DDA - Demand Deposit Account	Paperless	CAD	Open
47696 00123 46	Accounts Receivable		DDA - Demand Deposit Account	Paperless	CAD	Open
47696 00123 47	USD Account 1		DDA - Demand Deposit Account	Paperless	USD	Open
47696 00123 48	USD Account 2		DDA - Demand Deposit Account	Paperless	USD	Open
47696 00123 49	CAD Account 1		DDA - Demand Deposit Account	Paperless	CAD	Open

On the details page you can see the services that have been assigned to the account as well as other information. You can also change the account name from this page by entering a new name and clicking **Save**.

Account Details

ACCOUNT: 47696 00123 45

Services: Account Transfer
Balance and Transactions
Remote Deposit
Stop Payment

ACCOUNT NAME *

Account Division:

General Account Information:

CURRENCY	CAD	ACCOUNT TYPE	DDA
STATUS	Open	Payment Office	
Country of Account	Canada	STATEMENT OPTION	Paperless

SIMPLE ADMINISTRATION

ADDING USERS

Adding a user to ScotiaConnect allows them to register and login to ScotiaConnect. You will also assign them user permissions as part of the process so that they can access services.

Go to **Administration, User and Company Permissions** then click **Add user**.

The screenshot shows the ScotiaConnect Administration interface. The top navigation bar includes 'Overview', 'Accounts', 'Payments', 'Reporting', 'Services', and 'Administration'. Under 'Administration', there are sub-links for 'User & Company Permissions', 'Audit Log', and 'Service Information'. The main content area is titled 'User & Company Permissions' and contains a table with the following data:

NAME	USER ID	PERMISSION	LAST SIGN IN	STATUS	ACTIONS
Jane Smith		Super User		Active with Digital Token	Edit , Recover credentials , Delete
John Smith		Custom: Analytics		Active with Digital Token	Edit , Recover credentials , Delete

An 'Add user' button is located in the bottom right corner of the table area, highlighted with a red box.

Fill in the mandatory fields and click **Continue**. The email address is where the registration email will be sent, and the temporary secret word is used for authentication purposes and should be provided to the new user.

The first screenshot shows the 'Add user | Enter details' form. It has three steps: 1. Enter details, 2. Set permissions, and 3. Order security token. The 'Enter details' step is active. The form includes fields for 'First name *' (Robert), 'Last name *' (Smith), 'Phone for work *' (4444444444), 'Email for work *' (robert.smith@test.ca), 'Job title (Optional)' (Select user's job title), and 'Temporary secret word *' (Scotiabank). A 'Continue' button is highlighted with a red box.

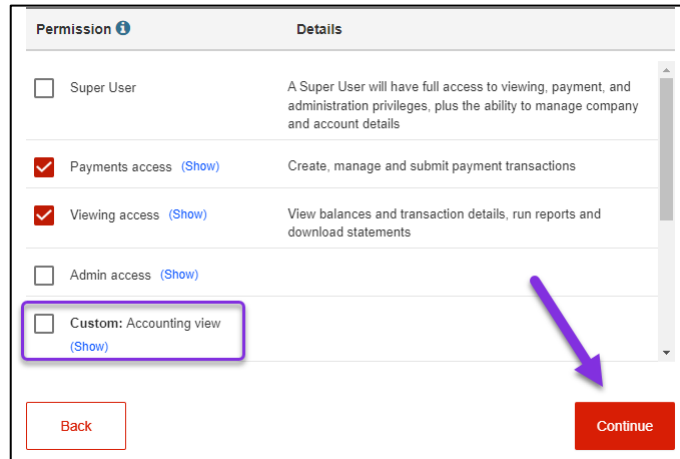
The second screenshot shows the 'Set permissions for: Robert Smith' screen. It has two tabs: 'Permission' and 'Details'. The 'Permission' tab is active, showing a list of permissions with checkboxes:

- Super User
- Payments access (Show)
- Viewing access (Show)
- Admin access (Show)
- Custom: Accounting view (Show)

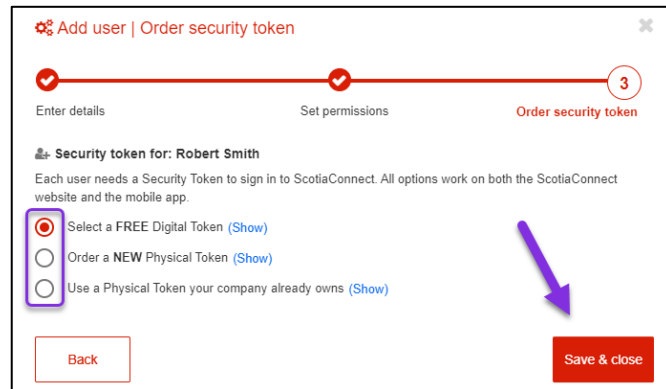
A purple arrow points to the 'Show' link next to 'Viewing access'. A 'Back' button and a 'Continue' button are at the bottom.

Next, select the permissions the user will need. Permissions with a **Show** link next to them let you specify which accounts the user can access.

If you make changes to the **Viewing access** or **Payment access** permissions you will need to give the customized permission a name before you can continue. Custom permissions can also be used for other users. Once you have set the permissions click **Continue**.

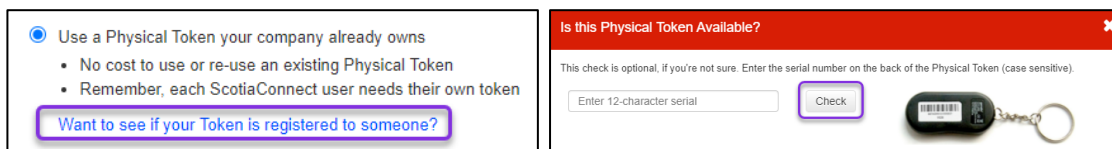


Select the Security Token type for the user then click **Submit** to finalize the request.



Note: If you select **Order a New Physical Token** confirm the delivery address before clicking **Submit**. 'A different address' will allow you to enter a custom address. PO. Boxes are not valid delivery addresses for physical tokens.

To reuse a physical token, you must first verify if it is registered with another user by selecting **Want to see if your Token is registered to someone?** Enter the 12 digit serial number (beginning with "GALT") and click **Check**. You will then be told if the token is assigned to a profile or not. If it is already assigned to another user's profile, you will have the option to delete that user.



Once you submit the new user request you will be taken back to the **User & Company Permissions** screen where the new profile will be visible. Note the Authorization code and share it with the new user so they can complete their registration.

The screenshot shows the 'User & Company Permissions' interface. At the top, there is a header 'Users & Permissions' with a grid icon. Below is a table with columns: NAME, USER ID, PERMISSION, LAST SIGN IN, STATUS, and ACTIONS. Three users are listed: Jane Smith (Super User), John Smith (Custom: Analytics), and Robert Smith (Payments & Viewing). The 'Authorization code' for Robert Smith is displayed in a purple box: 04eaa3f5-f834-407c-bb7-cd509c41aba6. Each user row has 'Active with Digital Token' status and 'Edit', 'Recover credentials', and 'Delete' actions. An 'Add user' button is at the bottom right.

NAME	USER ID	PERMISSION	LAST SIGN IN	STATUS	ACTIONS
Jane Smith		Super User		Active with Digital Token	Edit Recover credentials Delete
John Smith		Custom: Analytics		Active with Digital Token	Edit Recover credentials Delete
Robert Smith		Payments & Viewing		Active with Digital Token	Edit Recover credentials Delete

MODIFYING USERS

Modifying users will let you change their user details and permissions. For example, if you get a new service, it would not be added to all users by default. You would need to edit any users you wanted to grant access to those new services.

Go to **Administration, User & Company Permissions** then click **Edit**.

This screenshot shows the same 'User & Company Permissions' interface. The 'Edit' button for Jane Smith is highlighted with a purple box. The table structure and other elements are identical to the previous screenshot.

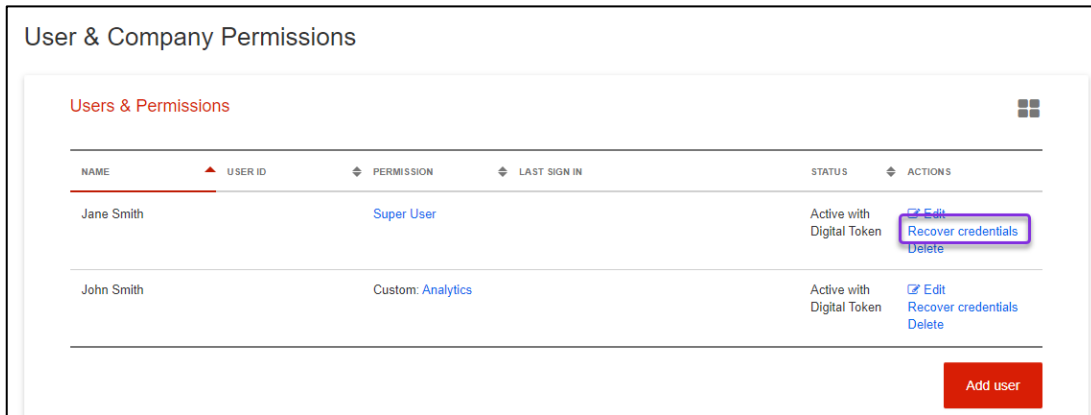
NAME	USER ID	PERMISSION	LAST SIGN IN	STATUS	ACTIONS
Jane Smith		Super User		Active with Digital Token	Edit Recover credentials Delete
John Smith		Custom: Analytics		Active with Digital Token	Edit Recover credentials Delete

You can change the user details or user permissions using the same steps as creating a user detailed [here](#). Click **Save & Close** to finalize the changes.

RECOVERING A USER

User recovery lets you reset someone's password or security questions, use this to help users who have forgotten their login information.

Go to **Administration, User & Company Permissions** and click **Recover Credentials** for the user you to recover.



Choose if you are recovering the user's password, security questions, or both; then click **Next**.

The 'Recover Credentials' dialog box prompts the user to 'Check either or both of the following to recover:'. There are two options: 'Password' (checked) and 'Security questions and answers' (unchecked). The 'Password' option is highlighted with a red box. 'Cancel' and 'Next' buttons are at the bottom right.

Verify the user's email then enter your password and token value. Click **Sign & Submit** when complete. A recovery email will be sent to the user explaining the next steps.

The form displays the following details: User Name: Jane Smith, User Email: Jane.Smith@test.ca, Recovery Status: New Recovery, Request Date: 05/10/2022 16:41:16, Request By: JohnSmith, Requested By ID: JohnSmith. There are input fields for 'Please enter password *' and 'Please enter your Token Value *'. The 'Sign & Submit' button is highlighted with a red box and a red arrow.

SETTING COMPANY APPROVALS

You can choose whether approvals are required for certain functions in ScotiaConnect. You would edit these settings if you wanted to either add or remove approval authority for those functions.

Go to **Administration, User & Company Permissions** then click **Edit** under the Company Approvals section.

Company Payments Allocation

Payment types can be assigned to all or to specific accounts. Your company is set up as follows:

ACCOUNTS	PAYMENT TYPES
THE BANK OF NO - 476960012345 (CAD)	<ul style="list-style-type: none"> Bill Payment Wire Payments
THE BANK OF NO - 476960012346 (USD)	<ul style="list-style-type: none"> Account Transfer Wire Payments
THE BANK OF NO - 476960012347 (USD)	<ul style="list-style-type: none"> Account Transfer Wire Payments
THE BANK OF NO - 476960012348 (CAD)	<ul style="list-style-type: none"> Account Transfer EFT Payments Wire Payments

Company Approvals

Transactions can require another user's approval before it's submitted. Your company requires:

Account Transfer	ONE
Bill Payment	NONE
Stop Payment	ONE
EFT Payments	NONE
Wire Payments	NONE

Select One or None for each transaction type the click **Save & close**.

GBP Scotiabank Training Simplified | Approval levels per payment

Set payment approval levels

Approvals act as another layer of security for your payments. Select the number of approvals needed for each payment type at your company.

Payment Type	Number of approvals required ?
Account Transfer	<input type="radio"/> None (0) <input checked="" type="radio"/> One (1)
Bill Payment	<input checked="" type="radio"/> None (0) <input type="radio"/> One (1)
Stop Payment	<input type="radio"/> None (0) <input checked="" type="radio"/> One (1)
EFT Payments	<input checked="" type="radio"/> None (0) <input type="radio"/> One (1)
Wire Payments	<input checked="" type="radio"/> None (0) <input type="radio"/> One (1)

Save & close

ASSIGNING PAYMENT TYPES TO YOUR ACCOUNTS

You can specify which accounts can be used for your payment types in ScotiaConnect. This can be used to add payment services to a new account. You can also remove the ability for an account to be used for a type of payment.

Go to **Administration** then **User & Company Permissions** and click **Edit** under the Company Payments Allocation section

Company Payments Allocation

Payment types can be assigned to all or to specific accounts. Your company is set up as follows:

ACCOUNTS	PAYMENT TYPES
THE BANK OF NO - 476960012345 (CAD)	<ul style="list-style-type: none"> Bill Payment Wire Payments
THE BANK OF NO - 476960012346 (USD)	<ul style="list-style-type: none"> Account Transfer Wire Payments
THE BANK OF NO - 476960012347 (USD)	<ul style="list-style-type: none"> Account Transfer Wire Payments
THE BANK OF NO - 476960012348 (CAD)	<ul style="list-style-type: none"> Account Transfer EFT Payments Wire Payments

Edit

Company Approvals

Transactions can require another user's approval before it's submitted. Your company requires:

Account Transfer	ONE
Bill Payment	NONE
Stop Payment	ONE
EFT Payments	NONE
Wire Payments	NONE

Edit

The accounts will be listed and will have checkmarks if all available payment types are enabled or a dash if some are disabled. Click **Show** next to any of the accounts to see a list of the available payment types and check/uncheck them as needed. When you've finished modifying the settings click **Save and close**.

Accounts & payments

Choose the types of payments that can be done through each account at your company.

Account	Assign Payments ⓘ
THE BANK OF NO - 476960012345 (CAD)	<input type="checkbox"/> All payments (Hide) <ul style="list-style-type: none"> <input type="checkbox"/> Account Transfer <input checked="" type="checkbox"/> Bill Payment <input checked="" type="checkbox"/> Wire Payments ⓘ
THE BANK OF NO - 476960012346 (USD)	<input checked="" type="checkbox"/> All payments (Show)
THE BANK OF NO - 476960012347 (USD)	<input checked="" type="checkbox"/> All payments (Show)
THE BANK OF NO - 476960012348 (CAD)	<input type="checkbox"/> All payments (Show)

Save & close

Note: Some payment types may be greyed out. If they are, this means those payment types cannot be modified in ScotiaConnect and you must speak with your Scotiabank representative to make any changes.

APPENDIX A: UNDERSTANDING SERVICE GROUPS & USER GROUPS (ENHANCED ADMINISTRATION ONLY)

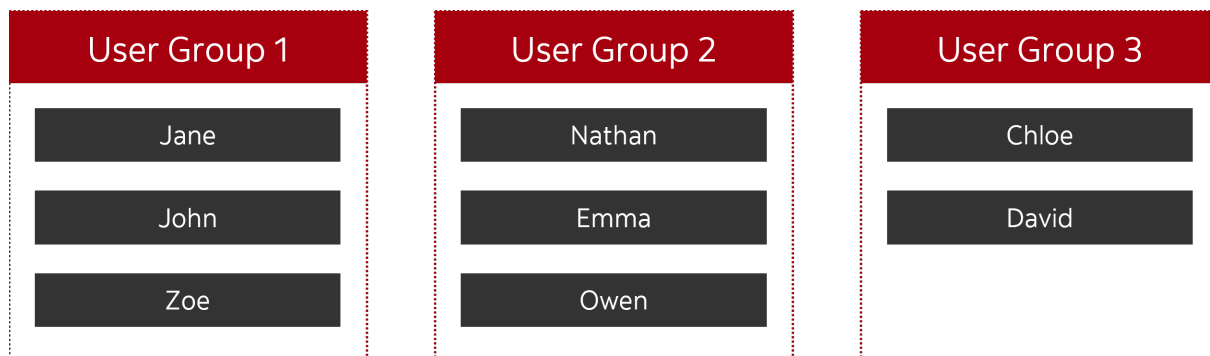
USER GROUPS

A user group is a group of users who have the same entitlements in ScotiaConnect. All users that are part of a user group will have access to the service groups that are assigned to the user group and services managed within the user group.

Important: A user can be part of only **one** user group. If you move a user to a new group their entitlements will change to those of the new user group.

EXAMPLE

Consider the following example:



This organization has three user groups and eight users. The first two user groups have three users, and the third user group has two users.

SERVICES MANAGED WITHIN USER GROUPS

Some services are only managed within user groups, and you **cannot** create service groups for these services. The attributes and rules for these services are specified within the user group. These services include:

- Balance and Transactions
- Account Transfer
- Bill Payment
- eCheque Services
- Wholesale Lockbox
- Stop Payment
- Traces and Recalls
- Integrated Payments
- File Delivery
- Administration
- Remote Deposit Capture

SERVICE GROUPS

A service group specifies the rules for payment services in ScotiaConnect. For example, within a service group, for each service, you can specify:

- Transaction limits
- Number of approval tiers (based on transaction amounts)
- Number of approvals within each tier
- Functions of the service that need to be available
- Accounts or service agreements that need to be available

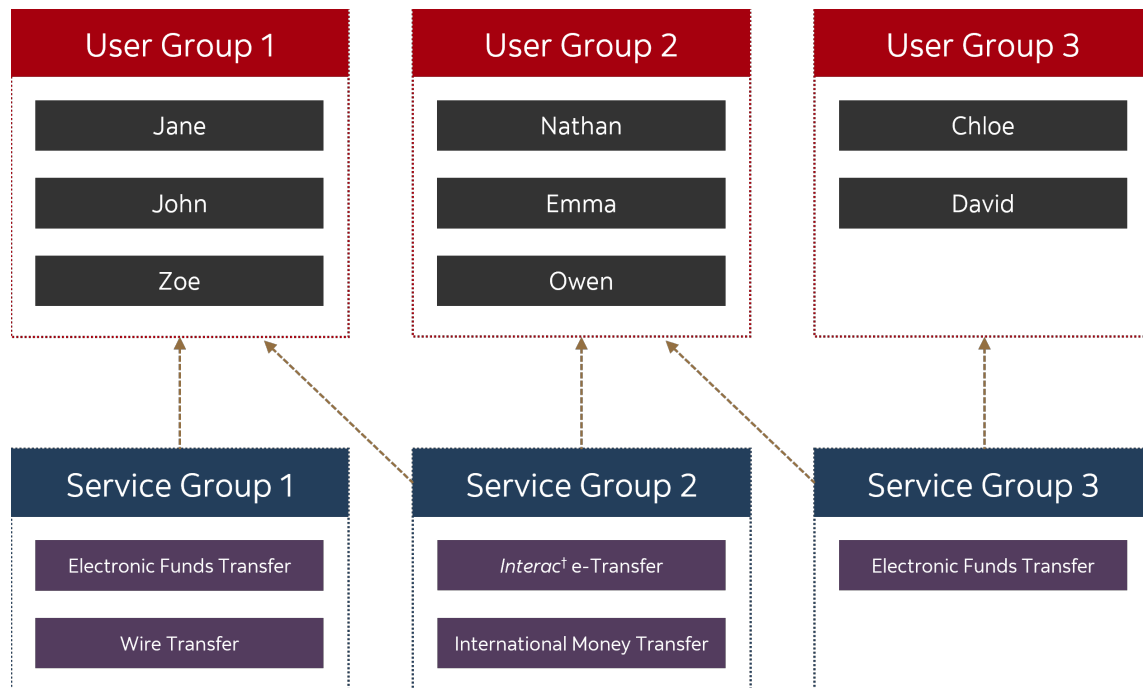
For users to access services managed within a service group, the service group needs to be assigned to user groups. A service group can be assigned to multiple user groups.

SERVICES MANAGED WITHIN SERVICE GROUPS

The following services are managed within service groups:

- Electronic Data Interchange Payments
- Electronic Funds Transfer
- *Interac*[†] e-Transfer
- International Automated Clearing House Transaction
- International Money Transfer
- Wire Payments

EXAMPLE



The three service groups are used to manage four services:

- User group 1 is assigned to service groups 1 and 2.
- User group 2 is assigned to service groups 2 and 3.
- User group 3 is assigned to service group 3.

Through these assignments:

- Users in user group 1 have access to the EFT, Wire Transfer, *Interac*[†] e-Transfer and International Money Transfer services.
- Users in user group 2 have access to the *Interac*[†] e-Transfer, International Money Transfer and EFT services.
- Users in user group 3 have access to the EFT service.

In a scenario where two service groups are used to manage the same service, you can specify different rules within each service group. If service group 1 is set up to require one approval and service group 3 is set up to require two approvals, then, when users of user group 1 create an EFT, it will require one approval. However, when users of user group 3 create an EFT, it will require two approvals.

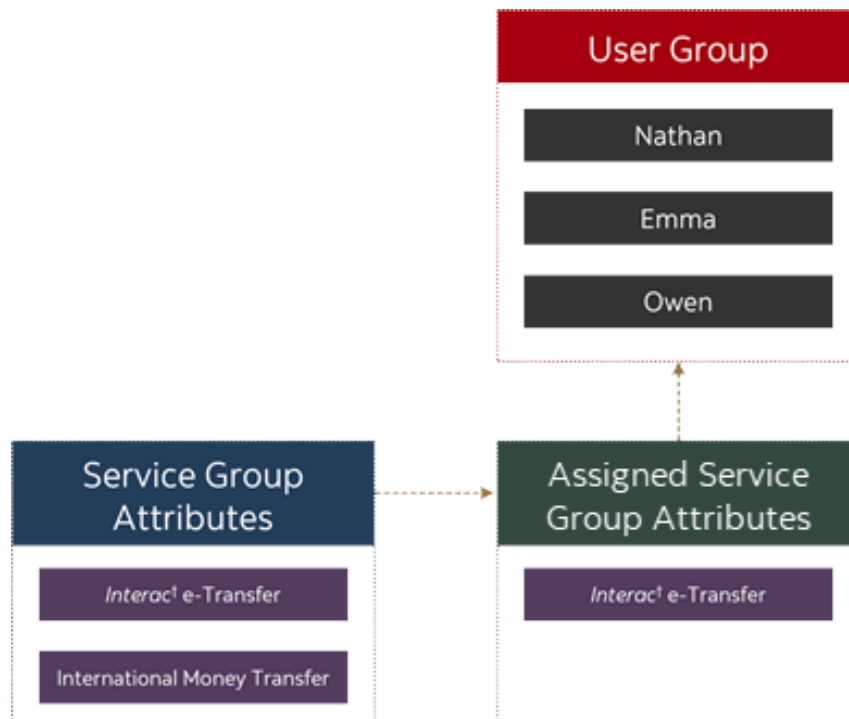
Important: In this example, user group 1 and user group 3 have access to the EFT service. However, users from user group 1 cannot approve or submit EFTs that have been created within service group 3 (and vice versa).

ASSIGNING SERVICE GROUPS TO USER GROUP EXAMPLES

When assigning a service group to a user group you are giving the users of that group access to part, or all the functions assigned to the service group. By separating those functions between user groups, you can set users who only input payments and users who approve those payments.

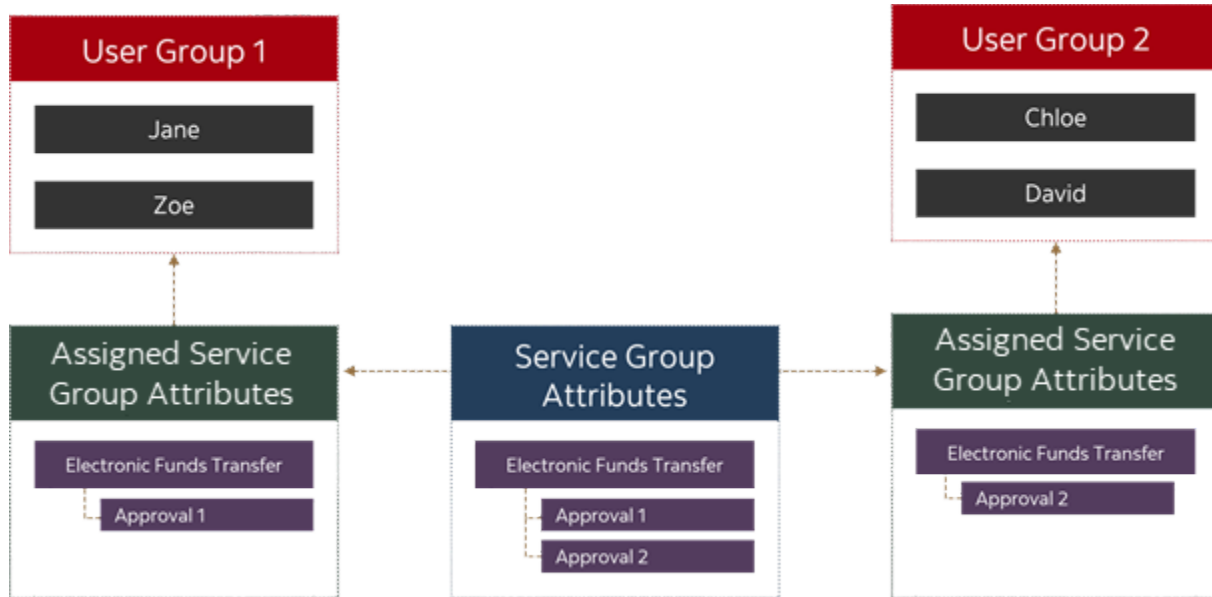
EXAMPLE 1 – SELECTING SERVICES FOR THE USER GROUP

While assigning a service group to a user group you can select which services need to be available to the user group. Consider this example:



EXAMPLE 2 – SELECTING APPROVAL LEVELS

While assigning a service group to a user group, you can select which approval levels from a service group need to be available to the user group. Consider this example:



In this example, the service group has two approvals for the EFT service. While assigning this service group to user group 1, approval 1 has been selected and while assigning this service group to user group 2, approval 2 has been selected. So, when a payment is created, users of user group 1 will provide the first approval and users of user group 2 will provide the second approval.

Important: For a payment to be processed, it needs to be approved successfully. If the service group requires two approvals for a payment but a user group only has one approval selected, the payment will not proceed to the next step without the second approval. So, while creating user groups, if all the approval levels are not assigned payments will be stuck in the approval stage.

APPENDIX B: USER GROUP & SERVICE GROUP FUNCTION DEFINITIONS (ENHANCED ADMINISTRATION ONLY)

Each service or function in ScotiaConnect is administered using User Groups and Service Groups. Most options related to a function are named after a specific menu or action. This list will provide more detail about the options you'll see when working with User Groups or Service Groups.

BALANCES & TRANSACTIONS

Account Details: Grants access to the Account Details Report

Account Statements: Lets users view the Monthly Account Statement

Balance History: Lets users view the Balance History Report

Consolidated Balance Report: Let users access the Consolidated Balance Report

EDI Report: Lets users see the EDI report, this is an optional report that provides additional information on received EDI payments

Consolidated Cash Plan: Grants access to the CCP report, which is an optional report detailing your CCP deposits.

View Cheque Images: Lets you view cheque images under Account Details

Account Export: Gives you the ability to export your account details

Transaction lookup: Lets you use transaction lookup to search for specific transactions.

Investments: Gives access to the Account Details report for Investment accounts.

Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

ACCOUNT TRANSFERS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.

Account Transfer History: Lets you view the transfer history, used to view information about sent account transfers.

FX Account Transfer: Lets you perform cross currency account transfers

Same Currency Account Transfer: Lets you perform same currency account transfers

Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

BILL PAYMENTS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.

Bill Payment History: Lets you view the bill payment history, used to view information about sent bill payments.

Bill Payment Maintenance: Lets you add and edit your list of saved bill payment accounts.

Bill Payment One Time: Lets you make bill payments without using an existing payment account

Bill Payment Transaction: Lets you make bill payments by selecting a payment account.

Bill Payment Import: Grants access to import a file to create bill payments. The file must reference your payment accounts

Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

E-CHEQUE SERVICES

Monthly Volume Report: An optional report showing monthly cheque volumes

Electronic Cheque Processing: Grants access to the ECS link under important links

ECS Clear Through: Grants access to the ECS Clearthrough link under important links

WHOLESALE LOCKBOX

Wholesale Lockbox: Grants access to the Lockbox link under Reporting

STOP PAYMENTS

Approval Settings: Grants users in the group approval authority. You must also specify approval limits. This section only appears if approval is required.

Stop Payment History: Lets you view the bill payment history, used to view information about sent bill payments.

Stop Payment Transaction: Lets you make a stop payment on one or more cheques

Remove Stop Payment: Lets you remove existing stop payments.

Accounts belonging to the service: The accounts you select will be the ones useable by the user group.

EFT TRACES AND RECALLS

Recall: Required parent function for the recall sub-functions

- **Item Recall/Payables:** Lets you recall individual credit EFTs
- **Item Recall/Receivables:** Lets you recall individual debit EFTs
- **File Recall:** Lets you recall EFTs submitted using a payment file
- **Group Recall:** Lets you recall multiple EFTs at once.

Trace: Required parent function for the recall sub-functions

- **Initiate Trace:** Lets you initiate a trace on an EFT to investigate any processing issues

Review Trace History: Lets you look at the history of traces

Review Recall History: Lets you look at the history of recalls

Agreements belonging to the service: The agreements you select will be the ones useable by the user group. Agreements are linked to specific accounts.

INTEGRATED PAYMENTS

Pending Payments: Lets you access the pending payments menu. You must also setup and assign service groups to see payments under Pending Payments.

Payment Search: Lets you access the payment search menu. You must also setup and assign service groups to search for payments.

File Summary: Lets you access the File Summary page. You must also setup and assign service groups to see payments under File Summary.

Recipient Maintenance: Lets you manage recipients.

- **Search Recipients:** Used to search existing recipients
- **Create Recipients:** Allows users to add new recipients
- **Delete Recipients:** Allows users to delete existing recipients
- **Import Recipients:** Lets you import a file to create new recipients
- **Approve Recipients:** Lets you approve recipients if approval is required
- **Modify Recipients:** Lets you modify existing recipients.

FILE DELIVERY

Approval Authority: If approval is required let you approve files so they can be submitted

Upload Files: Lets you upload files; files must be uploaded then submitted to be processed.

Download Files/Reports: Lets you download reports waiting to be reviewed.

Pending Files: Allows access to the Pending Files page, this is where approval, submission and deletion can be done.

Submit Files: Lets you submit files for processing, this is the second step after uploading a file.

Delete Files: Lets you delete files that have been uploaded but not yet submitted

Upload History: Allows users to view the upload history showing the details of files that have been uploaded.

Agreements belonging to the service: The agreements you select will be the ones useable by the user group. Agreements are linked to specific accounts.

ADMINISTRATION

My Accounts: Lets users access the My Accounts page to view information on how their accounts are setup.

My Global Accounts: Lets users access the My Global Accounts page to view information on how their global accounts are setup.

Audit Logs: Grants access to the audit log showing history related to administration.

User Group Information: Grants access to the User Group page

My Services: Shows a list of all your services currently setup on ScotiaConnect.

User Information: Grants access to the User Information page.

- **Manage User Information:** Lets you modify existing users' details
- **Request New User:** Lets you add users to ScotiaConnect
- **Initiate Password Recovery:** Lets you recover a user's credentials

Agreement Information: Gives you access to a list of agreements in ScotiaConnect.

Agreements are tied to accounts and this page will show those links

Statements: Grants access to the monthly account statements

ScotiaConnect Billing Statements: Lets you view your monthly invoice for ScotiaConnect.

Service Group Information: Grants access to Service Groups page.

- **View Service Groups:** Lets you view existing service groups
- **Add Service Groups:** Lets you create new service groups
- **Activate Service Groups:** Lets you activate an inactive service group
- **Deactivate Service Groups:** Lets you deactivate existing service groups. This is a required step prior to modifying or deleting service groups.
- **Delete Service Groups:** lets you delete an inactive Service Group
- **Modify Service Groups:** Lets you modify an inactive Service Group
- **Manage Special Vendors (Payment Files only):** Lets you use special vendors with your service groups.

REMOTE DEPOSIT

Deposit Limit: Controls how much individual users can deposit using remote deposit.

View All Deposits: Lets you view any deposits created in remote deposit

View Their Own Deposits: Restricts users to only seeing their own deposits.

View Daily Deposit Info: Lets you view a summary of deposit activity

View Remote Deposit Activity: Lets you view the activity report

Accounts belonging to the service: The accounts you select will be the ones useable by the user group when creating a deposit.

SERVICE GROUP FUNCTIONS

These functions are shared across all payment types unless otherwise noted

Payments Search: Used to search for payments and see their status as well as the user(s) who actioned them.

Submit Payments: This lets you submit approved (if approval is required) payments for processing.

Online Payments: Allows you to access different methods of creating payments in ScotiaConnect.

- **One Time Payments:** Used to create single payments without saving details in a template or recipient.
- **Payments from Template:** Used to create payments from existing templates saved in ScotiaConnect.
- **Modify Payments created by Other Users:** Lets you modify any payments created online by other users.

Delete Payments: Used to delete payments that have not yet been submitted.

Payables/Receivables (EFT & IAT only): This allows access to payables and/or receivables for eligible payment types. In ScotiaConnect Payables are labeled as credits, and receivables are considered debits.

Template Maintenance (EFT, EDI, IAT and Wire only): Grants access to view templates

- **Create Templates:** Allows you to create new templates.
- **Delete Templates:** Used to delete existing templates.
- **Approve Templates:** This allows users to approve templates if approval is required.
- **Modify Templates Created by Other Users.** This allows users to modify existing templates that were created by other users

Pending Payments: Lets users access the pending payments page. [This is required for approving, deleting, submitting, disabling, and enabling payments.](#)

Enable Payments. This gives users the ability to enable payments that have been disabled.

Disable Payments. Used to disable payments. Disabling a payment puts it on an indefinite hold preventing anyone from modifying or submitting it until it is enabled.

Batch Payments (EFT, EDI, IAT and Wire only): Batch Payments use payment files created using 3rd party software which are submitted to Scotiabank for processing. This is only applicable if you are using Online Payment Control or Online Payments History services.

- **Direct Payments (Online Payment History):** Direct payments are payments that are submitted via a file that do not require any approvals or anyone to submit them. Their history is accessed via payment search. [This is required if you are using Online Payment History for this service group.](#)
- **Regular Payments (Online Payment Control):** Regular payments are payments that are submitted via a file that stop in ScotiaConnect for approval and submitting. This is required if you are using Online Payment Control for this service group.
- **Modify Failed Regular Payments (Requires Online Creation):** Payment files may have items fail due to missing or incorrect information when received by ScotiaConnect. This entitlement allows users to modify those failed payments.
- **Modify All Regular Payments (Requires Online Creation):** All payments entered by file for the Online Payment Control service may be modified with this entitlement.

Use New Recipient: Lets users add any recipients from payments created in ScotiaConnect to the recipient list. Note that recipient entitlements are set in the Integrated Payments function detailed earlier in the appendix.

Query Memo (Wires Only): Used for creating query memos (for wire traces).

Freeform Memo (Wire Only): This gives access to create and access freeform memos.

Recall Memo (Wire Only): This entitlement gives access to all the functions related to recall memos.

Search Recall Memo (Wire Only): This allows users to search for unsubmitted recall memos.

Create Recall Memo (Wire Only): This allows users to create new recall memos.

Modify Recall Memo (Wire only): This allows users to modify any existing recall memos.

Delete Recall Memo (Wire only): Lets users delete recall memos that have not been submitted.

Approve Recall Memo (Wire only). A second user must approve a recall memo. This entitlement gives approval authority to any users with access to this service group.

Submit Recall Memo (Wire only). This allows users to submit recall memos after they have been approved.

Update e-Transfer (e-Transfers Only): Lets you modify an e-transfer that has been created but not submitted.

Recall Interac e-Transfer (e-Transfers Only): Allows you to recall e-Transfers that have not yet be deposited. Autodeposit e-transfers cannot be recalled using this function.

Accounts/Agreements belonging to the service: Lets you choose the accounts that will be used by the Service Group

FOR FURTHER ASSISTANCE

Need Help?

In the footer of any page in ScotiaConnect, you will find a 'Help Center' link.



Clicking that link will take you to a resource page with documents, videos, and guided tutorials. There is also a knowledge base of Frequently Asked Questions.

Global Business Payments Technical Helpdesk - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America
- 1-416-288-4600 - Local Toronto area customers
- 1-800-463-7777 - pour le service en français
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.

If you have any questions about the content of this guide email us at:

gbp.training@scotiabank.com