

ScotiaConnect Registration

Quick Reference Guide

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OVERVIEW

Before you begin the registration steps, contact your organization's ScotiaConnect Super User (or a user with Administration entitlement) to:

1. Obtain your **secret word** or **authorization code**

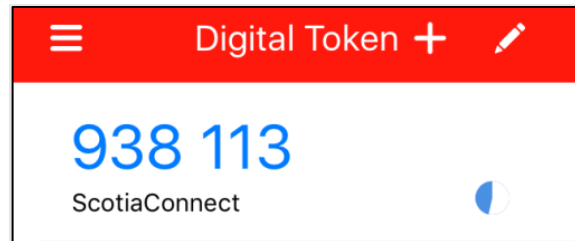
Important:

- If you are the first ScotiaConnect user for your organization, you are a Super User and need the secret word to register. You can obtain your secret word from your Scotiabank Relationship Manager to receive the secret word.
 - If you are a Super User, you need the secret word to register.
 - If you are not a Super User, you need the authorization code to register.
2. Confirm that your user ID has been given the required entitlements
 3. Identify if you will be using a physical or digital token to log into ScotiaConnect

A physical token is a dedicated device that provides token values.



A digital token is an application installed on your mobile phone.



The steps to register for ScotiaConnect depend on whether you will be using a physical or digital token.

Click the link for the token that you will use to view the associated registration steps:

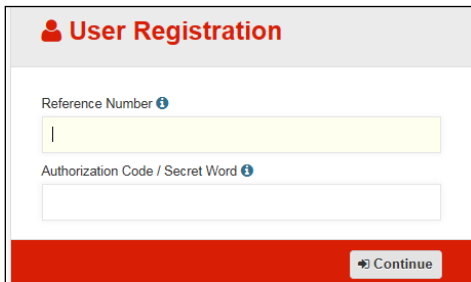
- [Physical token](#)
- [Digital token](#)

PHYSICAL TOKEN REGISTRATION

To begin the registration process, access the registration email that was sent from **ScotiaConnect Registration** with the subject **Register/re-authorize ScotiaConnect access**. Note the reference number provided in the email and then click the link in the email to access the registration website.

Enter the reference number in the space provided along with your Authorization Code or Secret Word (the details for obtaining the authorization code/secret word are provided in the [Overview](#) section). Then, click **Continue**.

Important: When you click **Continue**, your browser might ask you to save the information. Do not save this information as it will cause issues later.



Next, complete 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? ▾	*****
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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After completing these registration steps, you can start using ScotiaConnect by accessing the [Login Page](#).

DIGITAL TOKEN REGISTRATION

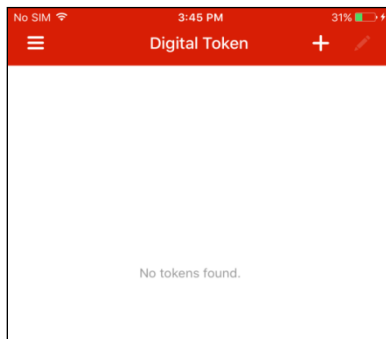
Important: Users with Administration access can restrict users from using the digital token application. Please see the User Administration guide for details on this process.

Before you begin the registration steps, 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.

Important: The device authentication method needs to be enabled to use the app – the authentication method will be used every time you launch the app.

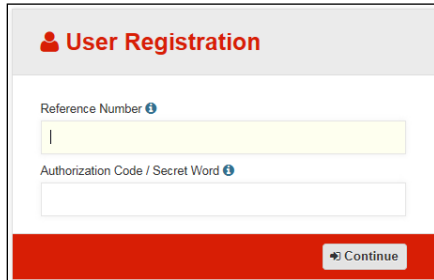
The first time you open the app you will notice a message that says, 'No Tokens Found'. The digital token will be configured while completing the registration steps.



Now, access the registration email that was sent from **ScotiaConnect Registration** with the subject **Register/re-authorize ScotiaConnect access**. Note the reference number provided in the email and then click the link in the email to access the registration website.

Enter the reference number in the space provided along with your Authorization Code or Secret Word (the details for obtaining the authorization code/secret word are provided in the [Overview](#) section). Then, click **Continue**.

Important: When you click **Continue**, your browser might ask you to save the information. Do not save this information as it will cause issues later.



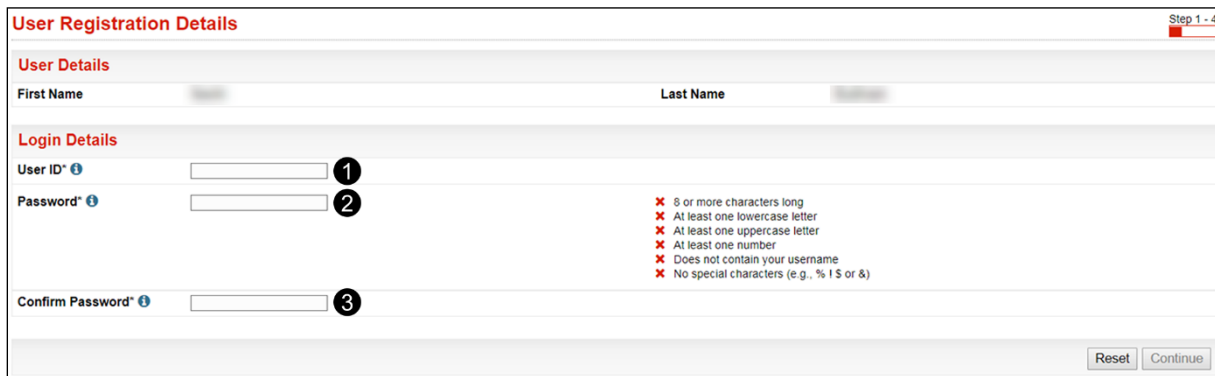
User Registration

Reference Number [?]

Authorization Code / Secret Word [?]

Continue

Next, complete the following fields:



User Registration Details Step 1 - 4

User Details

First Name Last Name

Login Details

User ID* [?] ①

Password* [?] ②

- ✗ 8 or more characters long
- ✗ At least one lowercase letter
- ✗ At least one uppercase letter
- ✗ At least one number
- ✗ Does not contain your username
- ✗ No special characters (e.g., % ! \$ or &)

Confirm Password* [?] ③

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.

After you enter the user ID and click outside the field, the bottom section of the screen will display a QR code along with the steps to set up the digital token. After performing these steps, click **Continue**.

User Registration Details Step 1 - 4

User Details

First Name: John Last Name: Doe

Login Details

User ID: john.doe


Password:

Confirm Password:

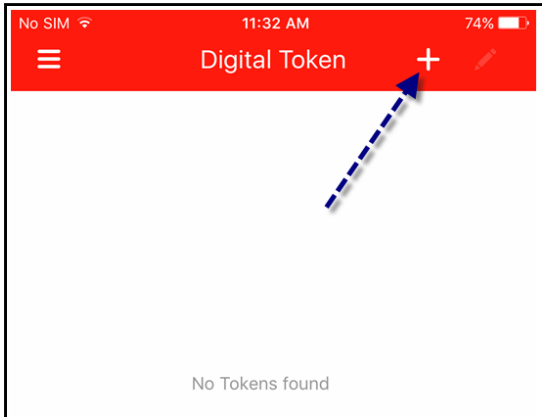
- ✘ 8-32 alphanumeric characters in length (A-Z, a-z, 0-9)
- ✘ At least one lowercase letter
- ✘ At least one uppercase letter
- ✘ At least one number
- ✘ Does not contain your username
- ✘ No special characters (e.g., % ! \$ or &)

Steps to set up Digital Token

1. Download **Digital Token** on App Store or Google Play.
2. Open the app and sign in with your device authentication method.
3. Click + and use your device to scan this code:



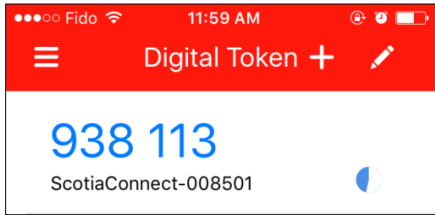
Note: To scan the QR code, tap the + icon in the Digital Token app and use your device’s camera.



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

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

Next, obtain the 6-digit code from the Digital Token App and enter it on the 'User Credential Review' page. Then, click 'Register' to finish the process.



#	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?	*****

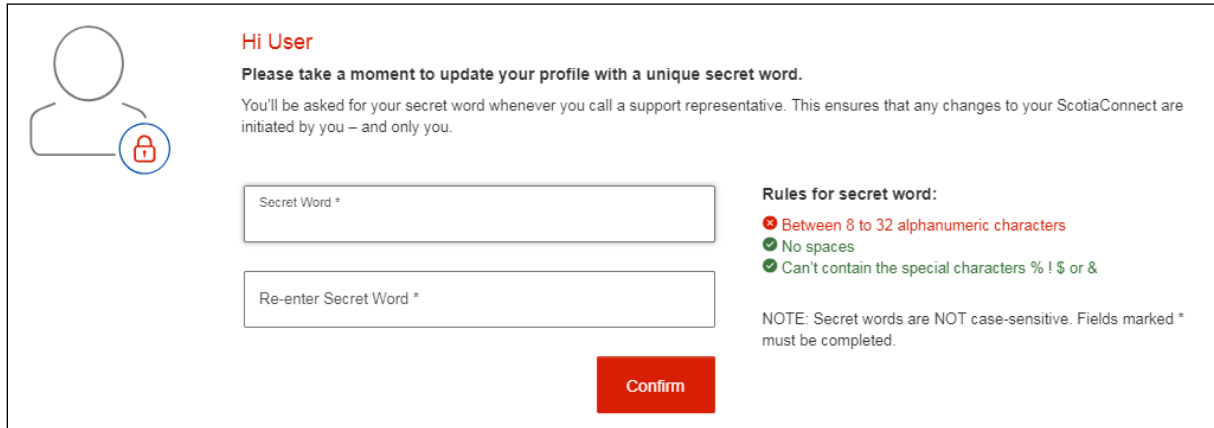
Important: If you get a new device you will need to contact the Technical Support Helpdesk to have a new QR code generated so you can setup the Digital Token correctly.

After completing these registration steps, you can start using ScotiaConnect by accessing the [Login Page](#).

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 icon), and "Can't contain the special characters % ! \$ or &" (with a green checkmark icon). 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.

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.

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

gbp.training@scotiabank.com