

# Global Business Payments Technical Helpdesk

Quick Reference Guide

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## OVERVIEW

The Technical Helpdesk for ScotiaConnect provides technical support to customers who may still need help after reviewing the documents, videos, webinars, and guided tutorials in the online Help Centre. You will find the Help Centre link in the footer of any page in ScotiaConnect.



The Helpdesk is available from Monday through Friday, 8:00 am to 8:00 p.m. ET. Before calling the Helpdesk, ensure that you have the following information available:

- Your six-digit ScotiaConnect ID (located in the profile icon  in ScotiaConnect)
- Your secret word (located in **My Profile** in the profile icon  in ScotiaConnect)

**Note:** If your company is new to ScotiaConnect and you are one of the initial Super Users but have not registered, please obtain your ScotiaConnect ID and secret word from your Relationship Manager/Business Advisor.

The Technical Helpdesk will not be able to provide assistance on:

- New product enrolments
- Changes on products & services
- Pricing and charges
- Executing transactions on customers' behalf, including uploading files

For product enrolments, changes on products & services, and pricing charges, please contact your Relationship Manager/Business Advisor.

## CONTACT INFORMATION

- 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](mailto:hd.ccebs@scotiabank.com). Your email will be answered within 24-48 business hours.

## CALL NAVIGATION

Product & Services	Call Path
ScotiaConnect Registration	Press 1, enter ScotiaConnect ID, press 1
ScotiaConnect Reporting <ul style="list-style-type: none"> <li>• Consolidated Balance Statement</li> <li>• Account Details</li> <li>• Account Statements</li> <li>• Foreign Currency Accounts</li> </ul>	Press 1, enter ScotiaConnect ID, press 2, then 1
ScotiaConnect Payments <ul style="list-style-type: none"> <li>• Wire Payments</li> <li>• Electronic Funds Transfer (EFT)</li> <li>• ACH</li> <li>• <i>Interac</i> e-Transfer<sup>†</sup></li> <li>• International Money Transfer</li> </ul>	Press 1, enter ScotiaConnect ID, press 2, then 2
<ul style="list-style-type: none"> <li>• Account Transfer</li> <li>• Bill Payments</li> <li>• Stop Payments</li> </ul>	Press 1, enter ScotiaConnect ID, press 2, then 3
<ul style="list-style-type: none"> <li>• Remote Deposit Capture</li> <li>• Wholesale Lockbox</li> <li>• Electronic Cheque Services (ECS)</li> <li>• Clear-Through Account</li> </ul>	Press 1, enter ScotiaConnect ID, press 2, then 4
ScotiaConnect – Other Services	Press 1, enter ScotiaConnect ID, press 2, then 5
File Delivery or Host-to-Host File Exchange	Press 2
Electronic Daily Statement	Press 3
Image File Transfer or Cheque Reconciliation	Press 3
Other Services	Press 4