

ScotiaConnect® Digital Banking

ScotiaConnect Digital Token Conversion Guide

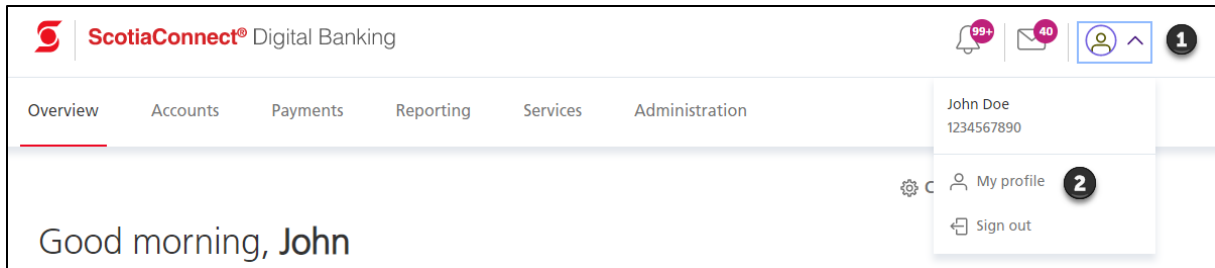
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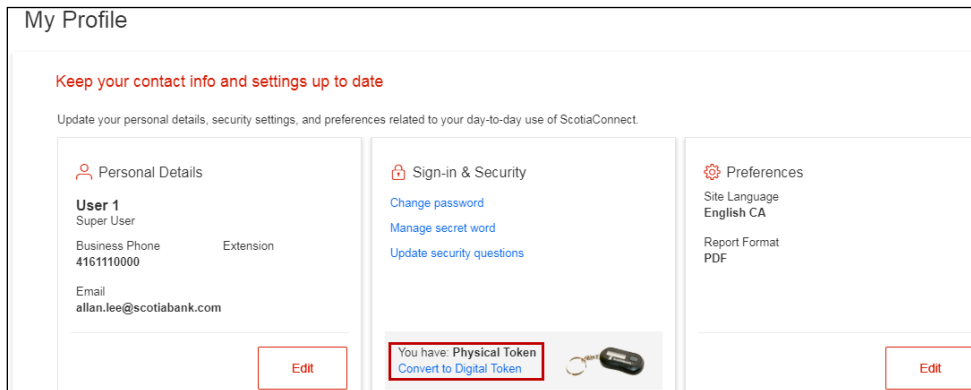
Converting to the Digital Token

This guide will walk you through the steps to convert from a physical token to a digital token. Access to the digital token can be restricted in ScotiaConnect, see the User Administration guide for more details.

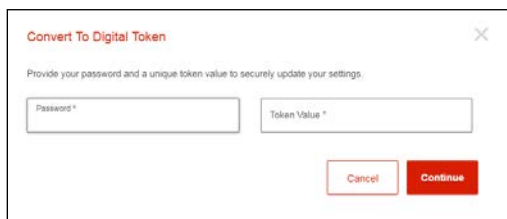
To begin, click the dropdown menu, located at the top right corner of the page, then select 'My Profile'.



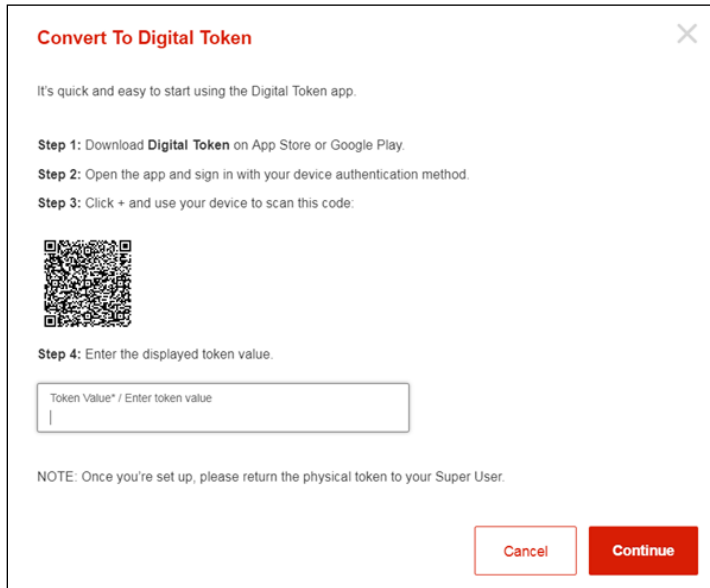
Once your profile is open select 'Convert to Digital Token' link.



You will be prompted to enter your password and token value.

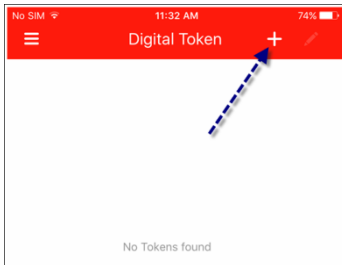


Once you click 'Continue' a pop up with additional instructions will appear:

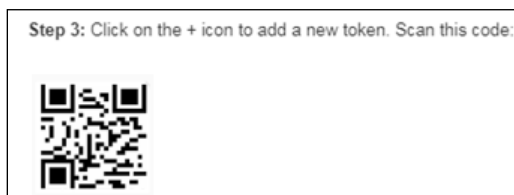


Download the app from the Apple App Store or Google Play store by searching for 'Scotiabank Digital Token'. When you open the app for the first time you will be prompted to use your device authentication method (password, passcode, Touch ID or Face ID) to access the application on your phone. . The authentication will be requested every time you open the app.

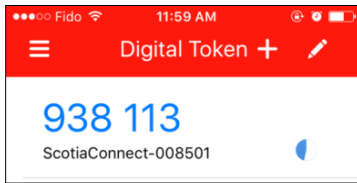
The first time you open the app the message 'No Tokens found' will be displayed. Tap the '+' to add your digital token.



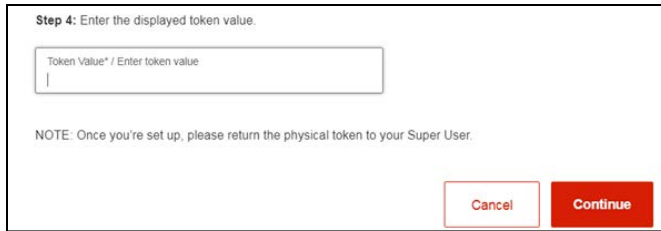
You will be prompted to allow the app to access your camera. Use your device's camera to scan the QR code showing in the pop up in ScotiaConnect.



Once complete, you will see a token value.



Enter the token value in step 4 in ScotiaConnect, and click “Continue”.



Once the process finishes you will be able to login using your digital token. **Note** that only one type of token (physical or digital) can be associated to a user at any time. Once converted, you must use the digital token app to log in to ScotiaConnect going forward.

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: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.
- To book product training, please send an email to gbp.training@scotiabank.com

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