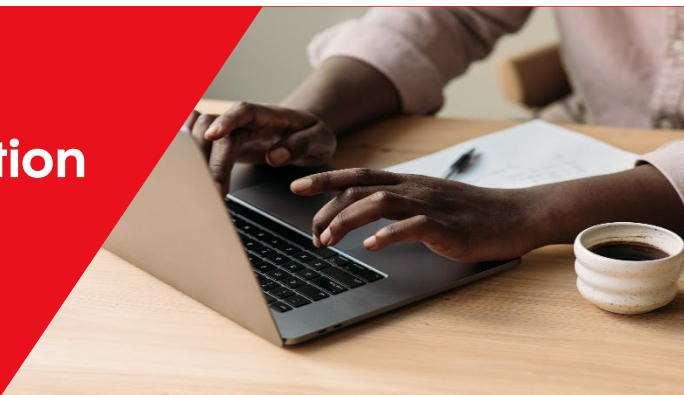


ScotiaConnect Registration

Reference Guide



April 2024

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Legal Disclaimer

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ScotiaConnect supports two different types of tokens for logging into the site and mobile banking application. Scotiabank can provide you with a physical token or you can use a mobile device with our Digital Token app. Your registration email will indicate whether you will be receiving a physical token or if you will be using the digital token.

PHYSICAL TOKEN REGISTRATION

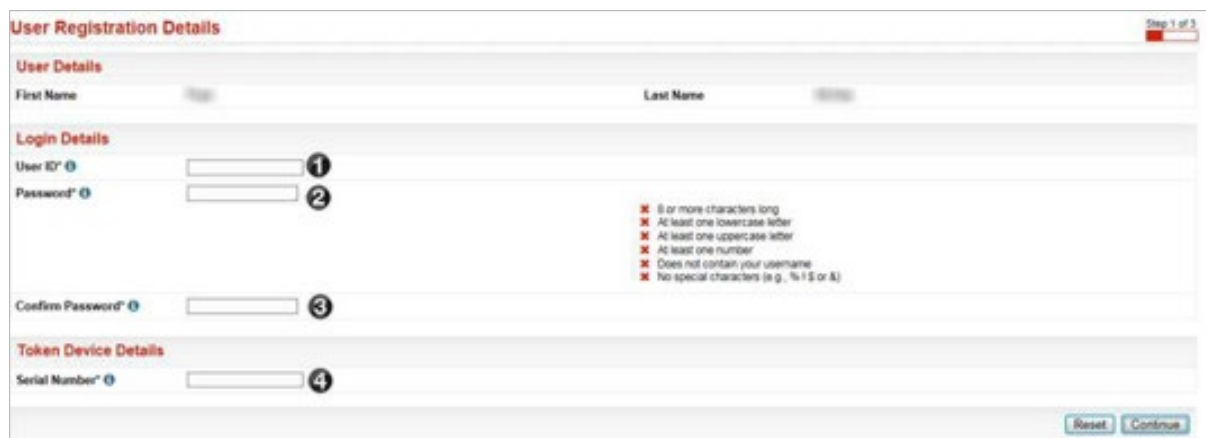
To register your physical token, please follow the steps outlined below.

First, obtain the reference number from your registration email. The registration email will be sent from ScotiaConnect Registration with the subject 'Register/re-authorize ScotiaConnect access'.

Once you've noted the reference number you can go to the registration website using the link provided in the email. Enter the reference number obtained from your email in the space provided along with your Authorization Code or Secret Word.

A screenshot of the 'User Registration' form. It has a red header with a person icon and the text 'User Registration'. Below the header, there are two input fields: 'Reference Number' and 'Authorization Code / Secret Word'. At the bottom right, there is a red button labeled 'Continue'.

Next, fill in the following fields:

A screenshot of the 'User Registration Details' form. It has a red header with the text 'User Registration Details' and a progress indicator 'Step 1 of 3'. The form is divided into four sections: 'User Details' with 'First Name' and 'Last Name' fields; 'Login Details' with 'User ID' (labeled 1), 'Password' (labeled 2), and 'Confirm Password' (labeled 3) fields; and 'Token Device Details' with a 'Serial Number' field (labeled 4). To the right of the password fields, there are five red X's indicating password rules: '6 or more characters long', 'At least one lowercase letter', 'At least one uppercase letter', 'At least one number', and 'Does not contain your username'. Below these rules is a note: 'No special characters (e.g., % ! \$ or &)'. At the bottom right, there are 'Reset' and 'Continue' buttons.

1. **User ID:** This will be used in combination with your password and token value to log in to ScotiaConnect/ScotiaConnect Mobile Banking.
2. **Password:** This is the password you will use to log in to ScotiaConnect; the rules are listed on the right of the screen; the red X's will change to green checkmarks as each rule is met.
3. **Confirm Password:** Re-enter your login password.
4. **Serial Number:** The serial number is located on the back of the physical token and contains letters and numbers. The four digit number below the serial number is the model number and should not be included.





Once you have entered all the required information click 'Continue' to proceed.

You will be prompted to choose five security questions and answers. Once done, click 'Continue' and you will be directed to the Registration Review page where you can finalize your registration.

User Registration Details Step 2 of 3

Security Questions & Answers

- You must select and answer five security questions.
- Always keep your questions and answers confidential.
- Each answer must:
 - Have more than two characters (max. 64)
 - Be unique
 - Not repeat a character three or more times in a row.

#	Question	Answer
1	In what town or city was your maternal grandmother born?	*****
2	What is the last name of your favorite teacher in elementary school?	*****
3	How old was your father when you were born? (Answer in words)	*****
4	What is your maternal grandmother's middle name?	*****
5	What was your childhood nickname?	*****

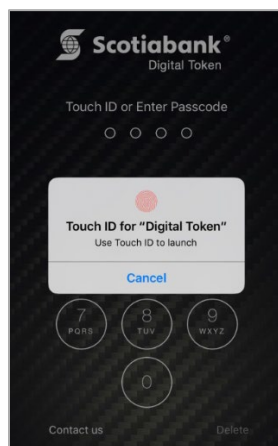
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DIGITAL TOKEN REGISTRATION

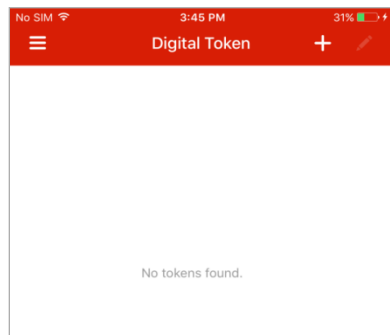
Users with Administration access can restrict users from using the digital token application. Please see the User Administration guide for details on this process.

If you are going to be using the digital token, you will need to download and install the Scotiabank Digital Token application from the Apple App Store or Google Play Store. Search for 'Scotiabank Digital Token' to find and install the app.

When you open the app for the first time you will be prompted to use your device authentication method (numeric password, Touch ID or Face ID) to access the app. The device authentication method will be used every time you open the app.



The first time you open the app you will notice a message that says, 'No Tokens Found'. You will need to configure the digital token by proceeding with your registration.



First, obtain the reference number from your registration email. The registration email will be sent from ScotiaConnect Registration with the subject 'Register/re-authorize ScotiaConnect access'.

Once you've noted the reference number you can go to the registration website.

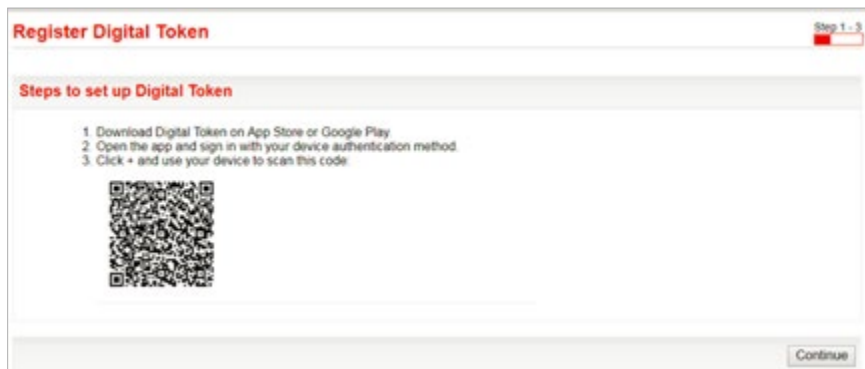
Enter the reference number obtained from your email in the space provided along with your Authorization Code or Secret Word.

A screenshot of a web form titled 'User Registration' with a person icon. It features two input fields: 'Reference Number' and 'Authorization Code / Secret Word'. A red 'Continue' button is at the bottom right.

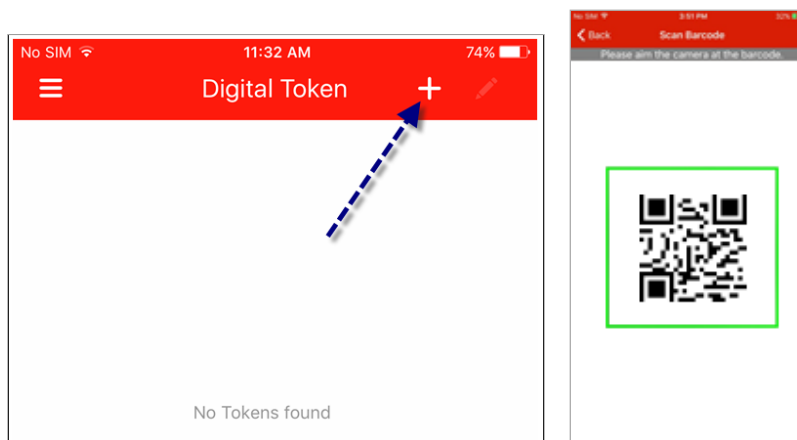
Next, you will be prompted to choose a user ID and password. The password rules are listed on the right-hand side.

A screenshot of a web form titled 'User Registration Details' with a progress indicator 'Step 1 - 4' in the top right. The form is divided into two sections: 'User Details' with fields for 'First Name' and 'Last Name', and 'Login Details' with fields for 'User ID*', 'Password*', and 'Confirm Password*'. To the right of the password field, a list of password requirements is shown with red 'X' icons: '8 or more characters long', 'At least one lowercase letter', 'At least one uppercase letter', 'At least one number', 'Does not contain your username', and 'No special characters (e.g., % ! \$ or &)'. 'Reset' and 'Continue' buttons are at the bottom right.

After clicking 'Continue' you will see a barcode on your screen. Follow the listed instructions to launch the Digital Token app, scan the barcode and click 'Continue'.



Steps 1 and 2 are explained in more detail further on in this guide. To complete the next step, click the “+” icon in the app and use your device’s camera to scan the barcode.



You will then be prompted to select five security questions and provide the answers to those questions. Click 'Continue' once complete.

User Registration Details Step 2 - 4

Security Questions & Answers

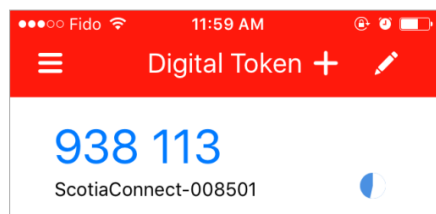
- You must select and answer five security questions.
- Always keep your questions and answers confidential.
- Answers are case sensitive. And each answer must:
- Have more than two characters (max. 64)
- Be unique
- Not repeat a character three or more times in a row.

#	Question	Answer
1	Please Select	
2	Please Select	
3	Please Select	
4	Please Select	
5	Please Select	

Reset Continue



Next, obtain the 6-digit code from the Digital Token App and enter it on the 'User Credential Review' page.



User Credentials Review Step 3 - 4

User Details

First Name Last Name

Login Details

User ID

Digital Token Details

Token Value*

Security Questions & Answers


#	Question	Answer
1	What was your childhood's best friend's first name?	*****
2	In what city was your maternal grandmother born?	*****
3	What is the last name of your favorite teacher in elementary school?	*****
4	In what town or city did your parents meet?	*****
5	What is your favourite spice?	*****

Click 'Register' to finish the process.

Note: If you get a new device you will need to contact the Technical Support Helpdesk to have a new QR code generated so you can setup the Digital Token correctly.

SETTING YOUR SECRET WORD

When you log in to ScotiaConnect for the first time, you will be prompted to set a new Secret Word. This is used whenever you need to verify yourself with our Technical Support Helpdesk. The secret word requirements are displayed on the right hand side of the screen. **Note:** You can manage your secret word at any time from Administration > My Profile in the Sign-in & Security section, clicking 'Manage secret word'.

 **Hi User**

Please take a moment to update your profile with a unique secret word.

You'll be asked for your secret word whenever you call a support representative. This ensures that any changes to your ScotiaConnect are initiated by you – and only you.

Secret Word *

Re-enter Secret Word *

Rules for secret word:

- Between 8 to 32 alphanumeric characters
- No spaces
- Can't contain the special characters % ! \$ or &

NOTE: Secret words are NOT case-sensitive. Fields marked * must be completed.



FOR FURTHER ASSISTANCE

Need Help?

In the footer of any page in ScotiaConnect, you will find a **Help Centre** 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
- 1-800-320-3396 - para servicio en español
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.

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