

# ScotiaConnect Registration

Quick Reference Guide

PHYSICAL TOKEN REGISTRATION .....	2
DIGITAL TOKEN REGISTRATION .....	3
SETTING YOUR SECRET WORD.....	7
FOR FURTHER ASSISTANCE .....	7

#### Legal Disclaimer

This reference guide has been prepared by The Bank of Nova Scotia for use and reference by its customers only. It is not to be relied upon as financial, tax or investment advice. Scotiabank makes no representation or warranties in this reference guide including about the services described in it. This reference guide is not for public use or distribution. This guide is for information purposes only. Usage of this service is subject to the terms set out in its enrollment documentation.

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.

Next, fill in the following fields:

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? <input type="text"/>	<input type="password"/>
2	What is the last name of your favorite teacher in elementary school? <input type="text"/>	<input type="password"/>
3	How old was your father when you were born? (Answer in words) <input type="text"/>	<input type="password"/>
4	What is your maternal grandmother's middle name? <input type="text"/>	<input type="password"/>
5	What was your childhood nickname? <input type="text"/>	<input type="password"/>

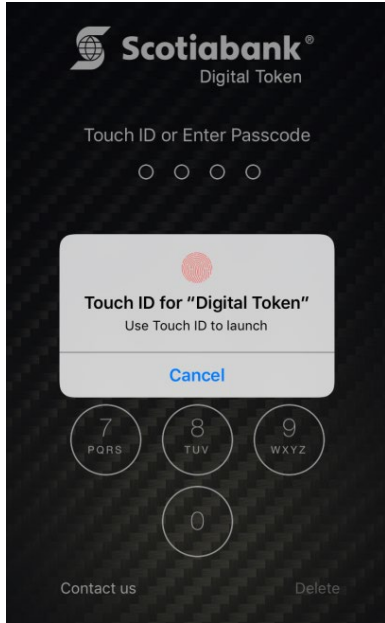
©Scotiabank

## DIGITAL TOKEN REGISTRATION

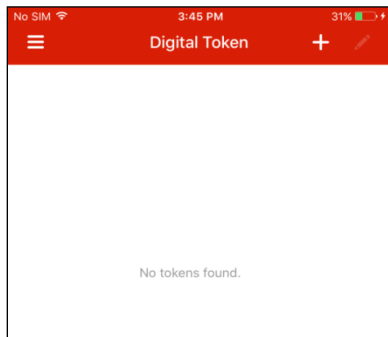
Users with Administration access can restrict users from using the digital token application. Please see the User Administration guide for details on this process.

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.

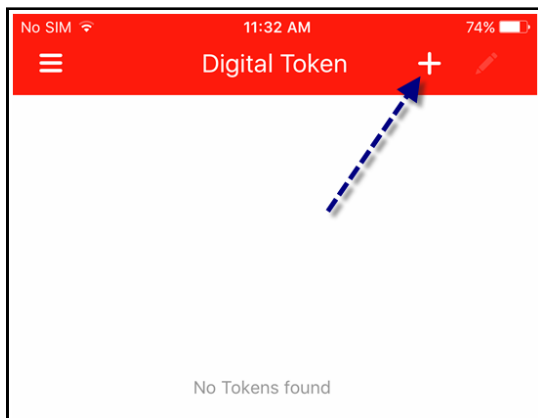
Enter the reference number obtained from your email in the space provided along with your Authorization Code or Secret Word.

 A screenshot of a 'User Registration' form. The title 'User Registration' is in red. There are two input fields: 'Reference Number' and 'Authorization Code / Secret Word'. Both fields have a blue information icon to their right. 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.

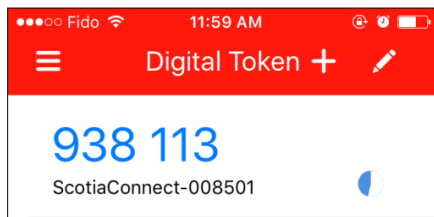
After clicking 'Continue' you will see a barcode on your screen. Follow the listed instructions to launch the Digital Token app, scan the barcode and click 'Continue'.

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.

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



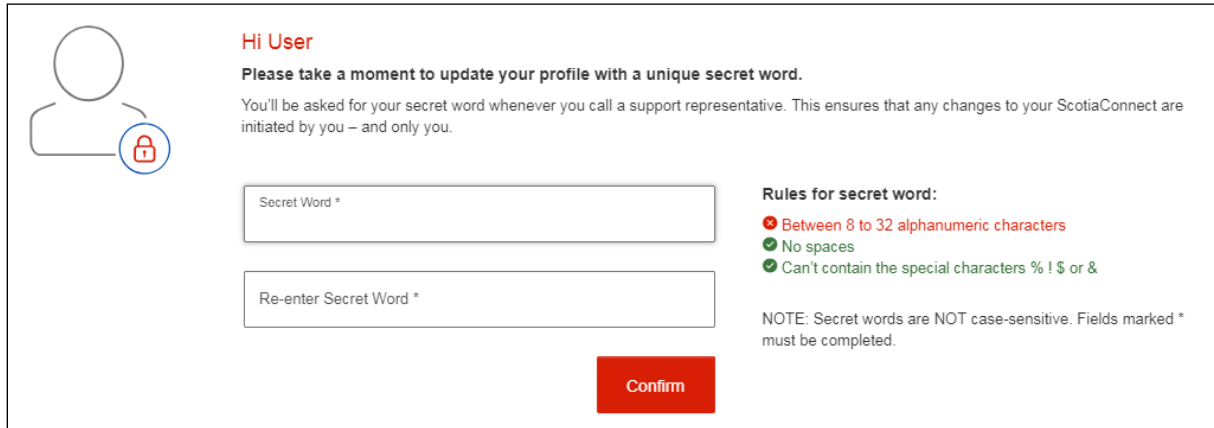
Click 'Register' to finish the process.

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'.

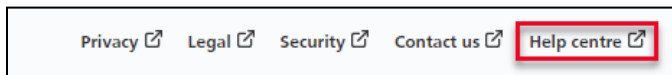


The screenshot shows a user profile icon on the left. To its right, the text reads: "Hi User", "Please take a moment to update your profile with a unique secret word.", and "You'll be asked for your secret word whenever you call a support representative. This ensures that any changes to your ScotiaConnect are initiated by you – and only you." Below this is a form with two input fields: "Secret Word \*" and "Re-enter Secret Word \*". To the right of the form, the "Rules for secret word:" are listed: "Between 8 to 32 alphanumeric characters" (with a red X icon), "No spaces" (with a green checkmark), and "Can't contain the special characters % ! \$ or &" (with a green checkmark). A note below the rules states: "NOTE: Secret words are NOT case-sensitive. Fields marked \* must be completed." At the bottom right of the form is a red "Confirm" button.

## 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.

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

If you have any questions about the content of this guide email us at:

[gtb.training@scotiabank.com](mailto:gtb.training@scotiabank.com)