

# Resetting User Credentials

Quick Reference Guide

PASSWORD & SECRET QUESTIONS RESET .....	2
FOR FURTHER ASSISTANCE .....	4

#### Legal Disclaimer

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Note only Super Users and users with administration privileges can complete the steps outlined in this guide.

## PASSWORD & SECRET QUESTIONS RESET

To reset a user’s password and/or secret questions, go to Administration and then select User and company permissions. Click the ‘Recover credentials’ text link under the user name you wish to reset.

Users & Permissions						
NAME	USER ID	PERMISSION	LAST SIGN IN	STATUS	ACTIONS	
011110BPT1 011110BPT1	011110BPT1	Super User	Feb 28, 2019 07:50 AM	Active with Physical Token	<a href="#">Edit</a> <a href="#">Recover credentials</a> <a href="#">Delete</a>	

Select either or both options. Then click next.

**Recover Credentials** ✕

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Check either or both of the following to recover:

Password

Security questions and answers

Cancel
Next

On the next screen you will be prompted to enter your own credentials to authorize the recovery. Confirm the information shown on the screen then enter your password and token value to continue. Click the ‘Sign & Submit’ button to complete the recovery. Note if the email shown here is wrong, please return to the user list and edit the user to update their email address.

**Confirm User Password Recovery**

If the email address below is incorrect, select Cancel and have the user call the Contact Centre to have the email address updated. Otherwise, select 'Sign & Submit' to submit the password recovery request.

User ID	011110BPT1		
User Name	011110BPT1		
User Email	011110BPT1@011110BPT1.com		
Recovery Status	New Recovery		
Request Date	03/03/2017 15:28:50		
Request By	011110BPT1		
Requested By ID	011110BPT1		
Please enter password *	<input type="password"/>	Please enter your Token Value *	<input type="text"/>

Cancel
Sign & Submit

You will then be shown the user’s details along with an alphanumeric Authorization Code or secret word. You will need to note this code and provide it to the user for them to finish the recovery process.

### Confirming Credentials Recovery

The credential recovery information that your user needs is below. They have been sent an email with a reference number. Please communicate the authorization code to them over the phone or in person-for security reasons.  
Please tell your user to recover their credentials prior to the expiry date below. If the expiry date is passed, or if they lose the recovery email, please select "Re-authorize Recovery".

User Name	user 111
User Email	[REDACTED]
Recovery Status	In Recovery
Authorization Code	88a0a503-c052-488f-b018-ec8a442f31a4
Expiry Date	04/14/2017 00:00:00

Re-authorize Recovery
Done

The authorization code will be displayed for all users when you return to the ‘Users & Company Permissions’ screen. If the user fails to register by the expiry date, you can return to this screen and select the ‘Re-authorize Recovery’ button to initiate a new password reset.

Once the user receives the recovery email, they can complete the recovery by clicking the ‘Recover Credentials’ link on the ScotiaConnect sign in screen. On the ‘Recover Credentials’ screen, they must enter the reference number included in the email along with their authorization code.

### Sign In to ScotiaConnect

User ID

Password

Token Value

Remember User ID ?

Sign In

[Bookmark This Page](#)

[Forgot Password](#)

[Forgot Username](#)

[Recover Credentials](#) ←

[Problem Signing In ?](#)

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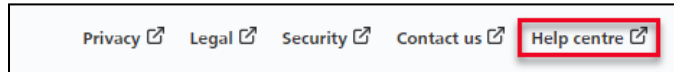
[>New to ScotiaConnect?](#)

[Register now](#)

## 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](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:

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

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