

New user registration process

05/20/2025 11:15 am EDT

After being invited to the InsightStore, new users will receive two emails. To gain access, the invited user must follow the email instructions. Both messages will be sent from noreply@civicscience.com.

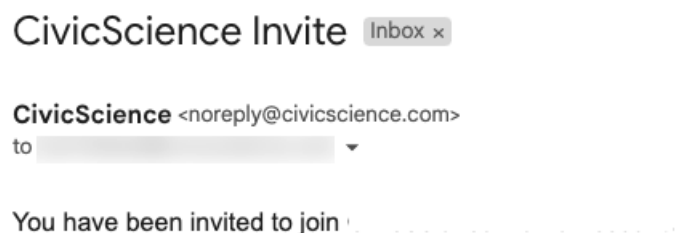
First email

The first email sent to the new user will be similar to this:



No link

There are two situations where a new user will receive an invitation without a link. It will look like this:



The user has access to another organization's account

If a user whose email address is already associated with an InsightStore user account is invited to a new organization, the permissions for the new organization's account are added to that user's account. The user accesses it by [switching accounts](#).

There is no link in the emailed invitation, as no registration is required.

A media partner doesn't have a signed contract

If the organization is a media partner, it is possible that our database does not yet reflect a signed contract. In that case, invited users not marked as having contract signing privileges will receive invitations without links until the database is updated. As soon as a user with contract signing privileges is added, that person will be asked to sign the contract electronically during the registration process.

After the contract is signed, [the other users can be reinvited](#).


Registration screen


After clicking on the [click here](#) link in the first email, the user will be taken to this screen:



First Name

Last Name

Password 

Preferred Language:
English 

Register

They will fill in their first name, last name, and password, ¹ then click the *Register* button.

After hitting the *Register* button, they will see the message *Account registered, please check your email for a confirmation email.*

✓ Account registered, please check your email for a confirmation email.

Second email

The second email will look like this:

CivicScience <noreply@civicscience.com>

to 

Thank you for signing up for the InsightStore. Your registration is nearly complete

Please [click here](#) to activate your account.

Login screen

After using the *click here* link in the second email, the user will be taken to this login screen:



Don't have an account? [Create one now.](#)
Forgot password? [Reset](#)

[Help & FAQ](#)
[Contact Us](#)

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To access the InsightStore, the user enters their username (email address) and password and clicks the *Login* button.

Terms of Service

Most new users see the [Terms of Service agreement](#) after logging in. After agreeing to it, the user will not see that screen again.

Contract

Contract signers will see the contract first. After they've agreed to it, they will see the Terms of Service agreement.

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1. The password must [meet these requirements](#).
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