

Client Portal

How-Tos

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• **How do I register and login to my account?**

1. In order to register your account you will need both your **Customer Number** and your most recent **Invoice Number**. These can be found on any invoice notification sent via email and on the top of your first/most current invoice sent via mail or fax.



Red Book Solutions
a HotSchedules Company

800-526-9635 • 303-761-6975
www.HotSchedules.com/managers-red-book

Invoice #:	90090	Due Date:	Pre-Paid
Date:	4/23/2015	Cust #:	C900900
PO #:		Ordered by:	
Terms:	Pre-Paid	Order #:	

Invoice

2. Go to <https://www.redbooksolutions.com/my-account/>, under **Register**, and submit your Customer Number and Invoice Number. Once you submit this information you will need to confirm the email address on file before completion. **Make sure to review the email address for accuracy!**

Register

Customer Number

Invoice Number

Registration Validation

Customer Name: Texas Road House

Customer Number: C3111

Verify Email:

VALIDATE REGISTRATION

COMPLETE REGISTRATION

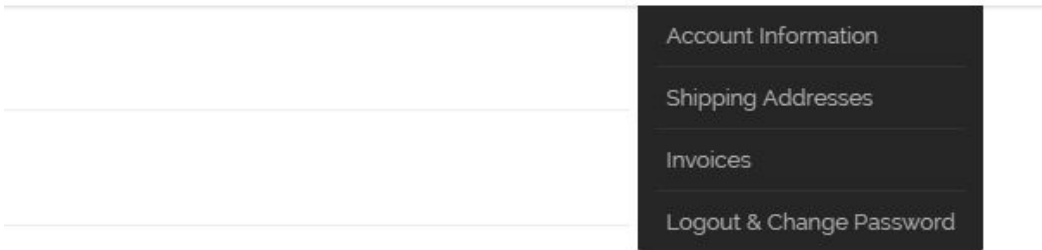
3. A message will state you are now registered and an automated email will be sent from noreply@hotschedules.com with the title of *Red Book Solutions Account Registrations*. ****Please Note:** You will need to make sure that our domains, @hotschedules.com and @redbookconnect.com, is whitelisted or these emails will most likely skip your inbox and be filed as 'spam'. This is only because it is automatically generated.
4. Now that your account is confirmed please direct back to the website, <https://www.redbooksolutions.com/my-account/>, and enter in your customer number and password.
5. You are now logged in.

If issues persist with logging in please refer to [Why hasn't my confirmation email arrived?](#), [I received my confirmation email, but why won't the link open?](#), [What Internet Browsers are compatible with the Client Portal?](#), [How do I enable Cookies on my Browser?](#)

- **How do I change my password?**

Once you have logged into [My Account](#) you will navigate to [My Account – Logout & Change Password](#)

[ABOUT US](#) [SOLUTIONS](#) [CONTACT US](#) [BLOG](#) [MY ACCOUNT](#) [FAQS](#) [SHOP](#)

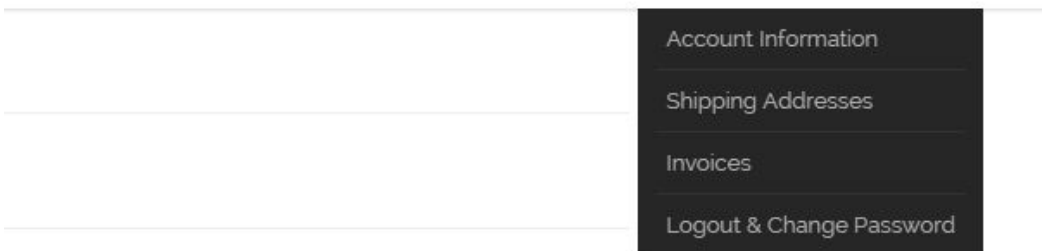


Once you have reached the [Logout & Change Password](#) page all that will be listed is the option to change the password

- **How do I print my invoice?**

To View any invoice from 2015 onward you will go to [My Account – Invoices](#)

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Once you have reached the Invoice landing page you will be able to open the Invoice of choice by clicking [PDF](#). You will not be able to view invoices dated prior to 2015.

Inv. #	Due Date	Amount	File	Status
640058	05-22-2015	\$-100.56		✓ Paid
639619	05-20-2015	\$100.56	PDF	✓ Paid

- **How do I change my billing and shipping addresses?**

Navigate to [My Account – Account Information](#) (the default landing page after logging in). On the right-hand side will be your Address Book. The first address listed will be the billing address and the second address section listed will be the physical shipping addresses . Click [Edit/Add New](#) to Change.

Address Book

Billing Address

Team Customer Care C900215

4550 S Windermere St

Englewood CO 80110-5541

T 303-761-6975

[Edit](#)

- **How do I add or edit my shipping addresses?**

Navigate to [My Account – Shipping Addresses](#). The first option on this page will be to [Add New](#). This page will also list your current addresses.

You can manage any of your existing shipping addresses from this page as well. Click the Green + symbol next to the address to expand it's information.

Once expanded you will be notified of an emails/faxes that have failed to send along with the current contact information. The option to delete the address is listed at the bottom of the edit section.

Shipping Addresses

[ADD NEW](#)



Once you have made the applicable changes You will need to hit [Update](#) or changes will not save.

- **How do I enter a new store?**

Navigate to [My Account - Account Dashboard](#) (the default landing page after logging in). On the right-hand side will be your Address Book. Below the current ship-to addresses will be the option for [Add New](#). Complete all fields and press "Add Address"

ADD NEW

ADD ADDRESS

- **How do I add/change my Credit Card information?**

To add or update your Credit Card on file you will navigate to [My Account – Account Information](#). On the left-hand side will be your Contact Information. Under the AP and Order contact information will be [Credit Card information](#). Click on [Edit](#) listed right below.

Scroll towards the bottom of the edit screen to where you will find [Credit Card Information](#). Fill in all the necessary fields and submit.

You will be able to update the card **once** every 24 hours. Once the change is submitted the website will say *Credit Card Information {Updating Card}*. You will NOT be able to change the Credit Card during this time. **If there are any errors with the card number Customer Care will be notified and will follow up.**

Credit card information

Name on Card

Type

Number ****4242

[Edit](#)

Credit Card Information {Updating Card}

Name on Card

- **How can I ask a general question?**

If a question or concern arises outside of Customer Care's normal hours we can always be contacted via web-form and will be answered within 48 business hours. This form can be found under [Contact Us](#) from the main navigation panel

- **Why hasn't my confirmation email arrived?**

Depending on the email client used your confirmation email may be viewed as 'spam' and will not be sent to your inbox. This email is auto-generated from a *noreply* email. The title of the email will be *Red Book Solutions Account Registrations*. You will need to make sure that the email client has our domain, @hotschedules.com and @redbookconnect.com, whitelisted.

- **I received my confirmation email, but why won't the link open?**

Your email client or IT department may have disabled your hotlinks. If the URL does not open when clicking on the hotlink simply copy and paste the URL into your web browser.

- **What Internet Browsers are compatible with the Client Portal?**

You will receive the best experience with our website if you use Google Chrome, Mozilla Firefox, or Internet Explorer 11. Also, please make sure that your JavaScript reader is up to date.

- **Can I have 1 login for multiple account numbers?**

Yes! For customers that have multiple accounts you will need to register them all with the **same** email address.

Once the accounts are registered and you have logged into one of them, under [My Account – Account Information](#), there is a section for [Linked Accounts](#). All of the accounts with the same email address will be listed. Click on one of the account numbers and the Portal will jump to that account.

- **There was a change in management; how do I change the email/ password currently assigned?**

To change the email associated with the client portal please send your change request to Customer Care at customercaresrb@hotschedules.com


- **Can I view the website/ client portal from a mobile device or tablet?**


Absolutely! Our portal and website is completely mobile friendly and can adapt to any device/screen..

- **I am looking for a company specific book. Why can't I find it?**

Please contact Customer Care at 800-526-9635 Opt 2 for assistance.

How do I enable Cookies on my Browser? (Cookies must be enabled to log in)

1. **Google Chrome** <https://support.google.com/accounts/answer/61416?hl=en>
 - 1.1. Select the Chrome menu icon .
 - 1.2. Select Settings.
 - 1.3. Near the bottom of the page, select Show advanced settings.
 - 1.4. In the "Privacy" section, select Content settings.
 - 1.5. Select Allow local data to be set (recommended).
 - 1.6. Select Done.

2. **Mozilla Firefox** <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
 - 2.1. Click the menu button  and choose Options.
 - 2.2. Select the Privacy panel.
 - 2.3. Set Firefox will: to Use custom settings for history.
 - 2.4. Check mark **Accept cookies from sites** to enable Cookies, and uncheck it to disable them.
 - 2.5. If you are troubleshooting problems with cookies, make sure **Accept third party cookies** is also not set to **Never**. For more information, see [Disable third-party cookies in Firefox to stop some types of tracking by advertisers](#).
 - 2.6. Choose how long cookies are allowed to be stored:
 - 2.7. Keep until: **they expire**: Each cookie will be removed when it reaches its expiration date, which is set by the site that sent the cookie.
 - 2.8. Keep until: **I close Firefox**: The cookies that are stored on your computer will be removed when Firefox is closed.
 - 2.9. Keep until: **ask me every time**: Displays an alert every time a website tries to send a cookie, and asks you whether or not you want to store it.
 - 2.10. Close the *about:preferences* page. Any changes you've made will automatically be saved.

3. **Internet Explorer** <http://windows.microsoft.com/en-us/windows-vista/block-or-allow-cookies>
 - 3.1. From the Tools menu, select Internet Options. You see the Internet Options dialog that provides a number of tabs that allow you to set your browser preferences.
 - 3.2. To enable session cookies, click the Privacy tab.
 - 3.3. From the Settings section of the tab, click Advanced.
 - 3.4. Locate and click the checkbox next to Always allow session cookies
 - 3.5. To enable JavaScripting, click the Security tab.
 - 3.6. Locate the Custom area of the Security tab, and click the Custom Level button.
 - 3.7. From the Security Settings dialog that opens, scroll through the options until you see Scripting.
 - 3.8. Check the radio buttons next to Enable Active Scripting and Scripting of Java applets.
 - 3.9. Click OK to accept scripting and cookie handling changes and close the Security Settings window.
 - 3.10. From the Internet Options dialog, click Apply to effect settings then OK to close the dialog.