

**NOTE:** You will need your One Time Verification Code (OTVC password) in order to log into Virtual Private Network (VPN). OTVC, Entrust Password & Self Serv documentation will be sent by: [VPN.Administration@Scotiabank.com](mailto:VPN.Administration@Scotiabank.com) to your personal email address via Scotia Banks Secure Email Website.

**Pre-Requisite:**

- **You must** have already logged into your Windows PC with your Scotia ID (Sxxxxxxx) and Temporary password
- **You must** be connected to your Home WIFI

**IMPORTANT:** Connecting to Scotiabank's VPN system first requires access to the Internet. How you connect to the Internet is just as important as using VPN to connect to the Bank. You should only use trusted and known internet connections at home or from your Bank-provided mobile device. Once connected to a trusted internet connection, VPN must be used to then connect to Scotiabank's network.

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**PART A: SETUP & LOG INTO ENTRUST DIGITAL ID**

1. Right Click on the Entrust Digital ID icon (located on your task bar, bottom right corner near your date and time). The icon will either have a Lock or an Orange X on it, and **choose Log In...**



2. Under the Name Field you should see your Scotia ID or, your First Initial\_Lastname. Enter your Password and **choose OK**. **NOTE:** If you do not see your Scotia ID in the Name Field, please proceed to **step number 4 (Page 2)**



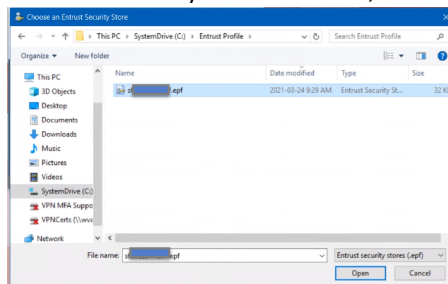
3. If password entry is successful, Entrust window will disappear, you will see a **Yellow Key** on the Entrust Digital ID icon. Please proceed to: **PART B. LOG INTO CISCO ANYCONNECT SECURE MOBILITY CLIENT(VPN)** (Page 3)



4. If name Field is blank choose **Browse** option



5. Double Click on your **Scotia ID** or, **Choose Open**



6. Entrust Security Window will appear & you will notice your Scotia ID populated in the “Name” field. **Enter your password & Click OK**. Expected result is Window to disappear if password is correct

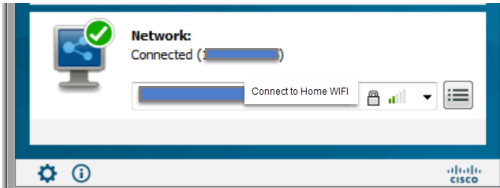


**PART B. LOG INTO CISCO ANY CONNECT SECURE MOBILITY CLIENT (VPN)**

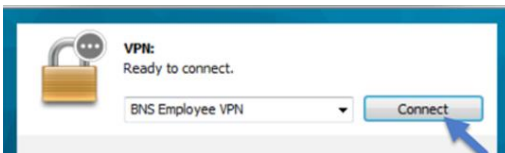
1. From your Task Bar launch (Double Click) on your **CISCO Any Connect Secure Mobility Client** icon



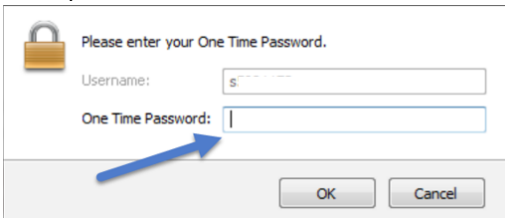
2. Ensure you are connected to your **Home WIFI**



3. Click **Connect**



4. Enter your **One Time Verification Code Password**



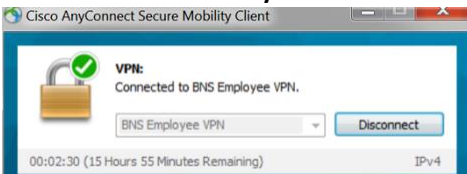
5. Click **Accept & OK**



Security policies were applied to your session, access to some resources may be blocked. Your system administrator provided the following information to help you understand and remedy the security conditions:

Authorized VPN users are required to keep their PC's at a minimum security level and should have all required Microsoft patches applied and current active anti-virus software supplied by the Bank.\*\*\*\*\*  
Les utilisateurs autorisés du RPV doivent s'assurer d'avoir un niveau de sécurité minimal sur leur ordinateur et de télécharger tous les correctifs de Microsoft ainsi que le logiciel anti-virus en cours fournis par la Banque.

6. You are now **successfully connected to Scotiabank's Virtual Private Network**



**PART C. Changing Your Entrust Password**

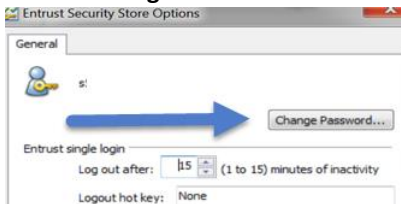
1. Right Click on the **Entrust icon** and choose **Options...**



2. **PLEASE NOTE:** By Default, Entrust will log you out after 15 minutes of inactivity, please ensure you Sign back on with your current password in order to successfully set a new password



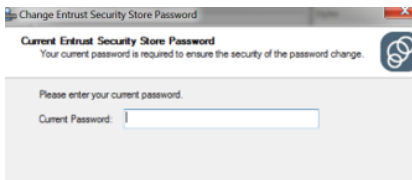
3. Choose **Change Password**



4. Choose **Next**



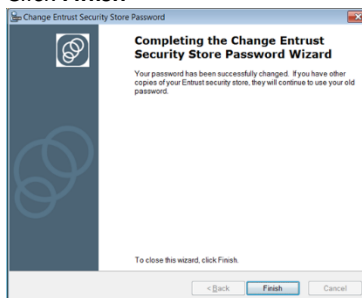
5. Enter **Current Password** and Click **Next**



6. Enter your **New Password** in the “Password” field and the “Confirm Password” field and Click **Next**



7. Click **Finish**



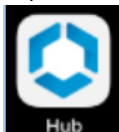
**NOTE:** Make a **mental note of your new password**. If you forget your password, you will need to open a Service Now Ticket: [VPN MFA IS&C Form](#) choose “**Recovery**” Tab as a new certificate will be required. This will take 24\48 hours to complete.

## PART D: REGISTERING YOUR SOFT TOKEN

### Pre-Requirement:

- You must change your temporary Windows password: [Change your Windows Password](#) and Register for your Security Questions
- You must have received your OTRC (One Time Registration code) from the VPN Administration Team

1. Tap the Hub App to launch the application on your Phone



2. Tap on the **Apps** icon to open the App catalogue, find **BNS Authenticator** and tap to **install**

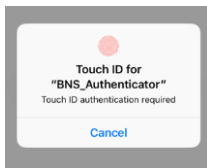


**NOTE:** The App generally installs in a few seconds. If the status of your installation says “Processing”, please ignore this message and navigate out of the Hub App and find the BNS Authenticator App

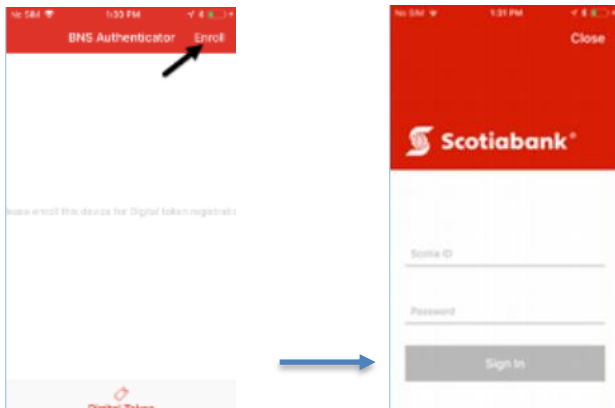
3. Tap and launch the **BNS Authenticator App**



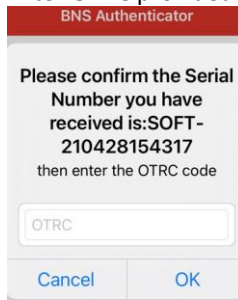
4. Use Touch ID for Authentication. **NOTE:** For assistance with Touch ID setup please contact: <https://support.apple.com/en-ca/HT201371>



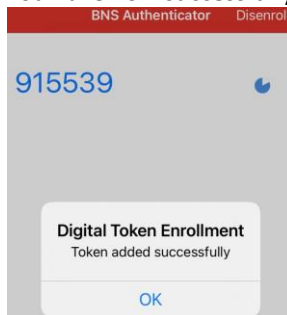
5. Click **Enroll** and enter your **Scotia ID (Sxxxxxx)** and **Windows Password** and Click **Sign In**



6. Enter **OTRC** provided to you and **click OK**



7. You have now **successfully registered** your Soft token



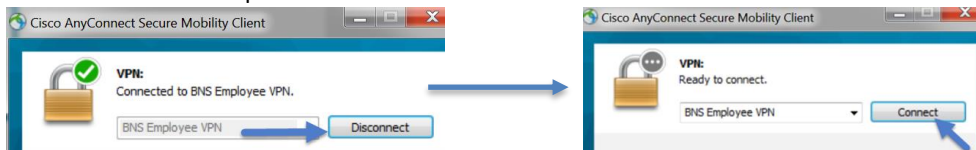
**NOTE:** Your OTP (One Time Password) changes every 30 seconds. Close the application to exit BNS Authenticator and please **DO NOT click on Disenroll**, as it will prompt you to enter your scotia ID and windows password before **deleting** your Soft Token. If you've accidentally clicked on disenroll and have deleted your Soft Token, please open a Service Now ticket: [VPN MFA IS&C Form](#) and choose **"Token Only, OR Replace lost, stolen or damaged token"**.

## PART E: TESTING YOUR SOFT TOKEN AFTER YOU'VE SUCCESSFULLY REGISTERED

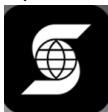
1. **Launch** (Double Click) on Cisco AnyConnect Secure Mobility Client



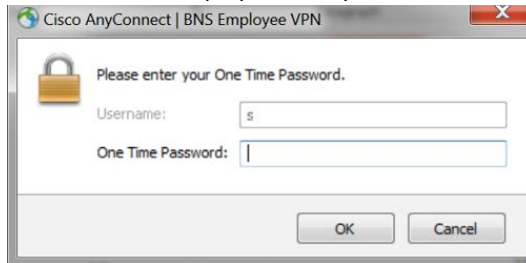
2. Press **Disconnect** and press **Connect** after 5 seconds



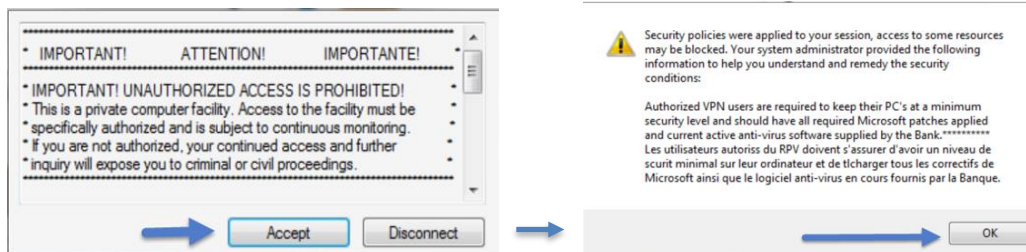
3. Open **BNS Authenticator App** with your Touch ID



4. Enter numbers displayed from your **BNS Authenticator App** "One Time Password and Click **OK**



5. Click **Accept & OK**



**NOTE:** You are now on Scotiabank's Network using your Soft Token from your bank issued iOS. If there are any issues with your Soft Token or your BNS Authenticator application, please reach out to:

[VPN.Administration@scotiabank.com](mailto:VPN.Administration@scotiabank.com)

## Troubleshooting TIPS: "CONNECTION TIMED OUT" Error - when Enrolling your Soft Token

1. Reboot device
2. Switch Off WIFI, ensure that you're using phone data
3. Launch Tunnel, let the app run for 5-10 seconds
4. Launch Web, let the app run for 5-10 seconds
5. Launch BNS Authenticator – retry enrolling using the OTRC code provided