

Mobile – Authenticator

Step 1: Download the Google Authenticator/Microsoft Authenticator app to your device

You will need to have the mobile device you want to use at hand. Install the Google Authenticator app/Microsoft Authenticator app to your device. You can download the app below:

[iPhone and iPad](#) [Android](#)

<https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_GB&pli=1

Note: make sure the time on your device is set correctly.

Step 2: Log into the Merchant Management System (MMS)

Open the MMS and log in with your user credentials and click on your username in the top right of the screen to open your User Profile and then select 'Setup 2FA':

Your username and password will be located in the Welcome to CreatePay email sent to your nominated email address.

 Login

Please enter your login details below:

Username

Password [Forgot password?](#)

Step 3: Link your Device with your MMS account

Open the Google Authenticator App/Microsoft Authenticator App on your device and select '+' in the top right. Select 'Scan barcode and point your mobile device at the PC Screen to scan the QR Code from the MMS:

 Two-Factor Authentication (2FA)

Authenticator App Setup

To setup your smartphone please complete the following steps:

- Install and open the 'Authenticator' app.
- Click scan a barcode and then scan the QR Code on the right.
- Alternatively click manual-entry and use the key [here](#).
- Download and keep safe your [backup codes](#).



Step 4: Finishing the set-up

Your smartphone will now generate a six-digit number which you will need to enter into the 'Authentication Code' field on the MMS, along with your current MMS Password.

Ensure you download and safely store your backup codes.

Laptop/PC - Authenticator

Step 1: Download the Google Authenticator app to your chrome browser

Download GAuth Authenticator from the [chrome webstore](#) and click *Add to Chrome*:

Home > Extensions > GAuth Authenticator

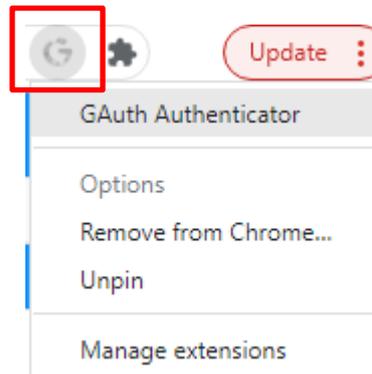


GAAuth Authenticator

Offered by: [gauth.apps.gbraad.nl](#)

Add to Chrome

The GAAuth Authenticator application will now have been added to your browser. Select the G icon and then GAAuth Authenticator from the drop down list to open the application:



This will open the application in a web page. Click the  icon in the top right of the screen and then click  to set up a new one-time password.

Enter an Account name:

☰ Add account

Account name:
MMS - Test User

Secret key:

+ Add Cancel

Step 2: Login to MMS

To obtain the secret key log into the MMS and open your user profile. Instead of scanning the QR code select *Alternatively click manual entry and use the key here* link.

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The secret key will then be displayed in a pop up. Enter the secret key into the field on the GAuth Authenticator browser page and click Add to save:

☰ Add account

Account name:
MMS - Test User

Secret key:
4SUG 3FYH 3DBN 89SD

+ Add Cancel

Your one-time passcode is displayed and the timer in the top right shows how much longer this is valid for. If it is close to expiring wait for the next one to generate. Enter this code into the MMS login screen when prompted:



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Frequently Asked Questions

How do I add additional users to my account?

CreatePay can add additional users to your MMS account, please contact createcommerce@createpay.com to assist.

Once added please follow the 2FA instructions to set up each user either Mobile or Desktop.

We will require:

- Full Name
- Email Address

How can I transfer Google Authenticator codes to a new device?

You need:

- Your old phone with Google Authenticator codes
 - The latest version of the Google Authenticator app installed on your old phone
 - Your new phone
1. On your new phone, install the Google Authenticator app.
 2. In the app, tap Get Started.
 3. At the bottom, tap Import existing accounts?
 4. On your old phone, create a QR code:
 1. In the Authenticator app, tap More  > Transfer accounts > Export accounts.
 2. Select which accounts you want to transfer to your new phone, and then tap Next.
 - If you transfer multiple accounts, your old phone may create more than one QR code.
 5. On your new phone, tap Scan QR code.
 6. After you scan your QR codes, you get a confirmation that your Google Authenticator accounts have been transferred.

Tip: If your camera cannot scan the QR code, it may be that there is too much info. Try to export again with fewer accounts.

What can I do if my phone is lost or stolen?

You have several ways you can get back into your account, depending on your circumstances:

1. Use backup options

If you have lost access to your primary phone, you can verify it's you with:

- Another phone signed into your Google Account.
- [Another phone number](#) you've added in the 2-Step Verification section of your Google Account.
- [A backup code](#) you previously saved.
- [A security key](#) you've added in the 2-Step Verification section of your Google Account.

2. Get a new phone from your carrier

If you lose your phone, you can ask your carrier to transfer your phone number to a new phone or SIM card.

3. Recover your account

If you can't sign in, follow the steps to [recover your account](#). If you are having trouble, try the [tips to complete account recovery steps](#).

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