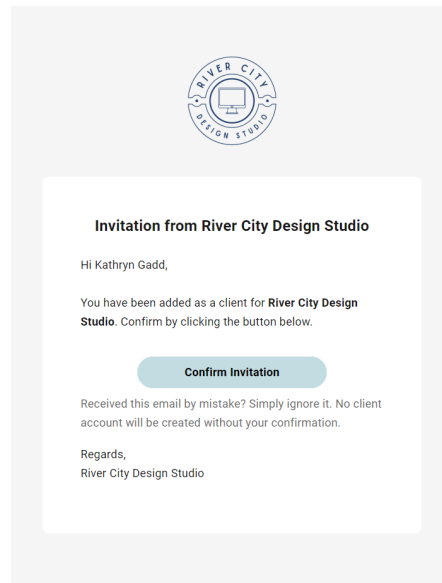# What to Expect in the Hub

Once you sign up for hosting and/or domain services through River City Design Studio, you will receive an invitation by email to set up your account. The email looks something like this:

Once you confirm by clicking the Confirm Invitation link in your email, you'll have access to your portal.

If you already have an existing account with River City Design Studio, you will be taken directly to the login page. If you are setting up a new account, you will be taken to the account creation page.
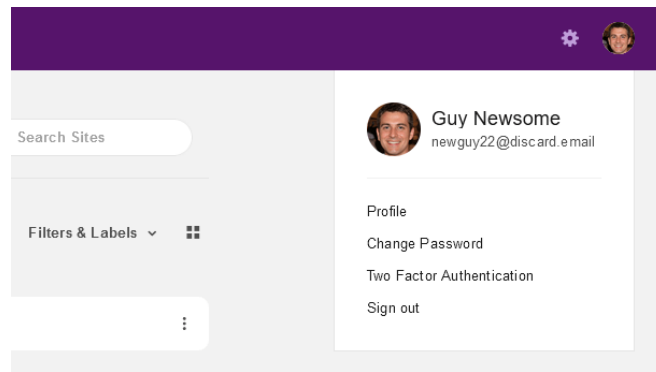
From the account creation page, you will get a popup with your email address already in the form field. You'll need to create a password, then click the Create Account button.

What You Will See Inside Your Portal

Your experience in your portal will be unique to you based on the services you have purchased. This will be your dashboard.

Your Profile

Clicking the Profile link in your menu will pop open a modal where you can edit the following profile information:

- Name

- Last Name

- Display Name

- Email Address

Please note that if you edit your email address in your profile, that will also update your address in your billing profile, as both your Hub account and your Client & Billing profile are synced. If you wish to have an avatar displayed in your Hub profile, you need to have an account at Gravatar.com where the image will be pulled in automatically. That same profile image would also appear in your Client & Billing profile.

How to Change Your Password

Clicking the Change Password link will pop open a modal where you can change your Hub password if needed. You must enter your current password in order to reset it to a new one. If you don't remember that password, you can simply log out and use the Forgot password? option on the login page instead.

Two-Factor Authentication

Clicking the Two-Factor Authentication link will pop open a modal where you can enable the additional login security offered by two-factor authentication in your Hub account.

You'll need to first download the authenticator app to their smartphone, from either the Apple App Store (for iPhones, iPads, etc.) or from Google Play (for Android devices). Once installed, scan the QR code in that modal using your phone's camera, enter the passcode that displays in the app on your phone, then click the Verify button.
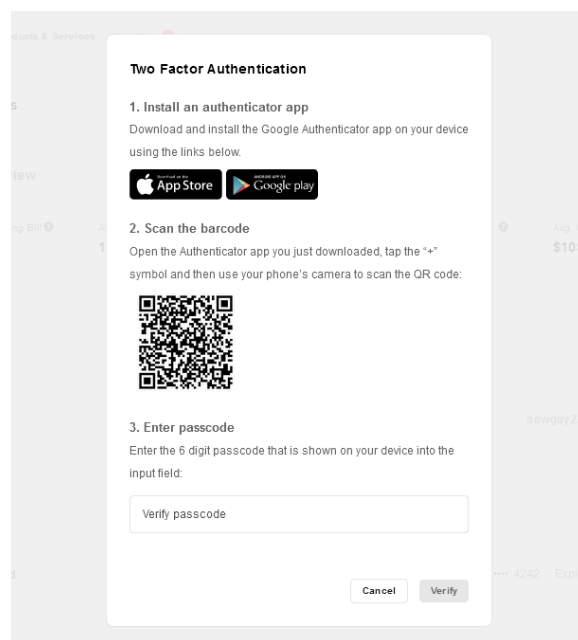
Once enabled, you will be prompted to get the 6-digit 2FA passcode from your phone and enter it in addition to your username and password every time you log into the Hub.

If you lose your phone or don't have access to it when you're logging into the Hub, click on the Lost your device? link to have a one-time passcode sent to your Hub account email address.

Two Factor Authentication

Open the Google Authenticator app and enter the 6 digit passcode for this site:
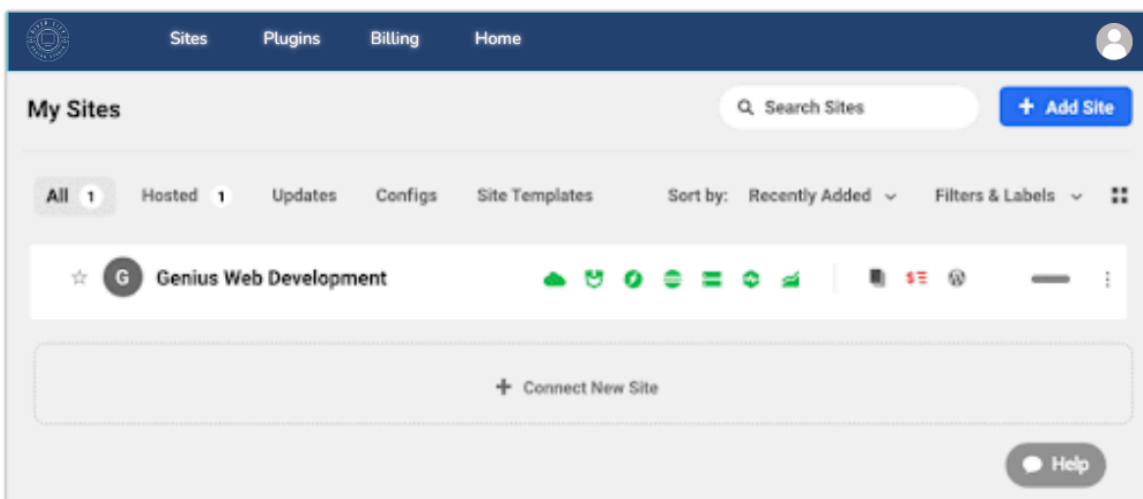
Authentication Code

Authenticate

← Devman's Hub   Lost your device?
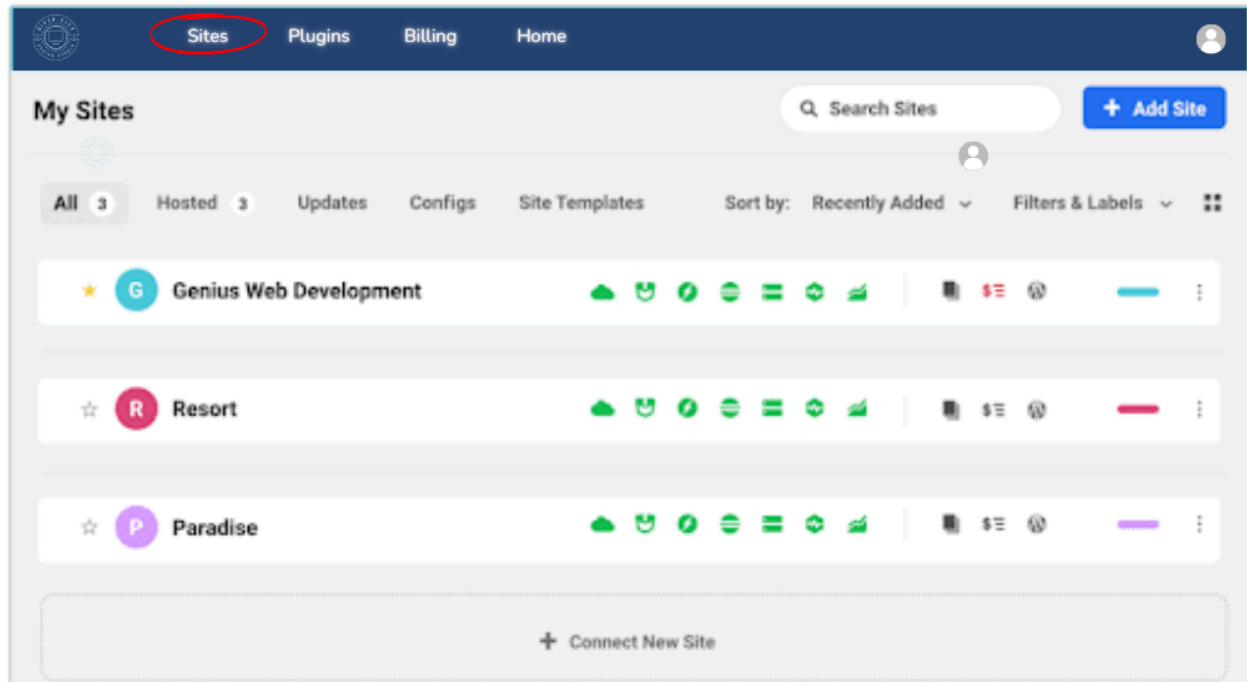
Sites

Once you have logged into your client portal, you'll be greeted by a dashboard with access to your subscription and account information.

You can organize single or multiple sites in your portal and organize them in their dashboard area as you see fit. You can favorite sites, color labels, etc.

Billing

Here you can manage your billing info and account details, view your services and subscriptions, filtering on payment status (due or paid), assess what your average spend is, and much more. The Billing Overview section gives you a quick but informative top-level view of their account(s).

In the billing section, you can see all of your details by drilling down through the various menu options.

The Products & Services page allows views by breakout sections for subscriptions, both active & inactive, and one-time services as well. Any line item here can be clicked on for full details, and/or to take certain actions. For example, canceling a subscription.

View Subscription

Billing Overview

Monthly Recurring Bill	Billing Cycles	Net Billing
$35.00	10	$350.00

Subscription Details

Created On	Jan 11, 2022	Website	shadesofgrape.com
Amount	$35.00/month	Status	ACTIVE
Ends On	—	Next Renewal	Oct 11, 2022

Products & Services

PRODUCT/PLAN	QTY	UNIT PRICE	AMOUNT (USD)
Hosting Monthly	1	$35.00/month	$35.00

Cancel subscription   Close

Invoices can also be examined in full detail.
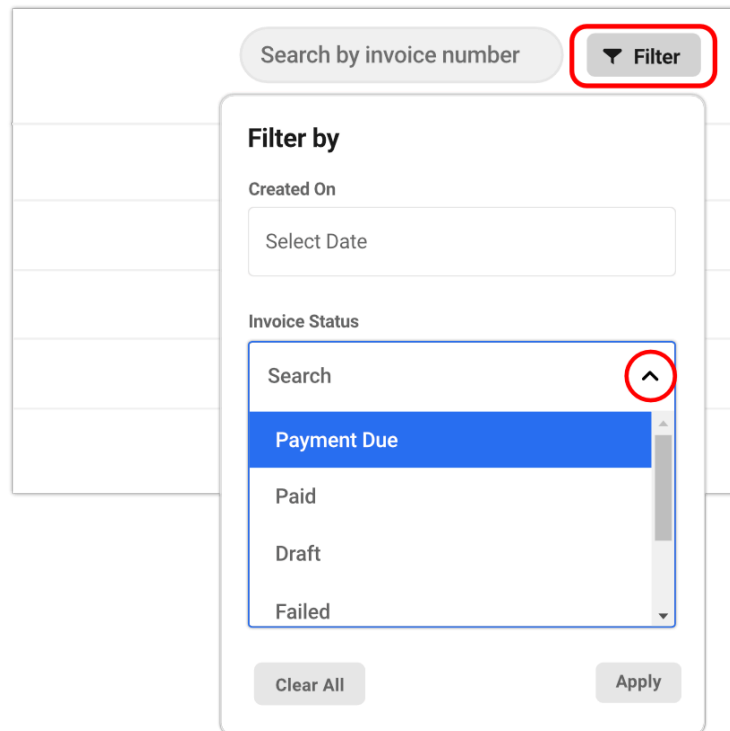
Billing Details	Products & Services	Invoices 1

Invoices

Search by invoice number   Filter

DATE	INVOICE NUMBER	AMOUNT	WEBSITE	STATUS	
Sep 11, 2022	INV-0011	$1025.00	shadesofgrape.com	PAYMENT-DUE	...
Aug 11, 2022	INV-0010	$35.00	shadesofgrape.com	PAID	...

The built-in filter functionality offers distillation options for date, payment status, and website.

You can view details and take action on services and bills, such as making payments or downloading PDF versions of invoices.
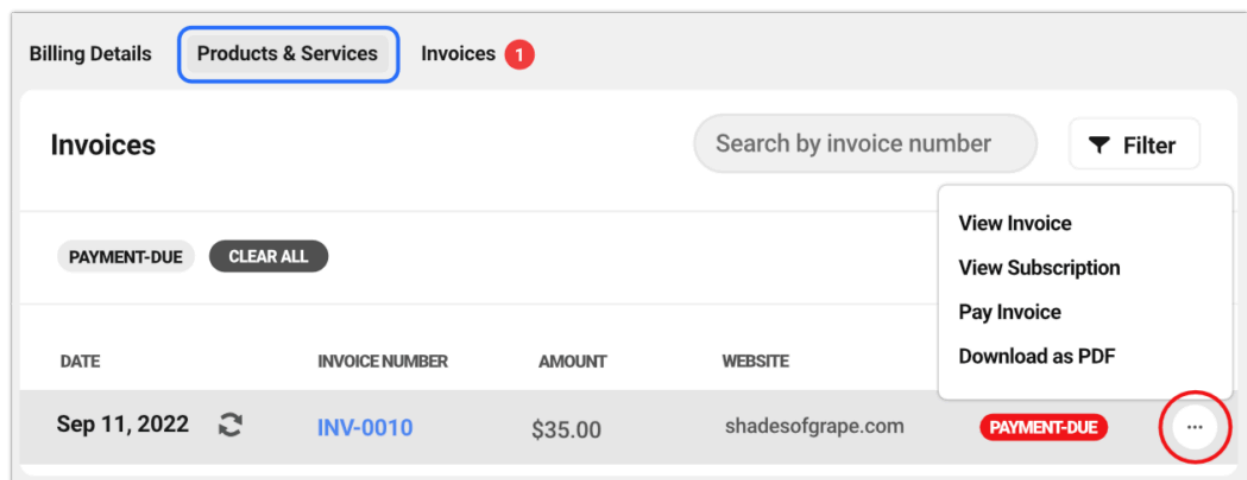
Every line item has quick actions via the popup menu, such as making a payment or viewing a subscription.

Pay Invoices via The Client Portal

You will receive invoices for services via email. You can make payments by clicking on the invoiced email link, which will take you directly to the payment portal. You can enter your payment information, then click the Pay button, which will have specific information on it regarding the amount of money and service you are approving.

Note: If you previously added a payment method, it will auto populate here, with an option to change it if desired.

You can check all of your info on the next page, then click to pay.

With the payment made, the invoice will load up, reflecting the details and paid status.

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Billing Details	Products & Services	Invoices

Invoices

INV-0011 for $1025.00

⬇ PDF Invoice

Overview

Invoice Number	INV-0011	**Status**	PAID
Created On	Sep 11, 2022	**Paid on**	Sep 15, 2022
Type	Recurring/yearly	**Website**	shadesofgrape.com

Products & Services

PRODUCT/PLAN	QTY	UNIT PRICE	AMOUNT (USD)
Maintenance Yearly	1	$1025.00/year	$1025.00

Notes
—

Total:	$1025.00
Amount Paid:	$1025.00
Amount Due:	$0.00

Payment Information

Payment Date	Sep 15, 2022	**Payment Method**	VISA ···· 1234
Transaction ID		**Payment Amount**	$1025.00

Now if you go to the Invoices tab, you'll see all current and outstanding invoices.

In the Status column, red indicates payment is due, and green indicates payment has been made. The top-level Invoices menu has a notifier icon (a number in a red circle), indicating the quantity of outstanding invoices – for quick visual reference. You can download a copy of any paid invoice by clicking the PDF Invoice button at the top-right of the invoice screen.

If you have any questions or problems with your Client Hub, please submit a support ticket via the Hub. Otherwise, you can contact us either by email at kate@rivercitydesignstudio.com or through the contact form on our website.