ScotiaConnect® Electronic Banking

Resetting Passwords and Secret Questions Quick Reference Guide

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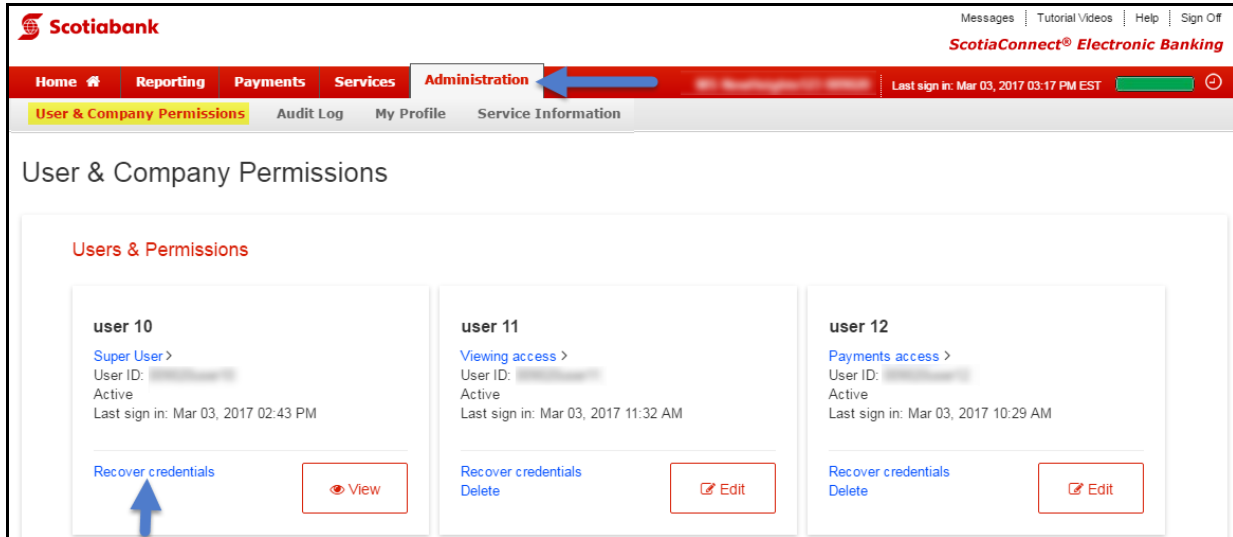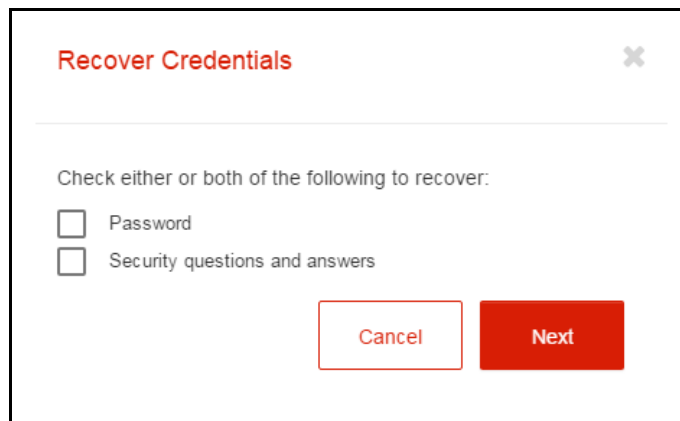
Note only Super Users and users with administration privileges can complete the steps outlined in this guide.

Password & Secret Questions Reset

To reset a user's password and/or secret questions, click on the Administration tab at the top of the ScotiaConnect menu.

Click the 'Recover credentials' text link under the user name you wish to reset.

Select either or both options. Then click 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	
User Name	
User Email	
Recovery Status	New Recovery
Request Date	03/03/2017 15:28:50
Request By	
Requested By ID	

Please enter password *   Please enter your Token Value *

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 in order 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	
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 ?

>New to ScotiaConnect?
Register now

For Further Assistance

Need Help?

On ScotiaConnect, you can select the "Need Help?" link at the top right of most pages in order to obtain more information about the specific page you are viewing.

Need Help?

Online Customer Support

- You may select the Help option at the top right corner of your browser and select "Online Customer Support" – a new window will be displayed and you may type your question.

Scotiabank   Messages | Tutorial Videos | Help | Sign Off
                                                 ScotiaConnect® Electronic Banking

Technical Support Help Desk - 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

- 416-701-7351 - Fax

- (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 **gtbgics.training@scotiabank.com.**

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