

Logging into your online account

Intro:

Logging into your online account is a doddle. Here's how.

Logging into your online account:

When you first registered for your account, we asked you for a preferred email address so that we could keep in touch. This email address also acts as the log in ID for your account.

If you're planning to register more than one property online, you'll need a different email address for each.

The only other thing you'll need to log in is your password. Be sure to keep this safe and private.

If you're a large business customer, you can log into your online account by clicking the link at the bottom of the 'My Account' login page.

If you're a prepayment customer, you can click straight through to the 'In home vend' service from our home page.

If you've just joined ScottishPower, your account may not be set up yet. We'll email you as soon as possible after your supply has been transferred to us.

Forgotten password:

You get three attempts to login to your account. Don't worry if you forget your password; you can always request a new one by clicking the 'forgotten password' link. This will ask you for your registered email address, so we can send you a temporary password by email. For security reasons, we'll ask you to change this temporary password when you log in.

Changing your login details:

If you ever want to change your password or email address, that's easy too. Simply log into your account as you would normally, go to the 'My account details' page and click on 'Amend Details'. You can now make your changes.

Ending:

We hope that's helped. If you've any other questions, please consult our virtual assistant 'Katie'.