



# Registering for your account

*Permit Holder*

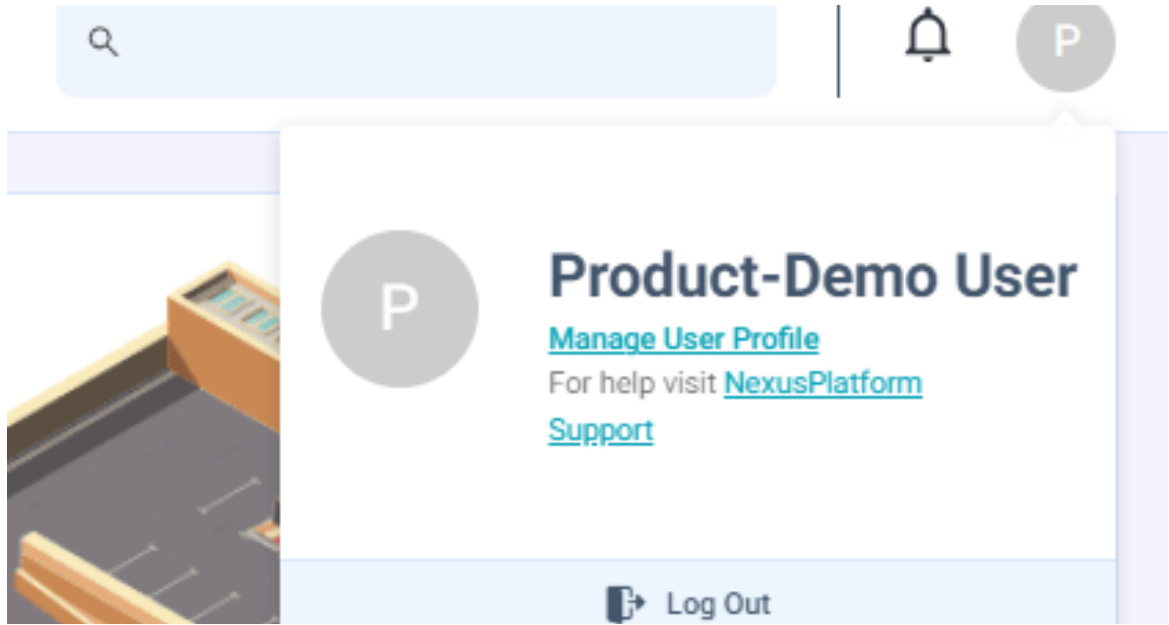


Creating your account

**NexusPlatform weblink:** <https://nexusplatform.co.uk/>

**NexusPlatform Support:**

You can contact our support team directly through the NexusPlatform support portal, see below where you can locate this.



If you are unable to access your account, you can raise a support ticket via the email address [help@groupnexus.co.uk](mailto:help@groupnexus.co.uk)

**Have a new feature idea or an improvement for NexusPlatform?:**



You can raise your ideas through our support team who are regularly monitoring all communications received.

# Creating your account





- 1. Please go to <https://nexusplatform.co.uk/>
- 2. Select [Register](#) if you do not already have an account

### Login to NexusPlatform

Email Address


Password

[Forgot Password?](#)

Don't have an account? [Register](#)

Log in

Login with Work or School Account

 Sign in with Microsoft

Need help? Submit a support request at [NexusPlatform Support](#)

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# Creating your account

- 1. Fill in all of your details
- 2. Click on 'I agree to Terms and Conditions'
- 3. Review the Terms & Conditions and tick the box to agree to them
- 4. Click 

## Register with NexusPlatform

First Name\*

Type..

Last Name\*

Type..

Email Address\*

Type..

Mobile Phone Number\*

+44 |

Password\*


Type..

Confirm Password\*


Type..

☐ I agree to Terms and Conditions

[Cancel](#)



Login with Work or School Account

 Sign in with Microsoft

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### Terms and Conditions

information, please do so via the contact details. If you are not satisfied with our response, then you can contact the Information Commissioner's Office (ICO) at [www.ico.org](http://www.ico.org) which is the statutory body overseeing data protection law in the UK.

**How to contact us**

If you would like more information about how we process your data or if you wish to assert any of your rights set out above, please contact our data protection officer/privacy team by:


- Email: [dpo@groupnexus.co.uk](mailto:dpo@groupnexus.co.uk)

OR

- Write to us at:

Data Protection Officer  
GroupNexus  
Jack Straws Castle  
12 North End Way  
London, NW3 7ES

This Policy was last updated on 1st Sep 2021



*Note: You need to scroll to the bottom of the 'Terms and Conditions' to be able to agree to them.*



- 1.Once submitted, a verification link will be sent to the email address you used to register
- 2.Please use the link in the email to verify your email address

### Welcome, John Smith

A verification link has been sent to your email address.

You may need to login again if you are trying to verify your details from another device.

If you have not received the link please click [here](#).

**Note:**  
Please check your spam/junk folder if the email does not appear in your inbox

example email

Hello John Smith,

Follow this link to verify your email address.


<https://gn.stg.nexusplatform.co.uk/?mode=verifyEmail&oobCode=Fb8ix7Aw1-Z2G5816HnGBIDuc3gKLn5ldLloMM2hJj0AAAGJwT8FSA&apiKey=AlzaSyCfvC-Scof4AgPTaBdpnihpujuLWZ1Kejo&lang=en>

If you didn't ask to verify this address, you can ignore this email.

Thanks,

Your NexusPlatform team

- 1.If verification of your email was successful, you will see this message.
- 2.Please click: Continue



### Email address successfully verified.



1. Next, you need to verify your mobile number
2. A One-Time-Passcode (OTP) will be sent via SMS to your registered mobile phone number

**Note:** If this is not received, you can select 'Resend OTP' after 2 minutes has elapsed.

# Hello John Smith

Please do not leave or refresh this page.

Please enter the OTP received on your phone number 7xxxxxx348


If you have not received an OTP please click 'Resend OTP'

Submit

Resend OTP in:00:47

[Want to try a different phone number?](#)



- 1.You will be asked to **create your own unique and memorable 6-digit** 'Access Code'.
- 2.This 'Access Code' can be used to grant access to your account in the event you lose access to your mobile number or you do not have phone reception.
- 3.Once entered, please click 

# Access Code

In the event you lose access to the telephone number associated with your account; or you have no mobile phone reception, we will ask you to enter digits from your access code to authenticate your login to the NexusPlatform.

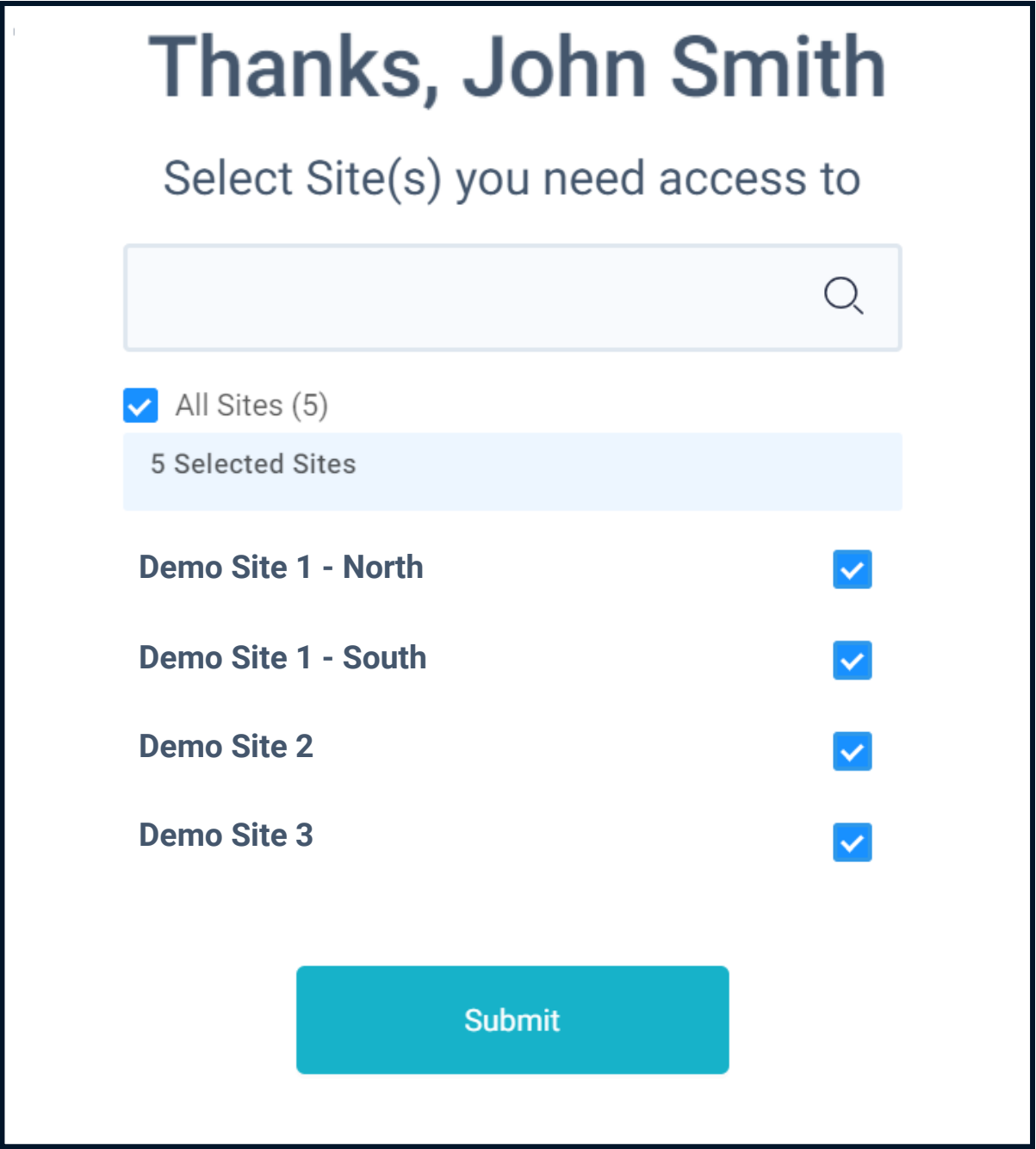
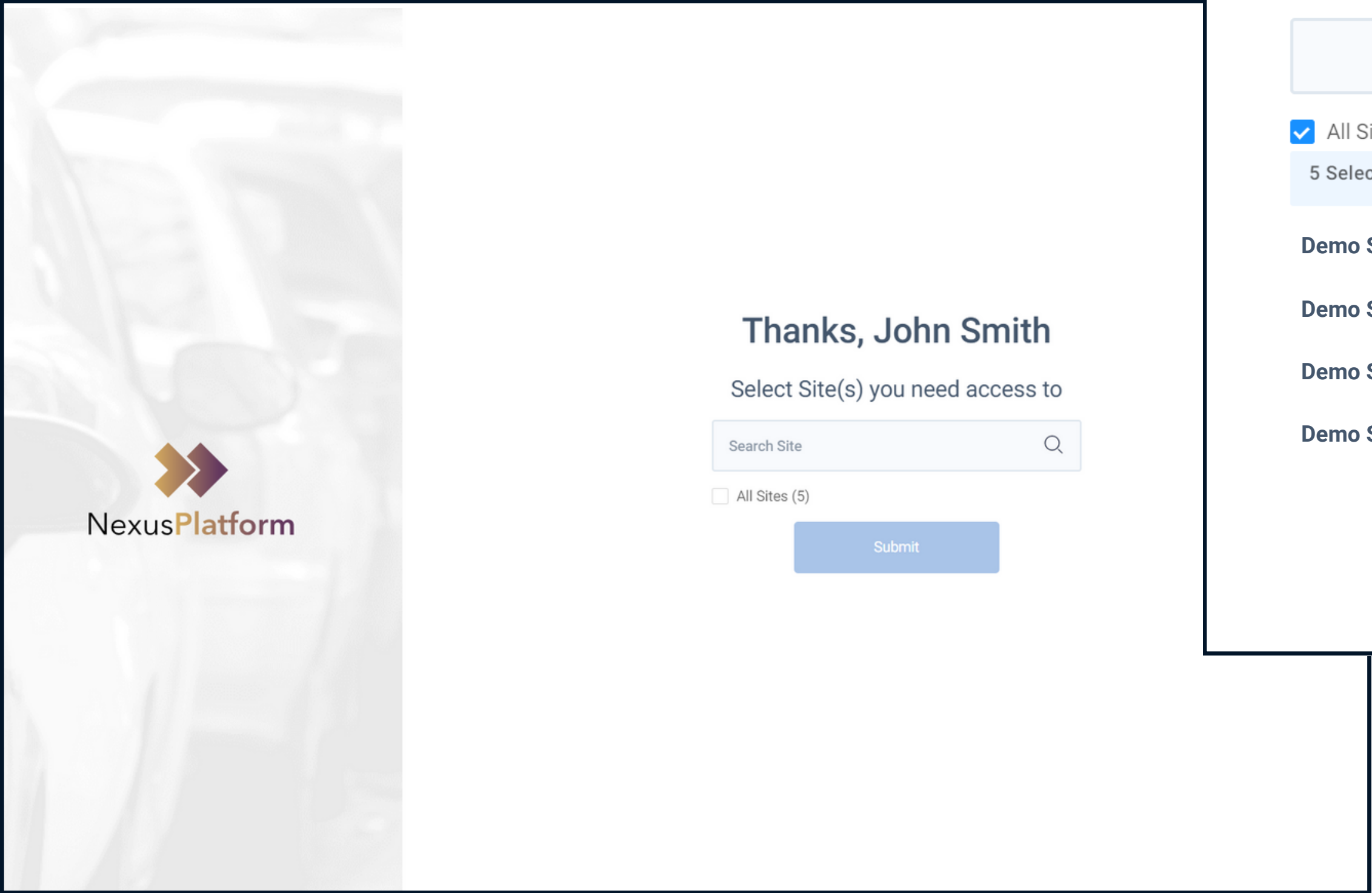
Please enter a 6 digit access code

Continue





- 1. Finally, you will be asked to confirm what site(s) you require access to
- 2. Please select all relevant to you and press 'Submit'





1. Once complete, your account registration will be sent for approval, which will be done by your client administrator.

**Note:**  
*If 'Client Admin' (whole Estate) permissions are required rather than 'Site Admin' (Site specific) then please contact your account manager who can arrange for these permissions to be granted*

