



Finance Agreement

Online Account Manager Guide

This guide has been
created to help you
navigate through your
Online Account
Manager.



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Here's how to access your Online Account Manager for the first time

Not registered

Register your account if you haven't done so before by clicking the button below.



Helpful tip: You will need to **register** with the email address you provided when you applied for your finance.

CREATION

We Keep Finance Personal

MY ACCOUNT

Log in >

Register >

Home > Account > Welcome

WELCOME

View accounts

About us

Marketing Preferences

Contact us

FAQs

Login

REGISTER

Welcome to My Account from Creation

Control starts here. And you can trust us to keep you connected and in touch. Complete our quick and easy registration process and you'll be able to view and manage your account securely in just minutes.

Complete all the details below to register

Forename

Enter your forename

Surname

Enter your surname

Date of birth

dd

mm

yyyy

Email

Enter your e-mail

Confirm email

Confirm your e-mail

Account number

Enter your account number

Register >

Click Here > How to Guide

Please complete all details below to register then click on the register button to complete

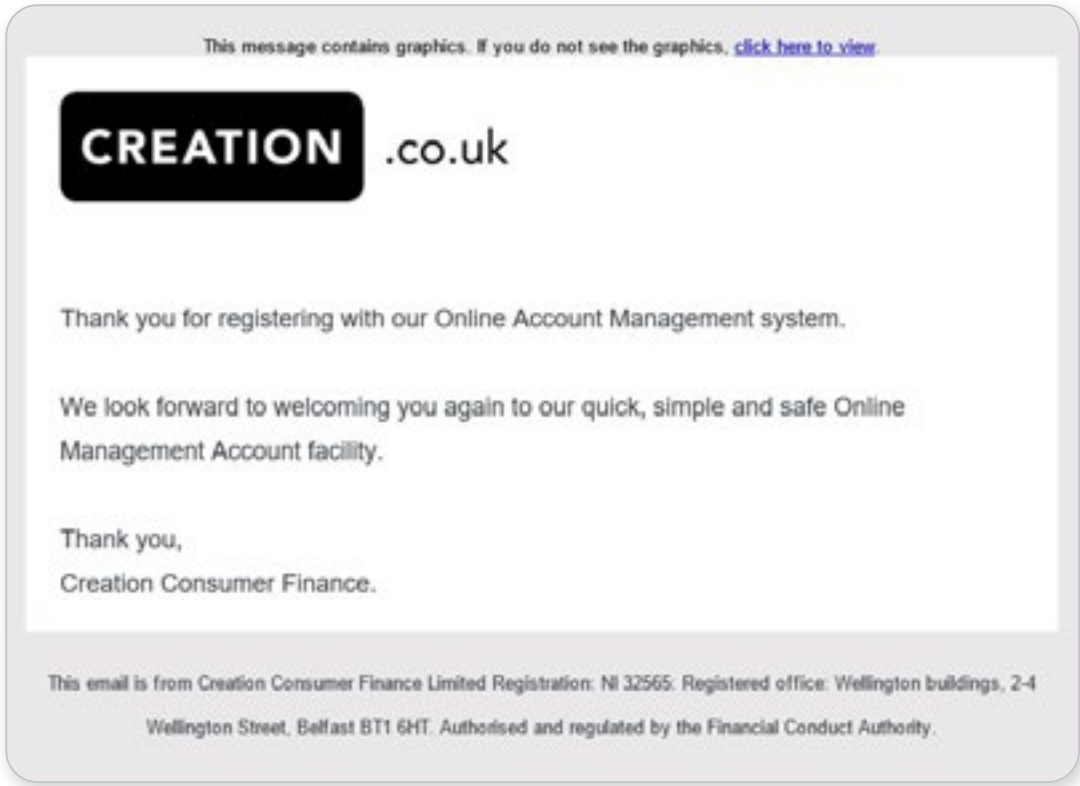
We need your e-mail to keep in touch for servicing of your accounts

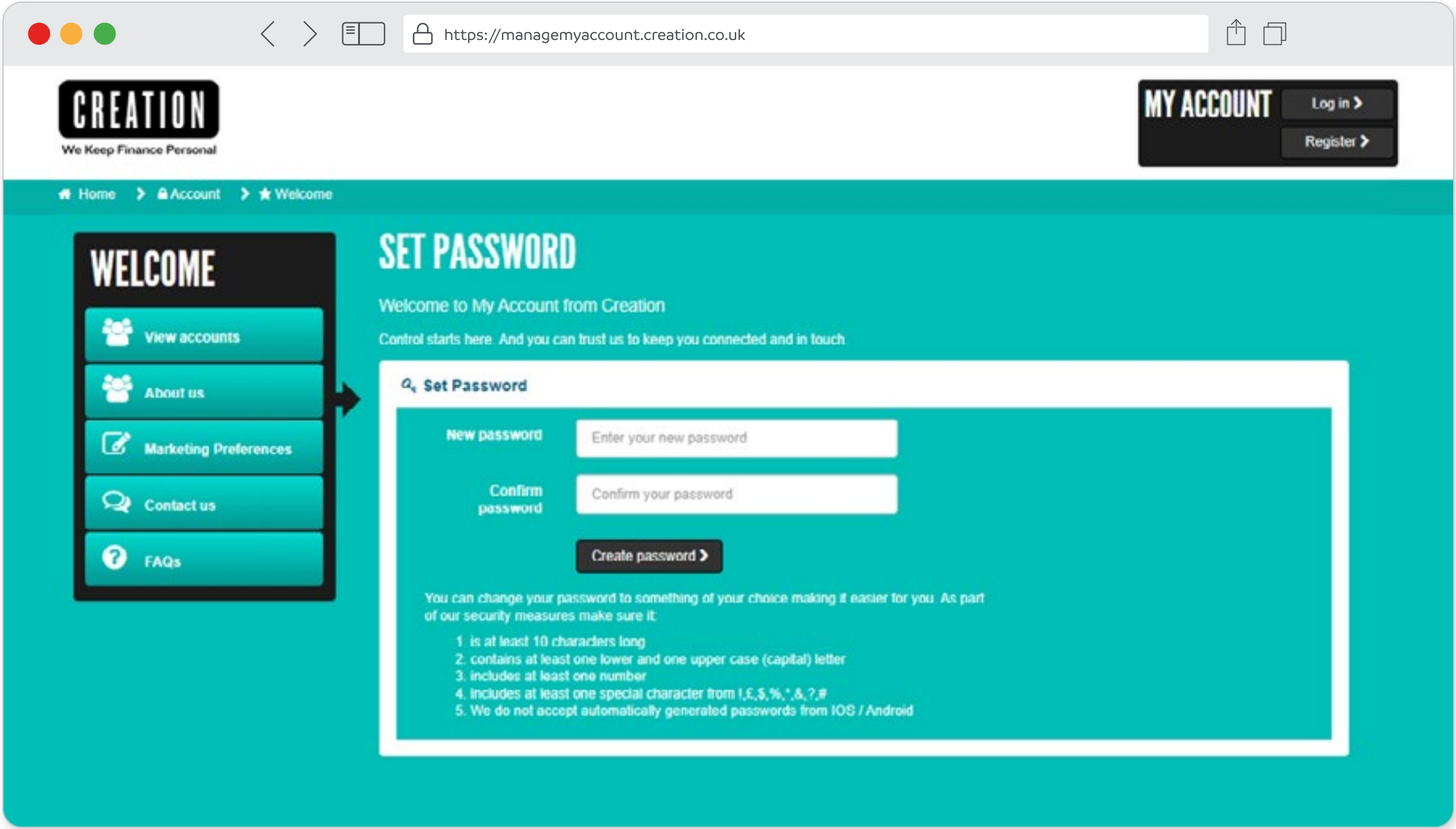
All data sent as part of the login process is protected by 128 bit encryption

Please ensure you use a unique email address that isn't already being used to log into Online Account Manager (e.g. a shared family address)

Once you have registered, you will receive the email opposite as confirmation.

You will also be prompted to create your password before you can access your newly registered Online Account Manager.





Creating your password

When creating your password, you need to make sure it:

- ✓ is at least 10 characters long
- ✓ contains at least one lower and one upper case (capital) letter
- ✓ includes at least one number
- ✓ includes at least one of these special characters ! £ \$ % * & ? #

Do not use automatically generated passwords through your Samsung or Apple product.

Finding your Account Number

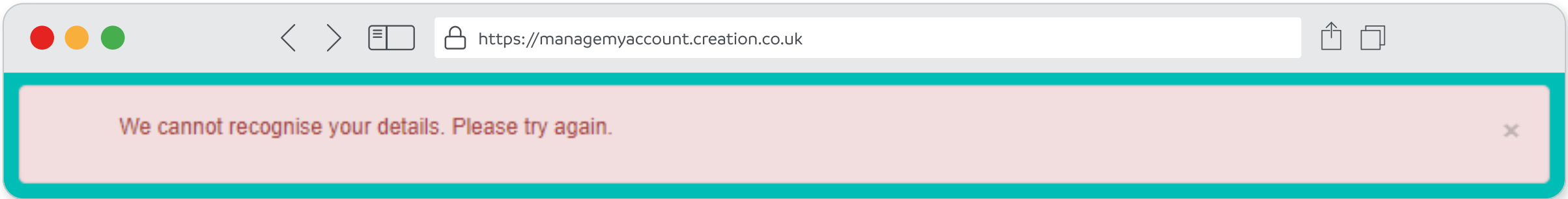
- If your credit agreement is fixed term, the account number will have **8 digits** and **begin with 2 letters**.
- If your credit agreement is paying for an insurance premium, the account number will have **12 digits** and **begin with a 9**.
- Your account number can be found on your credit agreement.



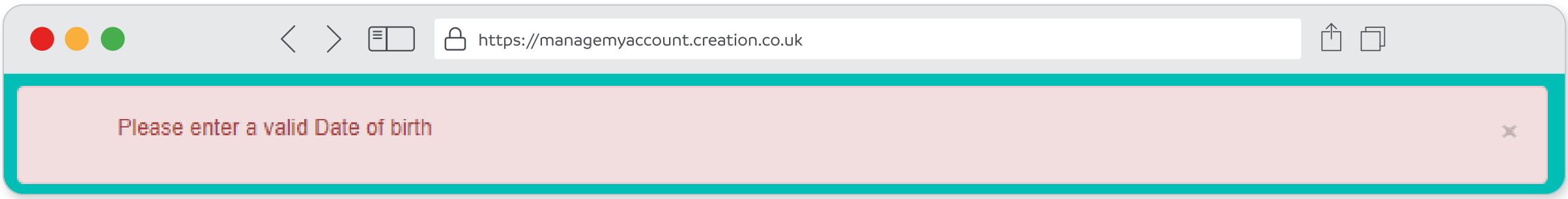
Accessing your account

- The **email address** that you need to use is the one you provided when you applied for your finance.
- Your **Date of Birth** needs to be inputted as **dd mm yyyy**. For example if your **Date of Birth** is 6th May 1976, please enter as 06 05 1976.
- Google Chrome, Firefox and Microsoft Edge are the preferred internet browsers.
- The device that you are using to log in **must have the most recent security update**.
- Please ensure that **cookies are enabled**.

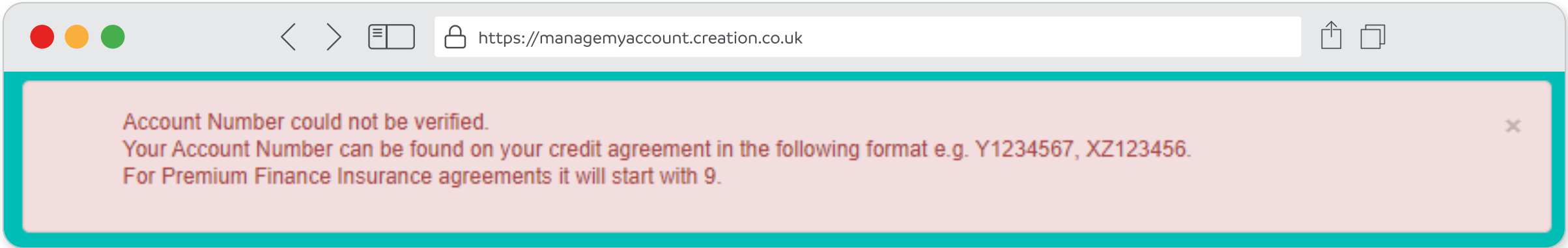
Troubleshooting when logging in and registering your account



✓ Please **double check** that your **password** is correct and all details inputted have no mistakes. If all is correct, click “**Forgot password?**”



✓ Please **double check** that your **date of birth** has been inputted in the correct format: **dd mm yyyy**.



✓ Please **double check** that your **account number** has been inputted in the correct format. You will be **reminded** what your **account number** consists of.



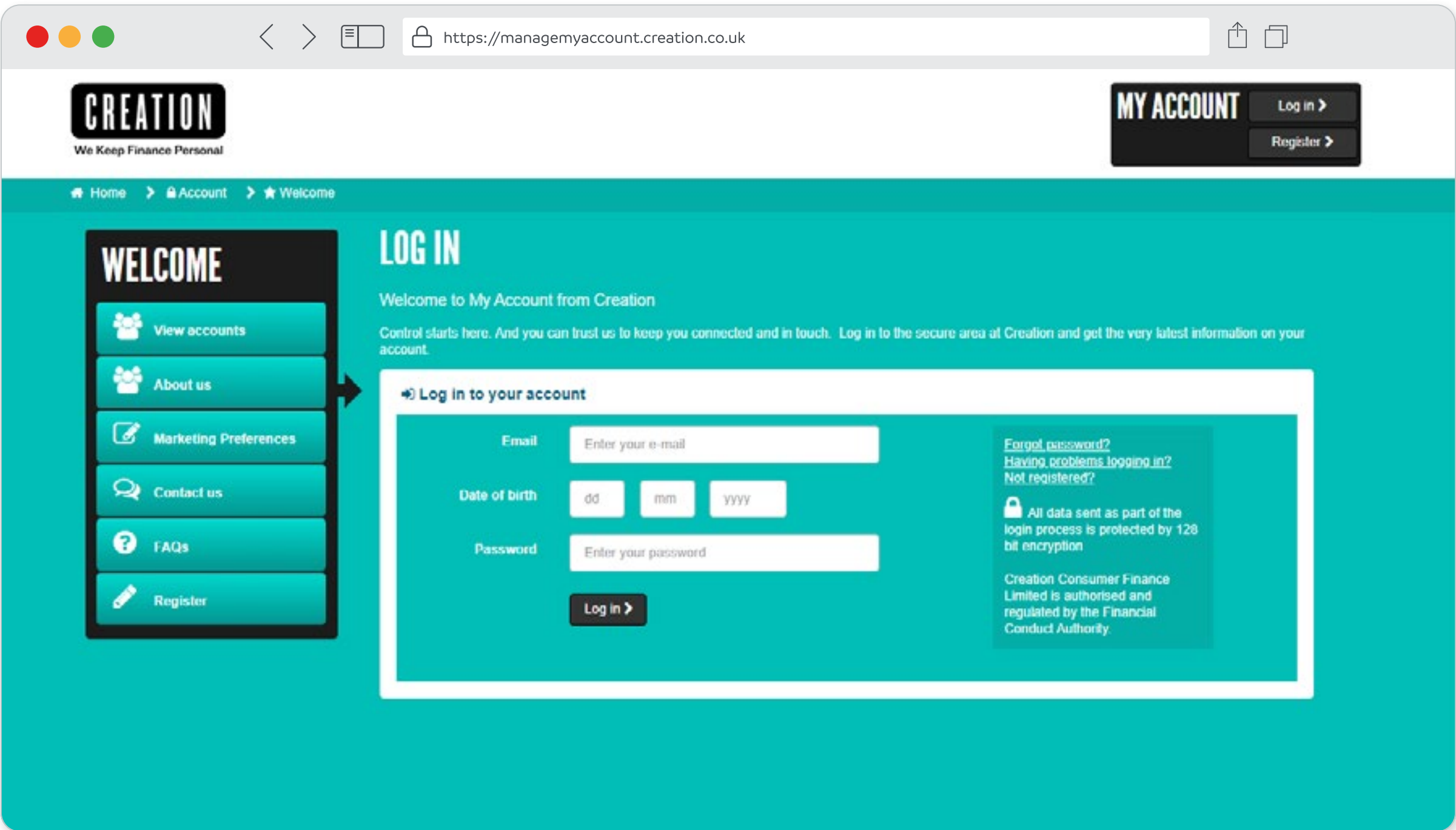
Here's how to log in to your Online Account Manager

Registered

Log in if you have registered your account in the past, click the button below.



Helpful tip: Remember your **date of birth** needs to be inputted as **dd mm yyyy**. For example if your date of birth is 6th May 1976, please enter as 06 05 1976.



- If you are having difficulty remembering your password, click “**Forgot password?**” on the right.
- You will be asked for your email address that is linked to the account and your date of birth.
- Once you click **Send Email**, you will be taken back to the Log in page and a **link will be sent to your email address**.
- The **link which you will receive** via email will ask for your date of birth, to generate your new password and to confirm it.

Remember when creating your password, you need to make sure it:

- ✓

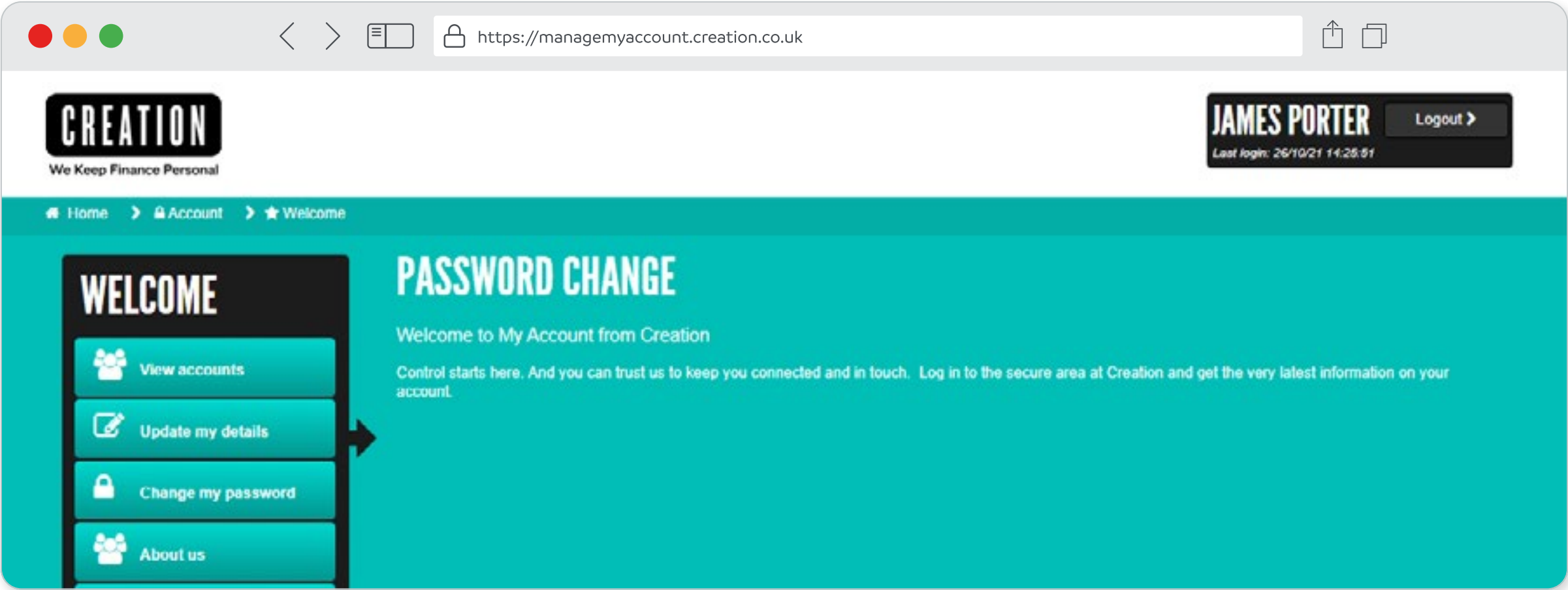
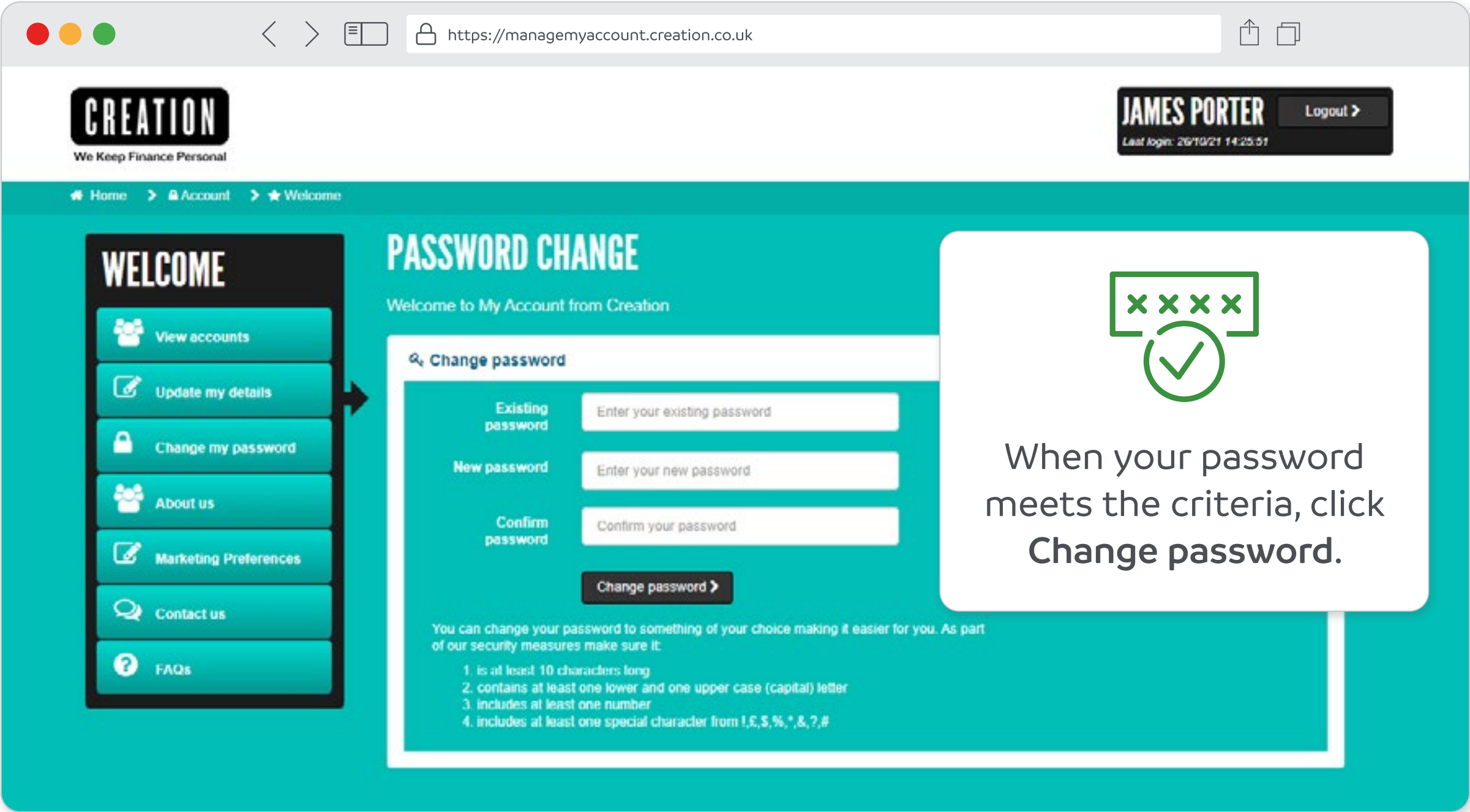
is at least 10 characters long
- ✓

includes at least one number
- ✓

contains at least one lower and one upper case (capital) letter
- ✓

includes at least one of these special characters ! £ \$ % * & ? #

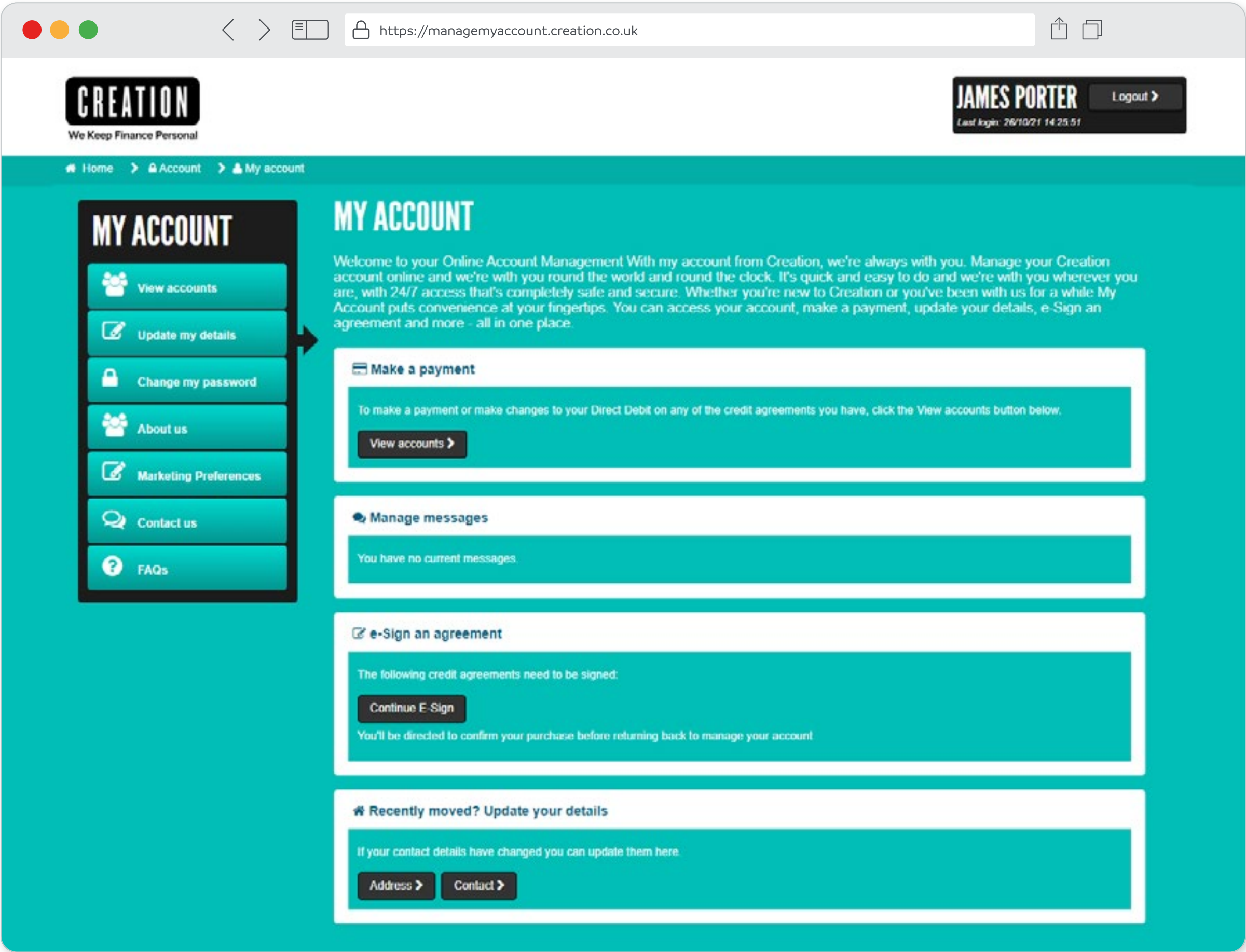
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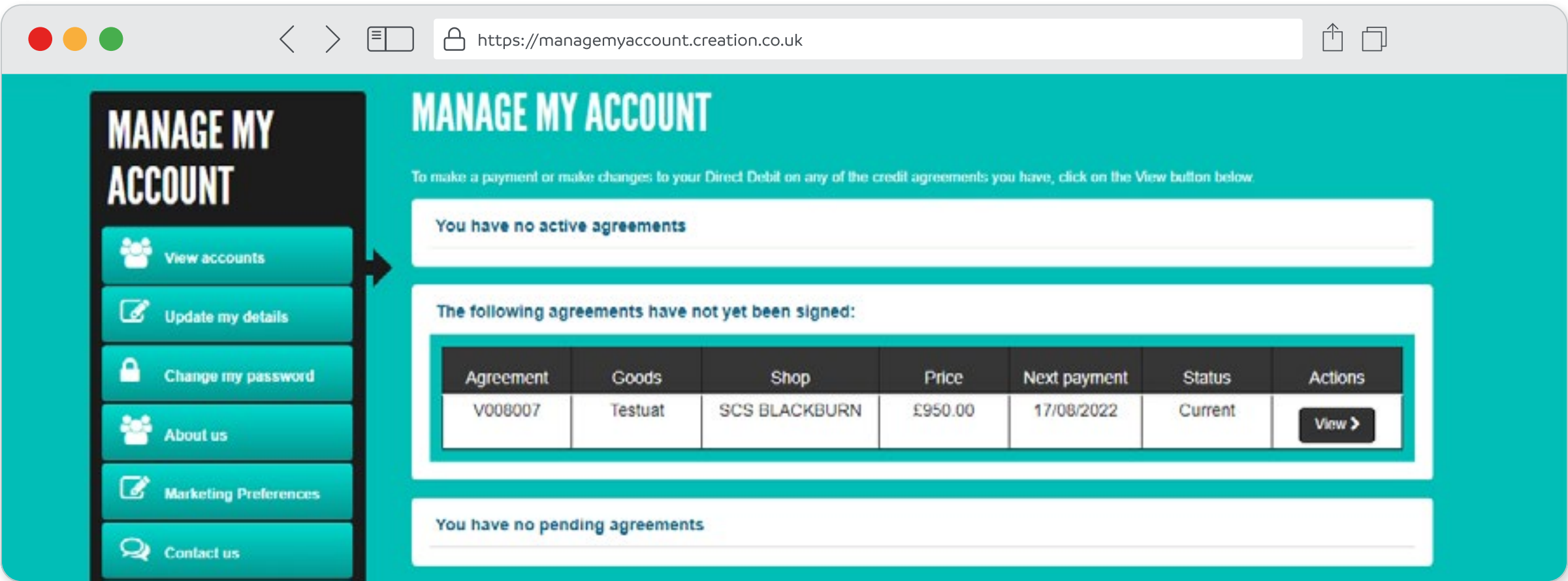
- ✓

Your password has now successfully been updated. You can now log in.

Now that you are **successfully** in your Online Account Manager, **My Account** will be the first piece of information you see.

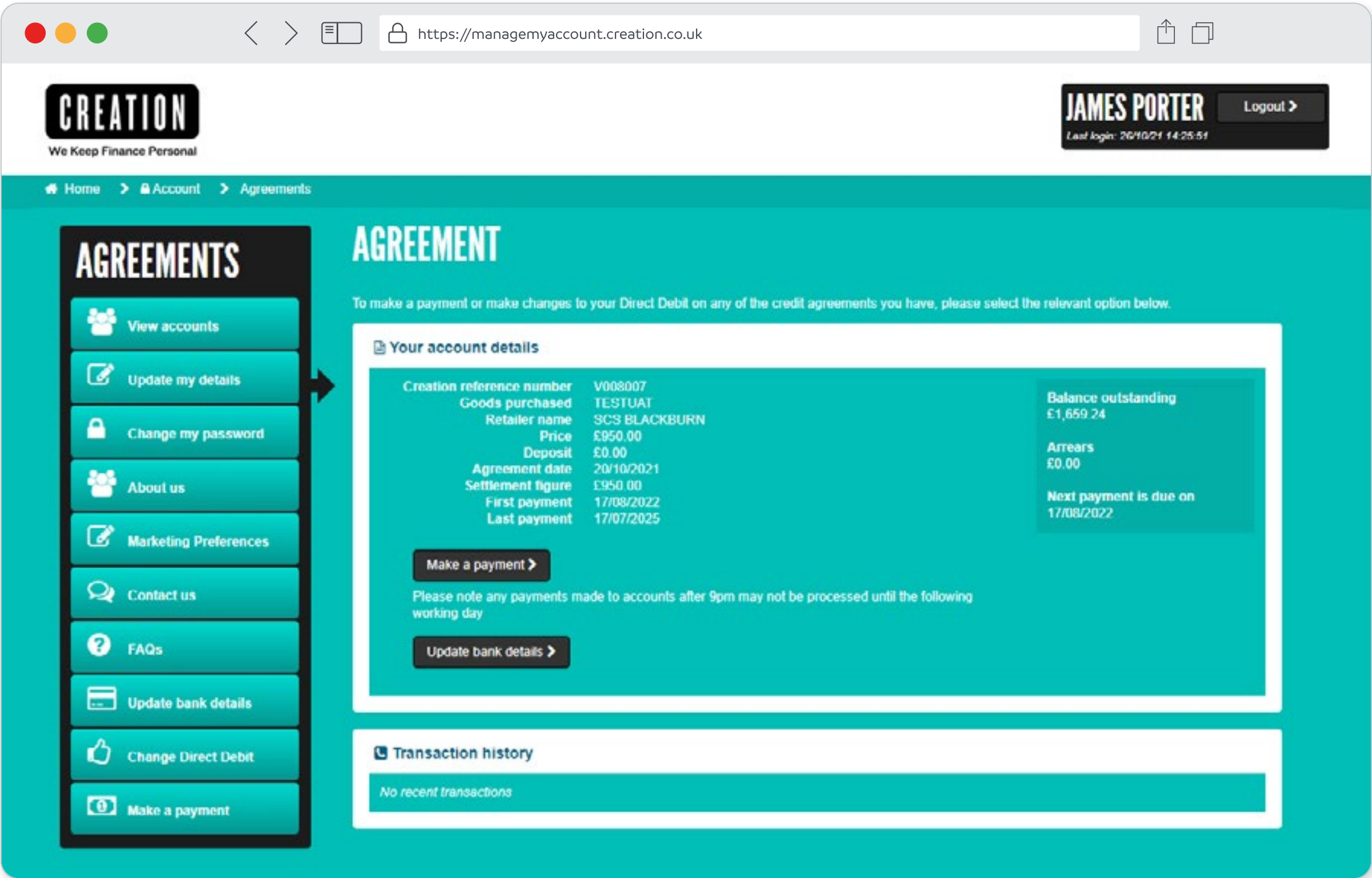


Click on **View accounts**. You will be presented with the agreement(s) that have a balance to pay. Within this list, **select the agreement you wish to pay towards**.

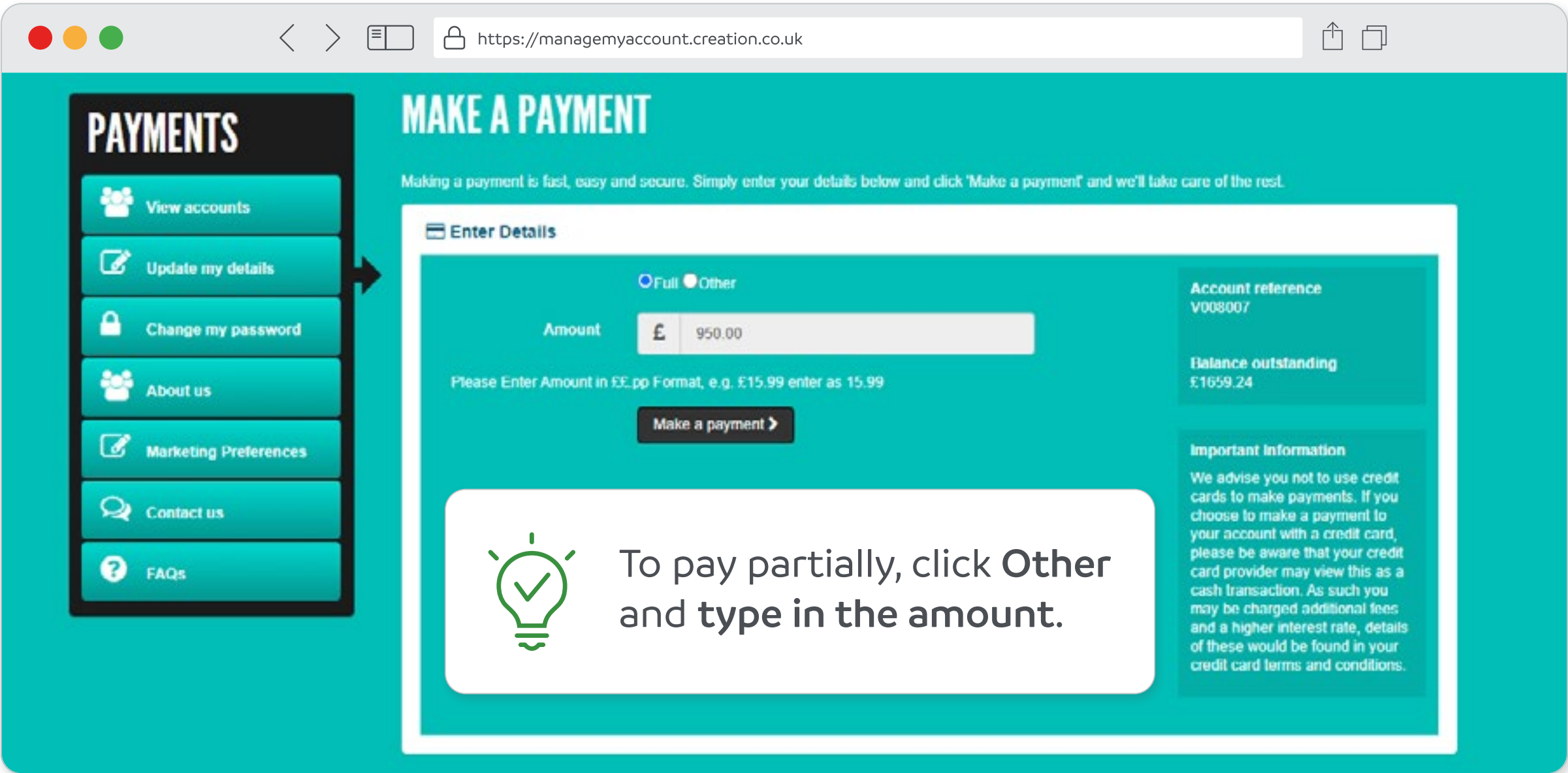


Make a payment

You will see an overview of your agreement. Click **Make a payment**.

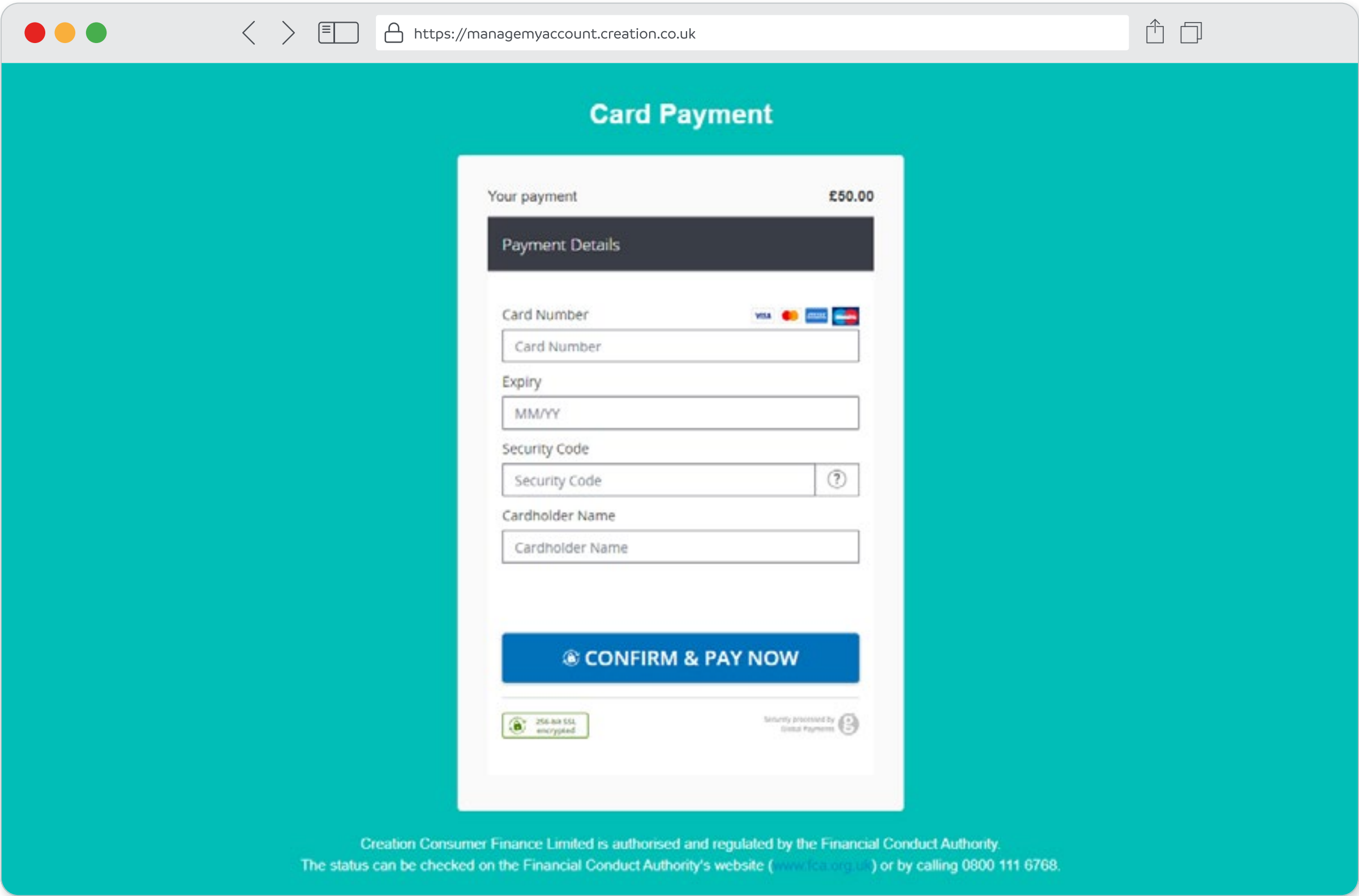


The full outstanding amount will appear. Click **Make a payment**.

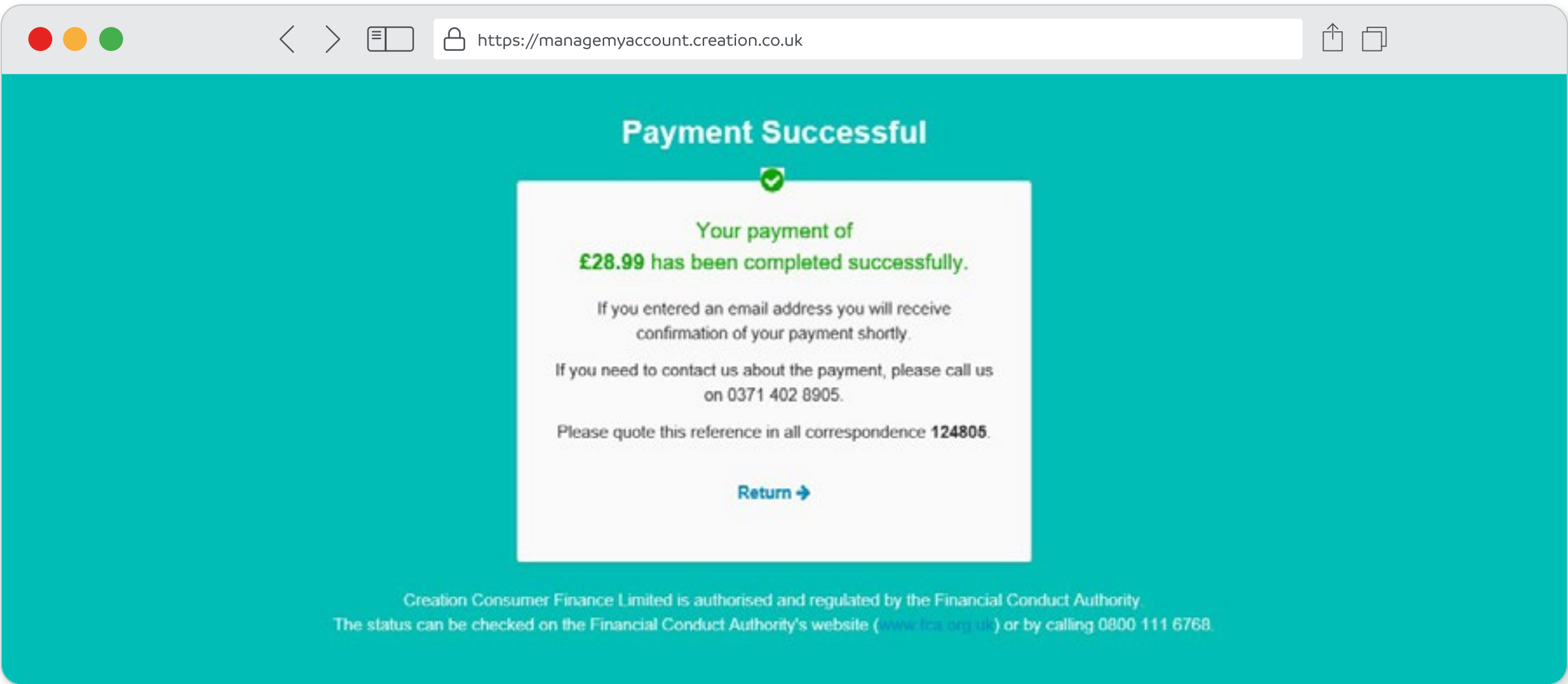


Complete your payment

The Card Payment portal will appear for you to complete and confirm your payment.



The payment has been successfully made.



What else can you do within My Account?

- ✓ Update your address and contact details
- ✓ Update your marketing preferences
- ✓ Update your bank details for Direct Debit payments
- ✓ Change your Direct Debit date
- ✓ E-Sign your agreement



CREATION

We Keep Finance Personal

JAMES PORTER

Last login: 26/10/21 14:25:51

Logout

Home > Account > My account

MY ACCOUNT

View accounts

Update my details

Change my password

About us

Marketing Preferences

Contact us

FAQs

MY ACCOUNT

Welcome to your Online Account Management With my account from Creation, we're always with you. Manage your Creation account online and we're with you round the world and round the clock. It's quick and easy to do and we're with you wherever you are, with 24/7 access that's completely safe and secure. Whether you're new to Creation or you've been with us for a while My Account puts convenience at your fingertips. You can access your account, make a payment, update your details, e-Sign an agreement and more - all in one place.

Make a payment

To make a payment or make changes to your Direct Debit on any of the credit agreements you have, click the View accounts button below.

View accounts

Manage messages

You have no current messages.

e-Sign an agreement

The following credit agreements need to be signed:

Continue E-Sign

You'll be directed to confirm your purchase before returning back to manage your account

Recently moved? Update your details

If your contact details have changed you can update them here.

Address

Contact

creation