

Secure Emailing

Customer Guide

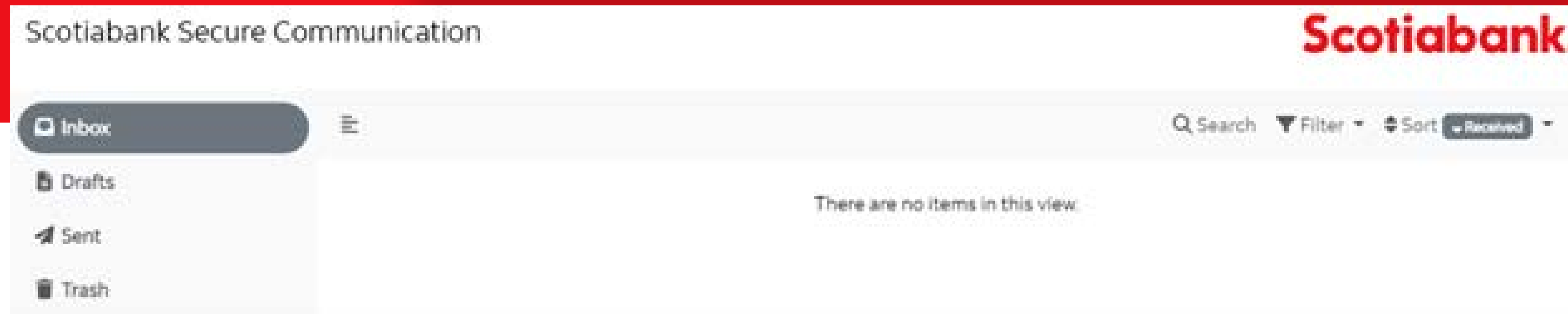
INFORMATION SECURITY & CONTROL

Scotiabank[®]

Scotiabank Secure Mail Benefits:

The Scotiabank Secure Email Service is a secure communication channel for Scotiabank employees to send personal or confidential information to Scotiabank clients. Only individuals and shared mailboxes which have been approved to send secure emails are permitted to use the SSES.

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 client protection while using email as a delivery channel.





You will receive a notification email with subject line "**Scotiabank Secure Communication**" indicating that you have received a Secure Mail.

You will need to log in or create an account to view the sent content.

Scotiabank Secure Communication

Scotiabank.

[Click here to create your account and read your message](#)

For Scotiabank Secure Communication online help, visit: https://securemail.scotiabank.com/branding/help/default/en_US/Default.htm?brand=scotiabank&context=/help/index.html

Do not reply to this message. This is a system-generated email and all replies will be discarded.



If you need to register as a new user, fill in the requested fields:

- a) Select “Click here to create your account and read your message”
- b) On the “New User Activation” page, fill out:

- First and last names in relevant fields.
- Chosen password in both "Password" and "Confirm Password" fields.

- c) Select "Activate" button.

Sign in to Scotiabank Secure Communication

Email Address

Password

Login

[Passwordless Login](#)

[Forgot your password?](#)

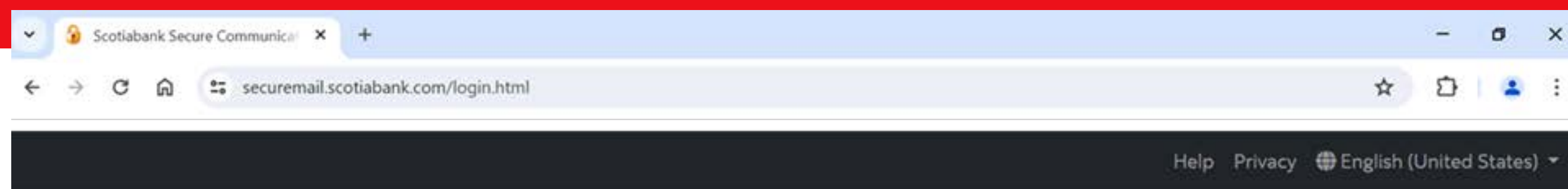
Requirements:

- X Minimum Length: 8 characters
- ✓ Maximum Length: 64 characters
- X Lowercase Letter
- X Uppercase Letter
- X Digit
- X Special Character (!"#\$%&'()*+,-./:;<=>?@[]^_`{|}~)
- ✓ Repeated Character Limit (less than 3)

Note: Password requirements are displayed as a snippet, and each requirement must be check-marked to proceed.

If you are already registered for secure emails, you can select the “Click here to open” link in the email notification to access the Scotiabank Secure Communication login page in your default browser (Figure 3).

Note: Once login is complete, the selected message will load automatically.



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Sign in to Scotiabank Secure Communication

Email Address

Password

Login

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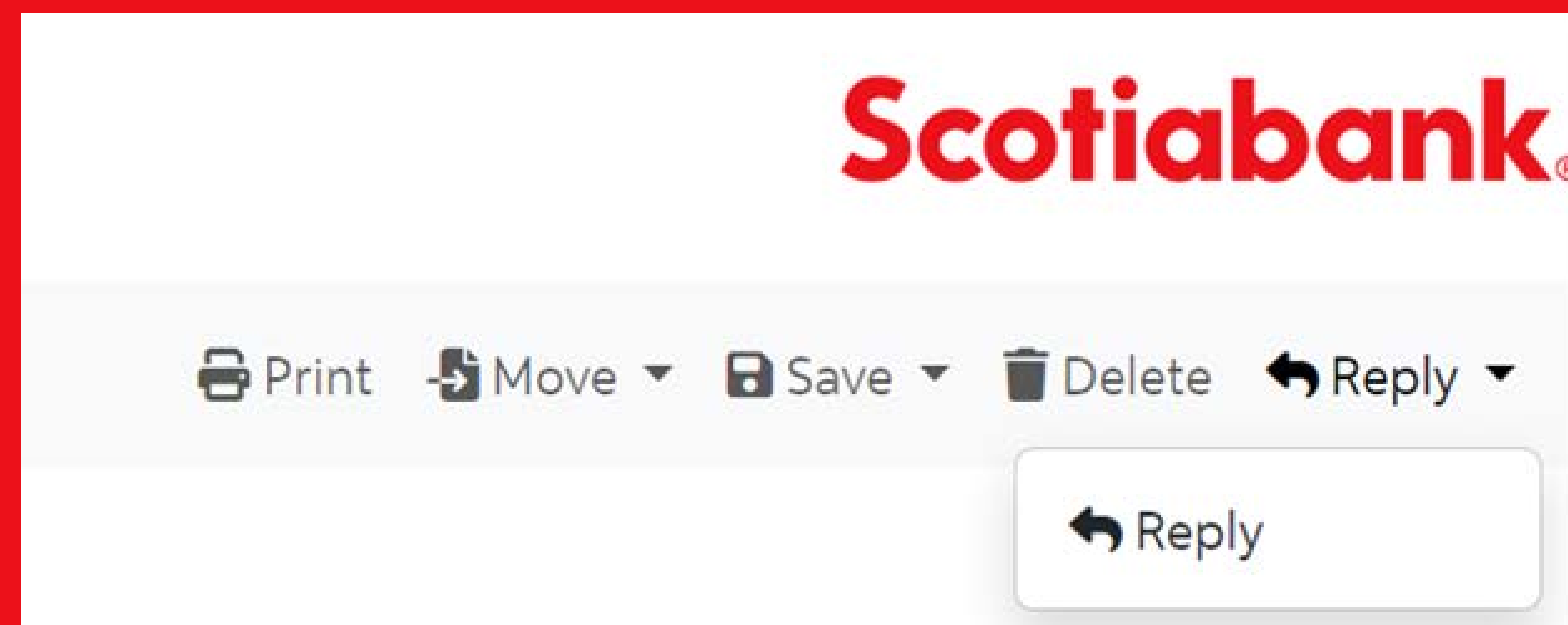
Alternatively, the site can be accessed by manually entering the address (<https://securemail.scotiabank.com/login.html>) into your browser. Once logged in, you can select the message you would like to read from the inbox.

You can read messages, download attached files, reply to messages and attach content.

To create a new message, click on **“Reply”**. Write the message and add attachments if needed.

In the **“Sent”** section, you can see the messages that have been sent using Secure Mail.

In the **“Settings”** tab you can change the password and add information to your account.



Password Reset

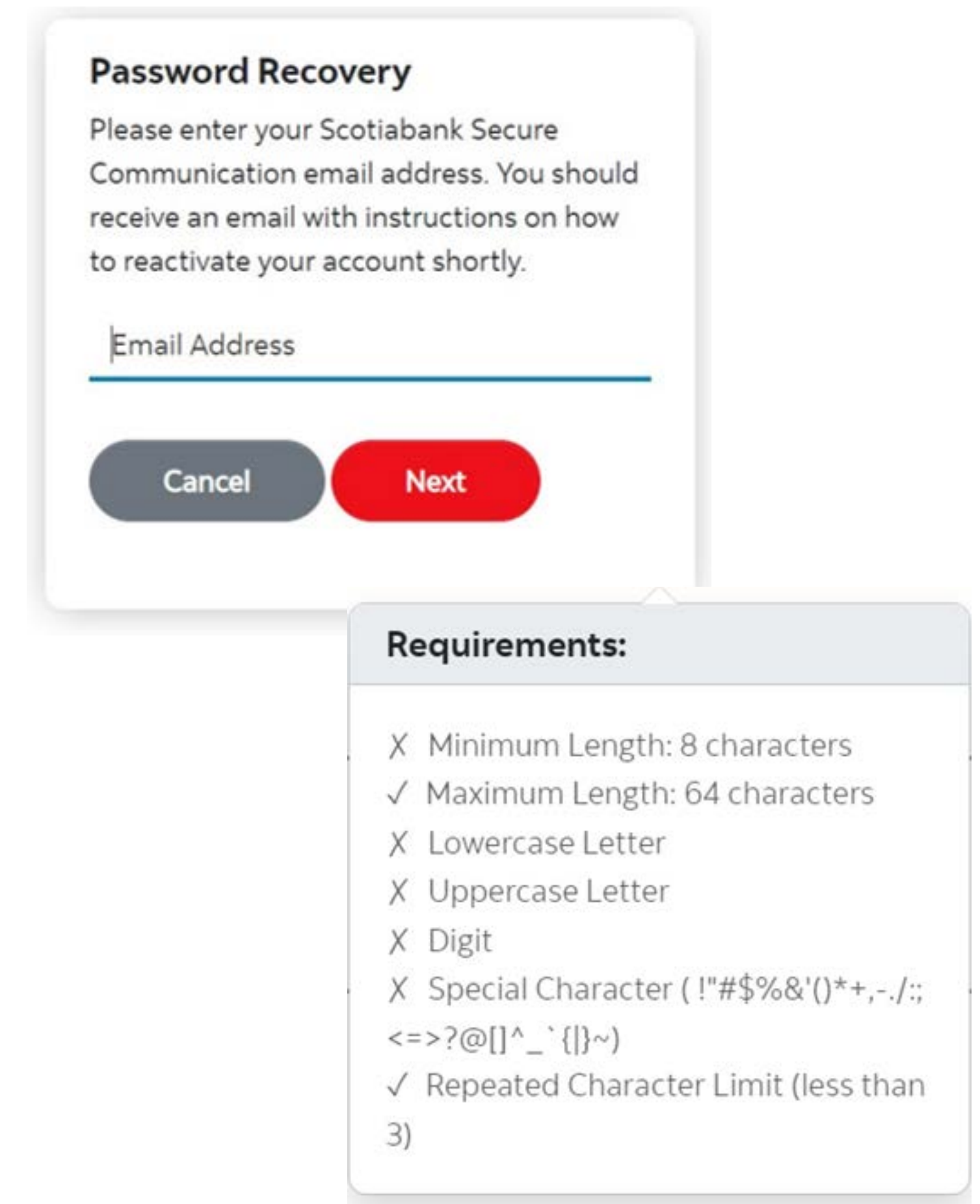
The maximum number of failed login attempts (due to incorrect password) is **five**. If this number is reached, the system will be blocked for fifteen (15) minutes. After this, you will be granted other five attempts.

To reset your password:

- Visit the login screen on Scotiabank Secure Communication portal (<https://securemail.scotiabank.com/login.html>)
- Select the “**Forgot your password?**” link.
- Write the email address that is associated with your Scotiabank Secure Communication portal login.
- Select the “**Next**” button.
- Locate and open the password recovery mail in your email inbox.

Note: This email may take a couple of minutes to be sent/received.

- Select “**Recover now**” from within the password recovery email.
- Follow the remaining prompts to complete the password reset.



The image shows a 'Password Recovery' form with the following text: 'Please enter your Scotiabank Secure Communication email address. You should receive an email with instructions on how to reactivate your account shortly.' Below this is an 'Email Address' input field. At the bottom are two buttons: 'Cancel' (grey) and 'Next' (red). To the right of the form is a 'Requirements:' box listing password rules:

- X Minimum Length: 8 characters
- ✓ Maximum Length: 64 characters
- X Lowercase Letter
- X Uppercase Letter
- X Digit
- X Special Character (!"#%&'()*+,-./:;<=>?@[]^_`{|}~)
- ✓ Repeated Character Limit (less than 3)



Frequently Asked Questions (FAQs)

When will I receive a secure mail from Scotiabank?

An email will be sent to you if you ask a Scotiabank agent to send personal or sensitive information using secure mail.

Why is Scotiabank sending me secure mails?

Scotiabank is increasing security measures in email communications to ensure the protection of the customers' personal and confidential information.

Can I receive attached documents through the Secure Mail Service?

Yes, attachments can be received through the Secure Mail Service, the maximum file size limit is 30 MB per email. The Secure Mail Service will not send emails exceeding the maximum file size. An error message will be shown should you attempt to send a file exceeding 30 MB.

What if I didn't get the first secure mail? What do I do?

Check your spam folder to make sure the secure mail has not been marked as spam. You can also manually enter the address in your browser (<https://securemail.scotiabank.com/login.html>).



Frequently Asked Questions (FAQs)

I received an email asking for bank information, what should I do?

Scotiabank will never send you emails asking for your bank account or any other sensitive information such as PINs, OTPs, passwords, etc.

What are the computer system requirements? What web browsers are supported and can smartphones and tablets access the Scotiabank Secure Mail Service?

There are no minimum computer system requirements to access the Scotiabank Secure Mail Service. All computers can access the Secure Mail Service if they have a web browser that allows them to access the Internet.



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