

Lockbox Administration

Quick Reference Guide

| | |
|-----------------------------|---|
| ADDING USERS..... | 2 |
| MODIFYING USERS..... | 3 |
| RESETTING PASSWORDS..... | 5 |
| CHANGING YOUR PASSWORD..... | 6 |
| DELETING A USER | 6 |
| CONTACT US..... | 7 |

Legal Disclaimer

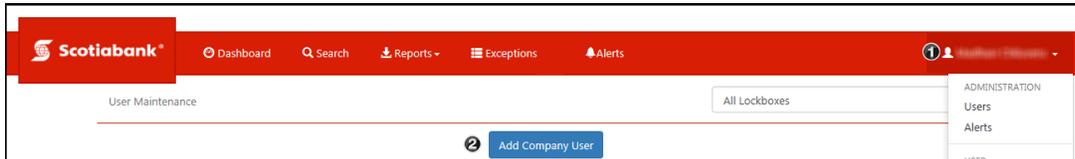
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ADDING USERS

Note: Only Administrators can add users.

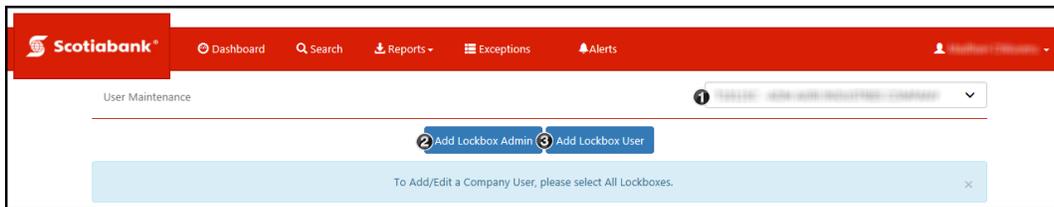
If you need administrator access, you will need to ask your relationship manager to set you up as a company administrator.

To add users, please open the 'User Maintenance' page:



- ① Mouse over your name in the top right of the screen then click '**Users**' under the administration section of the menu.
- ② Click '**Add Company User**' if you want the user to be able to view multiple lockboxes.

If you wish to add a user that only has access to one lockbox follow the steps outlined below:



- ① Select a lockbox from the dropdown menu.
- ② **Add Lockbox Admin:** This will let you add a user who can perform administrative functions for the lockbox you selected.
- ③ **Add Lockbox User:** This will let you add a standard user to the lockbox.

Enter the user's information.

The screenshot shows the 'Add Company User' form with the following fields and options:

- 1 Login: [Text Input]
- 2 Password: [Text Input]
- Re-enter Password: [Text Input]
- 3 First Name: [Text Input]
- Last Name: [Text Input]
- Security Level: Company User [Dropdown]
- 4 Exception - TE: Enabled
- 5 Setup Alerts: Enabled
- 6 Notes: View View/Add Disable
- 7 Email Address: [Text Input]
- 8 Assign Lockboxes: All Lockboxes [Select Lockboxes](#)
- 9 Language: English French

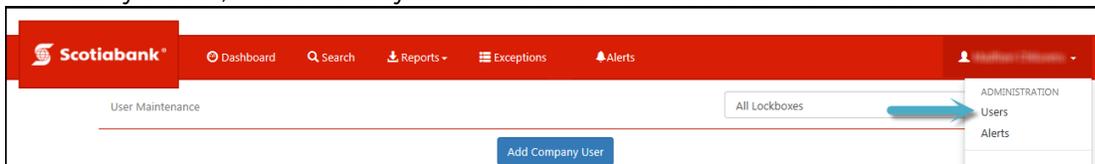
Buttons at the bottom: Cancel, Add (with a '10' icon).

- 1 **Login:** The username for logging in. You will need to provide this to the new user.
- 2 **Password:** Enter and re-enter the new user’s password. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.
- 3 **Name:** Enter the user’s first and last name.
- 4 **Exception – TE:** Check this box if you want the user to be able to view and process exceptions.
- 5 **Setup Alerts:** Check this box to allow the user to view and create alerts for the lockbox service.
- 6 **Notes:** These are internal messages attached to specific transactions. ‘View’ allows the user to view notes; ‘View/Add’ allows the user to view and add notes to transactions. ‘Disable’ prevents access to notes entirely.
- 7 **Email Address:** If the user receives an alert, this is the email address that will be used to send the notification.
- 8 **Assign Lockboxes:** Select the lockboxes that the user will have access to, either by checking ‘All Lockboxes’ or clicking ‘Select Lockbox’ to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.
- 9 **Language:** Specify the language for the user’s account.
- 10 Click **‘Add’** to finish creating the user.

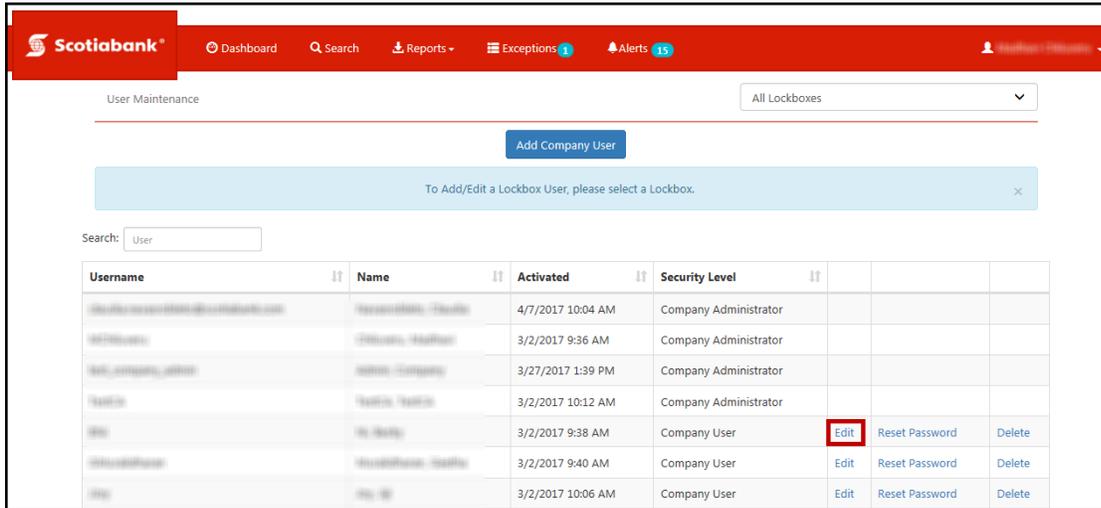
MODIFYING USERS

Note: Only Administrators can modify users.

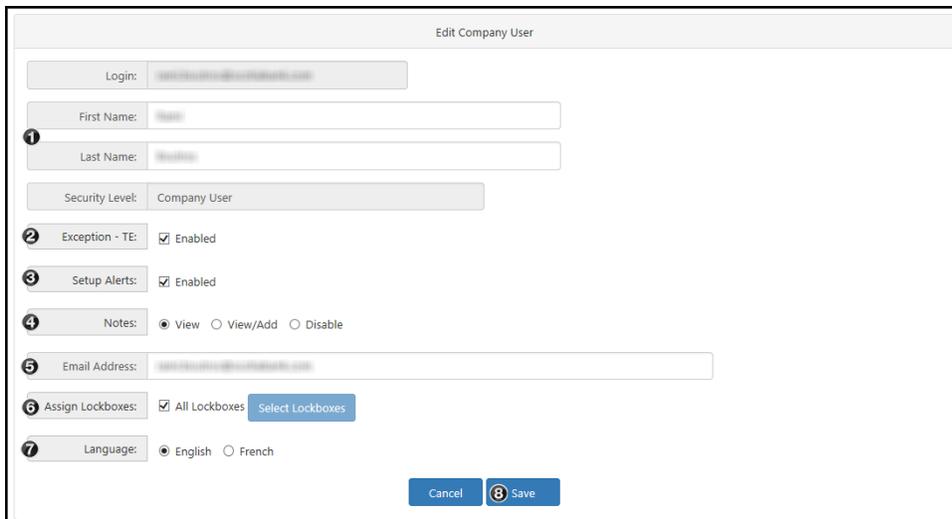
To modify a user, mouse over your name and click **‘Users’** under the administration section.



On the 'User Maintenance' page click on the 'Edit' link next to the user's name.



Below are the fields that can be edited:



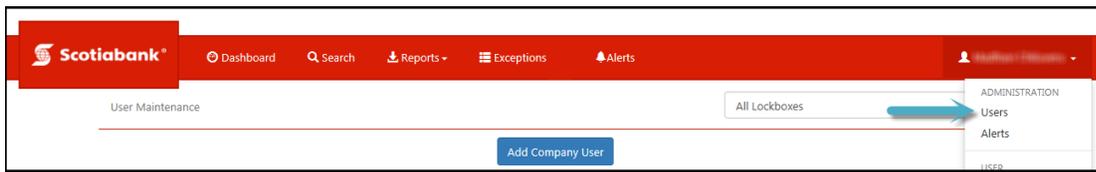
- 1 **Name:** Enter the user's first and last name.
- 2 **Exception – TE:** Check this box if you want the user to be able to view and process exceptions.
- 3 **Setup Alerts:** Check this box to allow the user to view and create alerts for the lockbox service.
- 4 **Notes:** These are internal messages attached to specific transactions. 'View' allows the user to view notes; 'View/Add' allows the user to view and add notes to transactions. 'Disable' prevents access to notes entirely.
- 5 **Email Address:** If the user receives an alert, this is the email address that will be used to send the notification.

- 6 **Assign Lockboxes:** Select the lockboxes that the user will have access to, either by checking 'All Lockboxes' or clicking 'Select Lockbox' to specify one or more lockboxes from a list. This field will not show if you are setting up a lockbox user.
- 7 **Language:** Specify the language for the user's account
- 8 Once you've made all your changes click **'Save'** to finalize them.

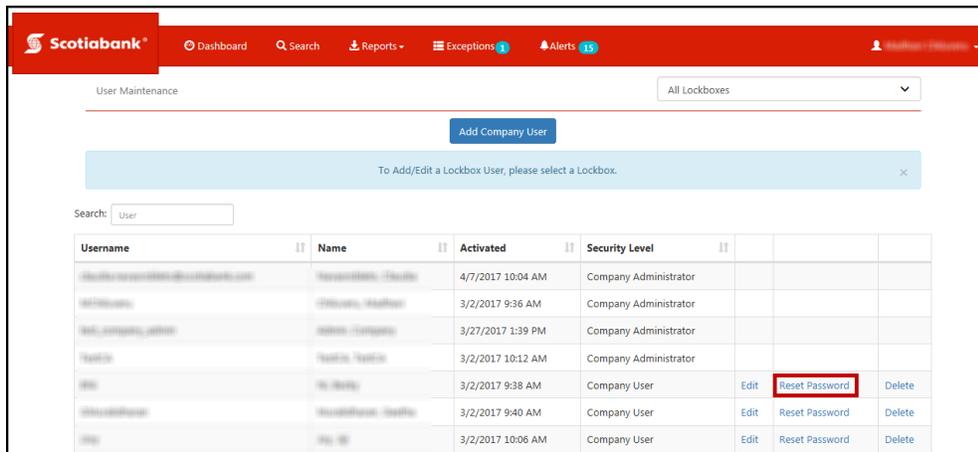
RESETTING PASSWORDS

Note: Only Administrators can reset passwords.

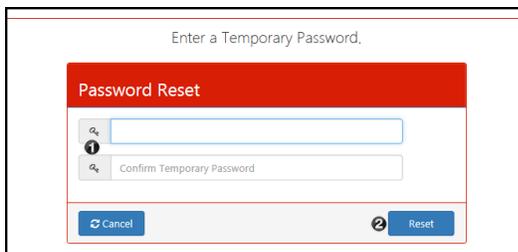
To reset a user's password, mouse over your name in the top right corner and select **'Users'** under the administration section of the menu.



Once the 'User Maintenance' page appears, click **'Reset Password'** next to the user's name.



Note: If you do not see the link next to their username this indicates that they are a Company Administrator. To reset a Company Administrator's password, you will need to contact the helpdesk (see contact information at the end of this guide).

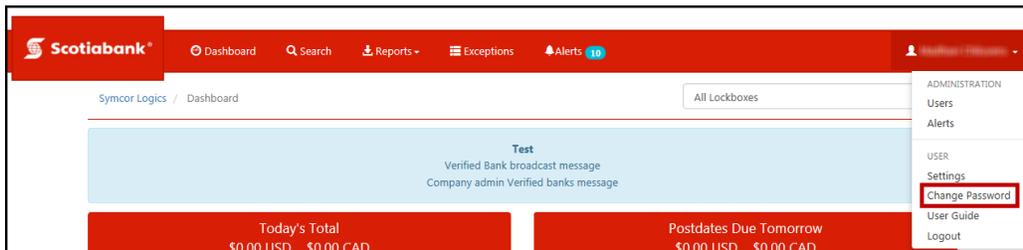


- 1 Enter a temporary password for the user. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.
- 2 Click **'Reset'** to confirm the update.

You will need to provide the user with their temporary password. Once they login, they will be prompted to select a new password.

CHANGING YOUR PASSWORD

To change your password, mouse over your name and select **'Change Password'** from the menu

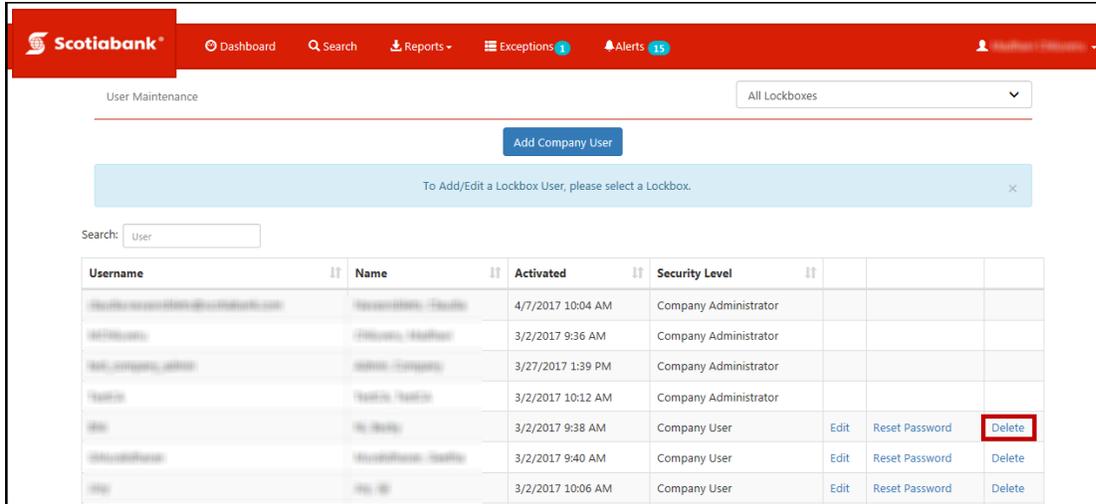


Enter your current password then select a new password and confirm it; click update to finalize the change. The password must contain at least 8 characters with at least one uppercase character, one lowercase character and one number.

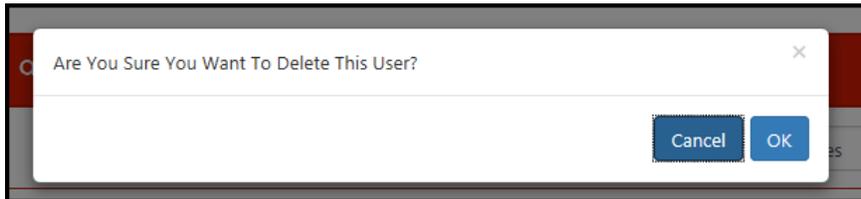
 A screenshot of the 'Change Password' form. The form has a red header with the title 'Change Password'. Below the header, there are three input fields, each with a magnifying glass icon on the left: 'Original Password', 'New Password', and 'Confirmation Password'. At the bottom right of the form, there is a blue button with a lock icon and the text 'Update'.

DELETING A USER

To delete a user, mouse over your name in the top right corner and select **'Users'** under the administration section of the menu. Once the 'User Maintenance' page appears, click **'Delete'** next to the user's name.



You will then be prompted to confirm the request. Click 'OK' to delete the user.



Please Note: Deleting a user is permanent. However, if a user is deleted their user name can be reused.

CONTACT US

Technical Support Help Desk - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET.

- 1-800-265-5613 - Toll-free number within North America
- 416-288-4600 - Local Toronto area customers
- 416-701-7351 - Fax
- (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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