

# Communities - Creating an Account and Signing In

## Signing In & Creating Accounts

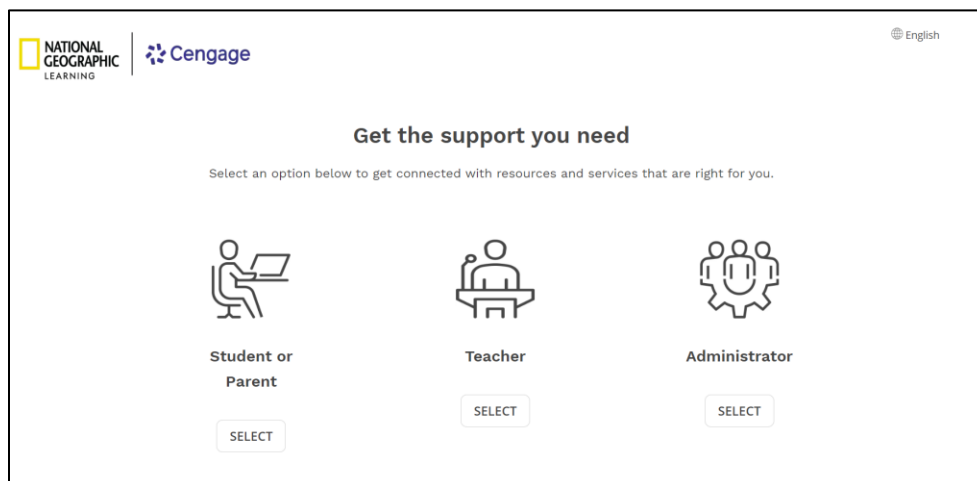
In order to access the Support Site users must first identify an initial persona then select either **Sign In** or **Create Account**. The selection of the initial persona will ensure these next buttons route to the correct authentication portals.

## Initial Persona Selection

Before being able to access any resources users must identify their initial persona. This selection serves two main purposes:

1. Routing the user to the correct Authentication portal for signing in or creating a new account.
2. Providing additional persona-specific resources which are not gated behind authentication.

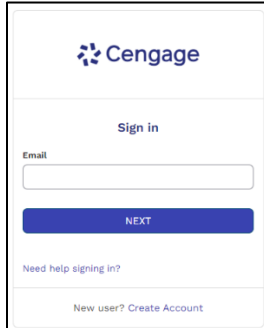
Users will first be prompted to select between six (3) different personas: Student/Parent, Educator, Administrator.



Next, they will have the opportunity to quickly launch out to external Cengage resources which are not gated behind an authentication portal or, should they need personalized content, they may opt to either log in or create an account with us.

## Account Creation

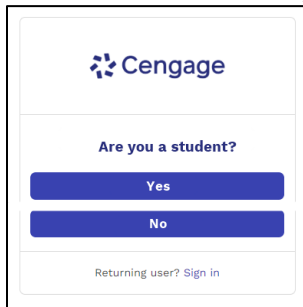
If a user has an existing account, they can simply enter their email address, click **Next**, then their password, and be logged directly into the Communities site.



The image shows the Cengage Sign in form. At the top is the Cengage logo. Below it is the text "Sign in". There is an "Email" label above a text input field. Below the input field is a blue button labeled "NEXT". At the bottom, there is a link that says "Need help signing in?" and another link that says "New user? Create Account".

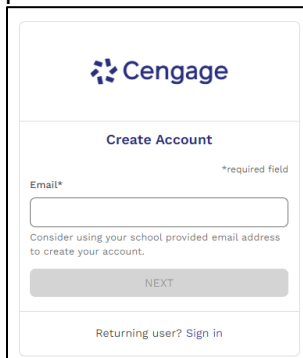
New Users who select **Create Account** either from the initial Persona selection or from the above pictured sign in portal will be able to create their account using the following steps:

1. Choose whether you identify as a **Student** or not.



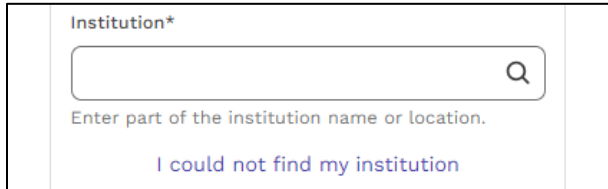
The image shows the Cengage "Are you a student?" form. At the top is the Cengage logo. Below it is the text "Are you a student?". There are two blue buttons: "Yes" and "No". At the bottom, there is a link that says "Returning user? Sign in".

2. The user will be prompted to enter their email address. This **MUST** be a real school email address as they will receive a validation email to set their password at the end of this process.



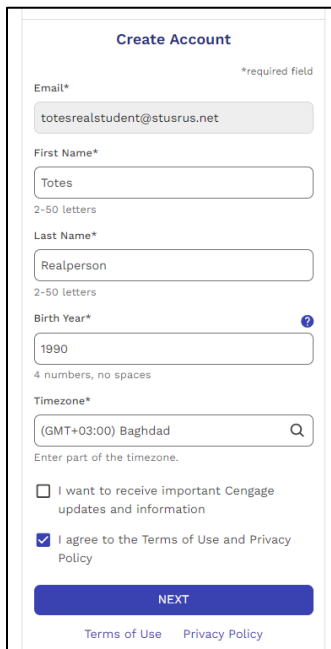
The image shows the Cengage "Create Account" form. At the top is the Cengage logo. Below it is the text "Create Account". There is an "Email\*" label above a text input field, with a small asterisk and the text "\*required field" to the right. Below the input field is a note that says "Consider using your school provided email address to create your account." Below the note is a grey button labeled "NEXT". At the bottom, there is a link that says "Returning user? Sign in".

3. The user will then be prompted to select their Institution.



The screenshot shows a form titled "Institution\*" with a search input field containing a magnifying glass icon. Below the input field, the text reads "Enter part of the institution name or location." At the bottom of the form, there is a blue link that says "I could not find my institution".

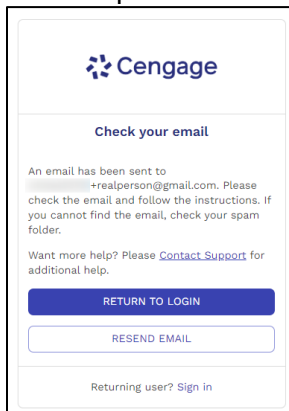
4. The user will then be asked to fill out required information about their account including their First and Last name, birth year, time zone, and agree to the terms of use.



The screenshot shows a "Create Account" form. It includes the following fields and options:

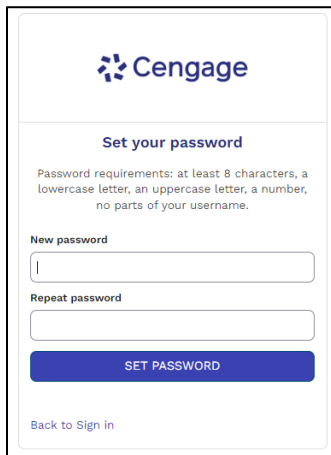
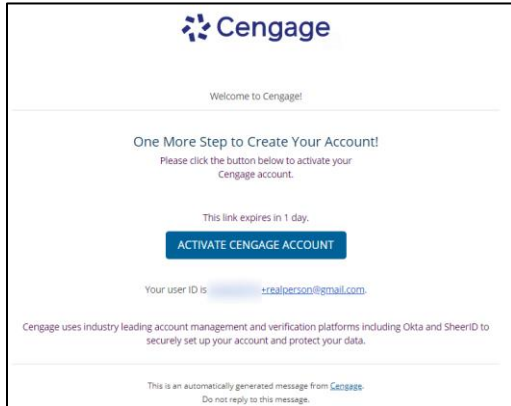
- Email\*** (required field): Input field containing "totesrealstudent@stusrus.net".
- First Name\***: Input field containing "Totes". Below it, the text "2-50 letters" is displayed.
- Last Name\***: Input field containing "Realperson". Below it, the text "2-50 letters" is displayed.
- Birth Year\***: Input field containing "1990". Below it, the text "4 numbers, no spaces" is displayed.
- Timezone\***: Input field containing "(GMT+03:00) Baghdad". Below it, the text "Enter part of the timezone." is displayed.
- Two checkboxes for terms and conditions:
  - I want to receive important Cengage updates and information
  - I agree to the Terms of Use and Privacy Policy
- A blue "NEXT" button.
- Links for "Terms of Use" and "Privacy Policy" at the bottom.

5. A notification will appear advising the user that they must check their email to complete the account setup process.



The screenshot shows a notification titled "Check your email" with the Cengage logo at the top. The text reads: "An email has been sent to +realperson@gmail.com. Please check the email and follow the instructions. If you cannot find the email, check your spam folder." Below this, it says "Want more help? Please [Contact Support](#) for additional help." There are two buttons: a blue "RETURN TO LOGIN" button and a white "RESEND EMAIL" button. At the bottom, it asks "Returning user? [Sign in](#)".

6. In their email, the user must click **Activate Cengage Account** - this will open a new window prompting them to set their password.



Once set, the user will see a confirmation message before being passed either to their user Dashboard or back to the Support Communities site, depending on where they began their account creation journey from.

