ScotiaConnect[®] Digital Banking

ScotiaConnect Digital Token Conversion Guide

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Version 1.3

Converting to the Digital Token

This guide will walk you through the steps to convert from a physical token to a digital token. Access to the digital token can be restricted in ScotiaConnect, see the User Administration guide for more details.

To begin, click the 'Convert to Digital Token' link on the My Profile page (Sign-in & Security section) under the Administration tab:

Keep your contact info and settings up t	to date	
Update your personal details, security settings, and pr	eferences related to your day-to-day use of ScotiaConne	ect.
Personal Details User 1 Super User Business Phone Extension 4161110000	G Sign-in & Security Change password Manage secret word Update security questions	 Preferences Site Language English CA Report Format PDF
Email allan.lee@scotiabank.com		

You will be prompted to enter your password and token value.

ovide your password and a	inique token value to	securely update your settings.	
Password *		Token Value *	

Once you click 'Continue' a pop up with additional instructions will appear:

Convert To Digital Token	×
It's quick and easy to start using the Digital Token app.	
Step 1: Download Digital Token on App Store or Google Play.	
Step 2: Open the app and sign in with your device authentication method.	
Step 3: Click + and use your device to scan this code:	
Step 4: Enter the displayed token value.	
1	
NOTE: Once you're set up, please return the physical token to your Super User.	Continue
Cano	Continue

Download the app from the Apple App Store or Google Play store by searching for 'Scotiabank Digital Token'. When you open the app for the first time you will be prompted to use your device authentication method (password, passcode, Touch ID or Face ID) to access the application on your phone. The authentication will be requested every time you open the app.

The first time you open the app the message 'No Tokens found' will be displayed. Tap the '+' to add your digital token.



You will be prompted to allow the app to access your camera. Use your device's camera to scan the QR code showing in the pop up in ScotiaConnect.



Once complete, you will see a token value.



Enter the token value in step 4 in ScotiaConnect, and click "Continue".

Token Value" / Enter token value				
NOTE: Once you're set up, please	return the physical t	token to your	Super User.	
IOTE: Once you're set up, please	return the physical t	token to your	Super User.	
NOTE: Once you're set up, please	return the physical t	token to your	Super User.	

Once the process finishes you will be able to login using your digital token. **Note** that only one type of token (physical or digital) can be associated to a user at any time. Once converted, you must use the digital token app to log in to ScotiaConnect going forward.

For Further Assistance

Need Help?

On any ScotiaConnect page, you will find a 'Need Help?' link. Clicking that link will provide targeted help topics relevant to the page you're currently viewing.

Need Help?

Online Customer Support

Select the 'Help' option at the top right of your browser and select to open our 'Online Customer Support' knowledge base. A new window will be displayed and you can enter your question.

Tutorial Videos

The Tutorial Video link at the top right of your screen will open the Online Resource Centre with videos, documents and more to help you find answers to your questions regarding Scotiabank's products and services.

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
- 416-288-4600 Local Toronto area customers
- (800) 463-7777 pour le service en français
- Email: hd.ccebs@scotiabank.com. Your email will be answered within 24-48 business hours.
- To book product training, please send an email to gtb.training@scotiabank.com

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