Client portal – user guide

Your website's status, maintenance, a new website and requests in one place

Updated: 13 November 2026 · The screenshots show sample data.

In the client portal you can see how your website is doing and what I have done on it, and you can follow the build of your new website. You can also report problems or send requests here. This guide takes you through it step by step.

Contents

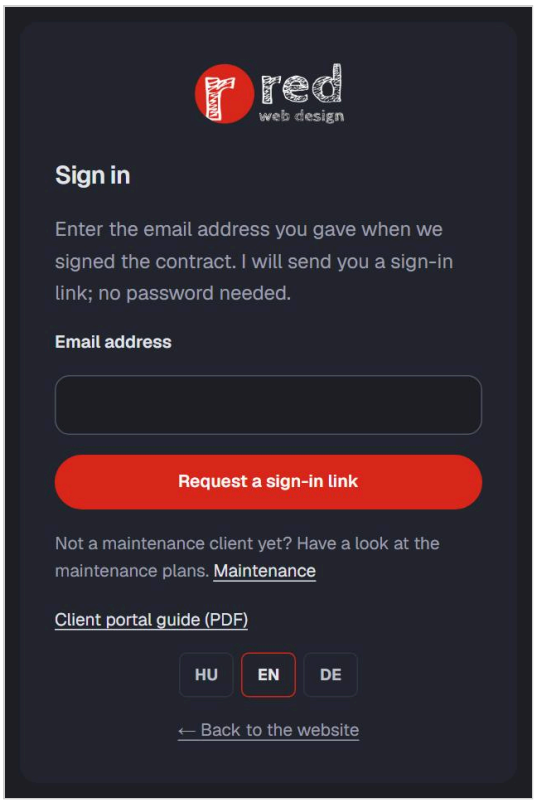
1. Signing in without a password
2. How the portal is laid out
3. Your website's status
4. Monthly report
5. New website: the content questionnaire
6. Following and approving your new website
7. Materials, schedule and payment
8. Asking for changes
9. Requests: problems and changes
10. Your review of our work together
11. Security and privacy

1. Signing in without a password

The link is **valid for 20 minutes and can be used once**. The first link in the invitation email is valid for 24 hours. After signing in you stay signed in for 8 hours; after that, simply request a new link.

1. Open **redwebdesign.hu/en/client-portal/**.
2. Enter the email address you gave me and click **Request a sign-in link**.
3. Within a few minutes you will receive an email with a sign-in link. Click it and the portal opens.

> If the email does not arrive, please check your spam folder too. There is no password, so there is nothing to remember.

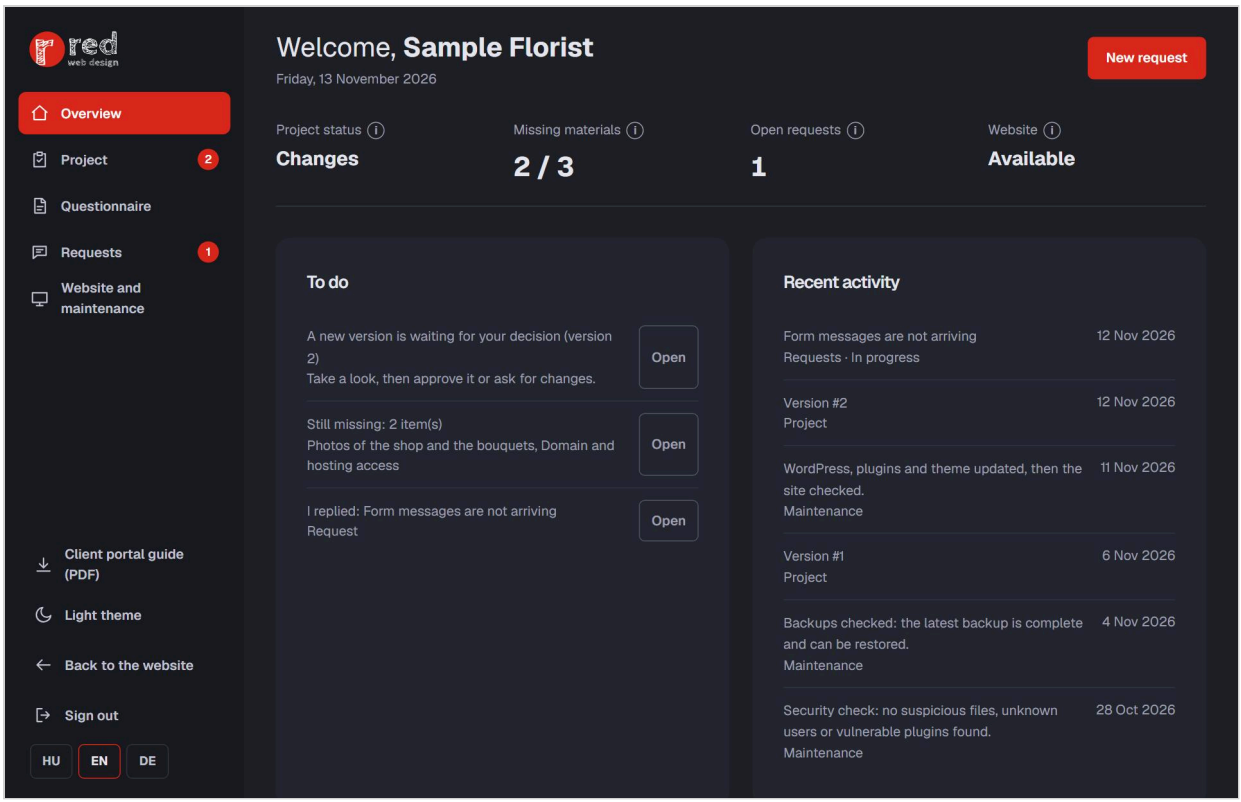


2. How the portal is laid out

After signing in, the **menu** is on the left and the selected part is on the right. On a phone, open the menu with the ≡ button at the top left. Only the menu items that apply to you are shown:

- **Overview:** the key figures (for example the project status, missing materials and open requests), your **To do** list, which takes you to the right place in one click, and recent activity.
- **Project:** the status of your new website, the materials checklist, the schedule and the payment instalments.
- **Questionnaire:** the content questionnaire.
- **Requests:** problems and requests, with the whole conversation.
- **Website and maintenance:** your website's status, the maintenance log and the monthly report.
- **Review:** when you can write a review of our work together.

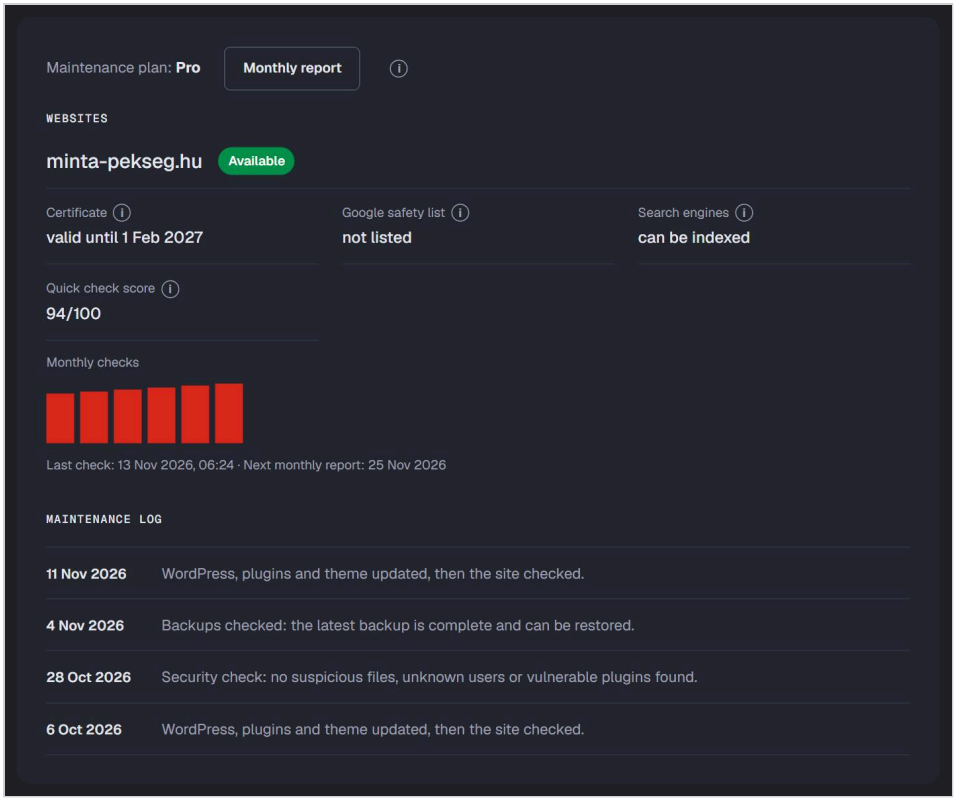
> At the bottom of the menu you can download this guide and switch between the **light and dark** look and the **language**. Where you see an **i** sign, hover over it (tap it on a phone) for a short explanation. After every save or send, a bar at the bottom of the screen confirms that it worked.



3. Your website's status

As a maintenance client, you see your website's current status under **Website and maintenance**:

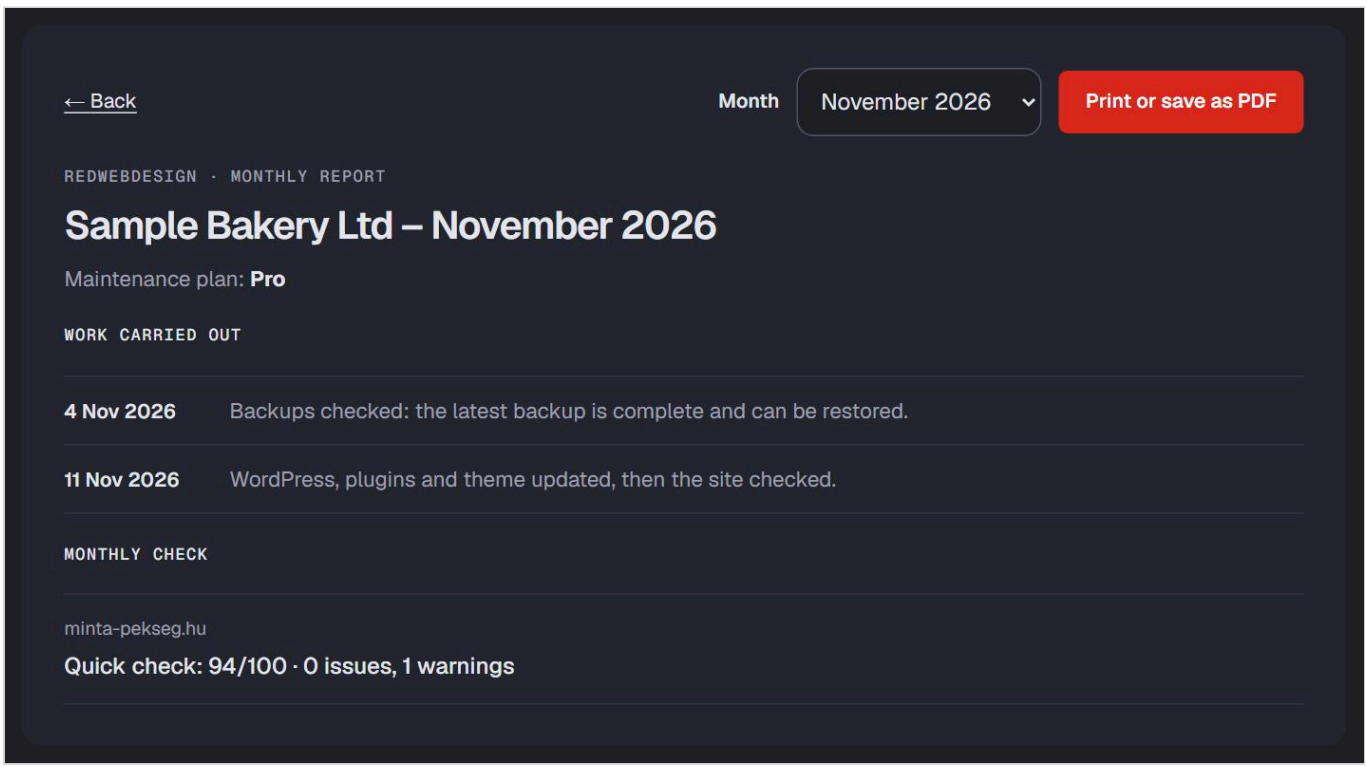
- **Available / Unavailable:** the monitor checks every hour whether the site loads. If it goes down, I am notified immediately.
- **Certificate:** how long the certificate for the secure connection (https) is valid.
- **Google safety list:** whether Google has flagged the site as dangerous.
- **Search engines:** whether the site can be indexed, i.e. appear in Google.
- **Quick check score and monthly checks:** a monthly measurement of the site's speed and condition, as a bar chart.
- **Maintenance log:** everything I have done on your website, by date.



4. Monthly report

The report lists the work done in that month and the result of the monthly check. You also receive the summary by email every month.

1. Under **Website and maintenance**, click **Monthly report**.
2. Choose the month from the list.
3. Use **Print or save as PDF** to print or save it.

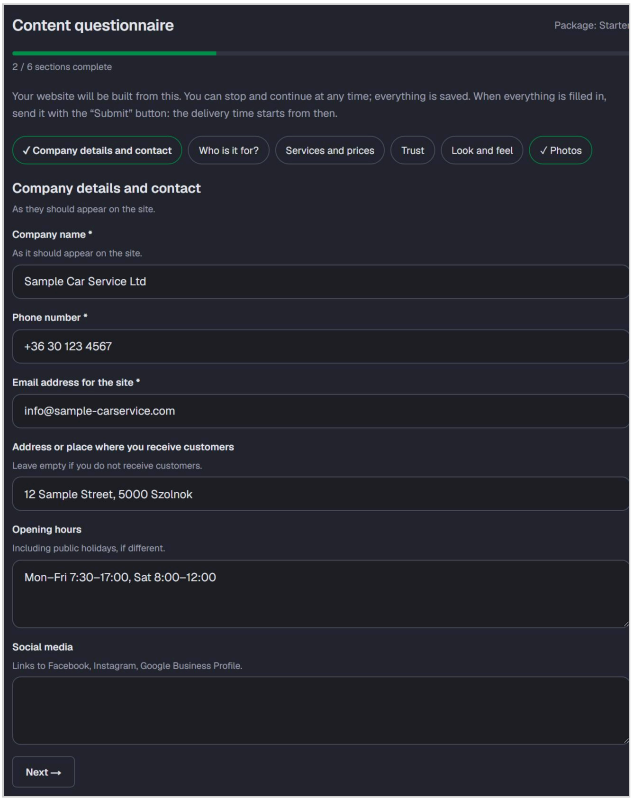


5. New website: the content questionnaire

If you have ordered a website from me, a questionnaire is waiting for you under **Questionnaire**: the text and structure of your website will be built from it.

1. Move between the sections (for example **Company**, **Services**, **Photos**) with the buttons at the top or with **Next**.
2. Everything is **saved automatically** as you type: you can stop and continue at any time.
3. In the **Photos** section you can give a link to a shared folder (for example Google Drive) or upload the images (up to 40).
4. When all required fields are filled in, click **Submit** at the end. The delivery time starts from then.

> For security, the system re-encodes uploaded photos and removes hidden data from them (such as the GPS location).

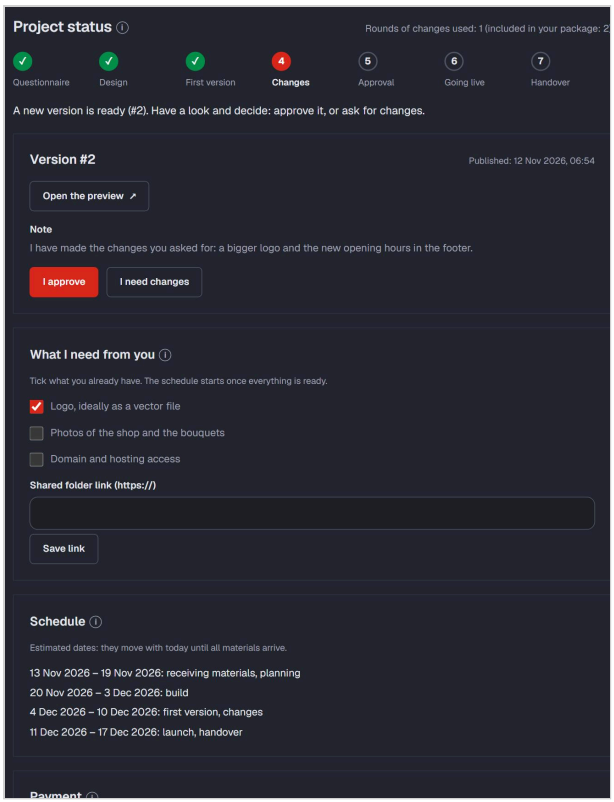


6. Following and approving your new website

Under **Project** you can see where the work is: Questionnaire → Design → First version → Changes → Approval → Going live → Handover.

When a version is ready, you receive an email. In the portal, **Open the preview** opens it in a new tab, and then you have two options:

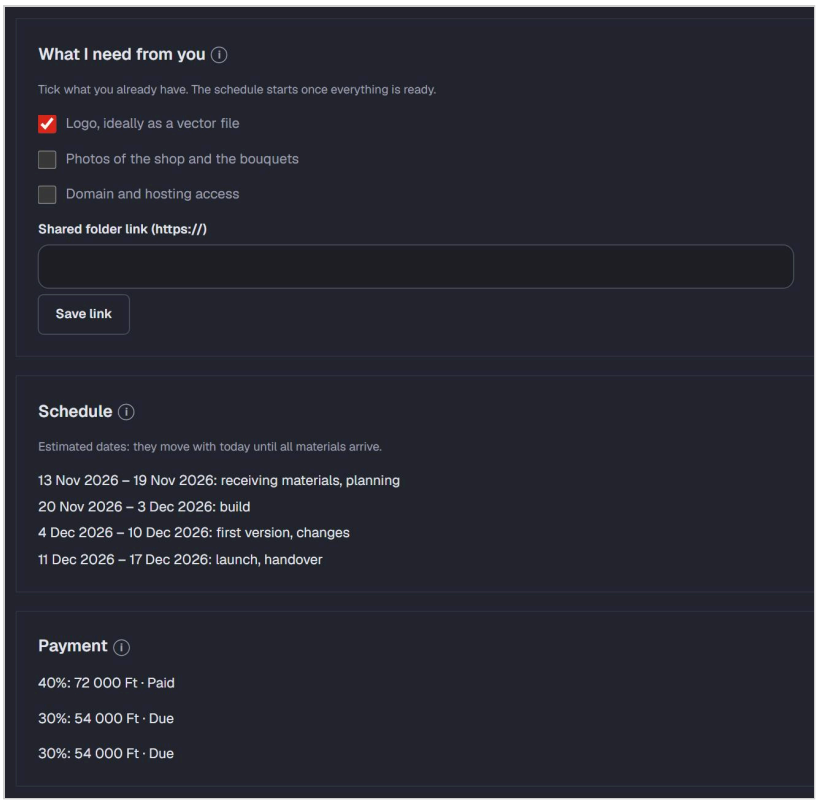
- **I approve:** this is the final approval. I record it with the time and confirm it by email. Going live comes next.
- **I need changes:** list what I should change, point by point (where and what). Your package includes a set number of rounds of changes; the portal shows how many you have used.



7. Materials, schedule and payment

Under **Project** you also see what we agreed in the quote:

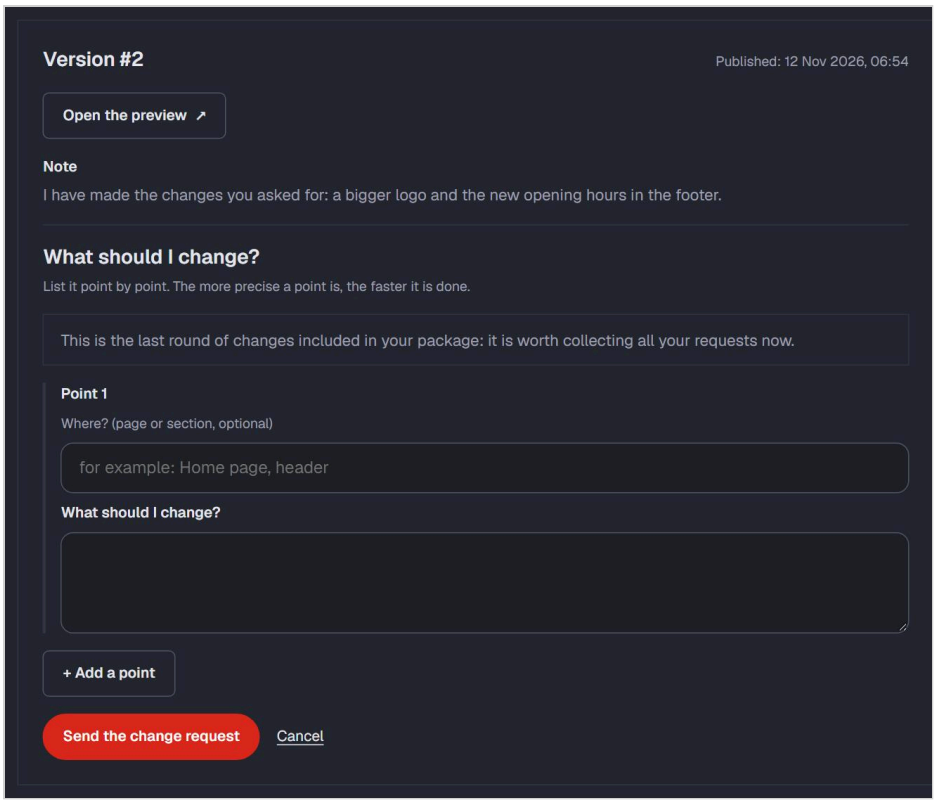
- **What I need from you:** the list of materials (for example logo, photos, logins). Tick what you have, and if you have a shared folder (for example Google Drive), you can add its link here. Once everything is ticked, the schedule counts from that day.
- **Schedule:** the stages of the work with expected dates. Until the materials arrive they move with today's date, then they are fixed.
- **Payment:** the fee split by the stages of the work. Once your transfer arrives, it shows as "Paid".



8. Asking for changes

1. Click **I need changes**.
2. For each request, enter **where** (page or section) and **what** I should change. Add more points with **+ Add a point**.
3. Click **Send the change request**. When the new version is ready, I will let you know by email.

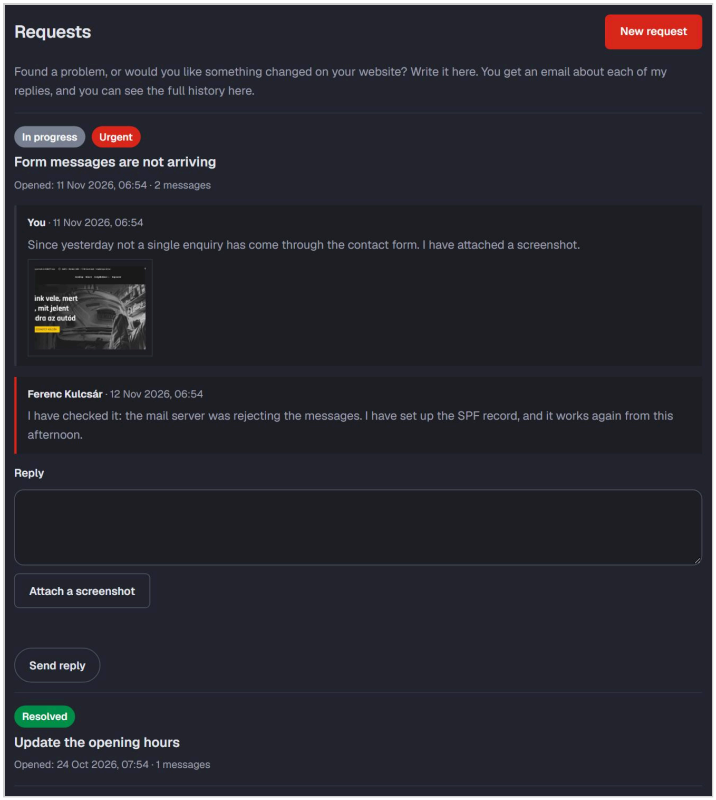
> On the last round included in your package the portal reminds you to collect all your requests at once. Extra rounds are charged at an hourly rate, agreed in advance.



9. Requests: problems and changes

You receive an email about each of my replies, and clicking the request shows the whole conversation. The status is **Received**, **In progress** or **Resolved**. If something is still wrong with a resolved request, write to it and it will be reopened.

1. Under **Requests** (or at the top of the **Overview**), click **New request**.
2. Enter a short subject, choose the urgency (**Urgent** if the website or an important part of it does not work), and describe the problem.
3. If it helps, attach screenshots (up to 5 per message), then click **Send request**.



10. Your review of our work together

Once your site is finished, or after you have been a maintenance client for a while, you can write a short review under **Review**: a star rating, a few sentences and the name to display. It only appears on redwebdesign.hu if you tick the consent box and I approve it.

You can edit your review at any time, or delete it with the **Withdraw review** button: it is removed from the website immediately.

11. Security and privacy

- Signing in works with a short-lived link that can be used once; no passwords are stored.
- Every email address given for your company sees the same; no other client can see anything of it.
- Uploaded images can only be viewed after signing in, and they are deleted automatically after a set time.
- Details are in the privacy policy: redwebdesign.hu/en/privacy-policy/

Any questions? Write to me: hello@redwebdesign.hu · +36 30 501 9090
Client portal: redwebdesign.hu/en/client-portal/