Scotiabank Secure Email Service

Client User Guide

The Scotiabank Secure Email Service is a secure communication channel for Scotiabank employees to send personal or confidential information to Scotiabank clients. Scotiabank clients will also be able to respond securely through this channel to Scotiabank employees. This service is used to meet and enforce Scotiabank’s privacy and security standards and to ensure customer protection while using email as a delivery channel.
This guide provides step by step instructions for the following components of the Scotiabank Secure Email System:

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Receiving a Secure Email from Scotiabank

This section will outline the instructions on what to do when you receive a Secure Email from Scotiabank.
The instructions below will guide you through the process of receiving a Secure Email from Scotiabank.

1. A Scotiabank employee has confidential or personal information that they want to send to you securely through email.
2. An email is composed to your e-mail address with the confidential or personal information which may include email attachments.

August 20, 2012
3. Once the Secure Email is sent, you will receive a notification that looks like the image below.

4. The “Scotiabank Secure Email System” text is a link to the Scotiabank Secure Web Mail system. When the link is selected your web browser should launch and be directed to the Scotiabank Secure Email login page.

![Scotiabank Secure Email](image.png)

August 20, 2012
Registration

This section will outline the instructions on what to do when you receive a secure email for the first time.
The instructions below will guide first time users through registering for a Scotiabank Secure Email Account.

1. In order to register you will need to select the "Scotiabank Secure Email System" link in the notification email that was received. This link will open a web browser page to the Scotiabank Secure Web Mail system.

2. As a first time user you will need to select the "Register now" link to setup an account.
3. The screen will change to the above with a “Register” button; click this button to confirm registration.
4. This step of registration is complete; a confirmation email is being generated and sent to your email address with a temporary password to complete registration. You will need to check your email for the confirmation email to continue.
5. The above email is the confirmation email with temporary password. You will now need to click the “Scotiabank Secure Email System” link; this will take you back to the Secure Email login page. Note: the temporary password will be required for initial log in to the Secure Email system.
6. Once back at the login page you will need to enter the temporary password provided and then click sign in.
7. You are now required to enter in the following information to complete the registration process: First Name, Last Name, the temporary password that was emailed and used to login, a new password that meets the criteria to the right side “Password Rules” and the confirmed new password. Once complete click the “Save” button to continue. If the new password meets the requirements green arrows will be displayed next to each criteria. A very specific password hint is highly recommended to assist with password recovery.
8. This completes the registration process and creation of your Secure Email mailbox. You can now view their mailbox and any messages delivered to you.
9. Secure Emails will be held for viewing for 30 days before automatic deletion, so please view and save any content or attachments you wish to keep.
Opening a Secure Email

This section will outline the instructions on how to open a secure email once registration is complete.
The instructions below will guide you through opening an Email on the Scotiabank Secure Email System.

1. The first step in opening a secure email is logging into the Scotiabank Secure Email System. The standard method of accessing the Secure Email system is to click the link within the notification email that was received.
2. Once logged into the Secure Email system you will be able to see if any new email has been delivered.

3. In order to open a new secure email there are 2 methods, either clicking on the message “You have # unread message in your inbox” or clicking the Inbox link in the left column of the Secure Email “Standard Folders”.

August 20, 2012
4. Once in the inbox the system will list any email available, either new or previously viewed. Note: Secure Emails will be held for viewing for 30 days before automatic deletion, so please view and save any content or attachments you wish to keep.

5. By clicking on any of the listed emails they will be opened for viewing and replying to.
6. You have successfully opened a secure email.
Replying to a Secure Email

This section will outline the instructions on how to reply to a secure email.
1. Once you have logged into the Scotiabank Secure Email System and opened an email you have two main options, delete or reply.

2. If you would like to reply securely to the Scotiabank employee that sent the message you can do so by clicking the “Reply” button. Note: The system will restrict any email being delivered outside of Scotiabank; replies are only permitted to internal Scotiabank employees. Selecting the “Send” button will then deliver the message.
Secure Email Password Reset

This section will provide information on how to reset your Secure Email password
Forgetting your password is common and there are a couple of options available, recovering your password or having your password reset.

1. During the registration process you entered a very detailed password hint; you have the option to select the “Forgot your password?” link at the bottom of the login page. By clicking this link the Secure Email system will send you an automated email message with the password hint you entered during registration to help you remember the password you entered.
2. If the password recovery did not assist you in accessing the Secure Email system or you have locked your Secure Email account by attempting to enter the incorrect password too many times a password reset will be required to be performed.

3. You will need to email the Scotiabank employee that sent you the secure email directly. The Scotiabank employee will initiate the internal support call to have your Secure Email password reset.

4. Once the password reset process is initiated, a notification email is delivered to your email address with instructions and a web link to access the Scotiabank Secure Email System. Click on that link and you will then be able to select a new password and password hint. Note: The password reset process can take up to 3 business days to complete.
Secure Email FAQ

This section will answer commonly asked questions about the Scotiabank Secure Email System
1. **Why is Scotiabank sending me secure e-mails?**

   Scotiabank is regulated and ethically obligated to protect information about our clients and business dealings from accidental or intentional exposure. E-mail has become a common and efficient means of communication and the type of information flowing is increasingly confidential as more customers use email to supply instructions of financial consequence and generally communicate confidential information. E-mail has similarly grown with business partners, displacing couriers and even file-transfer applications as a means of communicating information to conduct the Bank’s business. Those who work directly with customers are already seeing confidential information sent to us openly in email and will generally reply without removing those details in order to efficiently serve the customer. Even in these cases where a customer exposes their own information to the internet via email, our regulatory and ethical responsibility remains; we must ensure that the Bank’s actions do not expose customer information. The Secure E-mail system is managed by the Bank and the information remains on our systems, accessed securely by our customers and partners, who may copy details to their own systems but in that process, expose nothing to Internet systems and potential abuse.

2. **I cannot remember my password? Who do they contact?**

   You will need to contact the Scotiabank employee that sent you the Secure Email. Once the Scotiabank employee is notified they can initiate a password reset on your behalf. Once the password reset is initiated you will receive an email with instructions on how to complete your password reset. For more information please reference the section “Secure Email Password Recovery”

3. **I cannot view the secure e-mail I received over a month ago, what happened to the message?**

   Secure e-mails will be held for viewing for 30 days before deletion so please save any content or attachments you wish to keep. Please contact the sender if you need to have the information resent to you.
4. **Can I receive attachments through the Secure Email System?**
   Yes attachments can be received through the Secure Email system.

5. **I received a strange e-mail asking them to provide banking details in order to receive a secure e-mail. What should I do?**
   This is in the Security Centre section of Scotia Online, under Online Fraud. It explains everything and what to do. Please reference the section below labeled **“Scotiabank Safe Computing Information”** for links on Scotiabank.com which provides further information.

6. **What are the PC system requirements, what web browsers are supported and can smart phones and tablets access the Scotiabank Secure Email System?**
   There are no minimum PC system requirements to access the Scotiabank Secure Email system. All computers can access the Secure Email system provided they have a web browser that can access the internet. The following web browsers have been tested and confirmed; Microsoft Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari. Smart Phones and Tablets can access the Secure Email System provided they have a web browser and internet connection either through WIFI or a cellular data plan on 3G/4G. Devices running Apple iOS and Google Android operating systems have been tested and confirmed.
Scotiabank Safe Computing Information

This section will provide you information from Scotiabank on safe computing.
For more information on Safe Computing and our commitment to customer protection please visit the following links:

**Online Security**  

**Your Security Responsibility**  

**Safe Computing Practices**  

**General Security Practices**  

**Phishing Scams**  

**Online Fraud**  