

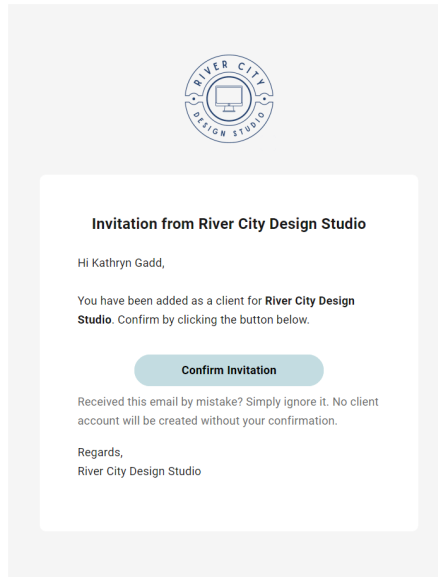


# What to Expect in the Hub

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:

## River City Design Studio

Website Design, Hosting, Marketing, & Domains [kate@rivercitydesignstudio.com](mailto:kate@rivercitydesignstudio.com)



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.



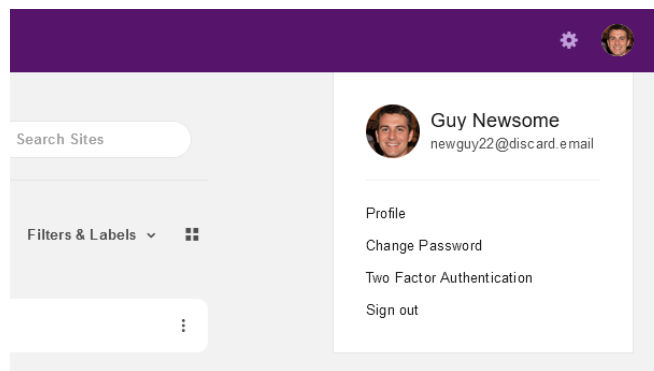
From the account creation page, you will get a popup with your email address already in the form field. You'll need to create a password, then click the Create Account button.

A screenshot of a "Create Account" form. The form has a title "Create Account" at the top. Below the title, there are two input fields: "Email" with the value "rbe@shadesofgrape.com" and "Password" with a masked value ".....". To the right of the password field is an eye icon. At the bottom of the form is a blue button labeled "Create Account".

## 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.

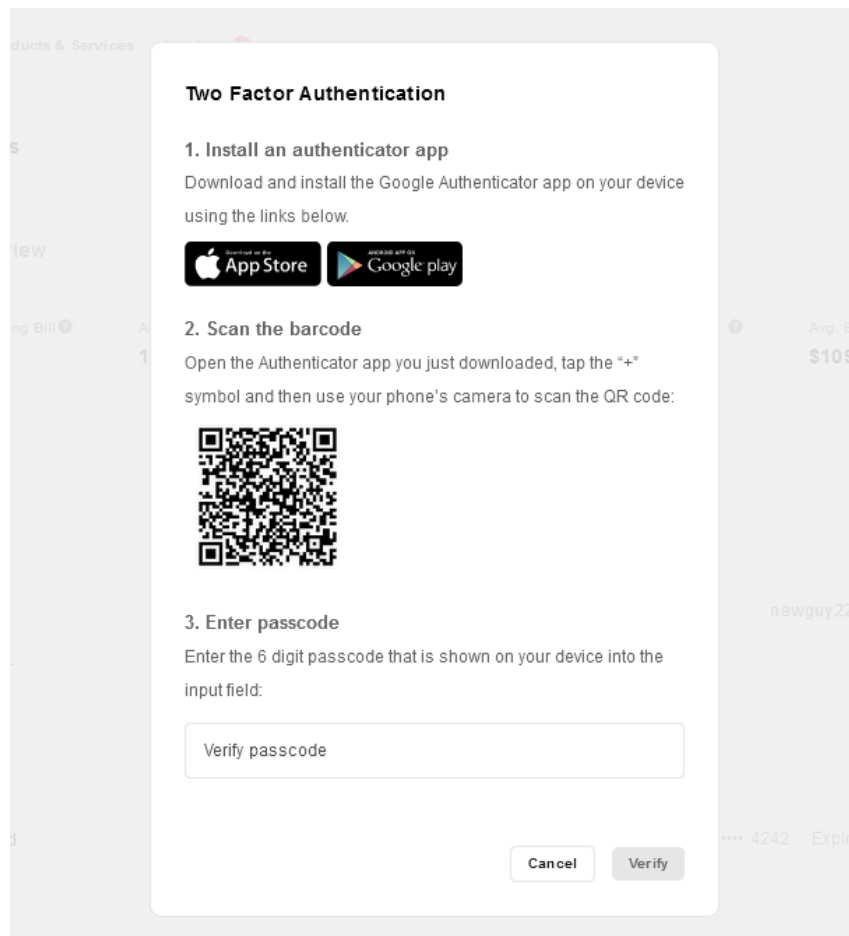
You must enter your current password in order to reset it to a new one. If you don't remember that password, you can simply log out and use the Forgot password? option on the login page instead.



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

## Two Factor Authentication

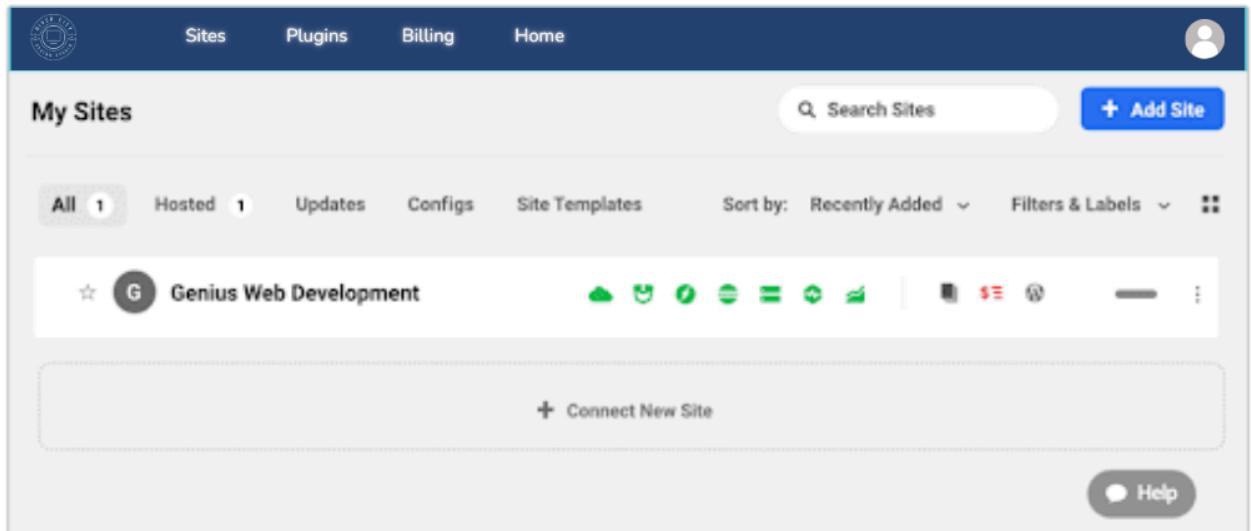
Open the Google Authenticator app and enter the 6 digit passcode for this site:

[← Devman's Hub](#)

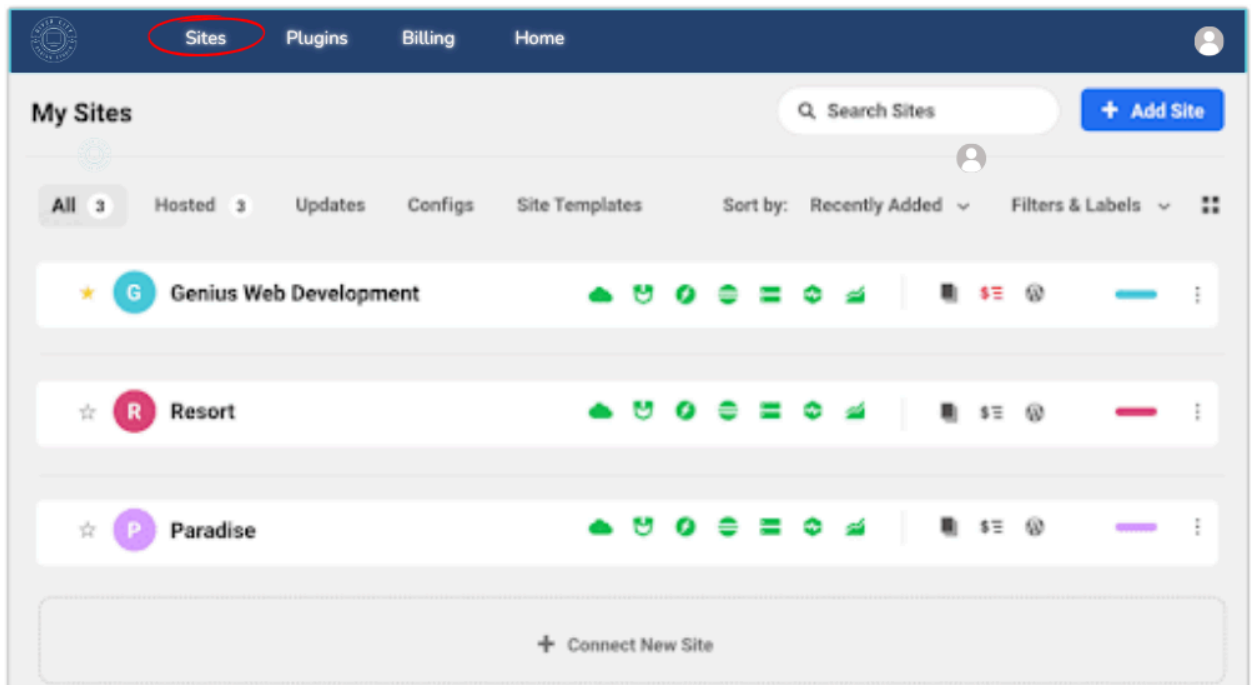
[Lost your device?](#)

### 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).

A screenshot of the River City Design Studio Billing Overview page. The page has a dark blue header with navigation links: Sites, Plugins, Billing (circled in red), and Home. Below the header, there are three tabs: Billing Details, Products &amp; Services (circled in blue), and Invoices (with a red notification badge showing '1'). The main content area is titled "Billing Overview" and contains five summary cards: Monthly Recurring Bill (\$35.00), Active Subscriptions (2), Net Billing (\$350.00), No. of Sites (1), and Avg. Billing Per Site (\$1375.00). Below this is a "Billing Info" section with fields for Name (Reign B'eu), Email Address (rbe@shadesofgrape.com), Contact Number (1(555)555-1234), Websites (1), Billing Address (12345 W 13th St, New York, NY 10011, United States), and Payment Method (VISA 1234 Expires on 08/2027).

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



Billing Details **Products & Services** Invoices **1**

**Current Subscriptions** One Time Inactive Subscriptions

CREATED ON	STATUS	AMOUNT	PRODUCTS	WEBSITE	NEXT RENEWAL	
Jan 11 2022	ACTIVE	\$35.00/month	1	shadesofgrape.com	Oct 11, 2022	...
Sep 11, 2022	PENDING	\$1025/year	1	-	-	...

View Subscription  
View Invoices  
Cancel Subscription

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** [View Invoices](#)

**Billing Overview**

Monthly Recurring Bill \$35.00	Billing Cycles 10	Net Billing \$350.00
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**Subscription Details**

<b>Created On</b>	Jan 11, 2022	<b>Website</b>	shadesofgrape.com
<b>Amount</b>	\$35.00/month	<b>Status</b>	ACTIVE
<b>Ends On</b>	-	<b>Next Renewal</b>	Oct 11, 2022

**Products & Services**

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

[Cancel subscription](#) [Close](#)





Invoices can also be examined in full detail.

Billing Details		Products & Services		Invoices <span>1</span>
Invoices				
Search by invoice number				
Filter				
DATE	INVOICE NUMBER	AMOUNT	WEBSITE	STATUS
Sep 11, 2022	INV-0011	\$1025.00	shadesofgrape.com	<span>PAYMENT-DUE</span> ...
Aug 11, 2022	INV-0010	\$35.00	shadesofgrape.com	<span>PAID</span> ...

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

A screenshot of the filter dropdown menu. The "Filter" button is highlighted with a red box. The dropdown menu is open, showing the "Filter by" section. Under "Created On", there is a "Select Date" input field. Under "Invoice Status", there is a search bar and a list of status options: "Payment Due" (highlighted in blue), "Paid", "Draft", and "Failed". A red circle highlights the upward arrow icon in the search bar. At the bottom of the dropdown, there are "Clear All" and "Apply" buttons.

Search by invoice number

Filter

**Filter by**

Created On

Select Date

Invoice Status

Search

Payment Due

Paid

Draft

Failed

Clear All

Apply



You can view details and take action on services and bills, such as making payments or downloading PDF versions of invoices.

A screenshot of a web application interface showing the 'Invoices' section. At the top, there are three tabs: 'Billing Details', 'Products &amp; Services', and 'Invoices' (which has a red notification badge with the number '1'). Below the tabs, the 'Invoices' section is displayed. It includes a search bar labeled 'Search by invoice number' and a 'Filter' button. There are two buttons: 'PAYMENT-DUE' and 'CLEAR ALL'. Below these is a table with the following columns: 'DATE', 'INVOICE NUMBER', 'AMOUNT', and 'WEBSITE'. The table contains one row with the following data: 'Sep 11, 2022', a refresh icon, 'INV-0010', '\$35.00', and 'shadesofgrape.com'. To the right of the table, there is a 'PAYMENT-DUE' button and a three-dot menu icon (highlighted with a red circle). A dropdown menu is open from the three-dot icon, listing the following actions: 'View Invoice', 'View Subscription', 'Pay Invoice', and 'Download as PDF'.

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.


## Pay Invoice

Almost there! You have **\$1025.00** due for **INV-0011**. Please make payment to continue enjoying your products and services linked to this invoice.

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### Card Details

You have linked the following card with your account and clicking on the Pay button will automatically charge this card.

 ... 1234 Expires on 08/2027 Change

**Pay \$1025.00 and Start Subscription**

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




**Billing Details**   **Products & Services**   **Invoices**

[Invoices](#)   **INV-0011** for \$1025.00   [PDF Invoice](#)

### Overview

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


### Products & Services

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

**Notes**  
-



<b>Total:</b>	\$1025.00
<b>Amount Paid:</b>	\$1025.00
<b>Amount Due:</b>	<b>\$0.00</b>

### Payment Information

<b>Payment Date</b>	Sep 15, 2022	<b>Payment Method</b>	 ..... 1234
<b>Transaction ID</b>	[REDACTED]	<b>Payment Amount</b>	\$1025.00

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



DATE	INVOICE NUMBER	AMOUNT	WEBSITE	STATUS
Oct 2, 2022	 <a href="#">INV-0012</a>	\$35.00	shadesofgrape.com	<b>PAYMENT-DUE</b> ...
Aug 11, 2022	 <a href="#">INV-0011</a>	\$1025.00	shadesofgrape.com	<b>PAID</b> ...

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.