Existing University user WSJ subscription activation Guide



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Explanation

Sometimes, users who attempt to access via the WSJ Product SSO URL may receive the existing account message shown in step 2.

This can occur for the following reasons:

- Staff/Faculty have not accessed WSJ from the university intranet site via SSO within the last 365 days.
- The user has created a WSJ account under their university email address that is not tied to any subscription or no longer has an active individual subscription.
- The user has an active individual subscription. If a user has an individual WSJ subscription and wants to activate their university WSJ subscription
    1. The user will need to update the email address associated with their individual subscription.
    2. The user must no longer have an active subscription tied to the email address that will be used for their university's subscription to move forward.

To resolve the issue, the user will need to follow the steps in this guide to activate their university subscription and tie it to their existing account.

Once done, the user will be seamlessly logged in the next time when they click on the SSO link as shown in step 5.

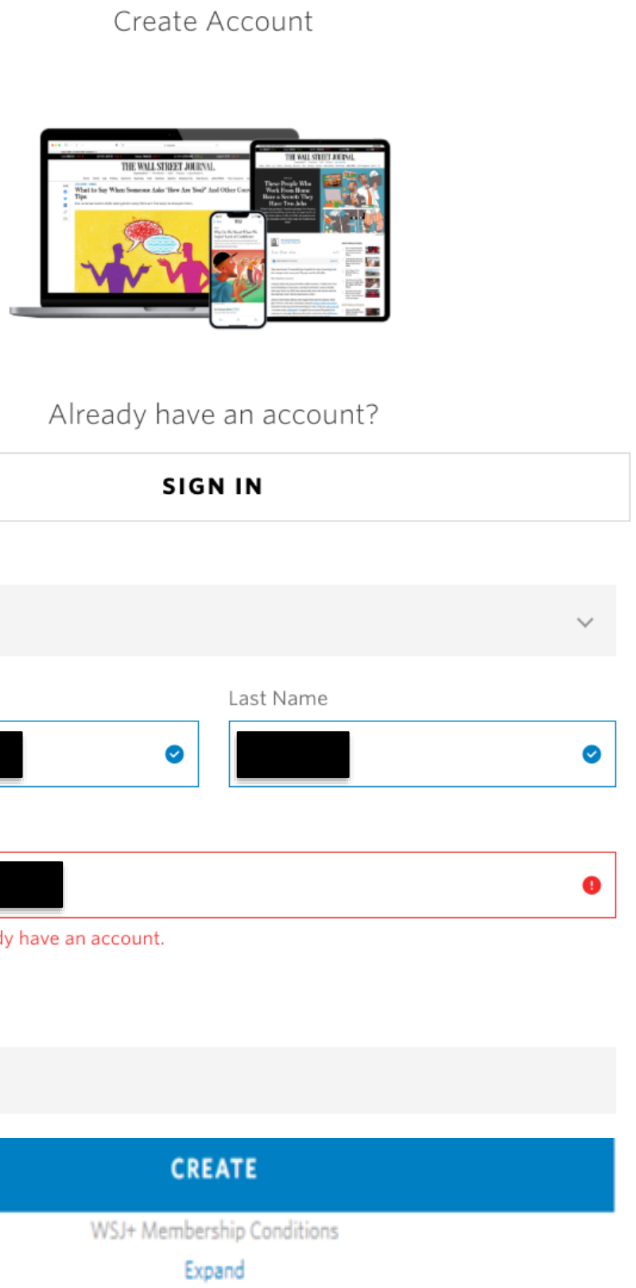
Step 1

- Please ensure the user does not have any active individual subscription.
- The user should follow the below troubleshooting steps:
  1/ Clear cookies by entering www.wsj.com/delete_cookies on the browser's address bar.
  2/ Log out from WSJ account by entering www.wsj.com/logout on the browser's address bar.
  3/ Access via university WSJ SSO URL

The Wall Street Journal has provided the university with its respective WSJ SSO URL that allows the users to self-register and login seamlessly into WSJ.

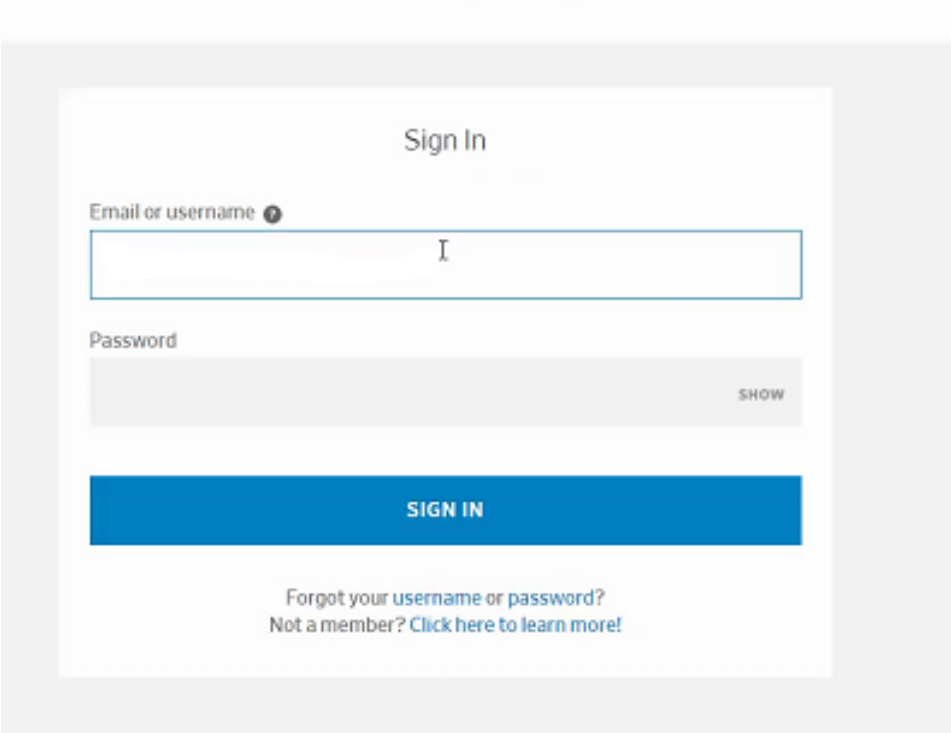
Step 2
Registration page

After clicking on the SSO URL, the user will land on the registration page.
User's first name, last name and email address will be pre-filled.
Just under the email field on this same registration page, it will say "it looks like you already have an account".
The user should click on "Sign In".



Step 3

The user should then be prompted to login using their email address and password of their existing account.



Step 4

User will need to click on visit WSJ.com.



Step 5

The user is redirected seamlessly to WSJ, their subscription is activated

