

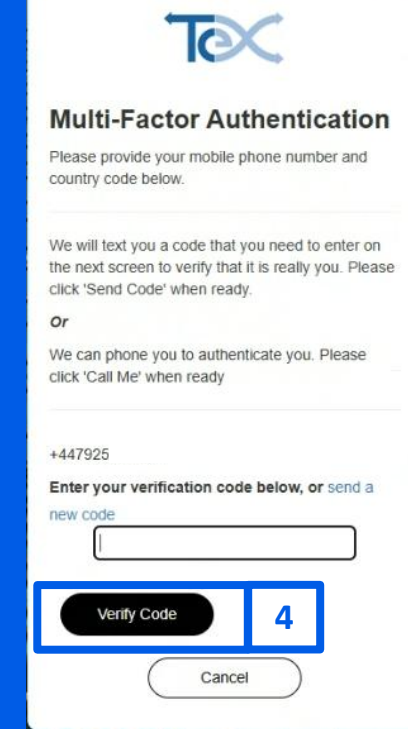
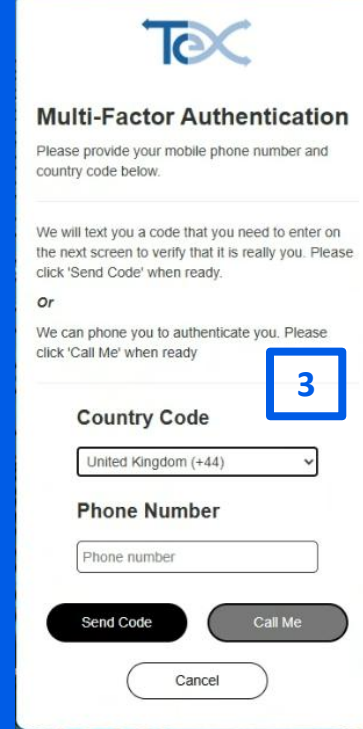
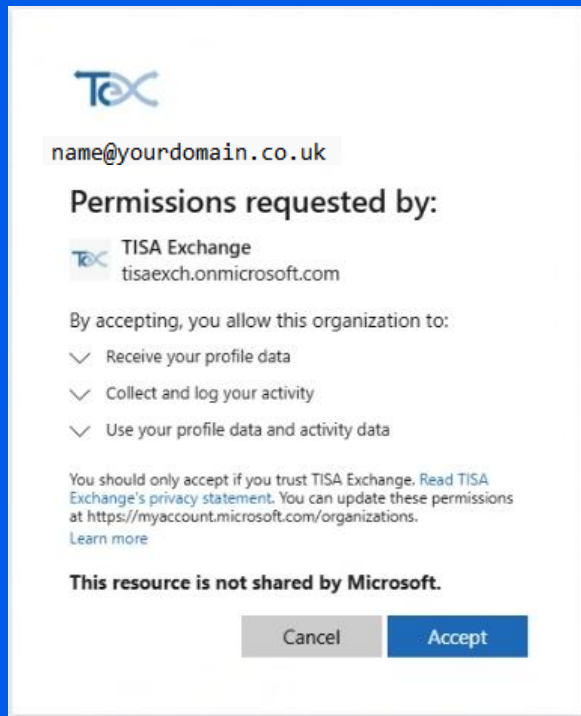
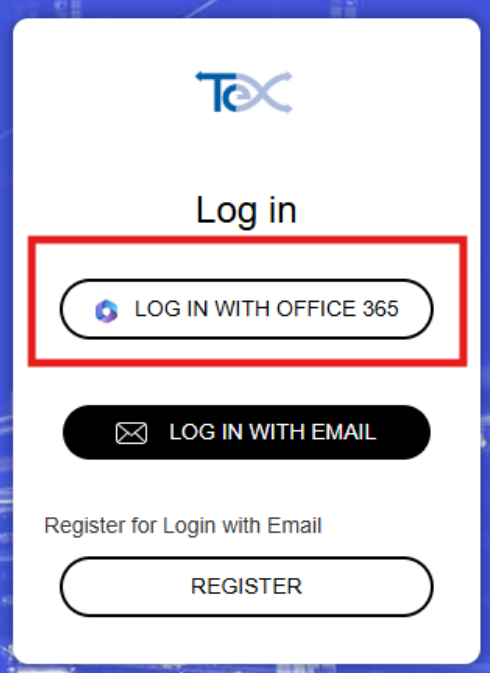
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# FIRST TIME USER LOGGING INTO THE TEX REGISTER

Created 04/12/2022

Updated 04/10/2025

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# LOGGING IN WITH OFFICE 365

**\*\*Remember which log in option you choose to verify with as this is the route you must always use when logging into TeX, if you are unable to access or receive an error please follow instructions on page 4.**

1. Members portal access link: <https://register.tisaexchange.co.uk/>

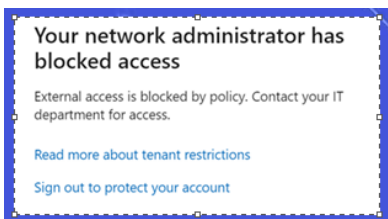
2. TeX recommends logging in with Office365 where possible for a more secure authentication. Please ensure you use your company Office 365 corporate login details.

**\*\*If your company uses a different email account for your corporate login (i.e., what you sign into your PC with) to what you communicate to TeX with and your outgoing emails are sent from, do not use this option. Your email must match what we have on our TeX database to allow access.**

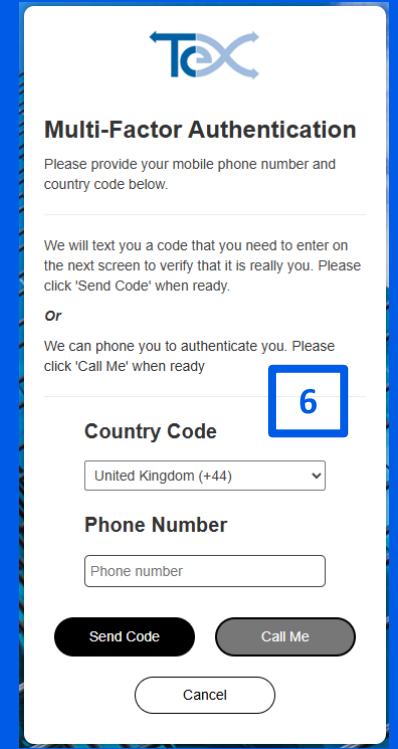
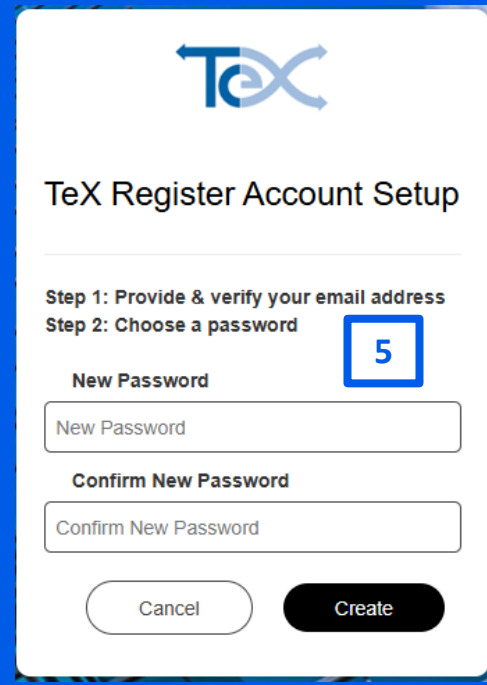
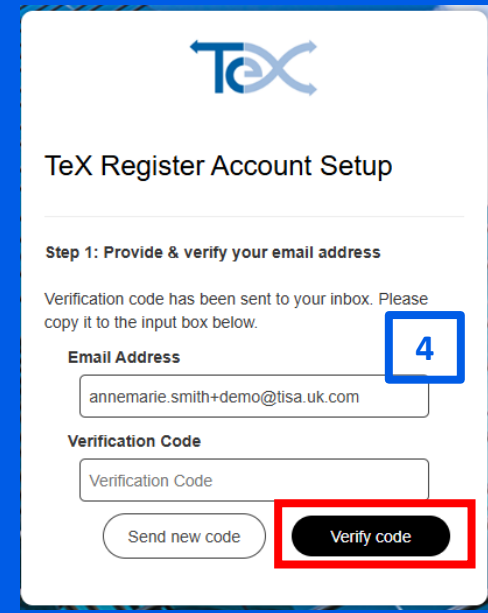
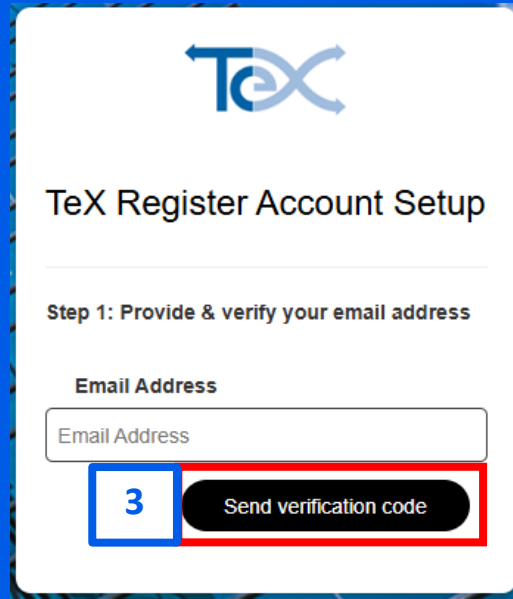
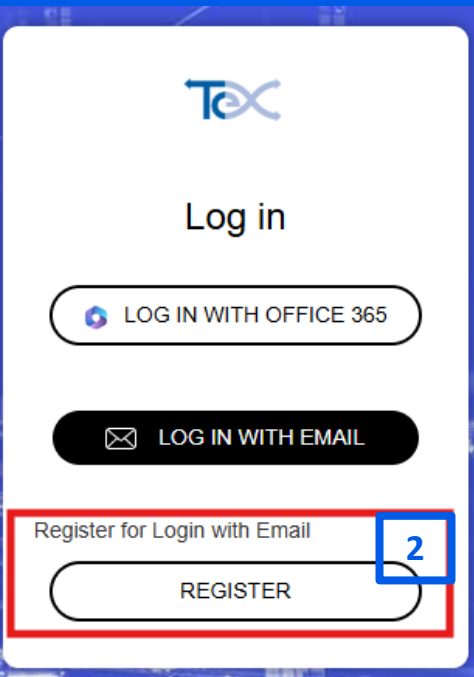
3 2FA (Two Factor Authentication) is required for each login, you will be prompted to set this up using your mobile number. Please follow the onscreen instructions.

4. When prompted insert the verification code and click 'Verify Code'

5. If you are unable to verify using Office 365 this means your organisation has not 'whitelisted' the TeX tenant, you will need to ask your IT department to approve configure settings to allow this.



- [Tisaexchange.onmicrosoft.com](https://tisaexchange.onmicrosoft.com)
- [Tisaexchange.azurewebsites.net](https://tisaexchange.azurewebsites.net)



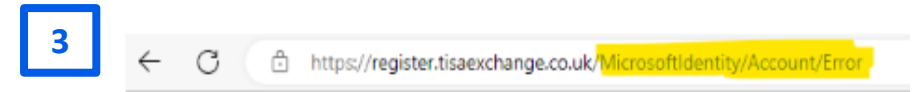
# LOGGING IN WITH USERNAME/PASSWORD

**\*\*Remember which log in option you choose to verify with as this is the route you must always use when logging into TEX, if you are unable to access or receive an error please follow instructions on the next page.**

1. Members portal access: <https://register.tisaexchange.co.uk/>
  2. Alternatively, you can create a username/password, please click the link 'Register' and authenticate your email.
  3. Enter your email and click 'Send Verification Code' ensure this is the email address that TeX have on record for you (some firms use aliases or multiple email accounts).
  4. A new box will appear where you can enter the code received by email into the box and click 'Verify Code'.
  5. Once you get confirmation that your email address is verified create your password using the boxes provided - your password must contain 3 of the following; uppercase letter, lowercase letter, a digit and/or a symbol.
  6. 2FA (Two Factor Authentication) is required for each login, you will be prompted to set this up using your mobile number. Please follow the onscreen instructions.
-

# EXPERIENCING LOG IN ISSUES

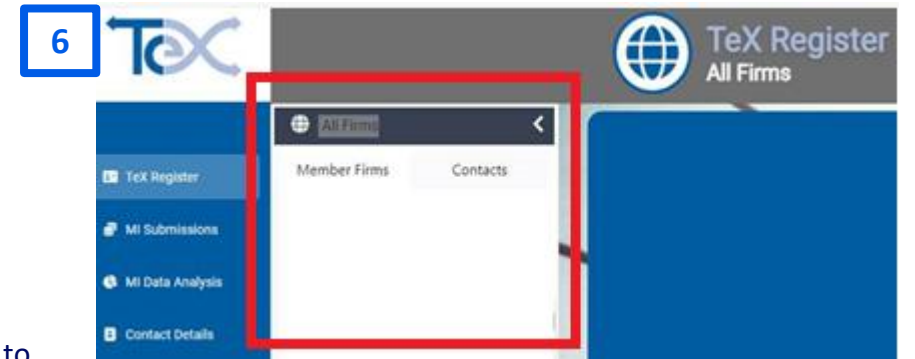
1. Trouble accessing, always try a different browser (Chrome, Edge, Firefox)
  - I. Sometimes browsers can delay or get stuck – always try refreshing
2. Ensure the email address you are using to verify is the address you communicate to TEX with (it must match our system)
  - I. Your company uses a separate mail address for corporate log in
  - II. Your company accepts emails from both .com & .co.uk addresses (alias, including name formats)
  - III. Your company uses multiple email accounts
3. If you see this URL <https://register.tisaexchange.co.uk/MicrosoftIdentity/Account/Error>
  - I. delete the text after .co.uk (in red) and hit enter
4. Sometimes users may see an error screen when logged in, click the refresh button in the URL bar
5. Sign in with your 365 sometimes may show as ‘Sign in with your Social Account’
6. Once logged in some users have reported a blank list of Register Firms, this is potentially an ad-blocker software installed on your browser.
  - I. Clear your browser cache & check your browser software version (it may need updating)
  - II. If you still have problems then you will need to speak to your IT department
7. If you see this error message, the system has not registered you correctly or you are trying to log in a different way to which you have registered. Refer to slide 2 or 3 depending on how you first logged in.
  - I. You can only register once, using one option (365 or create a username)
  - II. If you are still having issues we recommend following slide 3 and ‘Register Here’ again
8. *If you are still experiencing issues please email TEX and include full screen shots of errors (including the URL)*



## Error.

**An error occurred while processing your request.**

**Request ID:** 00-af49d541b31bf93e9fecdd27144ce21f-02e7327d72118d57-00



Unfortunately it has not been possible to sign you in to the TISA Exchange portal. Please try again - however if you still cannot get access please let us know and we will rectify the problem. We apologise for the inconvenience.

[Return to Login](#)

**If you have any questions regarding how to use the TeX Register,  
please do not hesitate to contact us.**

**[TeX@tisaexchange.co.uk](mailto:TeX@tisaexchange.co.uk)**

**More information can be found on our website**

**[www.tisaexchange.co.uk](http://www.tisaexchange.co.uk)**

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