ScotiaConnect Alerts Quick Reference Guide

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INTRODUCTION

Alerts allow you to monitor activity in ScotiaConnect. Once triggered, alerts can be accessed any time by clicking on the 'Alerts' link within the top navigation bar which will display a total count of unread alerts. You can also have an email sent to you when an Alert is triggered.

Standard alerts are defined automatically and keep you up-to-date on important account and payment activity.

Custom alerts are user-defined and can be created according to personal preference for the following categories:

- Balance thresholds (i.e. above or below thresholds)
- Transaction (i.e. incoming wires, cheques)
- Service notifications (i.e. payments pending approval)

ScotiaConnect [®] Digital Banking					(<u>)</u>	
Overview	Accounts	Payments	Reporting	Services	Administration	

SETTING UP ALERTS AND EMAIL NOTIFICATIONS

To create a new alert or modify an existing one, click 'Alerts' icon from the top navigation bar and click 'Manage My Alerts' on the right.

lens			io Pli
Show All alert types	✓ Filter alerts		Manage Alerts You can view and
3 unread alerts		Mark all as read	alerts or create new ones
ALERT TYPE	SUBJECT	DATE AND TIME	Manage my alerts
EFT Payments	Service EFT Payments Entered Equal to \$1.00	07/02/2019 11:50	
EFT Payments	Service EFT Payments Entered Equal to \$1.00	07/02/2019 11:40	
EFT Payments	Service EFT Payments Entered Equal to \$1.00	06/18/2019 15:00	
Account Transfer	Service Account Transfer Ready Equal to \$11.00	06/07/2019 15:00	

On the Available Alerts page, you can create new alerts, search for existing alerts and modify/delete existing alerts. Note that you cannot delete standard alerts, but you can edit their email notification preferences.

To create an alert, click the 'Add New Alert' button.

Available Al	erts	Print &
Filter Alerts	i	Add New Alert
Туре:	View All 🔻	

Select the alert category.

Add New Alert			×
			Help
Category:	Please select 🔻		
Accounts:	Please select Balance Transaction Service	Selected Account IDs	

Balance will let you setup alerts for a specific balance amount (less than, equal to or greater than). For example, you can create an alert to notify you when any account balance exceeds \$10,000.

Transaction will let you set criteria around specific transaction types and amounts. For example, an alert can be created to notify you when an incoming wire over \$100 is credited to a specific account.

Service will let you set up alerts related to ScotiaConnect service functions such as Wire and EFT payments.

Category:	Transaction •	Transaction Type:	Help Please select
Accounts: Alert at Amount:	Available Account IDs OLL Business Loan DDA SBE RS 1297 DDA NEW CARS DDA AFADONTUSE DDA ABATEAUINC DDA BIRCH38 TEST C 24000 00473 40 DDA TB OLL 4005 BVD	Selected Ac	Please select All Transactions All Cebit Transactions Cheques Deposits Sundry Debits Sundry Debits Sundry Credits Chargebacks Credit Line Transactions Investment Transactions Merchant & POS Transactions Service Fees Interest Incoming Wires Outgoing Wires Bill Payment

Select the account(s) you would like this alert to monitor by using the directional arrows.

Available Account IDs	Selected Account IDs
10000001100110011111000000	
10.17 Temperature (10.1, 10.1, 10.1)	>>
18110-0010-1010-000-01-10000	
1001-010-1001-11100-01700-01880	
HERE REAL REPORTS AND ADDRESS AND ADDRESS AND	<
10000 (01 10) (1 0000 (01	<<
COMPANY OF A DESCRIPTION OF A DESCRIPTIO	

If applicable, enter the 'Alert at Amount' and indicate whether you would like to setup email notifications. Click 'Save Alert' to finish creating the alert.

Alert at Amount:	Greater than 🔻 500.00	
Send Email:	✓ Yes	
	Cance	Save Ale

Alerts you have created will show on the 'Manage Alerts' page. You can click on the alert name hyperlink to edit the alert or put a checkmark beside the alert and click 'Delete' at the bottom right.

/lanage Alerts						Print 🖶
Filter Alerts						Add New Alert
Туре:	View All 🔻					
Service:	Select Service	T				
						Clear Filter Apply Filter
_			First Previous	Next Last		Item: 1 - 1 of
Nar	ne			Туре	Service	
Bala	nce Greater than 500.00			Custom	Balance and Transactions	
_						Delete

SAMPLE EMAIL

From:	no_reply.scotiaconnect@sbgendbca.com	Sent:	Wed 11/12/2014 2:10	PM
To:				
Cc				
Subject:	Service Alert for **** **** 9412			_
You have www.sco	a Service Alert. You have a Account Transfer in the amount of \$0.01 with Accepted for account **** **** Mull. Please tiaconnect.scotiabank.com for details Please do not reply to this email	sign-on to S	ScotiaConnect at	1 1 1

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, webinars 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: <u>hd.ccebs@scotiabank.com</u>. 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**

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