

How do I log in to my Online Account?

A **'step by step'** guide on how to **log in** to your **Credit Card Online Account Manager** including for the first time or using a new/different device.



How to access Online Account Manager (OAM)

1 LET'S GET STARTED

To access your **Online Account Manager (OAM)**, go to **www.creation.co.uk**

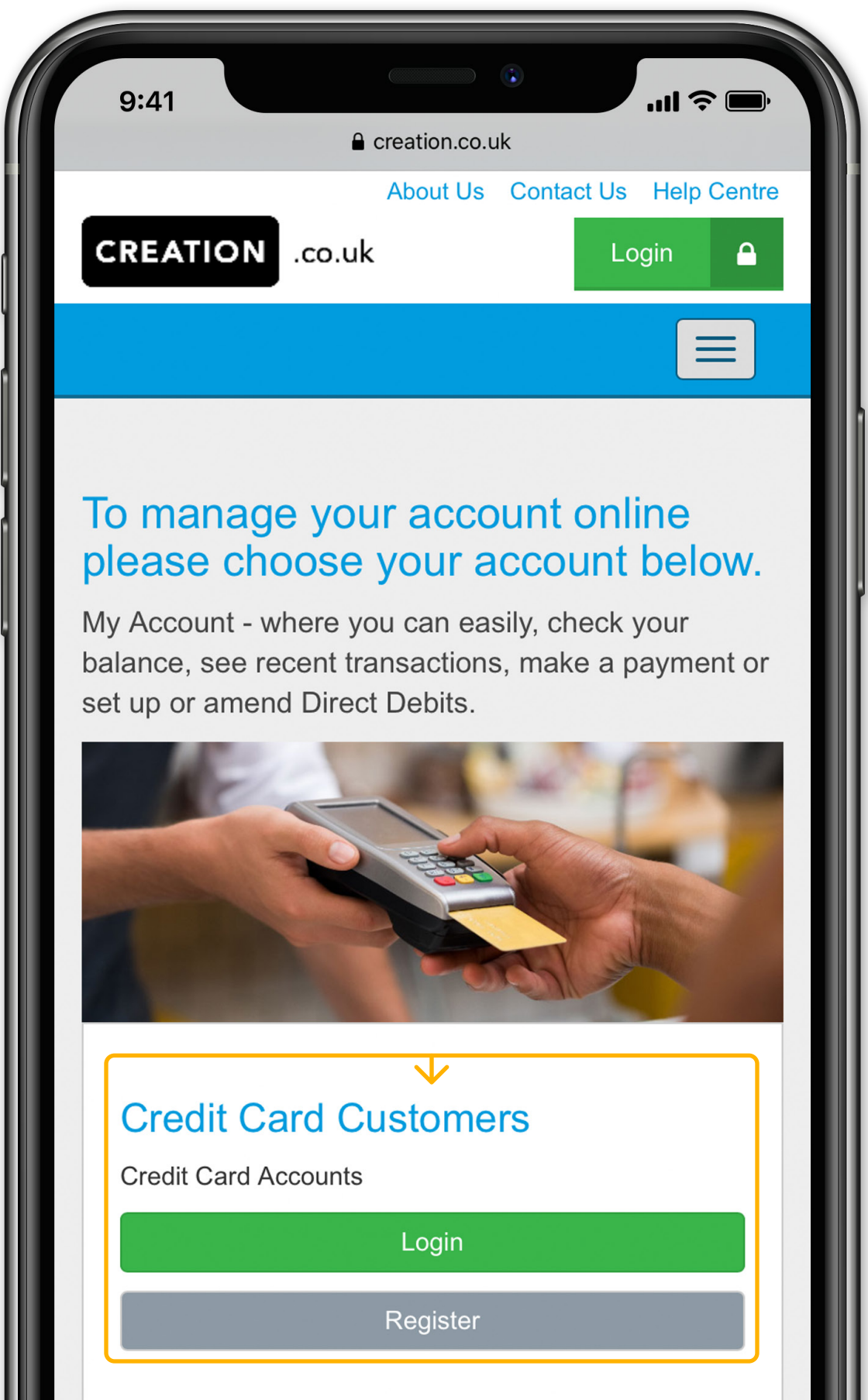
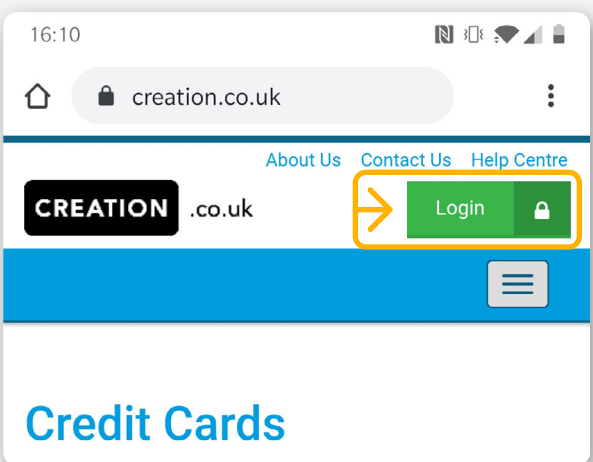
➔ For your own protection, where possible, please avoid using shared devices or public/unsecured WiFi.

➔ Whether you are using a laptop, tablet or mobile device, you need to click on the **green button (My Account/Login)** in the top right hand corner of the site.

Desktop Home Page Login



Mobile Home Page Login



➔ Within the **account management page** find the **credit card section** and click on the green '**Login**' button.

➔ Please note this process **ONLY** explains how to log in to your **Credit Card OAM**. If you have other products with Creation, you will need to access these accounts using the relevant sections.

➔ If you have not yet registered for your **Online Account Manager**, please click the **register button**. A separate guide is available to walk you through registration.

How to log in

2

Simply type in your

- Username; and
- Password

(These are personal to you and created by yourself during the registration process)

10:40 Tue 12 May

myaccount.creation.co.uk

64%

CREATION.co.uk

Login

Username:

Password:

Continue

Forgotten your username?

Forgotten your password?

New here? Register to manage your account online.

3

Press **Continue** to proceed.

4

You will be asked for **2 digits** at random from your **6 digit static 'Passcode'** as shown.

(This is the Passcode you personally chose during registration; which does not change)

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Login

Fill in the 3rd and 5th number from your passcode to continue

Passcode

X

X

X

X

Continue

Forgotten your passcode?

5

Press **Continue** to proceed.

CREATION.co.uk

How to log in

First log in, New Device or every 90 days (ONLY):

If this is your **first log in** or you are using a **new device** which we don't recognise eg. new tablet, we need to make sure it's you. We will use an additional **One Time Passcode (OTP) – 6 digits** – that you will receive **via a text message (SMS)** or via **your email** that is registered to your account. This is **NOT** to be confused with your static passcode you set up during your registration.



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Login

Verify Passcode token

Please enter your passcode token below; check your mobile phone for a text message from us.

SMS token:

[I did not receive an SMS](#)

[I want to use my email address](#)

7

Press **Continue** to proceed.

6

Check your **text messages (SMS)** on your mobile phone, to find your **One Time Passcode (OTP)** and type **ALL** the digits into the **SMS token** field.
(Not to be confused with your static personal passcode)

Continue

How to log in

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Login

Verify Passcode token

Please enter your passcode token below; check your mobile phone for further details.

SMS token:

8

Didn't receive the SMS?

- Use the **links** on the page to either request a resend of the SMS; or
- If you would rather get an **email** with the **One Time Passcode (OTP)**, please click the relevant link

I did not receive an SMS

I want to use my email address

Continue >

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CREATION.co.uk

Login

Verify Passcode token

The verification token will be sent to the known email address.

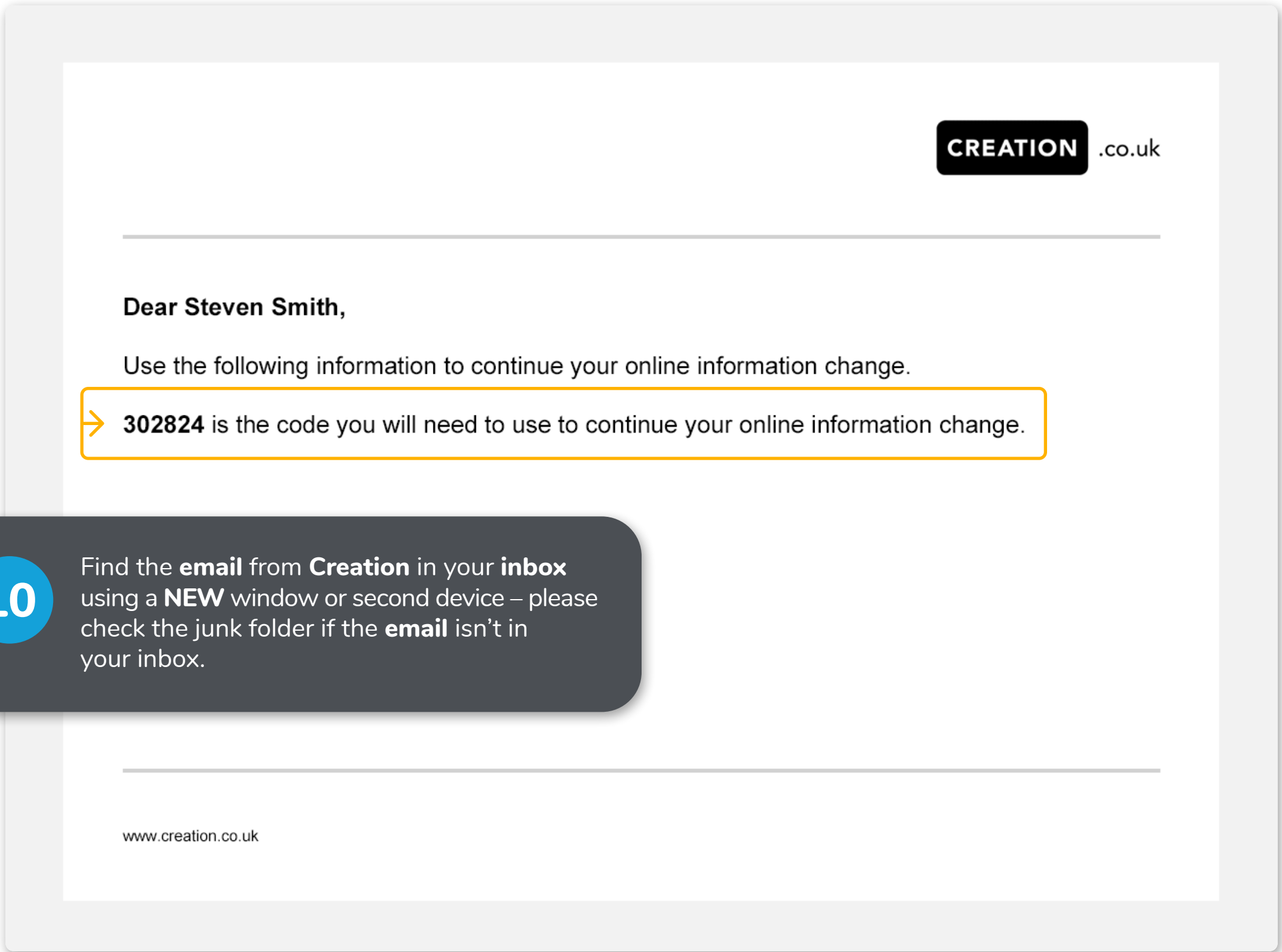
9

After choosing email – click the send email link

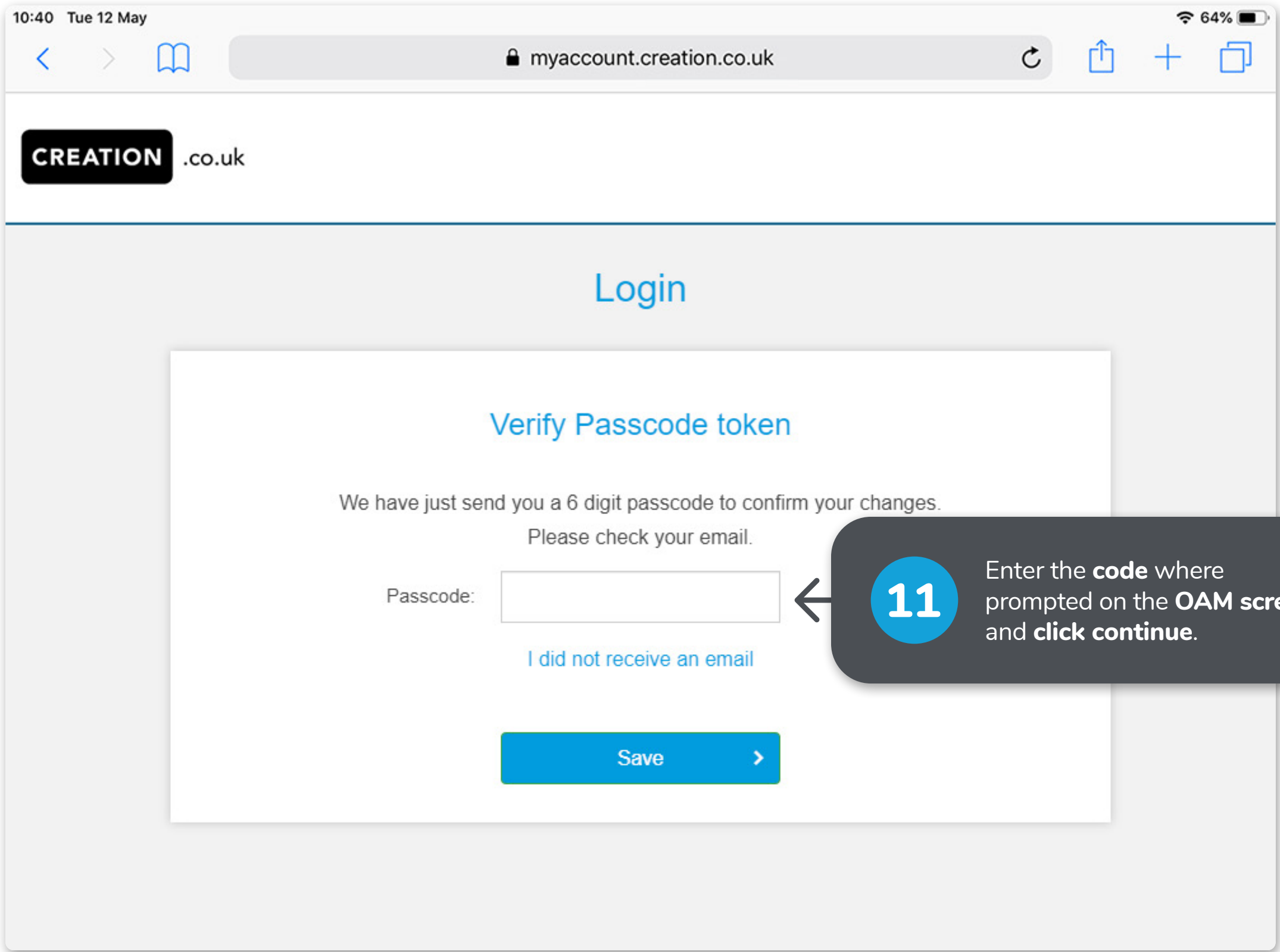
PLEASE NOTE – You must **NOT** close this window to retrieve your email. Please **open a NEW window** to access your email account or use a separate device.

Send Email >

How to log in



10 Find the **email** from **Creation** in your **inbox** using a **NEW** window or second device – please check the junk folder if the **email** isn't in your inbox.



11 Enter the **code** where prompted on the **OAM screen** and **click continue**.