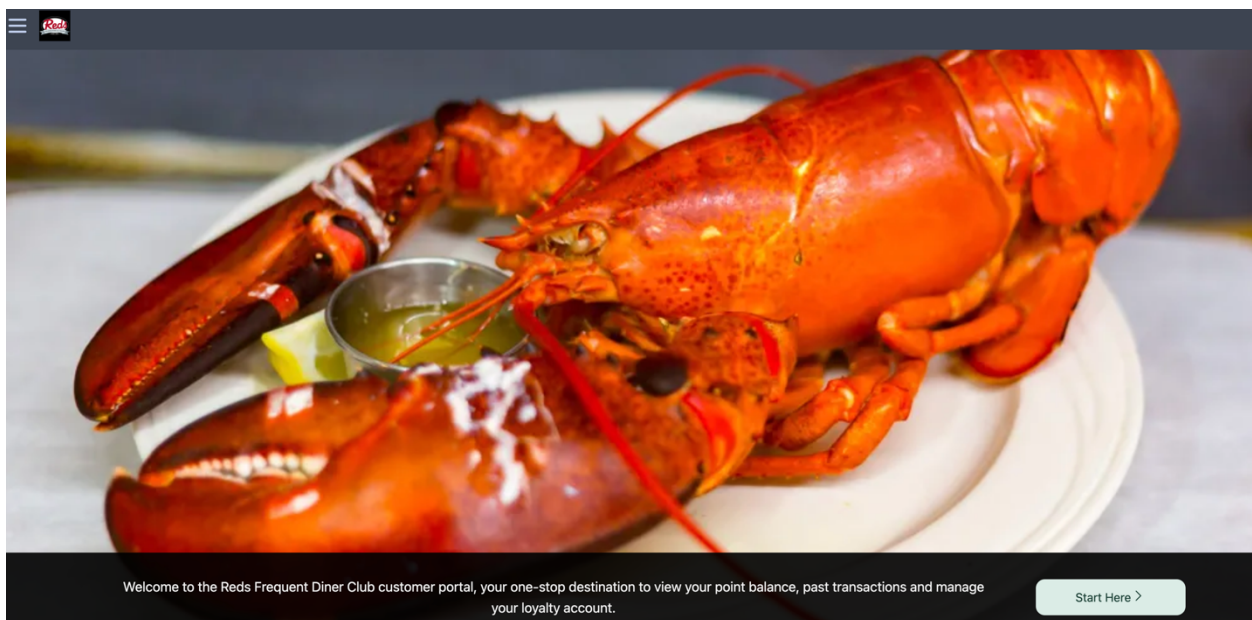


## CUSTOMER GUIDE FOR THE CUSTOMER PORTAL / FOR CUSTOMER TO GET ACCESS TO THEIR ACCOUNT

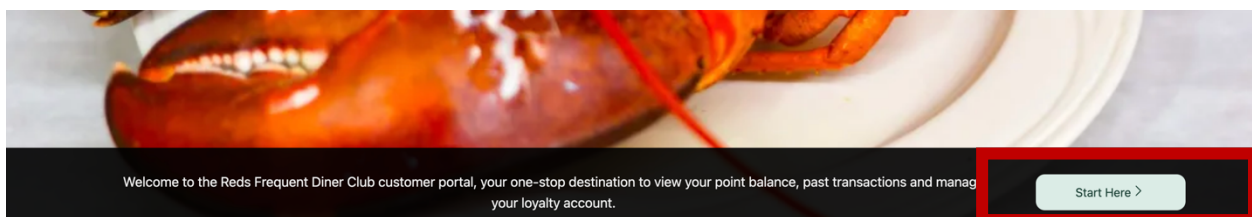
### STEP 1

- The customer portal is a means for the member to view the many incentives and rewards that the business offers to their loyal customers and access to their member’s info.
- The customer would need to click on the below link to access the Customer Portal
- Customer Portal Link for Red’s Restaurant: <https://redsrestaurant.comosense.net/>

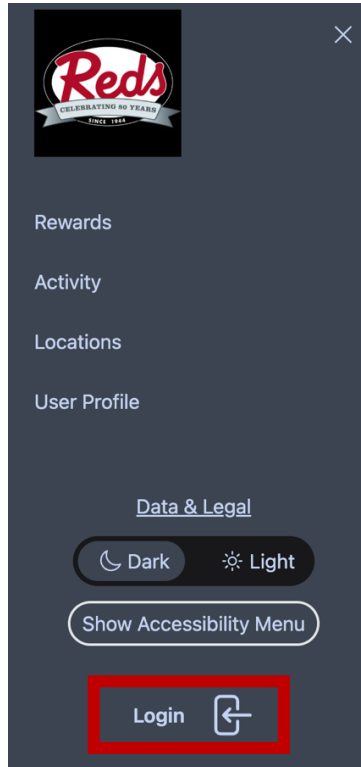


### STEP 2

- There are 2 ways to Log in / Register
  - Option 1 : Click on “Start Here” to register

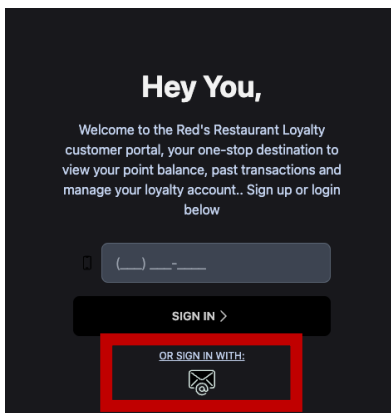


- Option 2: Click on the Side Menu Icon and then, at the bottom click on “Login”



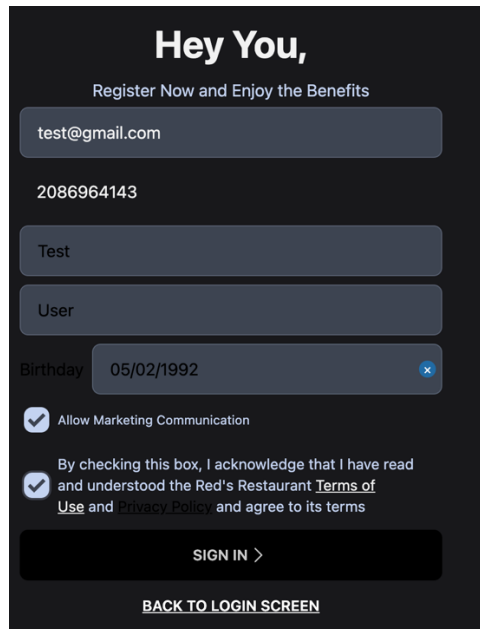
### STEP 3

- The customer can key in either their Phone Number or their email address by clicking on the “envelope icon”



## STEP 4

- Client needs to key in the relevant information to register as a member and then click on “Sign in”
- This step will only be requested once at the time of the registration or when the members joins the loyalty program (once the client is registered as a member it will no longer appear)



Hey You,  
Register Now and Enjoy the Benefits

test@gmail.com

2086964143

Test

User

Birthday 05/02/1992

Allow Marketing Communication

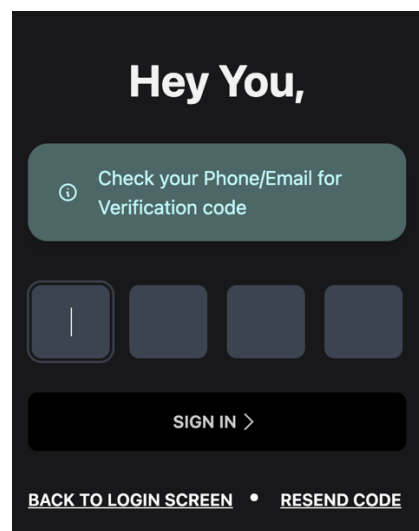
By checking this box, I acknowledge that I have read and understood the Red's Restaurant [Terms of Use](#) and [Privacy Policy](#), and agree to its terms

SIGN IN >

[BACK TO LOGIN SCREEN](#)

## STEP 5

- Customer will get a 4-digit verification code that they need to key in
- Once done it will log them in to the Customer Portal



Hey You,

⌚ Check your Phone/Email for Verification code

|

SIGN IN >

[BACK TO LOGIN SCREEN](#) • [RESEND CODE](#)

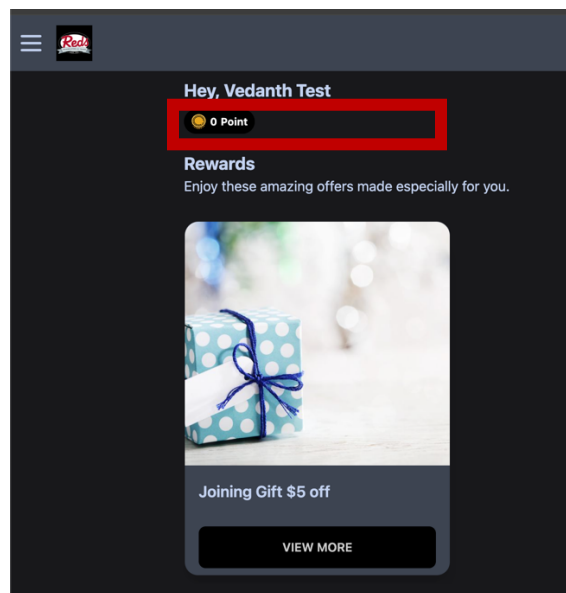
## STEP 6

- Once logged in, the customer can click on the side menu option on the left side, which provides them with the many options to navigate on the Customer Portal and view their account.



## STEP 7

- When the customer clicks on the “Rewards” option on the side menu, it would redirect the customer to the current rewards the customer has in their profile.
- Within this section it would also allow the customer to view active, expired or redeemed rewards by simply clicking “All Rewards” drop down option.
- Customers can also see how many points they have accumulated / they have left



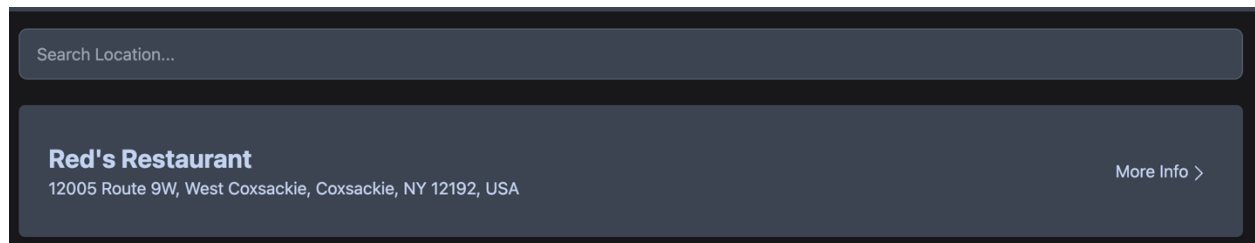
## STEP 8

- Going back to the side menu option on the left side, when the customer clicks on the “Activity” option on the side menu, it allows them to view the activity they have done during their time of being members of the loyalty
- They can also see the number of points they have (displayed on the top right corner)



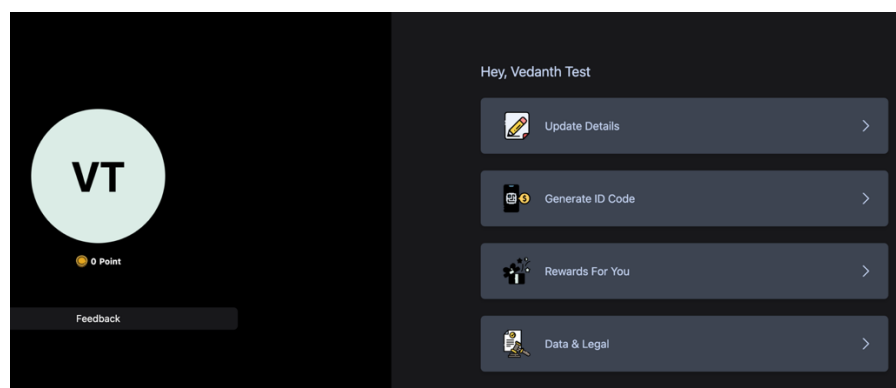
## STEP 9

- Going back to the side menu option on the left side, when the customer clicks on the “Locations” option on the side menu, it allows them to view the geographic location of the Restaurant.



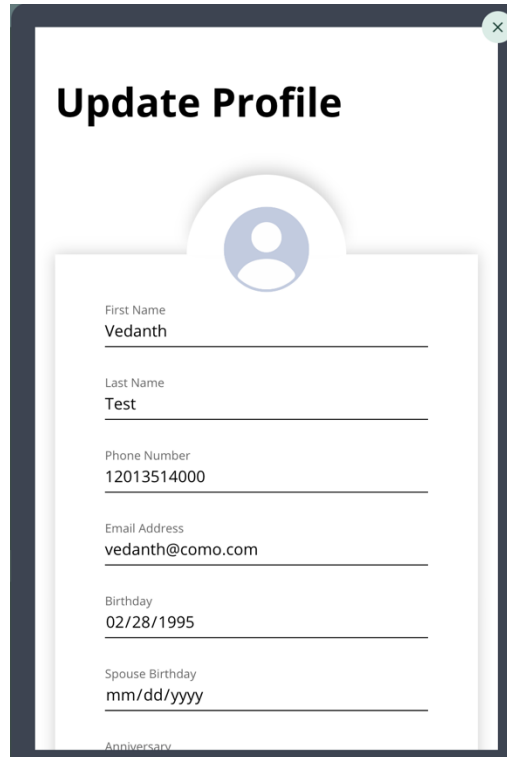
## STEP 10a

- When the customer clicks on “User Profile”, it would take them to the below page to view the account options (you can disregard the option generate ID code as your customer will only log in utilizing the phone number at the POS)



### **STEP 10b**

- When they click on the “Update Details”, it would allow them to amend the account information such as Name, Phone Number and various other fields part of the registration form.



The image shows a mobile application screen titled "Update Profile". At the top center is a blue circular icon representing a person. Below the icon are several input fields with labels and pre-filled values:

- First Name: Vedanth
- Last Name: Test
- Phone Number: 12013514000
- Email Address: vedanth@como.com
- Birthdate: 02/28/1995
- Spouse Birthdate: mm/dd/yyyy
- Anniversary: (label visible, value obscured)

### **STEP 10c**

- When customers click on the “Data and Legal”, they get access to all legal documents related to Red’s Restaurant.

