nexl

Technical Documentation

Nexl for Lawyers Mobile App: IT Deployment Guide

2026

nexl.cloud

Introduction

Nexl for Lawyers is Nexl's new mobile app for iOS and Android. It replaces the previous Nexl mobile app and gives your lawyers and BD team access to contacts, companies, notes, meetings and (where enabled) AI chat from their phones.

This guide is for your IT and security teams. It covers what the app needs, how sign-in works, how to deploy it through Microsoft Intune, and how to resolve common issues. There are no separate app accounts to manage: anyone who can use Nexl on the web can use the app.



App details and requirements

Deploy the app below. The older Nexl app (cloud.nexl.mobile) is a different app and is not upgraded automatically.

Item	Detail
Name on device	Nexl for Lawyers
Bundle ID	cloud.nexl360.mobile
Available from	Apple App Store, Google Play, Microsoft Intune Company Portal
Minimum OS	iOS 16.4 or later; Android 8.0 or later
Legacy app (retire)	cloud.nexl.mobile
Network	Internet connection required; no VPN required

If your users have the legacy app, assign the new app first, then remove the old one.

Authentication and access

Users sign in with the same work identity they use for Nexl on the web. The app has no passwords or accounts of its own.

Topic	Detail
Supported sign-in	Microsoft 365 (Entra ID), Google Workspace, or SAML SSO
Not supported	Personal Gmail or Outlook accounts; Nexl passwords
Who can sign in	Any active Nexl user at your firm whose email matches their sign-in (provisioned via directory sync or Nexl web admin)
First sign-in	Users may be asked for a 6-digit email code. Users matched through directory sync skip this step
Permissions	Identical to the web: the same roles and create/edit limits apply
Removing access	Deactivating a user in Nexl removes their app access too

Where sign-in opens. By default, sign-in opens in the phone's default browser. If your Conditional Access policies require a specific browser (for example Microsoft Edge), tell Nexl and we will configure the app to open sign-in there. Users without that browser are prompted to install it.

What we need from your IT team

Nexl configures the app for your firm on our side. Send your Nexl contact the details below;changes take effect on users' next sign-in, with no app update needed.

- [ ] Every email domain your users sign in with, including aliases and subdomains (forexample firm.com, firm.co.uk)
- [ ] The web address your firm uses to open Nexl (for example eu.nexl.cloud oryourfirm.nexl.cloud)
- [ ] Whether you manage phones with Microsoft Intune
- [ ] Whether your Conditional Access requires a specific browser (for exampleMicrosoft Edge) for Microsoft sign-in
- [ ] An IT contact (name and email) for deployment questions
- [ ] One user to test the first sign-in before wider rollout

Microsoft Intune deployment

For Intune-managed devices, deploy Nexl for Lawyers through Company Portal. No App Protection Policy is needed for the Nexl app itself.

1. Add Nexl for Lawyers (cloud.nexl360.mobile) in the Intune admin centre and assign it through Company Portal. Do not deploy the legacycloud.nexl.mobile.
2. If your Conditional Access requires Microsoft Edge, deploy Edge and have users sign into it with their work account.
3. In Edge's App Protection Policy, exempt the iOS URL protocol nexl360. This lets Edge hand the completed sign-in back to the Nexl app.
4. Ask your test user to sign in and confirm they reach the app's home screen.

If Edge shows "The application couldn't be opened" after sign-in, step 3 is usually incomplete. You can check the exemption on a device at about:intunehelp under Protocol Exclusions.

Permissions

For Nexl to access data in the Microsoft Graph API, the user or administrator must grant it the correct permissions via the consent process. This table lists the permissions associated with Nexl's Microsoft 365 integration.

Area	Detail
Data in transit	All network traffic over HTTPS, TLS 1.2 or later
Data at rest	Encrypted using platform defaults (iOS Keychain and data protection)
Cryptography	Operating system libraries only; no custom cryptography
Data linked to the user	Work email, user ID, device ID, notes the user enters, and product usage, crash and performance data
Device access	Does not read the device address book or collect location
Tracking	No third-party advertising or cross-app tracking
Notifications	Push notifications need no setup. Users receive meeting reminders about 17 minutes before meetings with external contacts, and can turn notifications off in phone settings
Privacy policy	nexl.cloud/privacy-policy

For wider platform security (hosting, infrastructure, integrations), see Nexl's technical documentation.

Troubleshooting

Most sign-in issues come from a missing email domain or an incomplete Intune setup. Check this table first, then contact Nexl with a screenshot if the issue persists.

What the user sees	Likely cause	What to do
Account not found after tapping Log in	Their email domain isn't set up for the app	Send Nexl the user's email address
Login Failed on the sign-in page	The user can't access Nexl on the web	Confirm they can sign in to Nexl on the web; if not, contact Nexl
Microsoft says the sign-in is blocked	Conditional Access requires a specific browser	Tell Nexl which browser your policy requires
Microsoft Edge is required to log in	Edge isn't installed on the device	Install Edge, then tap Try again
Edge says "The application couldn't be opened"	Edge App Protection Policy blocks the nexl 360 protocol	Complete step 3 of the Intune deployment
Signs in, but stays on the login screen	An older Nexl test build is installed	Remove other Nexl builds, then contact Nexl if it continues
An error page before the Microsoft sign-in	Configuration issue	Send Nexl a screenshot
Expected features (such as AI chat) missing	Feature not enabled for your firm	Contact Nexl
No meeting reminders	Notifications are off	Turn on notifications for Nexl in phone settings

Support

Resources

In addition to our live training events, we also offer a number of 24/7 resources to help you learn and troubleshoot.

Training Videos

We offer a number of self-paced video courses for both beginners and admin users. You can access our training videos at https://learn.nexl.cloud.

Live Chat Support

We offer in-app chat support to answer your questions in real time. You can find our chat support on any page or section within Nexl, in the bottom right corner.

Help Center

Nexl's Help Center is a collection of articles and how-tos that you can easily browse or search. You can access Nexl's Help Center at https://help.nexl.cloud, as well as via our in-app chat support widget.

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Nexl is a leading provider of innovative legal technology solutions aimed at creating efficiencies, accelerating growth and providing data-driven insights that drive smart decision making. We offer scalable solutions for law firms of all shapes and sizes Founded by legal professionals with vast experience working within legal firms, Nexl grew out of a desire to fundamentally change the way that legal firms grow and engage with internal and external stakeholders. The existing way of managing these relationships doesn't work. Today, we're driving the delivery of smart, innovative and technology-driven services to clients worldwide. Smart, insight-driven solutions underpin Nexl's purpose. Drawing from our own practical experience working within the professional services industry, our purpose is to develop and deliver technology solutions that will drive positive change in how law firms manage their client relationships and grow their practice.

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