

# **Scotiabank Secure Email Service**

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## ***User Guide***

The Scotiabank Secure Email Service is a service that enables Scotiabank employees to securely send personal or confidential information at your request using e-mail. Scotiabank customers/business partners will also be able to securely reply back to Scotiabank employee secure e-mails.

The Scotiabank Secure Email Service is managed by Scotiabank and all information sent does not leave the Bank's internal systems. The personal or confidential information sent in a secure e-mail will not be displayed in your personal email Inbox. Instead, you will receive a generic notification to advise you each time a Scotiabank employee has sent you an e-mail. To retrieve the content of the e-mail, you are required to log into the Scotiabank Secure Email Service using your e-mail address and a password.



**This guide provides step by step instructions for the following components of the Scotiabank Secure Email Service:**

Receiving a Secure Email from Scotiabank .....	3
One Time Registration .....	5
Opening a Secure Email .....	10
Replying to a Secure Email .....	11
Secure Email Password Reset.....	13
Secure Email FAQs.....	17
Scotiabank Safe Computing Information.....	19



# Receiving a Secure Email from Scotiabank

This section outlines the instructions for receiving a Secure Email from Scotiabank.

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1. A Scotiabank employee has confidential/personal information you requested they send to you via e-mail.
2. An e-mail is composed and sent to your e-mail address with the confidential/personal information which may include e-mail attachments.
3. You will receive an e-mail notification from [ems@scotiabank.com](mailto:ems@scotiabank.com) indicating that a Scotiabank employee has sent you an e-mail through the Secure Email System.
4. The "[Scotiabank Secure Email](#)" provides an access link to the Scotiabank Secure Email Service. When the link is selected, your web browser will launch and direct you to the Scotiabank Secure Email log in page (see Figure 1).

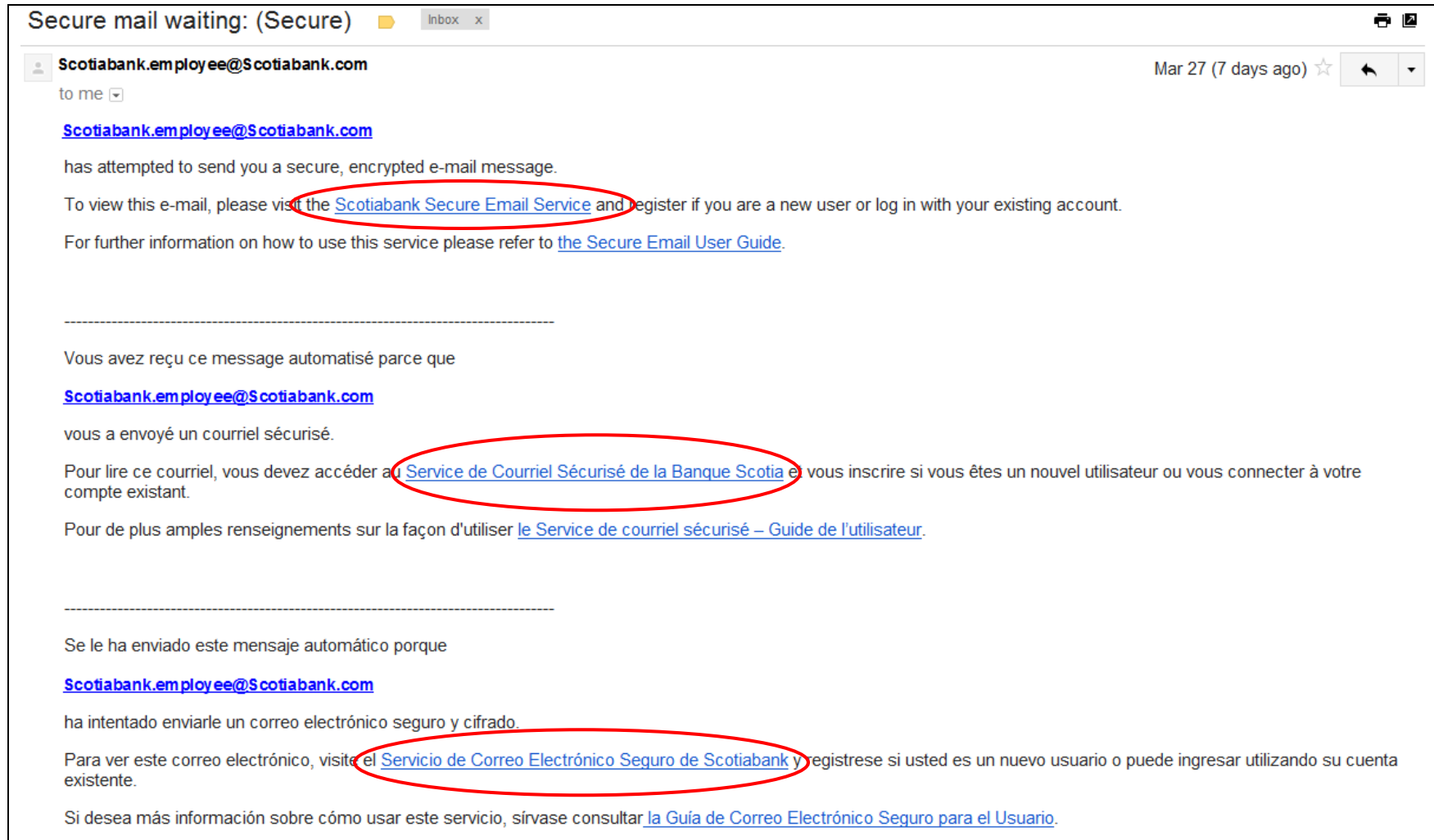


Figure 1

# One Time Registration

This section outlines the instructions for registering your e-mail address on the Scotiabank Secure Email Service.

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1. When accessing the “Scotiabank Secure Email Service” for the first time, you are required to select the “**Register Now**” link from the ‘User Log In’ screen to register your e-mail address (see Figure 2).
  - If previously registered, sign in with your e-mail address and password.



Figure 2



- The next screen will display with your e-mail address pre-populated in the 'E-mail Address' field. Verify the correct e-mail address has been populated and click 'Register' to continue (see Figure 3).



Figure 3

- A 'Thank you' page will appear when you have successfully registered your e-mail address (see Figure 4). A confirmation e-mail and temporary password will be sent to your e-mail address.

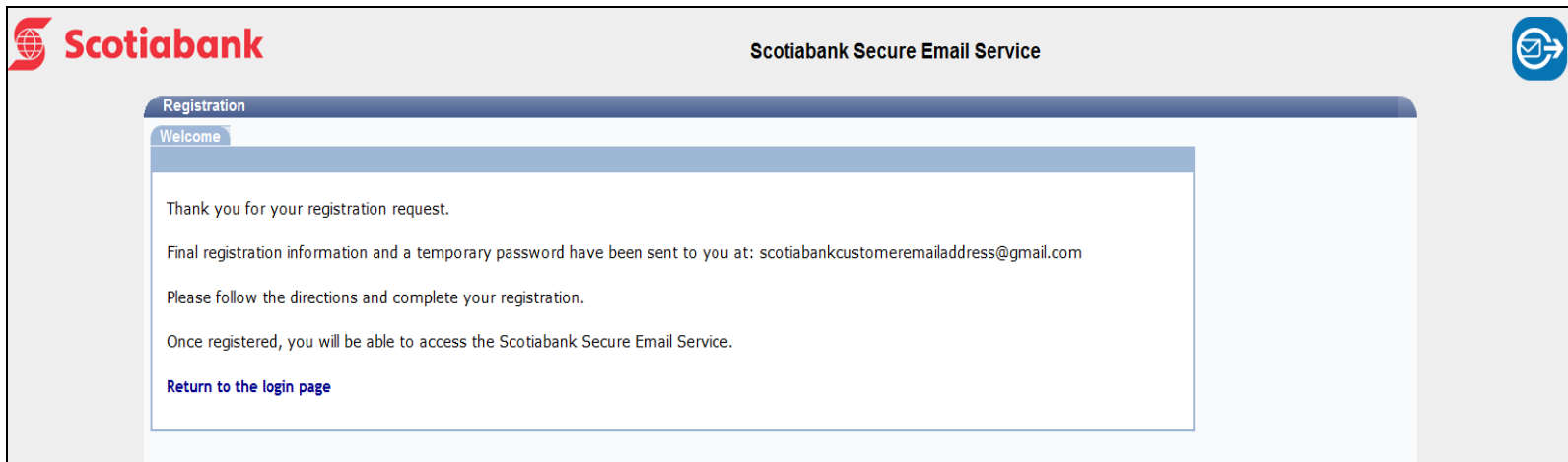


Figure 4

- To log in you are required to retrieve the confirmation e-mail that was sent to your e-mail Inbox (see Figure 5). The confirmation e-mail will contain your temporary password.

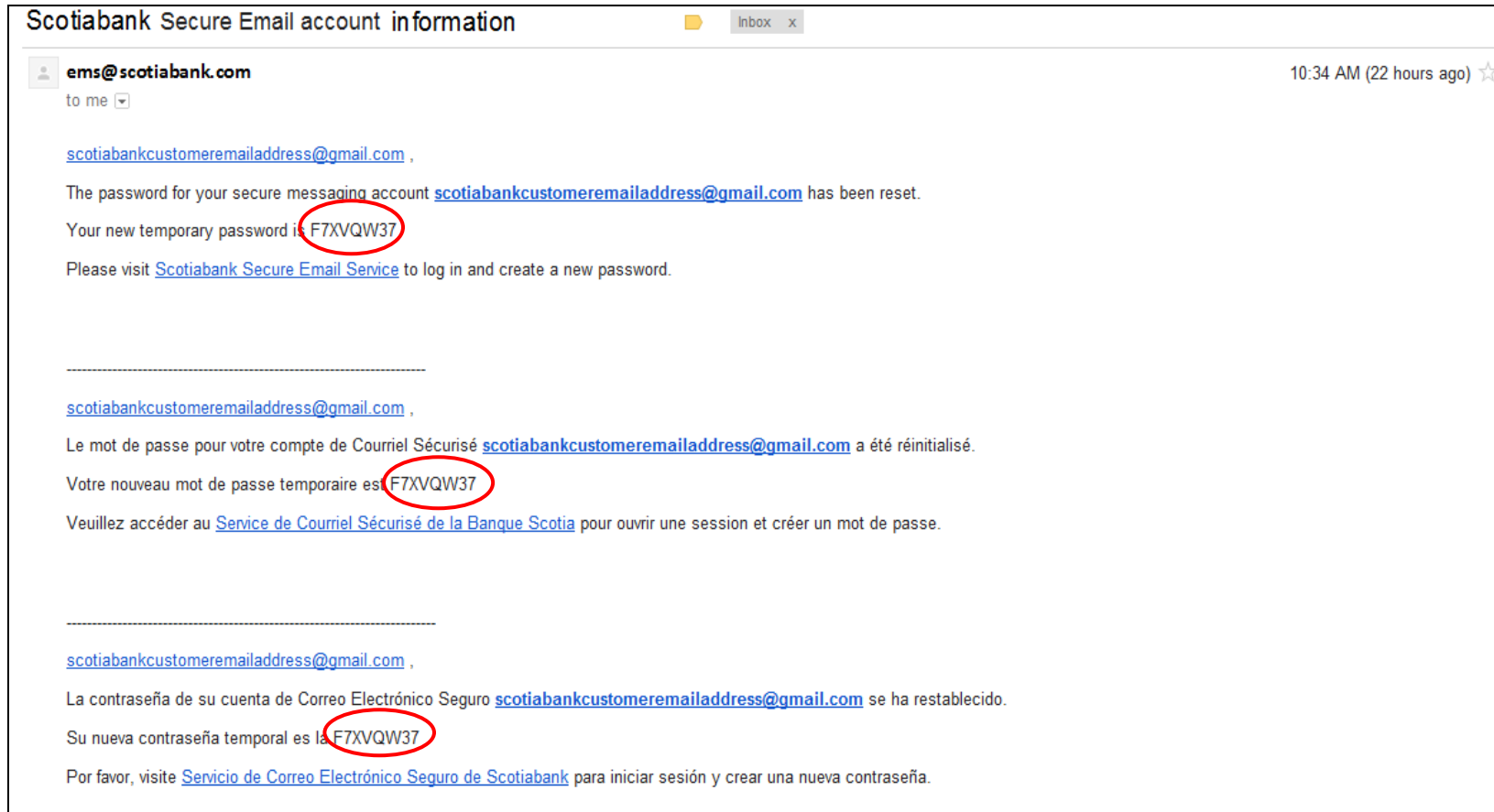


Figure 5

- Click the “[Scotiabank Secure Email Service](#)” link within the confirmation e-mail. You will now be directed to the Secure Email log in page.

**Tip:** Make a note of the temporary password provided as it is needed to log into the Scotiabank Secure Email Service for the first time.

6. On the log in page, enter your e-mail address and temporary password that was provided to you in the confirmation e-mail. Once complete, click the “Sign In” button (see Figure 6).

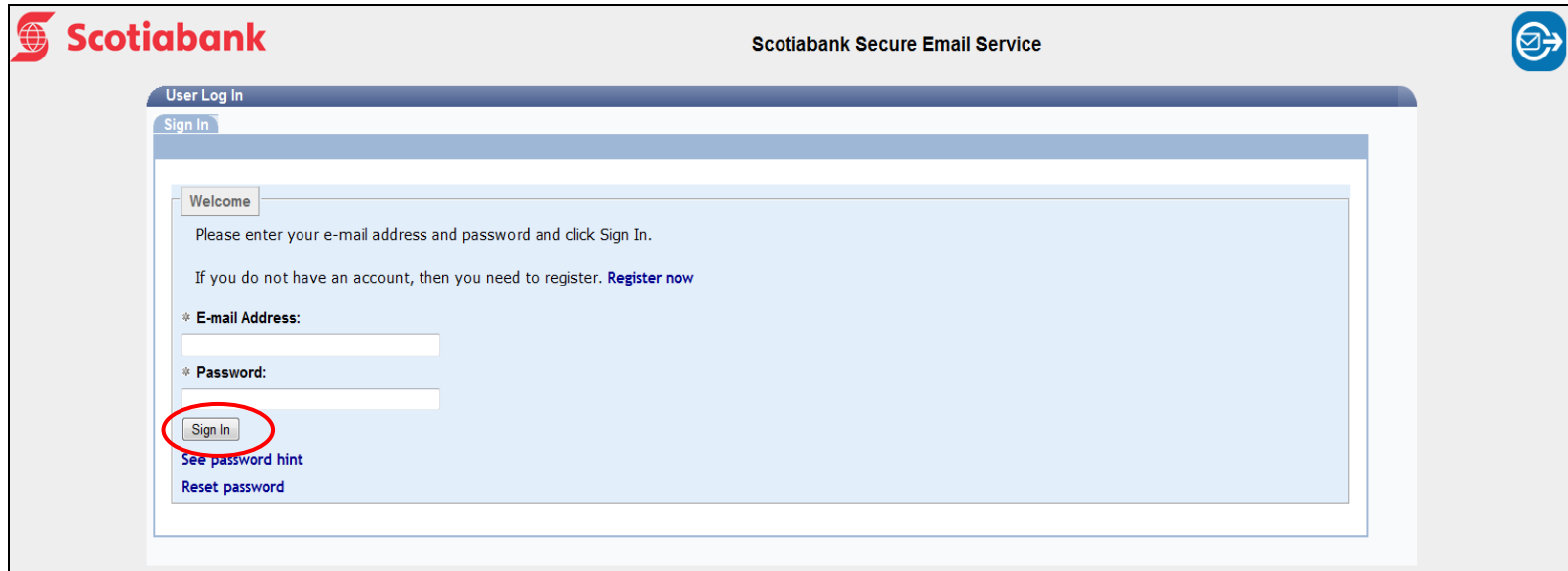
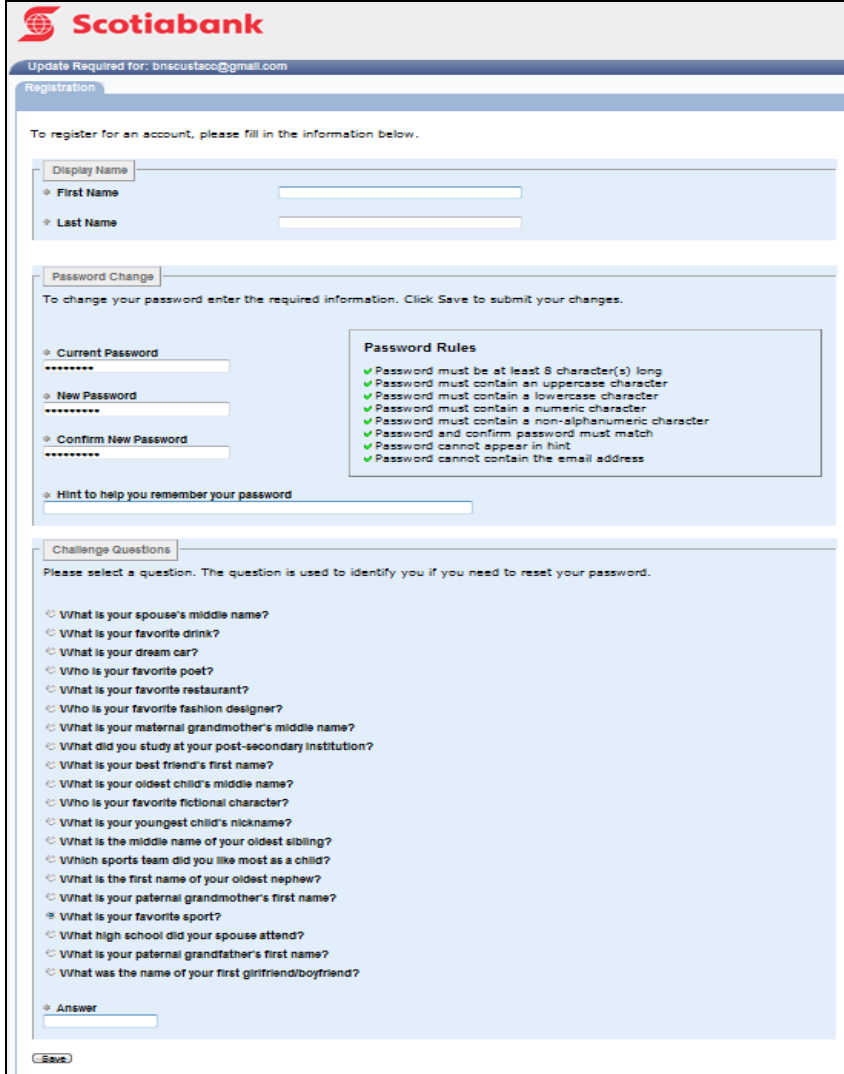


Figure 6

7. Once you've logged in using the temporary password, you will be prompted to create a display name and new password.
8. Complete all the required fields marked with an asterisk (\*) (see Figure 7). Once completed, click the “Save” button to continue. If the new password meets the requirements, green checkmarks will display next to each of the password criteria.  
**Note:** The password Hint field is highly recommended to be filled in as the Hint will assist with password recovery in the event your password is forgotten.
9. Select a ‘Challenge Question’ from the list provided and enter the answer in the ‘Answer’ field. The challenge question will be asked in the event you forget your password and request a password reset. You will be required to enter in the answer you typed in during registration in order to have your password reset (see Figure 7).





**Scotiabank**

Update Required for: bnscustacc@gmail.com

**Registration**

To register for an account, please fill in the information below.

**Display Name**

First Name

Last Name

**Password Change**

To change your password enter the required information. Click Save to submit your changes.

Current Password

New Password

Confirm New Password

Hint to help you remember your password

**Password Rules**

- ✓ Password must be at least 8 character(s) long
- ✓ Password must contain an uppercase character
- ✓ Password must contain a lowercase character
- ✓ Password must contain a numeric character
- ✓ Password must contain a non-alphanumeric character
- ✓ Password and confirm password must match
- ✓ Password cannot appear in hint
- ✓ Password cannot contain the email address

**Challenge Questions**

Please select a question. The question is used to identify you if you need to reset your password.

- What is your spouse's middle name?
- What is your favorite drink?
- What is your dream car?
- Who is your favorite poet?
- What is your favorite restaurant?
- Who is your favorite fashion designer?
- What is your maternal grandmother's middle name?
- What did you study at your post-secondary institution?
- What is your best friend's first name?
- What is your oldest child's middle name?
- Who is your favorite fictional character?
- What is your youngest child's nickname?
- What is the middle name of your oldest sibling?
- Which sports team did you like most as a child?
- What is the first name of your oldest nephew?
- What is your paternal grandmother's first name?
- What is your favorite sport?
- What high school did your spouse attend?
- What is your paternal grandfather's first name?
- What was the name of your first girlfriend/boyfriend?

Answer

Figure 7

10. The registration process is now complete and your Secure Email mailbox has been created. You can now access your Scotiabank Secure Email Service mailbox and secure e-mails you've received.

# Opening a Secure Email

This section outlines the instructions for opening a secure e-mail once registration is complete.

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1. Log into the Scotiabank Secure Email Service using your registered e-mail address and password.

**Note:** The standard method of accessing the Secure Email Service is to click the link within the notification e-mail that was received.

2. There are two methods to open a secure e-mail:

- Click the message “You have (#) unread message(s) in your Inbox”;
- Click the “Inbox” link in the left column of the Secure Email “Standard Folders” (see Figure 8).

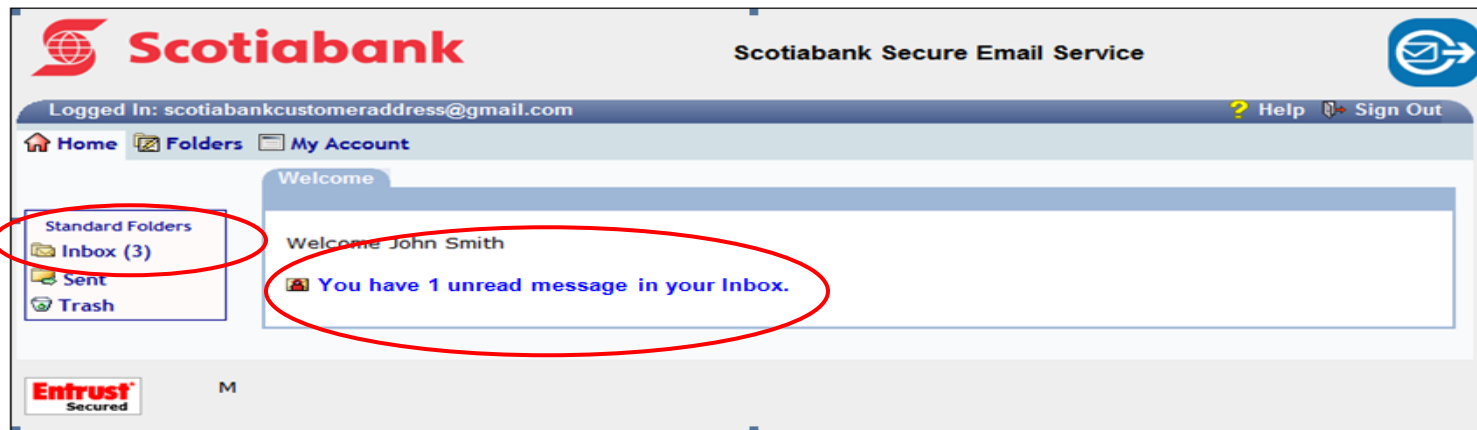


Figure 8

3. Once in your Inbox, all available secure e-mails, either new or previously viewed, will be listed.
4. Click on the e-mail you would like to view.

**Note:** Secure e-mails will be stored in your Secure Email Inbox for 30 days before automatically being deleted. If you wish to keep the information sent to you, ensure it is saved on your personal computer/device prior to the e-mail's expiration date.

# Replying to a Secure Email

This section outlines the instructions for replying to a secure e-mail.

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1. Once you've logged into the Scotiabank Secure Email Service and opened an e-mail you wish to reply to, you may either choose to select: "Reply", "Reply All", "Delete", or "Move to" if you no longer need the e-mail (see Figure 9).

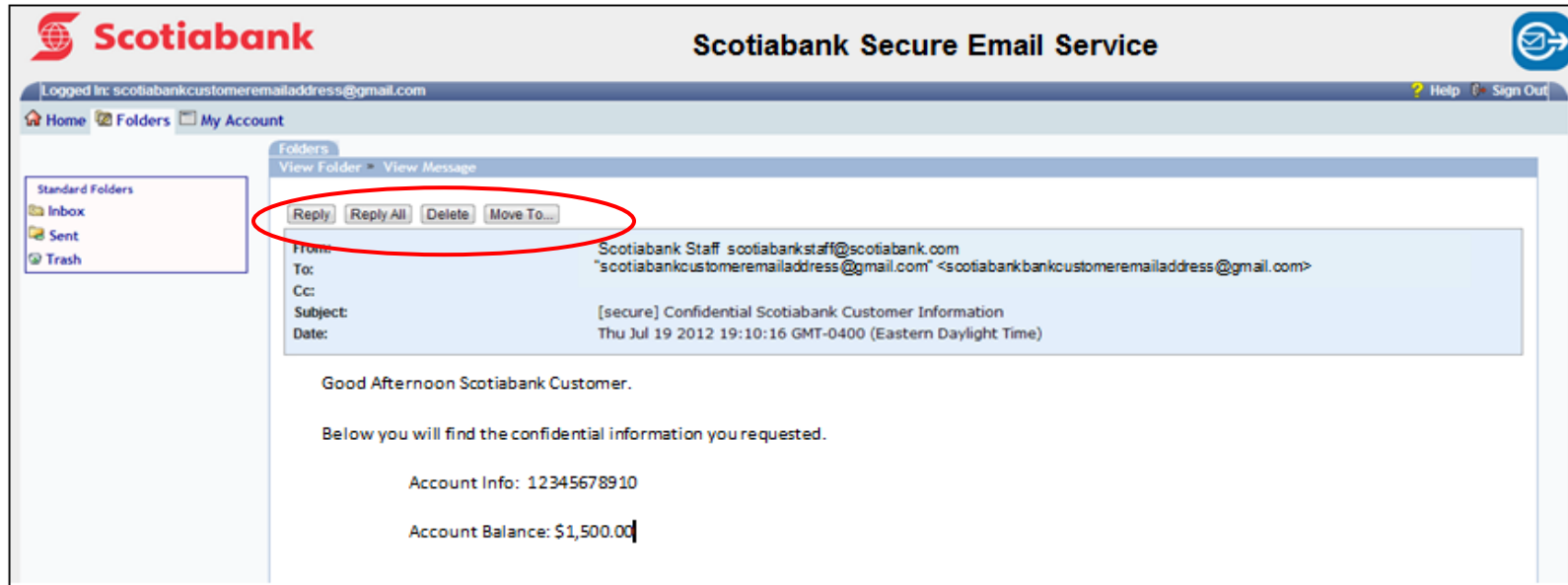


Figure 9

**Note:** If "Reply All" is selected, the e-mail reply will be sent to all of the e-mail addresses that were included on original e-mail. You are not able to add in additional e-mail addresses, you are only able to reply to the original e-mail addresses that were sent in the e-mail initially.

2. Click the "Reply"/ "Reply All" tab to reply securely to the Scotiabank employee who sent you the message. To attach a file select the "Attach a file" button. Compose your e-mail and select the "Send" button to deliver the message (see Figure10).

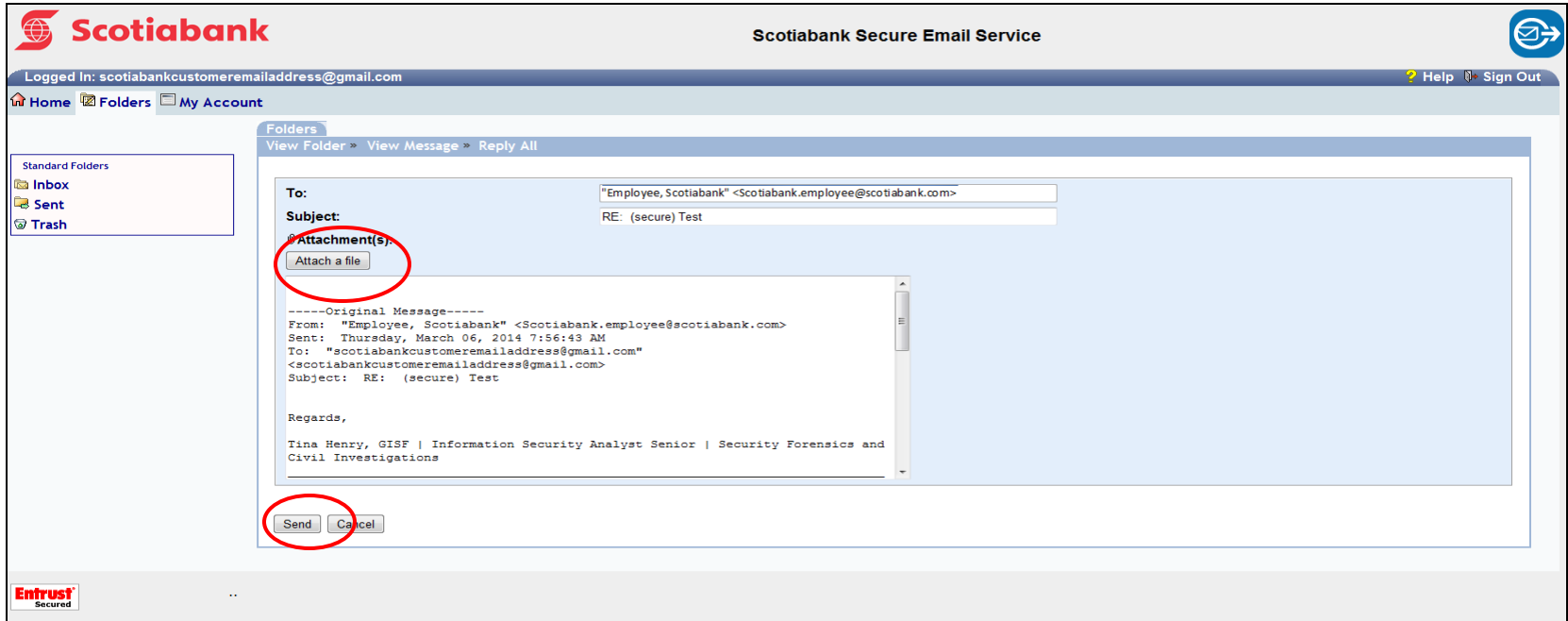


Figure 10

3. After selecting the "Send" button, a message will advise you that "Your message has been sent" (see Figure 11).

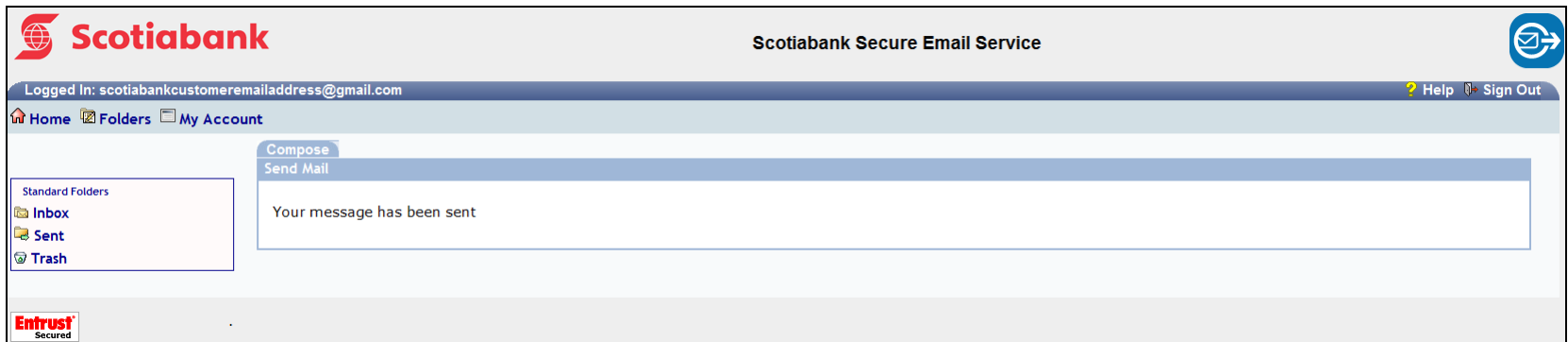


Figure 11

# Secure Email Password Reset

This section provides information on how to reset your Secure Email password if it was forgotten or if you have been locked out.

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A Secure Email password reset is required when you cannot remember your password after the password “Hint” has been provided, and before you have exceeded the maximum number of log on attempts of five (5).

## Password Hint:

1. When you have forgotten your password, to assist you in remembering it, enter your e-mail address in the ‘E-mail Address:’ field and select the “See Password Hint” link at the bottom of the log in page (see Figure 12). By clicking this link, the Secure Email Service will send you an automated e-mail message with the password Hint you entered during registration (see Figure 13).

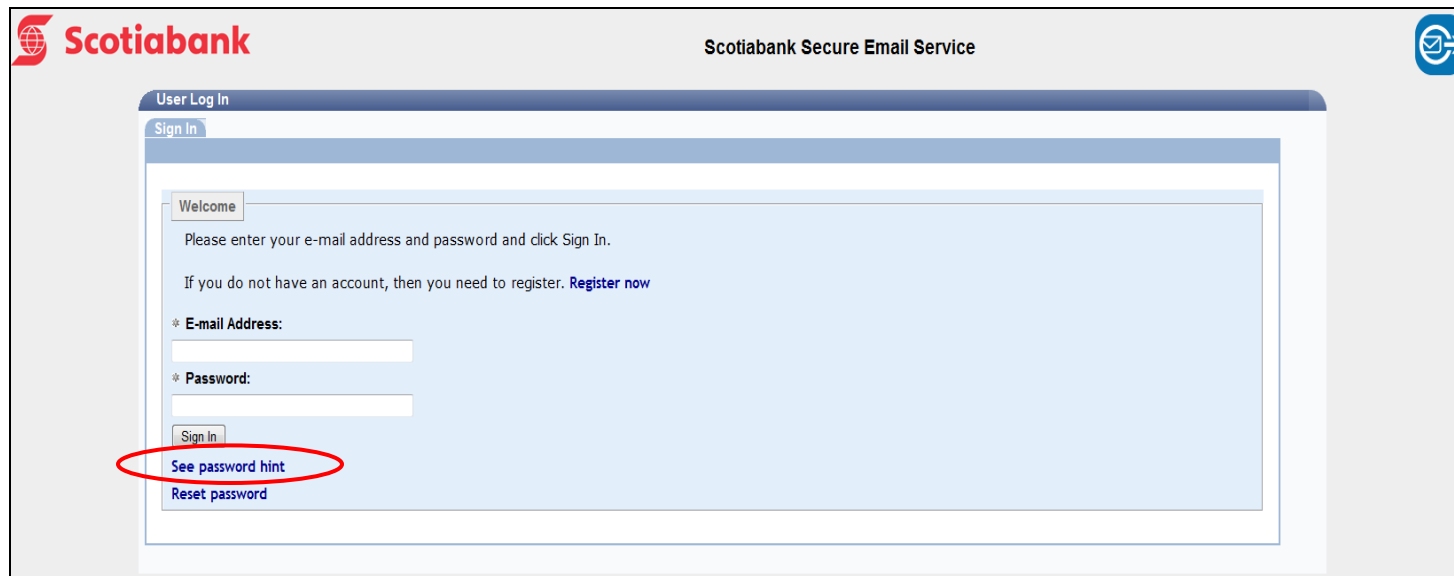


Figure 12

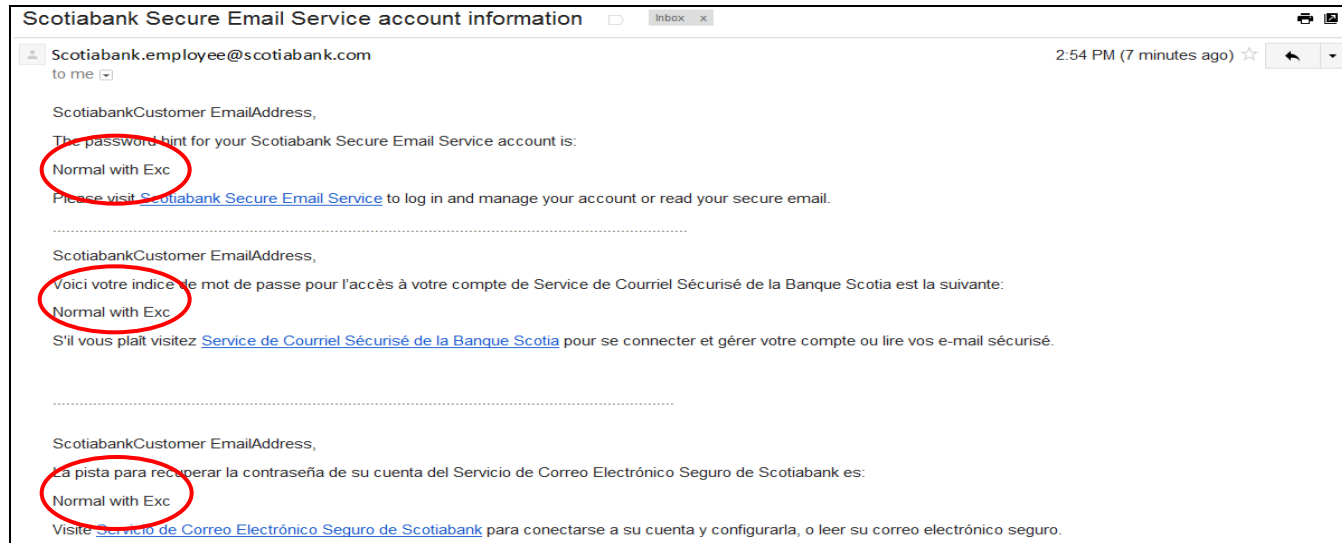


Figure 13

2. If the password Hint option did not assist you in accessing the Secure Email Service, utilize the password reset option.
3. After five (5) attempts, you have locked your Secure Email account by exceeding the maximum number of invalid password attempts and will receive an error message (see Figure 14).

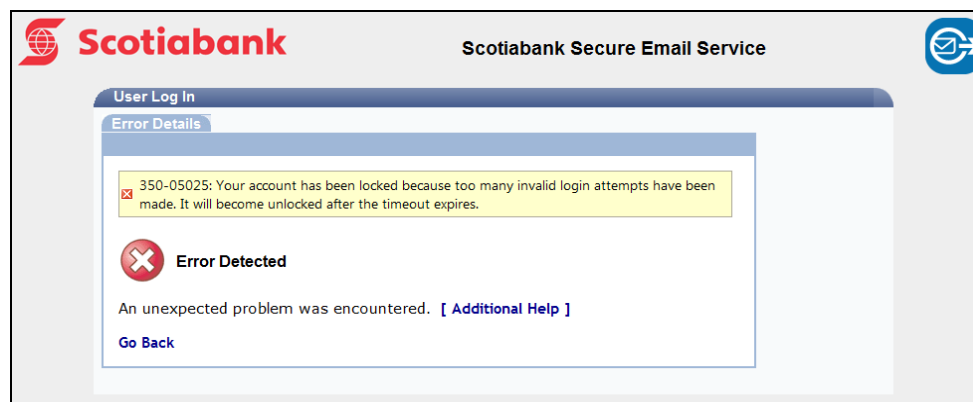


Figure 14

## Password Reset:

**Note:** If you receive an error message due to the number of password attempts being exceeded (maximum five), the Secure Email System lockout has a 15 minute timeout period. Once the 15 minute timeout has expired you are granted another five password attempts.


1. Enter your e-mail address in the 'E-mail Address:' field and select the "Reset Password" link at the bottom of the page (see Figure 15).



The screenshot shows the Scotiabank Secure Email Service User Log In page. The page title is "User Log In" and the sub-header is "Sign In". The main content area contains a "Welcome" message, instructions to enter an email address and password, and a "Sign In" button. Below the "Sign In" button, there are two links: "See password hint" and "Reset password". The "Reset password" link is circled in red.

Figure 15

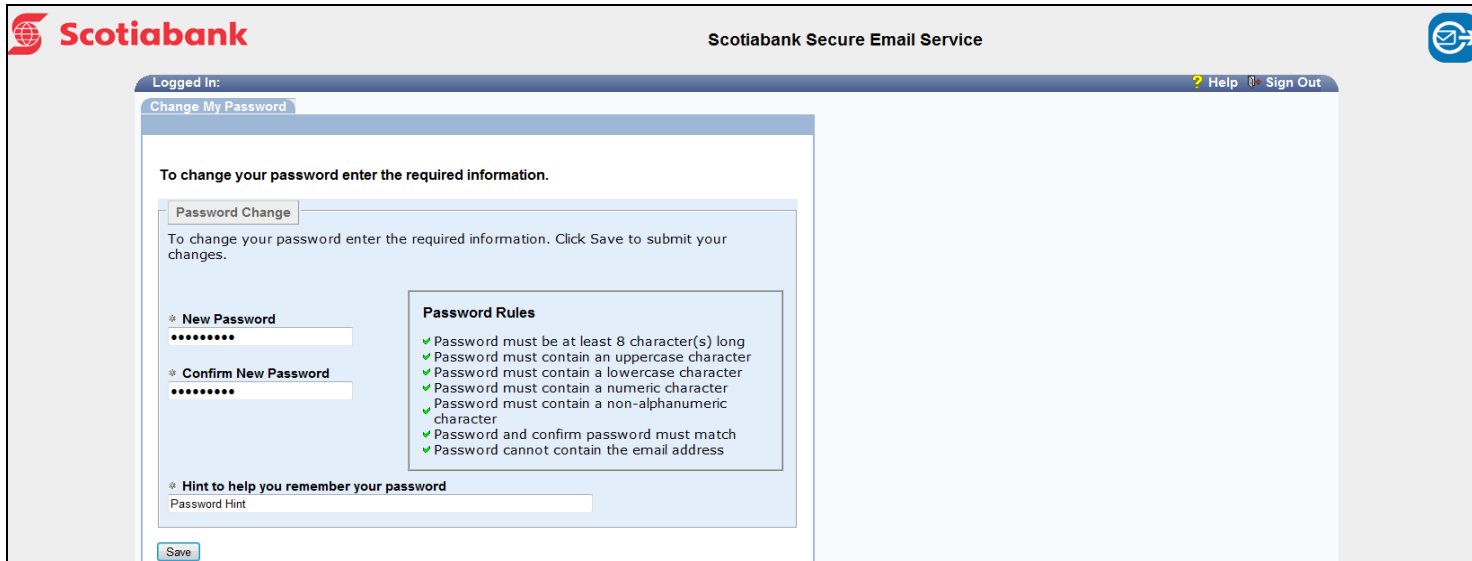
2. Enter the answer you provided during registration to the Challenge Question and click the "Answer" button (see Figure 14).



The screenshot shows the Scotiabank Secure Email Service User Log In page. The page title is "User Log In" and the sub-header is "Question". The main content area contains a "Challenge Question" section with instructions to answer the question and click "Answer". Below the instructions, there is a question: "Question: What is your favorite sport?" and an "Answer" button.

Figure 14

4. Enter a new password in the “New Password” field and retype it in the “Confirm the New Password” field.
5. Enter a specific Hint to help you remember your password in the event it is forgotten again (see Figure 15).



Scotiabank Secure Email Service

Logged In: Help Sign Out

Change My Password

To change your password enter the required information.

Password Change

To change your password enter the required information. Click Save to submit your changes.

\* New Password  
●●●●●●

\* Confirm New Password  
●●●●●●

\* Hint to help you remember your password  
Password Hint

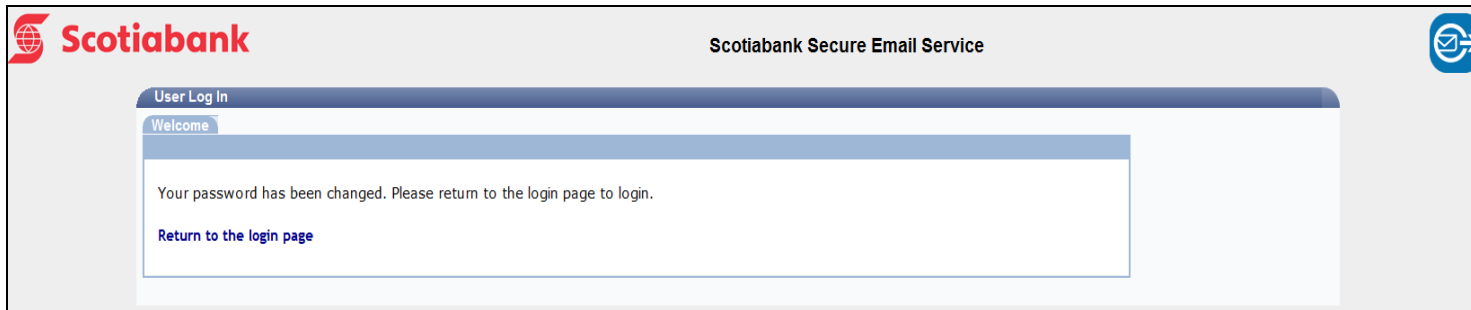
Save

**Password Rules**

- ✓ Password must be at least 8 character(s) long
- ✓ Password must contain an uppercase character
- ✓ Password must contain a lowercase character
- ✓ Password must contain a numeric character
- ✓ Password must contain a non-alphanumeric character
- ✓ Password and confirm password must match
- ✓ Password cannot contain the email address

Figure 15

6. Click on the “Save” button at the bottom of the screen.
7. Select the “Return to Login Page” link at the bottom left of the log in page (see Figure 16). Log in with your e-mail address and new Password.



Scotiabank Secure Email Service

User Log In

Welcome

Your password has been changed. Please return to the login page to login.

[Return to the login page](#)

Figure 16



# Secure Email FAQ

This section answers commonly asked questions about the Scotiabank Secure Email Service.

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**1. *When would I receive a secure email from Scotiabank?***

A secure e-mail would be sent to you when you have requested that an employee send personal/confidential information using e-mail.

**2. *Why is Scotiabank sending me secure e-mails?***

Scotiabank is increasing our security measures for e-mail communication to ensure any confidential/personal customer information remains within the Bank's internal systems.

**3. *I cannot remember my password, what do I do?***

From the "User Login Page", utilize the "See Password Hint" link to try to remember your password or the "Reset Password" link to reset your password. For more information please reference the section; "Secure Email Password Hint/Reset".

**4. *I have tried to reset my password and it is not working, who can I contact?***

If you are experiencing problems with resetting your password, contact the Bank Employee sending you the e-mail for assistance.

**5. *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 being deleted. Ensure you save any content or attachments you wish to keep. Please contact the sender if you need to have the information resent to you.

**6. *Can I receive attachments through the Secure Email Service?***

Yes, attachments can be received through the Secure Email Service; there is a maximum file size of 30MB per e-mail. The Secure Email Service will not send any e-mails that exceed the maximum file size. An error message will be generated in those instances.

**7. *What if I didn't get the first email, what do I do?***

Check your Junk Mail folder to ensure that the e-mail did not get flagged as Junk Mail. If the e-mail was in your Junk e-mail folder, label the e-mail address: [ems@scotiabank.com](mailto:ems@scotiabank.com) not Junk Mail. This will prevent future e-mails from [ems@scotiabank.com](mailto:ems@scotiabank.com) being sent to your Junk e-mail folder.



**8. I have already registered for the Secure Email Service and when I tried to access my account I received an error message, what do I do?**

If you have already registered your e-mail address with the Secure Email Service and when logging in you receive an error message, please contact the Scotiabank Employee sending you the e-mail and advise them of the error message.

**9. I received an e-mail asking me to provide banking details, what should I do?**

Scotiabank does not ask for bank account information in an e-mail. Please reference the section "Scotiabank Safe Computing Information" section on page 19 for links on Scotiabank.com, which provide further information.

**10. *What are the computer system requirements, what web browsers are supported and can smart phones and tablets access the Scotiabank Secure Email Service?***

There are no minimum computer system requirements to access the Scotiabank Secure Email Service. All computers can access the Secure Email Service provided they have a web browser that can access the internet.



# Scotiabank Safe Computing Information

This section provides you information from Scotiabank on safe computing.

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For more information on Safe Computing and our commitment to customer protection please visit the following links:

## **Online Security**

<http://www.scotiabank.com/ca/en/0,,352,00.html>

## **Your Security Responsibility**

<http://www.scotiabank.com/ca/en/0,,362,00.html>

## **Safe Computing Practices**

<http://www.scotiabank.com/ca/en/0,,2973,00.html>

## **General Security Practices**

<http://www.scotiabank.com/ca/en/0,,2971,00.html>

## **Phishing Scams**

<http://www.scotiabank.com/ca/en/0,,2972,00.html>

## **Online Fraud**

<http://www.scotiabank.com/ca/en/0,,2970,00.html>