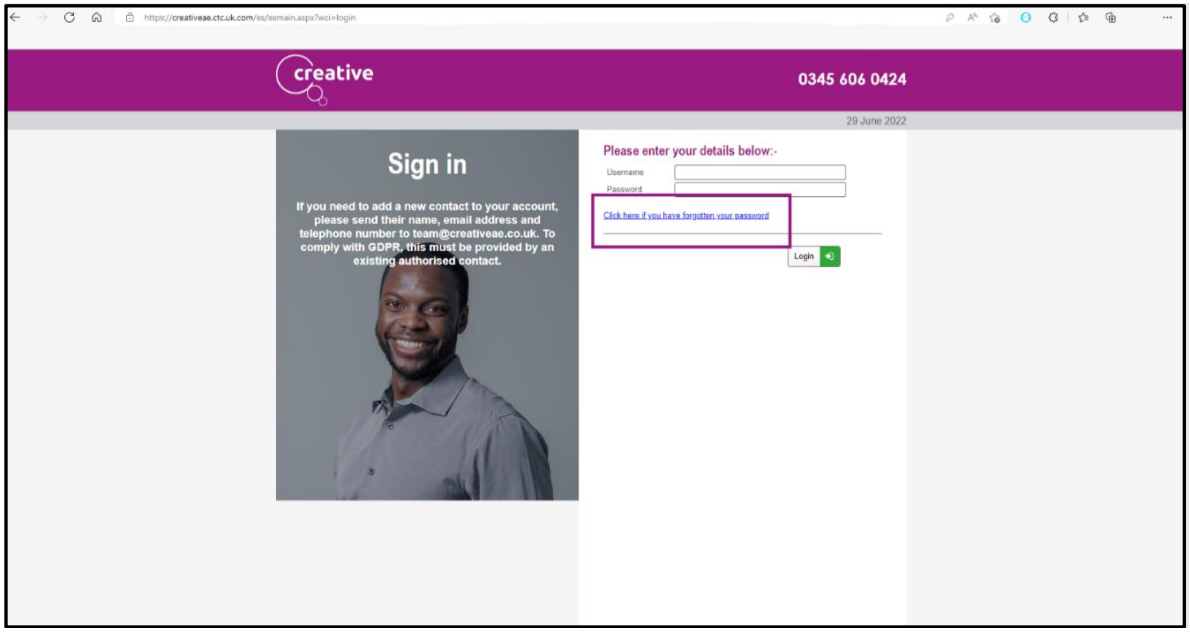
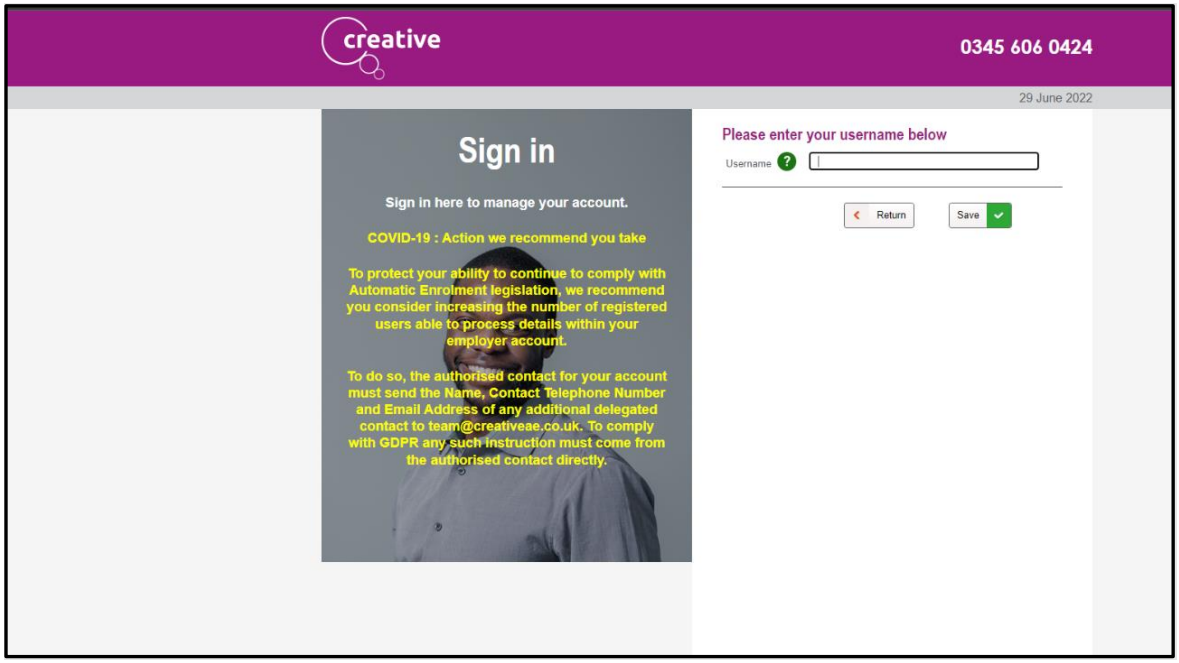
# Password Reset

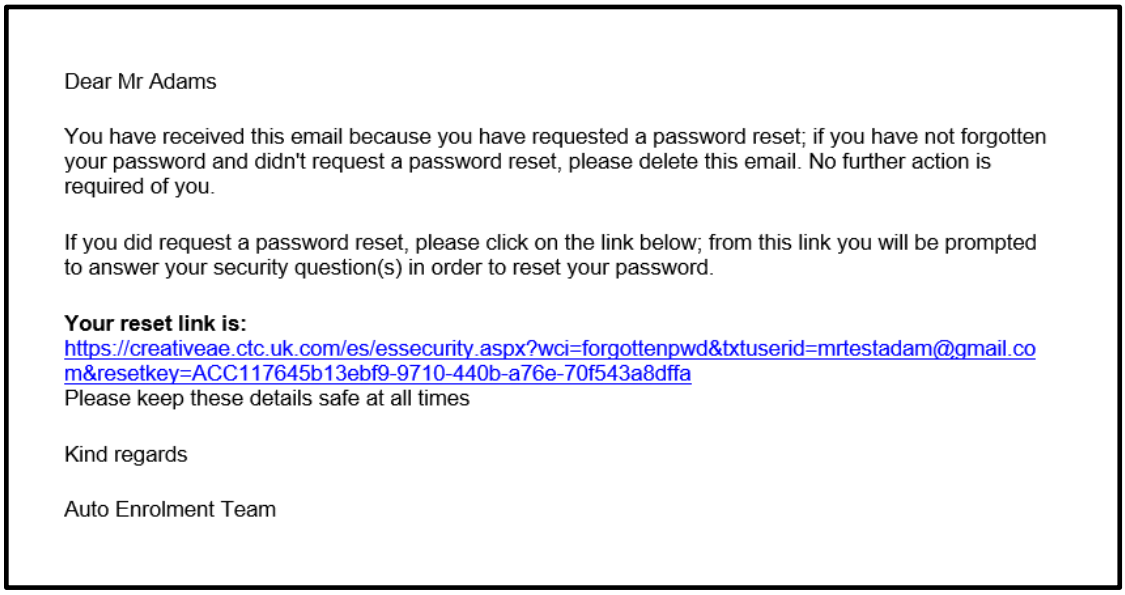
1. Please click on the link on the login screen.




2. Input your username and click “Save”.



3. The system will send an email to the address we have on record with a new temporary password. This may take an hour or two to reach you, and please remember to check your junk folder.



Dear Mr Adams

You have received this email because you have requested a password reset; if you have not forgotten your password and didn't request a password reset, please delete this email. No further action is required of you.

If you did request a password reset, please click on the link below; from this link you will be prompted to answer your security question(s) in order to reset your password.

**Your reset link is:**
https://creativeae.ctc.uk.com/es/essecurity.aspx?wci=forgottenpwd&txtuserid=mrtestadam@gmail.com&resetkey=ACC117645b13ebf9-9710-440b-a76e-70f543a8dffa
Please keep these details safe at all times

Kind regards

Auto Enrolment Team

4. You will then be sent to a new page where you will need to input the temporary password. You must then choose a new password, which you will be prompted to input twice.

***Please be advised that there can only be one password for each account.***

# Frequently Asked Questions

**I have recently set up a record and have not been issued login details.**

If you have recently set up a new record and have not been sent login details, please contact our helpdesk.

**I am new to Creative and do not have a password.**

If you are new to Creative and require access to an existing account, please contact our helpdesk.

**I no longer have access to the email address on record.**

The email must be sent from the registered email address we hold on file for that record. For assistance, please contact the helpdesk.