

MyKarbon how-to guides

How to create a MyKarbon account



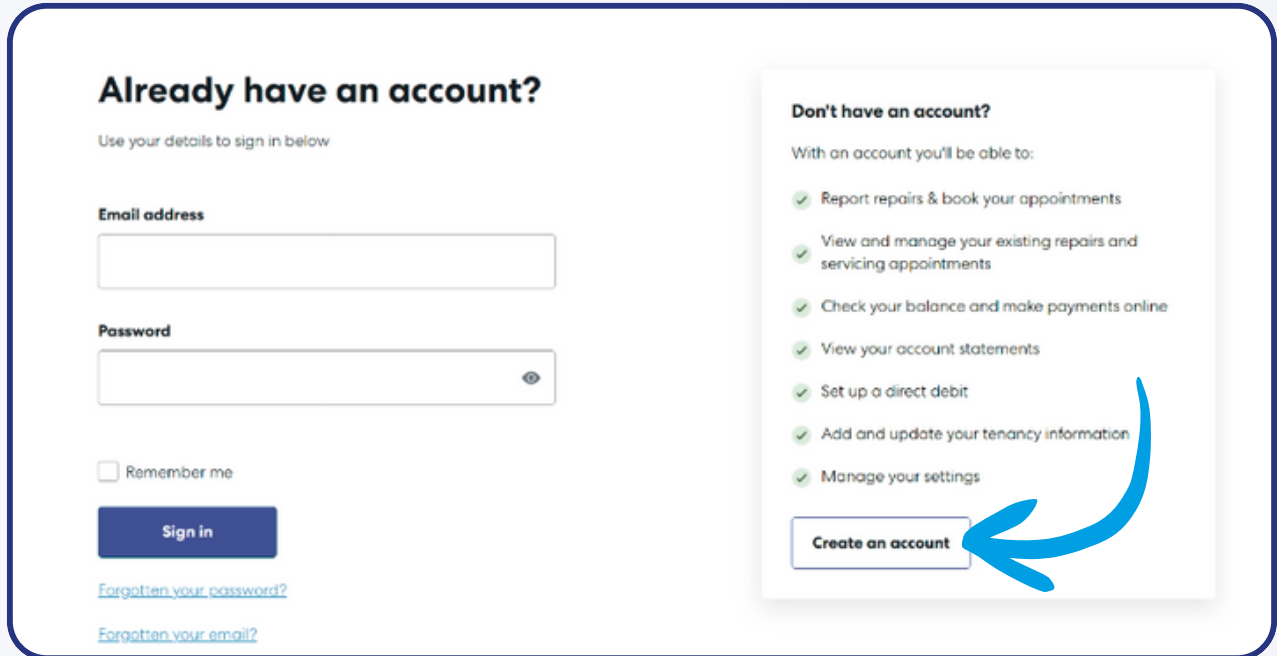
karbon
homes

karbonhomes.co.uk/mykarbon

How to create a MyKarbon account

1) Go to www.karbonhomes.co.uk/mykarbon

2) Click “Create an account”

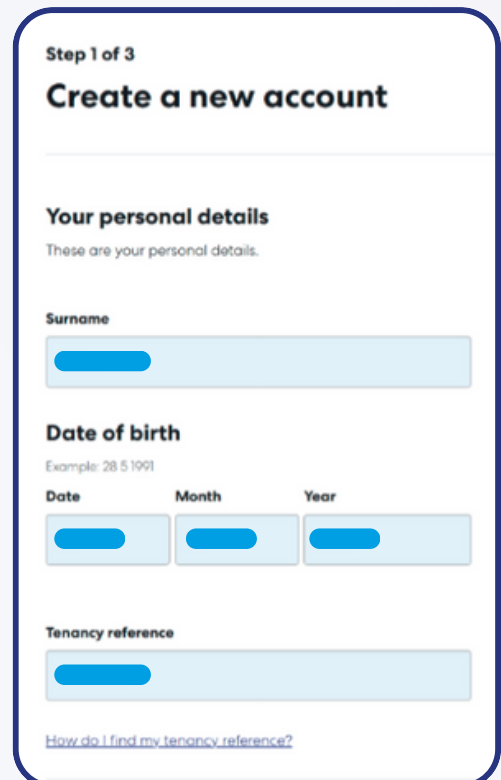


The screenshot shows the MyKarbon login and account creation interface. On the left, under the heading "Already have an account?", there is a sign-in form with fields for "Email address" and "Password", a "Remember me" checkbox, and a "Sign in" button. Below the form are links for "Forgotten your password?" and "Forgotten your email?". On the right, under the heading "Don't have an account?", there is a list of benefits of having an account, each preceded by a green checkmark: "Report repairs & book your appointments", "View and manage your existing repairs and servicing appointments", "Check your balance and make payments online", "View your account statements", "Set up a direct debit", "Add and update your tenancy information", and "Manage your settings". At the bottom of this list is a "Create an account" button, which is highlighted by a large blue arrow.

3) Enter your personal details

- Surname
- Date of birth
- Tenancy reference (may also be called “Account Number” if you’re a Leaseholder with us)

Note: you can find your tenancy reference on any letters from us such as a rent statement.



The screenshot shows the "Step 1 of 3: Create a new account" form. The heading "Create a new account" is prominent. Below it, the section "Your personal details" is introduced with the text "These are your personal details." The form contains three main sections: "Surname" with a text input field, "Date of birth" with a date picker (showing "Example: 28.5.1991" and fields for "Date", "Month", and "Year"), and "Tenancy reference" with a text input field. At the bottom, there is a link: "How do I find my tenancy reference?".

4) Enter your sign in details

- Email address
- Confirm new email address
- Password
- Confirm password

Note: You must use an email that you can access and make the password something memorable as you will use these details to sign into the Portal.

5) Click “Next”

Your sign in details
These are the details used to sign in to the portal.

Email address

Confirm new email address

Password

Strong password

Confirm password

Passwords match: yes

[Password help](#)

[Back to sign in](#) [Next](#)

6) Select a form of contact to receive a verification code, this can be either via your email or SMS (text message).

7) Click “Send code”

We need to send you a verification code
For security reasons, we need to send you a code. We've retrieved the following details from our systems:

Email address
☒

Mobile number
☐

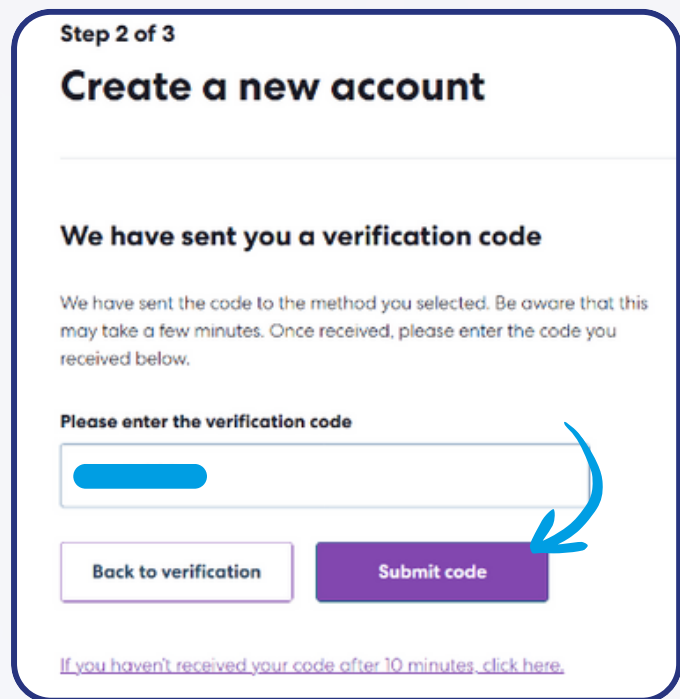
Telephone number
☐

[Don't have access to any of these methods?](#)

[Back to 'Your details'](#) [Send code](#)

8) Copy and paste the code from the email or SMS you have been sent.

9) Click “Submit code”



Step 2 of 3

Create a new account

We have sent you a verification code

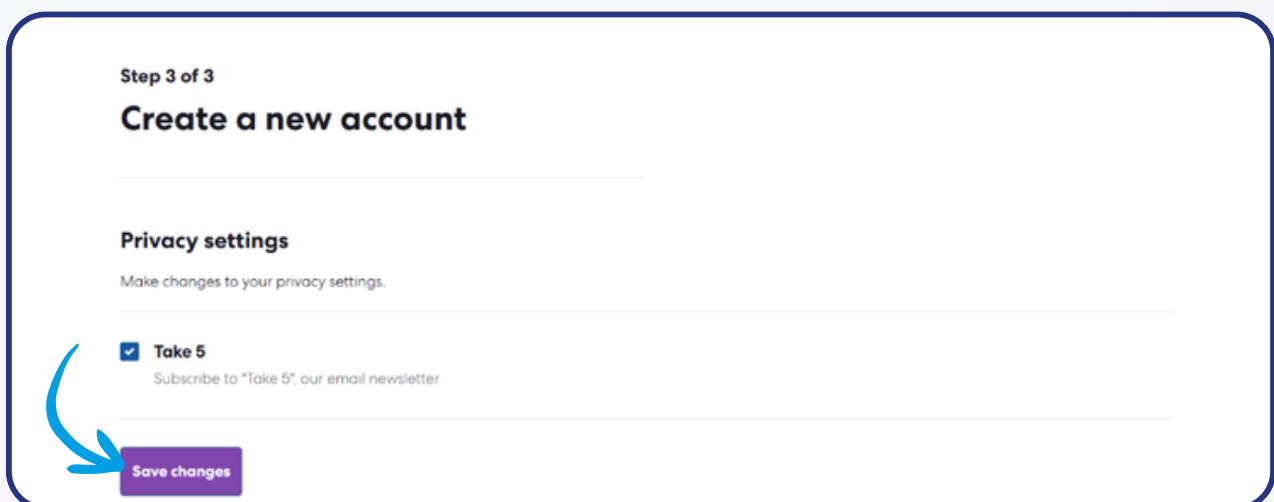
We have sent the code to the method you selected. Be aware that this may take a few minutes. Once received, please enter the code you received below.

Please enter the verification code

[Back to verification](#) **Submit code**

[If you haven't received your code after 10 minutes, click here.](#)

10) If you wish to subscribe to the customer email newsletter, Take 5, select the box and press “Save Changes”. You can choose to opt out of this at any time.



Step 3 of 3

Create a new account

Privacy settings

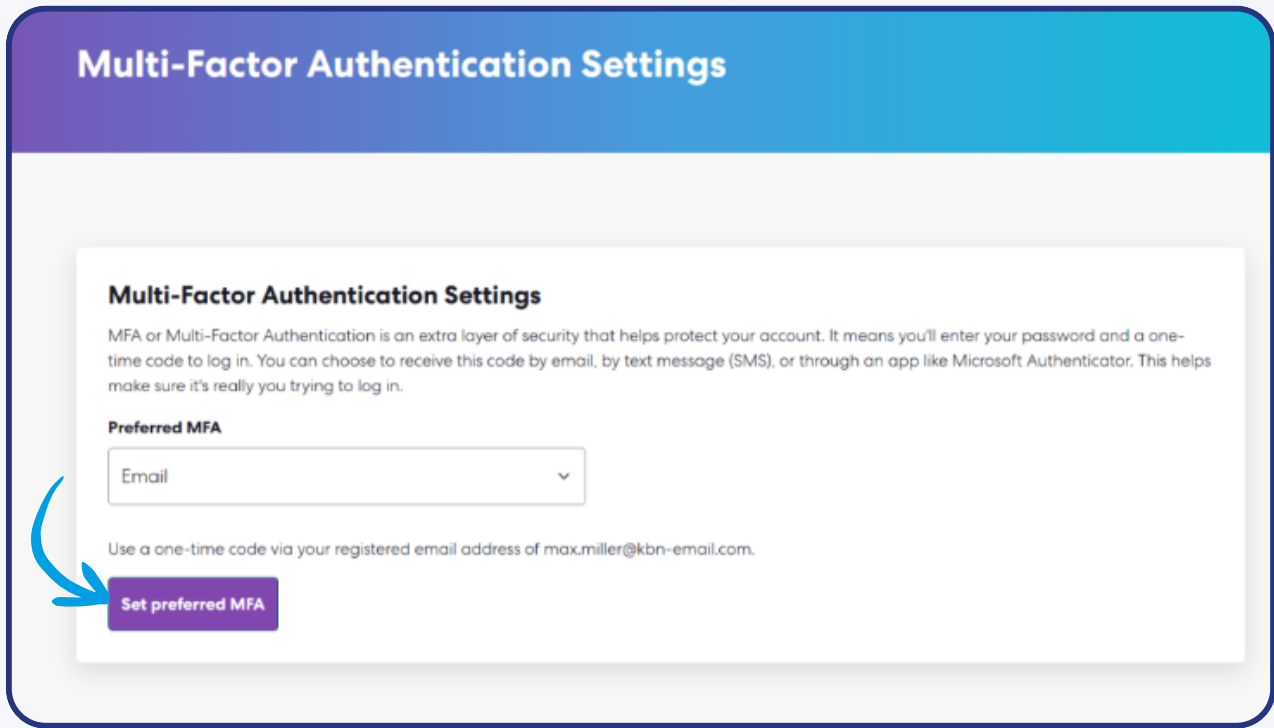
Make changes to your privacy settings.

☒ **Take 5**
Subscribe to "Take 5", our email newsletter

Save changes

11) Please select your Multi-Factor Authentication settings by clicking the drop-down arrow and selecting one of the options.

12) Click “Set Preferred MFA”



Multi-Factor Authentication Settings

MFA or Multi-Factor Authentication is an extra layer of security that helps protect your account. It means you'll enter your password and a one-time code to log in. You can choose to receive this code by email, by text message (SMS), or through an app like Microsoft Authenticator. This helps make sure it's really you trying to log in.

Preferred MFA

Email

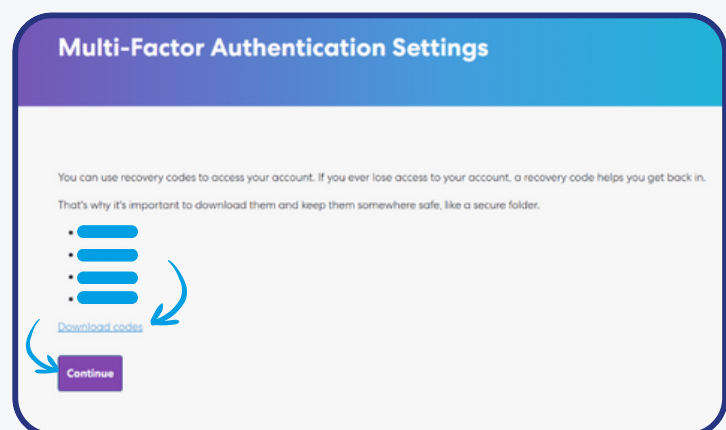
Use a one-time code via your registered email address of max.miller@kbn-email.com.

Set preferred MFA

13) Copy and paste the verification code from your preferred MFA. This is a different code to the one that you used to activate your account.

14) Download or save your recovery codes

15) Click “Continue”



Multi-Factor Authentication Settings

You can use recovery codes to access your account. If you ever lose access to your account, a recovery code helps you get back in. That's why it's important to download them and keep them somewhere safe, like a secure folder.

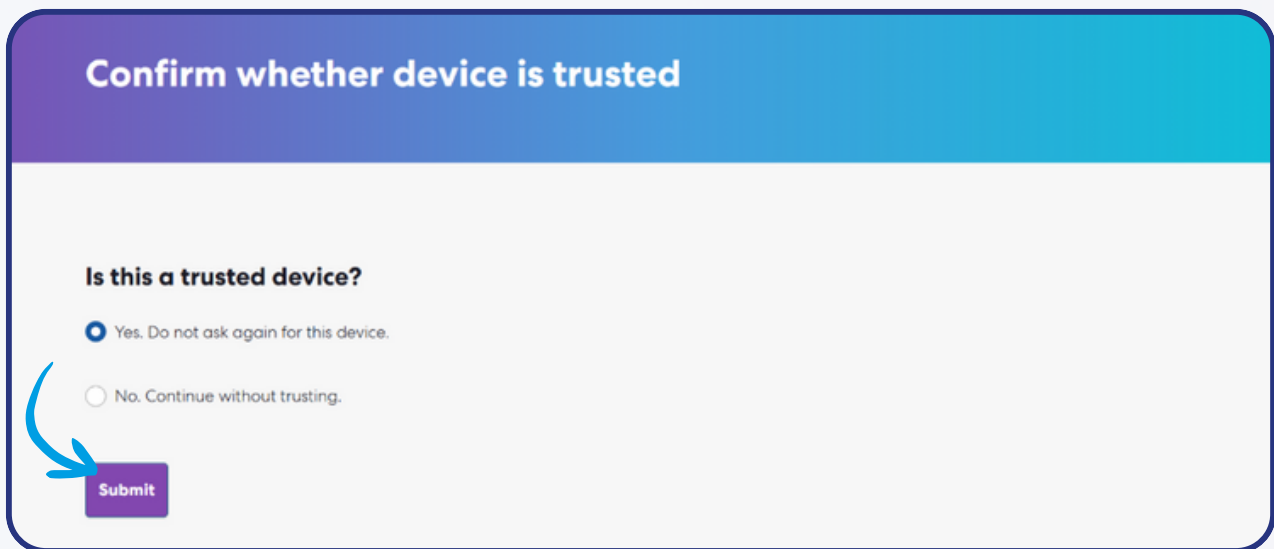
-
-
-
-

[Download codes](#)

Continue

16) Choose if you would like the device to be trusted

17) Click “Submit”

A screenshot of a mobile app dialog box titled "Confirm whether device is trusted" in white text on a blue gradient background. Below the title, the question "Is this a trusted device?" is displayed. There are two radio button options: "Yes. Do not ask again for this device." (which is selected) and "No. Continue without trusting." A blue curved arrow points from the "Yes" option down to a purple "Submit" button at the bottom left of the dialog.

18) You're all set! Everything will be available for you to use immediately

Still need help?

Drop us an email at info@karbonhomes.co.uk and we can help you get set up with MyKarbon.