

Ryko Customer Portal Access

To access Ryko's Customer Portal, go to www.portal.ryko.com. This takes you to the sign on page.



Account Sign On

Sign On	
User Name:	<input type="text"/> User Name Required
Password:	<input type="password"/> Password Required
<input type="button" value="Submit"/>	
New User?	
Customer Registration	Employee Registration
Forgot Password? Want to Change Password?	
Reset Password	

If you have already registered, key in your User Name and Password to access the site. If you haven't registered yet, click on the "Customer Registration" link.



Customer Registration

Registration Information	
Create a User Name:	<input type="text" value="johndoe55"/>
Enter Bill To Customer #:	<input type="text" value="TEST123"/> Bill To Cust# Entered is Invalid
Enter an Invoice #:	<input type="text" value="123456"/>
Enter Last Name:	<input type="text" value="DOE"/>
Enter First Name:	<input type="text" value="JOHN"/>
Enter Email Address:	<input type="text" value="jdoe@gmail.com"/>
Enter Phone Number:	<input type="text" value="515-555-1234"/>
Enter Password:	<input type="password" value="...."/>
Re-Enter Password:	<input type="password" value="...."/>
<input type="button" value="Submit"/>	<input type="button" value="Go To Sign On Page"/>

Fill out the required fields and then click "Submit". This process will notify Ryko staff that a registration request has been entered. As soon as a Ryko representative finalizes the registration, you will be notified via email that your account is active and ready to use.

If you are authorized to review financial data, you will see the Order Management tab at the top of the screen in blue.

The screenshot shows the RYKO Account Center interface. At the top left is the RYKO logo. Below it, the text "Account Center" is partially visible. A navigation bar at the top contains three tabs: "Order Management" (highlighted in blue), "Service History", and "Contact Information". A dropdown menu is open under "Order Management", listing "Orders", "Invoices", "Statements", and "Multiple Site Selection". Below the navigation bar, a welcome message reads "Welcome, Test Tech, RYKO SOLUTIONS INC." followed by the address "1500 S. E. 37TH GRIMES, IA 50111". To the right, there are two contact profiles: "Your Sales Contact: LEONARD, RICH" and "Your Service Contact: WEDDELL, RAY". Below this is a "Statements" section with a link "View Current Statement". At the bottom, there is a "Recent Orders" section with a sub-header "(last 10 days)" and a link "View All Orders Last 90 Days". A table header is visible with columns: "Customer #", "Order #", "Total", "Order Date", "Status", "#Lines", "Invoice PDF", and "Shipment Tracking".

Click on the Order link to review orders for the last 90 days. There are several sort options to help you find the order you need. The order numbers and invoice numbers are underlined, indicating you click on them for more information. Or click on the Invoice link to view invoices for the last 90 days. Invoice data can be sorted as well. You can select up to 20 invoices to display or to be emailed to you. The Statement link provides the most current, up to date information.

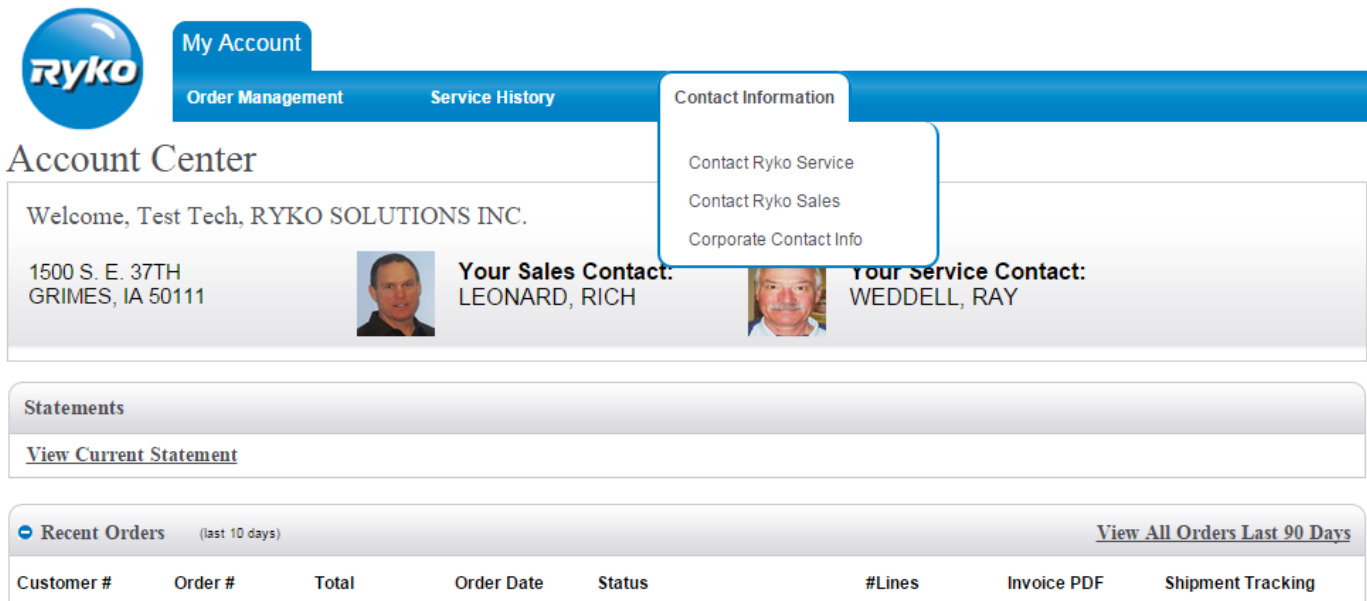
If you are authorized to review service data, you will see the Service History tab at the top of the screen in blue.

The screenshot shows the RYKO Account Center interface with the "Service History" tab selected. The navigation bar now highlights "Service History" in blue. The dropdown menu under "Service History" lists "Review Service History", "Dispatch Status", "Manuals", and "Multiple Site Selection". The rest of the interface, including the welcome message, contact information, and "Recent Orders" section, remains the same as in the previous screenshot.

Click the Review Service History link to review service work order information. Click on any service order number that is underlined to review the service order details, including technician comments. Click on the Dispatch Status link to see your recent dispatches, including their status and dispatch time. Click on any dispatch number that is underlined to review dispatch details including the problem reported, call back time and completion time.

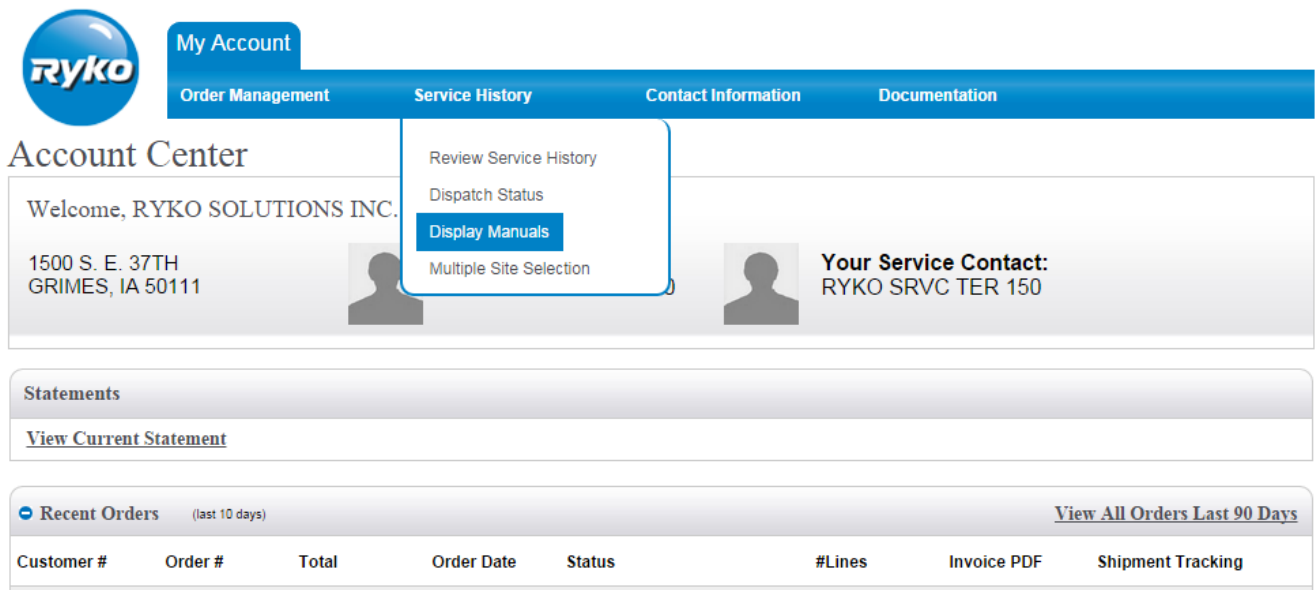
The Multiple Site Selection link found under both the Order Management and Service History tabs will allow you to review a subset of your sites if you do have multiples. You can sort the site information by Site# or State, etc to help find the sites in question. Simply check as many sites you wish to review temporarily and click “Choose Selected Sites”. Then when you go to review Orders, Invoices, Service History or Dispatches, the information displayed will be only for those sites you selected.

Click on the Contact Information tab at the top of the screen in blue to get additional contact information.



The screenshot shows the Ryko Account Center interface. At the top left is the Ryko logo. Below it is the text "Account Center". A navigation bar contains "My Account", "Order Management", "Service History", and "Contact Information". The "Contact Information" tab is selected, and a dropdown menu is open, showing options: "Contact Ryko Service", "Contact Ryko Sales", and "Corporate Contact Info". Below the navigation bar, the user is greeted with "Welcome, Test Tech, RYKO SOLUTIONS INC." and their address: "1500 S. E. 37TH GRIMES, IA 50111". To the right, there are two contact cards: "Your Sales Contact: LEONARD, RICH" and "Your Service Contact: WEDDELL, RAY". Below this is a "Statements" section with a link "View Current Statement". At the bottom is a "Recent Orders" section with a table header: "Customer #", "Order #", "Total", "Order Date", "Status", "#Lines", "Invoice PDF", and "Shipment Tracking". A link "View All Orders Last 90 Days" is also present.

To access your equipment manuals, go to the Service History tab at the top of the screen and then select “Display Manuals”.



The screenshot shows the Ryko Account Center interface. At the top left is the Ryko logo. Below it is the text "Account Center". A navigation bar contains "My Account", "Order Management", "Service History", "Contact Information", and "Documentation". The "Service History" tab is selected, and a dropdown menu is open, showing options: "Review Service History", "Dispatch Status", "Display Manuals", and "Multiple Site Selection". Below the navigation bar, the user is greeted with "Welcome, RYKO SOLUTIONS INC." and their address: "1500 S. E. 37TH GRIMES, IA 50111". To the right, there is a contact card: "Your Service Contact: RYKO SRVC TER 150". Below this is a "Statements" section with a link "View Current Statement". At the bottom is a "Recent Orders" section with a table header: "Customer #", "Order #", "Total", "Order Date", "Status", "#Lines", "Invoice PDF", and "Shipment Tracking". A link "View All Orders Last 90 Days" is also present.

A list of equipment manuals will then display with a link to download the manuals. Simply click on the manual you wish to download. There is a limit of 3 downloads per manual. If an attempt is made to download a specific manual more than 3 times at your company, you will see an error page similar to the following.



My Account

Order Management

Service History

Contact Information

Manual 1982400_Parts has already been downloaded 3 times. Contact your Service Manager for further assistance.

Manual Download Details			
Sign On User Name	Name	Download Date	Download Time
testmanuals	John Doe	08/30/2014	10:56:48
testmanuals2	Jane Smith	10/12/2014	13:21:51
testmanuals3	Joseph Jones	11/03/2014	16:02:54

[Return to Manuals](#)