

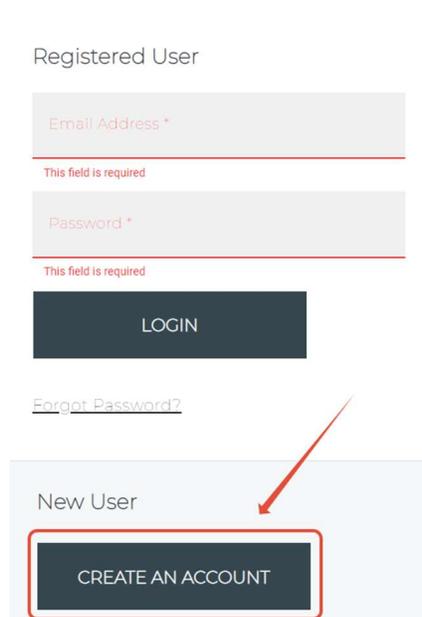
How to invite customers to sign up for OneMart

In this FAQ we will go over how to give access to OneMart and where to approve requests. Note that each contact must use their own unique email address per customer profile. If that address is already in RepDesk as a contact, then they would need to use that email as their login for OneMart.

If your customer is not in RepDesk or using a different email, then send them the link to your website. Once the customer is there they need to click on the “person” icon on the right side of the page or the “Sign Up” link on the top of the page.



Clicking the “person” will populate the login page. This is where the customer will have the option to create a new account by clicking “create an account”.

A screenshot of the OneMart login page. The page is titled 'Registered User' and contains two input fields: 'Email Address *' and 'Password *'. Both fields have a red error message below them that says 'This field is required'. Below the input fields is a dark grey button labeled 'LOGIN'. Underneath the 'LOGIN' button is a link that says 'Forgot Password?'. At the bottom of the page, there is a light blue section titled 'New User' which contains a dark grey button labeled 'CREATE AN ACCOUNT'. A red arrow points from the 'CREATE AN ACCOUNT' button back to the 'person' icon in the header image above.

Clicking the "Sign Up" link will populate this form. They will then fill out all the required fields. Once the customer has completed this part the admin receives a notification.

Create an account

Please use this form to register as a customer if you have not already registered. If you have already registered, please use the [Sign In](#) page.

Account Information

First Name *	Last Name *
Email Address *	Phone Number *
Years in Business *	

Company Information

Company name *	Business Address *
City *	State *

Once your customer has registered for OneMart you will get notified via email called "Aleran Market- Registration Request" and it will look like this. It will contain all the customers' information.

ALERAN MARKET -- REGISTRATION REQUEST

Via Aleran <[redacted]@gmail.com> (Via Aleran via aleran.com)
To Audrey Cranmer

 We could not verify the identity of the sender. [Click here to learn more.](#)
The actual sender of this message is different than the normal sender. [Click here to learn more.](#)
[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures

Caution: [This email originated from outside of the organization. Do not click links or open att

ALERAN MARKET -- NEW REGISTRATION REQUEST

<https://Audreygifts.com>

CONTACT: Noe Test,
TEL: (122) 333-3222
EMAIL: [redacted]@gmail.com

NAME: Test Aleran Support
ADDR: 1233 free
ADDR: san diego, ca, 92016

TAXID: 25596

Sincerely,
Aleran Software

To accept the request, go into RepDesk and under "Home" you will see "Market Account Request". Pressing accept will give them access. The system will send the customer an automatic email with instructions for signing in. If you want to deny the contact access, you will press reject. *Note the customer won't get notified if they get rejected.

Company	Fname	Lname	Tel	Email	Addr	City	State	Zip	TaxID	Date	Custom Fields
Test Aleran Support	Noe	Test	(122) 333-32	test@aleraan.com	1233 free	san diego	ca	92016	25596	11/30/22 03:01PM	Accept / Reject
None	Sally	Sam	(123) 456-78	sally@aleraan.com	Me	Allover	CA	53481	666	11/23/22 04:07PM	Accept / Reject
Here	John	Doe	(123) 456-78	john@aleraan.com	none	here	MN	51431	123	11/23/22 03:59PM	Accept / Reject
a	a	a	(123) 345-67	a@aleraan.com		a	a	55347	86-124567	08/23/20 07:39PM	Accept / Reject
a	a	a	(123) 345-67	a@aleraan.com		a	a	55347	86-1234567	08/23/20 07:38PM	Accept / Reject
a	a	a	(123) 345-67	a@aleraan.com		a	a	55347	86-1234567	08/23/20 07:03PM	Accept / Reject

Once you press accept you will be promoted to create a new customer or add to an existing customer. If you're adding to an existing customer, you can use the search field. This completes the process for registering a new customer to your OneMart.

Accept Registration

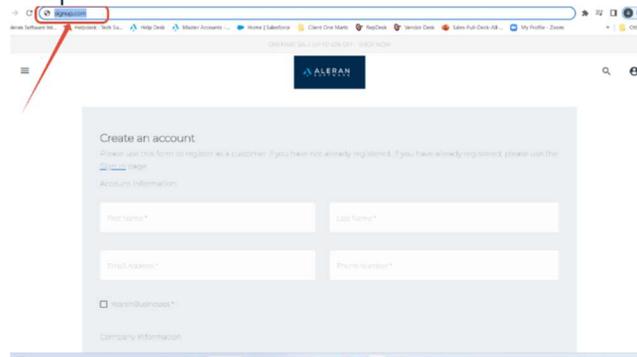
create new Customer
 add to existing Customer

CREATE
CANCEL

When you want to invite many customers all at once, you will need to use the process below. There are two different ways depending on whether the customer has a contact in RepDesk or not.

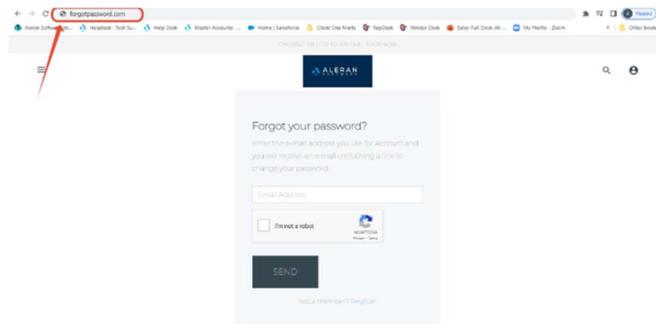
1. For inviting Customers without a contact set up in Aleran, this is very simple, you would send the link to create an account for your OneMart. This link takes them directly to a create an account.

** Follow below for more steps



2. For inviting Customers with a contact setup in Aleran you must send them the link for your OneMart's forgotten password. This takes them to the forgotten password page. Make sure to provide them the email you have in Aleran, this will be the same email needed for OneMart.

*Note you will not receive an access request when a customer signs up this way.



When a customer uses "forgot password" they will receive this notification. Which requires them to check their email. If a customer doesn't receive an email with the forgot password link, they are not using the right email connected with their contact in RepDesk. Have the customer contact the RepDesk admin to confirm their email.

