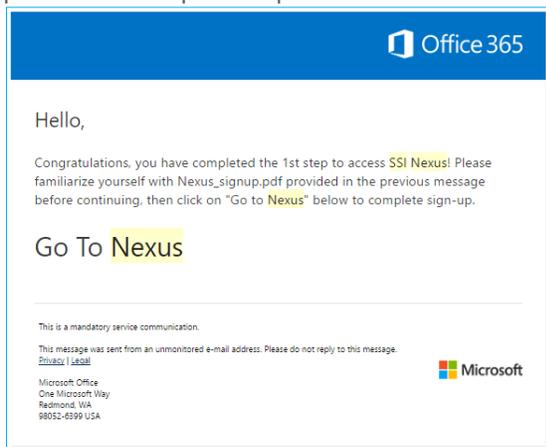


# The Sign-Up Process

The Nexus sign up form can be found here: <http://hs.ssi-corporate.com/support/nexus>

This process is already very well documented in a [Help PDF](#), as well as a [Video](#).

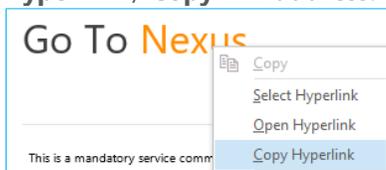
You will receive a second activation email entitled "SSI Invitation wants to share Nexus" from the **no-reply@sharepointonline.com**. If you have not received the email within an hour or two, please check your personal or corporate spam filter.



Using this **Go To Nexus** activation link will connect your SSI Nexus account with a Microsoft account whose credentials you will use *whenever you sign in to SSI Nexus*. The Microsoft account can be an Office 365 account provided by your company or a personal Microsoft Account, and there is no requirement that the email match the one you used to sign up for SSI Nexus (though it certainly can). **You cannot access SSI Nexus without doing this!**

To ensure you connect your SSI Nexus account with the desired Microsoft account we recommend you follow these steps:

1. Use the following link in your browser to sign out of all Microsoft accounts:  
**<https://login.microsoftonline.com/login.srf?wa=wsignout1.0>**
2. Restart your browser window and go to **<https://login.microsoftonline.com>**
3. Sign in using the desired Microsoft account.  
**Note:** if you are signed in automatically please verify that this is the expected Microsoft account before proceeding. If you are unsure, follow steps 2-6 in the **Accessing Nexus** section below to sign in to your Microsoft account.
4. Right-click on the **Go To Nexus** link in the email you received, and choose **Copy Hyperlink / Copy link address:**



5. Paste the copied web address **directly into the address bar** of the window you just signed into Microsoft with, and press **Enter**.
6. You should be taken directly to SSI Nexus, though in some cases you may need to enter your Microsoft credentials once more.

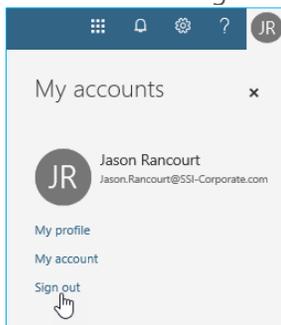
Note that this **Go To Nexus** hyperlink will only work once. Once it has been consumed by a successful Microsoft login it will no longer be valid, as your SSI Nexus membership will *already* be connected to a Microsoft account.

If you signed up to SSI Nexus with your corporate email address and your company has a current SSI subscription, your account will allow you to access Downloads, SSI Learning and the Knowledge Base, among other resources. Don't worry if these do not appear immediately - it can take a half-hour or so for your account to be fully configured.

## Accessing Nexus

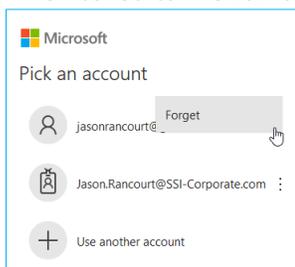
If you have problems accessing the Nexus website *after* you have successfully completed the signup process (i.e. you have signed in at least once, using the Go To Nexus link mentioned above), here are some steps you can follow:

1. Go to <https://login.microsoftonline.com>
2. If you are logged in automatically, use the button (usually containing your initials) in the top right of the screen to sign out.

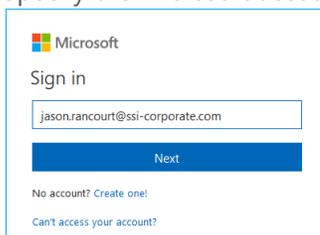


Restart the browser window as directed and once again go to <https://login.microsoftonline.com>

3. When asked to **Pick an account**, use the three vertical dots to **Forget** all accounts:

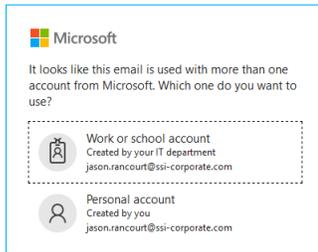


4. Specify the Microsoft account that you *initially used to access SSI Nexus*:



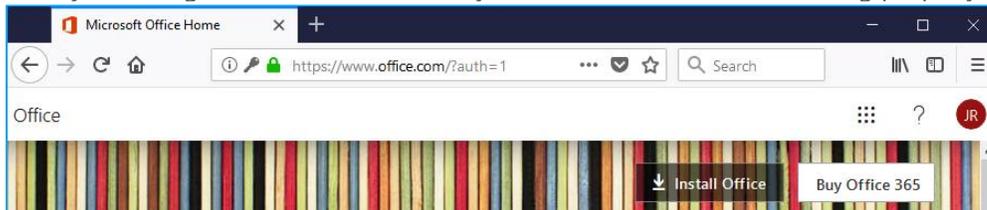
If you need to, you can follow the *Can't access your account* link and accompanying instructions to regain access to your Microsoft account.

- Depending on your Microsoft account you may be presented with the option to choose a Work or a Personal account:



If you can't remember which you used just pick one - you can always go back and try again (starting at step 1 above) if this account won't allow you access to SSI Nexus.

- Once you are signed in we have verified your Microsoft account is working properly:



- In the address bar of the same browser window, go to <https://ssicloud.sharepoint.com/sites/nexus>. You should be taken directly to the SSI Nexus main page (though depending on your browser you may need to enter your Microsoft account credentials once more).

At this point, if you get an error message, please take a screenshot of it and contact [SSI Support](#) either via the web portal using your technical support login or via email to [nexus\\_accounts@ssi-corporate.com](mailto:nexus_accounts@ssi-corporate.com), being sure to attach the error (and document the steps you have already taken):

