

About Nexus Card Support

This article describes how to register a personal account in [Nexus Card Support](#) to send requests to Nexus, view status of your ongoing requests and set your preferred language.

Contact us

Support portal: [Nexus Card Support](#)

Sign up

To sign up to Nexus Card Support:

1. Go to [Nexus Card Support](#). A login screen is displayed.
2. Click Sign up for an account. Enter your email address and check the box to agree to the Customer Agreement and Privacy Policy.
You will receive a verification email to the registered address.
3. To verify the registration, open the email and click the Sign up button.
4. Enter your full name and select a password.
Your account is now ready, and you can start sending your questions to Nexus.

Log in

To log in to Nexus Card Support:

1. Go to [Nexus Card Support](#). A login screen is displayed.
2. Enter your email address and password, and then click Log in.
You are now logged in and can send requests and view the status of your requests:
 - a. To send a request, select one of the displayed categories, fill in the fields and click Create.
 - b. To view your ongoing requests, click on Requests on the upper right.

Change language

[Nexus Card Support](#) is available in Swedish and English.

To set your preferred language:

1. When you are logged in, click on the user symbol on the upper right, and then Change language.
2. Select the language in the dropdown list, and then click Save.
The selected language is shown immediately and will be used the next time you log in.