ScotiaConnect® Digital Banking

ScotiaConnect Digital Token Conversion Guide

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Version 1.1

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' button in your user profile page under the Administration tab:

You will be prompted to enter your password and token value. Once you click 'Continue' a pop up with additional instructions will appear:
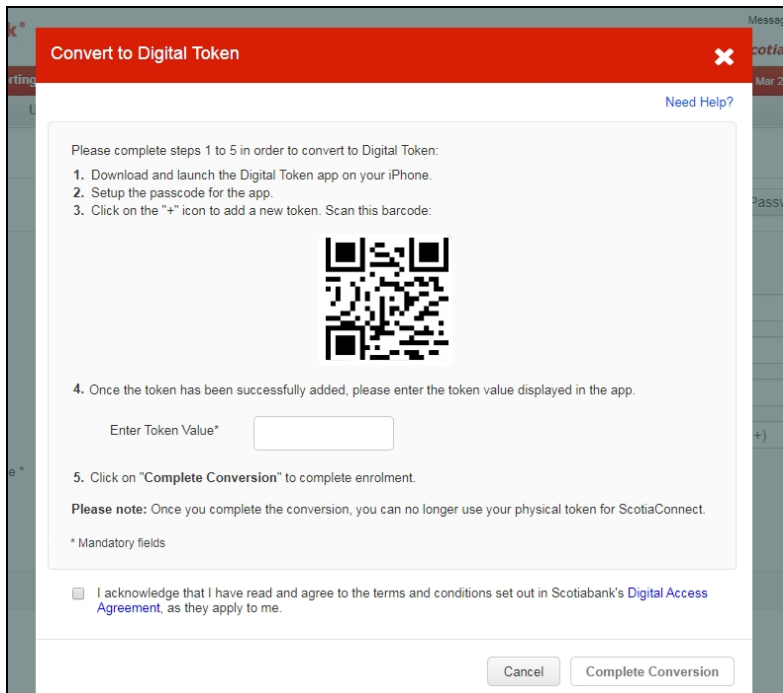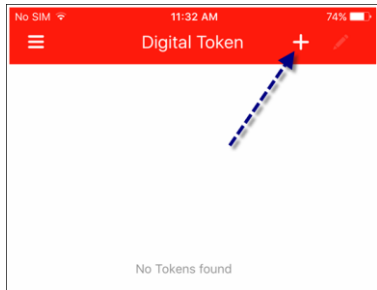

Download the App from the Apple App Store or Google Play store. Search for 'Scotiabank Digital Token' to find the app.

When you open the app for the first time you will be prompted to choose a 4 digit passcode. This code will be used every time you open the app.
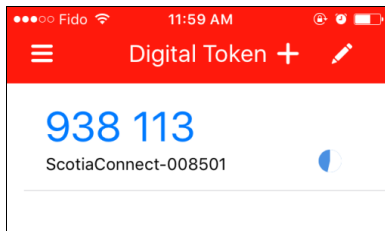
The first time you open the app the message 'No Tokens Found' will be displayed. Tap the '+' to add your digital token.
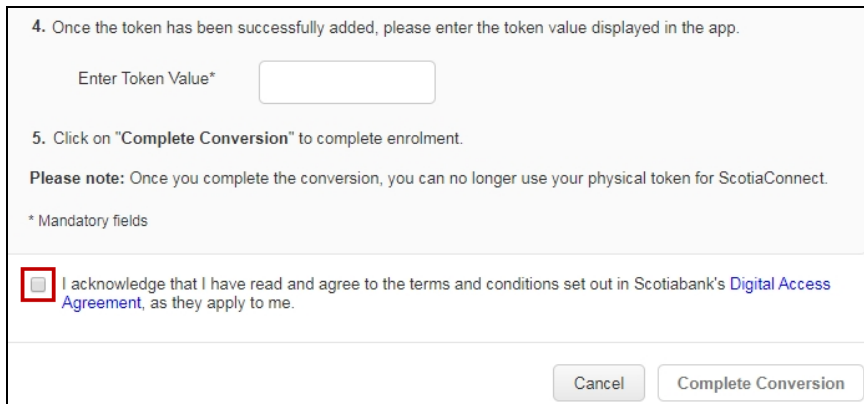

You may be prompted to allow the app to access your camera. Use your device's camera to scan the QR code showing in the pop up in ScotiaConnect.
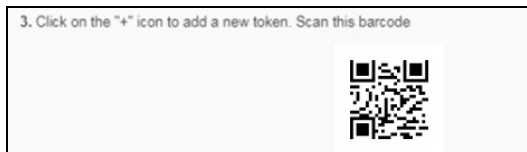
Once complete, you will see a token value.

Enter the value in the space in step 4 in ScotiaConnect, acknowledge the Digital Access Agreement by placing a checkmark in the space provided, and click 'Complete Conversion'.

Once the process finishes you will be able to login using your digital token. Note: Only one type of token can be associated to a user at any time. Once converted, you must use the digital token app to log in to ScotiaConnect.

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 may type 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.

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 **gtb.training@scotiabank.com**

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