



IMPORTANT SCOTIA ONLINE FOR BUSINESS SECURITY UPDATE

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Please ensure you're using a current browser and have TLS 1.2 enabled.

To provide you with a reliable and more secure connection to Scotia OnLine for Business, your browser must support SSL versions Transport Layer Security (TLS) 1.2.

Although a high percentage of all PC/Browser combinations currently in use support TLS 1.2, there is a chance that it may **not be enabled by your browser settings**. This could be especially true if you are using an older browser version.

What exactly changed and how does that impact connecting to Scotia OnLine for Business?

To provide you the highest level of security, Scotia OnLine for Business is upgrading the minimum browser and operating system requirements to Transport Layer Security (TLS) 1.2. Any device that is not using TLS 1.2 or higher **will not** be able to connect to Scotia OnLine for Business. Today, all recent versions of the major internet browsers provide the option to use TLS 1.2 and higher.

Why was this change made?

The change was made to protect your data against security attacks. With the use of older TLS versions, a hacker can force a browser to downgrade to an older security version, which is far less secure than today's standards. A browser using older TLS versions is vulnerable enough to let hackers spy on the data traveling to and from your computer.





ENABLING SSL VERSION TLS 1.2

NOTE: Unfortunately, Windows XP and Windows Vista are only capable of upgrading up to Internet Explorer version 8, which doesn't support TLS 1.2. Therefore, users of these operating systems using Internet Explorer as their browser will not be able to connect to Scotia OnLine for Business.

For instructions on how to enable TLS 1.2, please review the instructions below for the browser that you are using to connect to Scotia OnLine for Business:



Internet Explorer

1. Open Internet Explorer
2. Click **Alt+T** and select **Internet Options**
3. Select the **Advanced** tab
4. Scroll down to the **Security** section
5. Locate and check **Use TLS 1.2**
6. Then, press the **OK** button

[If you need to update your Internet Explorer browser, download it here »](#)



Google Chrome

1. Open Google Chrome
2. Click **Alt+F** and select **Settings**
3. Scroll down and select **Show advanced settings...**
4. Scroll down to the Network section and click on **Change proxy settings...**
5. Select the **Advanced** tab
6. Scroll down to the **Security** section
7. Locate and check **Use TLS 1.2**
8. Then, press the **OK** button

[If you need to update your Chrome browser, download it here »](#)



Firefox

1. Open Firefox
2. Type in "**about:config**" in the URL bar and press **Enter**
3. Scroll down to "**security.tls.version.max**" and press **Enter**
4. Set the value to **3**
5. Then, press the **OK** button

[*If you need to update your Firefox browser, download it here »*](#)

Opera

1. Open Opera
2. Click **Ctrl+F12**
3. Click on **Security**
4. Click on **Security Protocols...**
5. Check on **Enable TLS 1.2**
6. Press the **OK** button
7. Then, press the **OK** button

Safari

There are no options for enabling SSL protocols. If you are using Safari version 7 or greater, TLS 1.2 is automatically enabled.

FAQS

*What do I do if I am using a current browser and still **cannot connect to Scotia OnLine for Business**?*

1. Verify TLS 1.2 has been enabled in your browser settings. Please see the instructions above on how to enable these options.
2. If these options are enabled and you still cannot connect, go to <https://www.howsmyssl.com> and verify what is showing in the Version section on this page. If you see verbiage similar to what is below and have verified that you have enabled the TLS 1.2 option in the previous step, this could be an indication of an issue with your machine such as a virus or malware. You'll need to troubleshoot whatever issue is causing your machine to not have the ability to make the appropriate changes.

Version

Bad Your client is using TLS 1.0, which is very old, possibly susceptible to the BEAST attack, and doesn't have the best cipher suites available on it. Additions like AES-GCM, and SHA256 to replace MD5-SHA-1 are unavailable to a TLS 1.0 client as well as many more modern cipher suites.



TIPS

Until the "Version" listed reports "Good" you'll be unable to connect to Scotia OnLine for Business from this machine.

Do you have antivirus and/or malware protection? If so, verify the definitions are current and run a scan. If not, we suggest you consider evaluating some of the programs available, some of which are free.

Additionally, you may want to seek local computer repair, if necessary, to determine why your browser isn't establishing a secure TLS 1.2 connection even though you have the TLS 1.2 option enabled.



1. If the results of <https://www.howsmyssl.com> show that TLS 1.2 is enabled - similar to the verbiage below - and you still cannot connect to Scotia OnLine for Business, please contact your Business Service Centre. To help us troubleshoot the issue, please have the Operating System, Browser, and Version # available when you call.

Version

Good Your client is using TLS 1.2, the most modern version of the encryption protocol. It gives you access to the fastest, most secure encryption possible on the web.

Why can't I connect directly to Scotia OnLine for Business using my mobile device?

Scotia OnLine for Business was designed to work with current web browsers to ensure web pages display quickly and to maintain the latest security updates. Unfortunately, Scotia OnLine for Business is not certified for connecting to mobile devices.

