



Logging in, logging out, and MFA

Purpose

Sign in to the Ringle portal with an email or phone number, use a single sign-on provider, complete an MFA challenge when one is enabled, and sign out again.

Prerequisites

- A Ringle portal account with a password, or an account with one of the supported sign-on providers (Google, Apple, Facebook, Microsoft, TikTok).
- If MFA is enabled on your account, access to your verification method.

Steps

1 Step 1

Ringle Home

Email Phone

Email

Password

Don't have an account? [Sign up here](#)
[Forgot your password?](#)

Sign In

Or continue with

[G](#) [Apple](#) [Facebook](#) [Microsoft](#) [TikTok](#)

Ringle
Ringle is a voice and text ordering platform that connects to your POS and storefront — whether that's Square, Shopify, or your own system — so customers can place orders by phone while you manage everything from one place.

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⚡ **Action:** Go to <https://portal.getringle.com/login>. The Email tab is selected by default.

✓ **What you should see:** The login card shows Email and Phone tabs, an Email field, and a Password field with a show password toggle. It also has a "Sign up here" link, a "Forgot your password?" link, a Sign In button, and a row of single sign-on buttons under "Or continue with".

2 Step 2

The screenshot shows the Ringle login interface. At the top left is the Ringle logo, and at the top right is a 'Home' link with a toggle switch. The main content area features a login form with two tabs: 'Email' and 'Phone'. The 'Phone' tab is currently selected, indicated by a horizontal line underneath it. Below the tabs are two input fields: 'Phone Number' and 'Password'. The 'Password' field has an eye icon to its right. Below these fields are two links: 'Don't have an account? Sign up here' and 'Forgot your password?'. A dark 'Sign In' button is positioned below the links. At the bottom of the form, there is a section titled 'Or continue with' followed by five social media icons: Google, Apple, Facebook, Microsoft, and TikTok. The footer of the page is divided into four columns: 'Ringle' (with a description of the platform), 'PRODUCT' (with links to Product, Security, and Pricing), 'COMPANY' (with a link to Contact), and 'LEGAL' (with links to Terms of Service, Privacy Policy, and Cookie Policy). A copyright notice '© 2026 Ringle. All Rights Reserved' is located at the bottom left of the footer.

⚡ **Action:** Click the Phone tab to sign in with a phone number instead of an email address.

✓ **What you should see:** A Phone Number field replaces the Email field. It expects the full number with country code, for example +12345678901. The password field and the rest of the form stay the same.

3 Step 3

Ringle Home

Email Phone

Email

Password

Don't have an account? [Sign up here](#)
Forgot your password?

Sign In

Or continue with

G Apple Facebook Microsoft TikTok

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⚡ **Action:** Click a provider's button under "Or continue with" to sign in with an existing Google, Apple, Facebook, Microsoft, or TikTok account. Follow the provider's own sign-in prompts.

✓ **What you should see:** The provider opens its consent screen. After you approve, you return to the portal signed in. Accounts are matched by the email address the provider shares.

4 Step 4

The screenshot shows the Ringle login interface. At the top left is the Ringle logo, and at the top right is a 'Home' link with a toggle switch. The main content area features a login card with two tabs: 'Email' (selected) and 'Phone'. The 'Email' tab has an input field for 'Email' containing 'owner@getringle.com' and a 'Password' field with masked characters and an eye icon to toggle visibility. Below the password field are links for 'Don't have an account? Sign up here' and 'Forgot your password?'. A dark 'Sign In' button is positioned below these links. At the bottom of the card, it says 'Or continue with' followed by social login icons for Google, Apple, Facebook, Microsoft, and TikTok. The footer contains the Ringle logo, a description of the platform, and navigation links categorized under 'PRODUCT' (Product, Security, Pricing), 'COMPANY' (Contact), and 'LEGAL' (Terms of Service, Privacy Policy, Cookie Policy). A copyright notice '© 2026 Ringle. All Rights Reserved' is at the very bottom.

⚡ **Action:** On the Email tab, type your email address and password. Use the eye icon to check the password as you type.

✓ **What you should see:** Both fields show your input, with the password masked. The Sign In button is ready to click.

5 Step 5

The screenshot shows the Ringle dashboard for a user named 'Demo'. The interface includes a sidebar on the left with navigation options: Overview (Dashboard, Analytics), Conversations & AI (Blueprints, Experiments, Intents, LLM Prompts, Capabilities, Engine Behavior), Test Drive (Text Chat, Voice Demo), and Voice & Messaging (Voice Config, Account Settings, User Guide). At the bottom of the sidebar, it shows 'Demo Owner' with a toggle switch and a 'Log Out' button. The main content area is titled 'Welcome back, Demo' and 'Demo Auto Shop'. It features three summary cards: 'Tenant' (Demo Auto Shop with an 'Autoshop' badge), 'POS Provider' (Unknown), and 'Calls' (1). Below these are buttons for 'Conversations', 'Text Chat', and 'Voice Chat'. A large box contains contact information: Phone (+15555550102), Email (Not configured), Languages (en-US), and Forwarding (Not configured).

⚡ Action: Click Sign In.

✓ What you should see: You land on the dashboard for your active workspace. The sidebar shows your navigation sections, your name at the bottom, and a Log Out button.

6 Step 6

Screenshot not available (an MFA challenge could not be produced on a documentation account in this session)

⚡ **Action:** If your account has MFA enabled, enter the verification code when prompted after the password step. Then click Verify Code.

✓ **What you should see:** The login card switches to a verification step with a Verification Code field, a Verify Code button, and a Back to Login link. A correct code completes the sign-in and the dashboard loads. A wrong or expired code shows an error, and you can try again.

7 Step 7

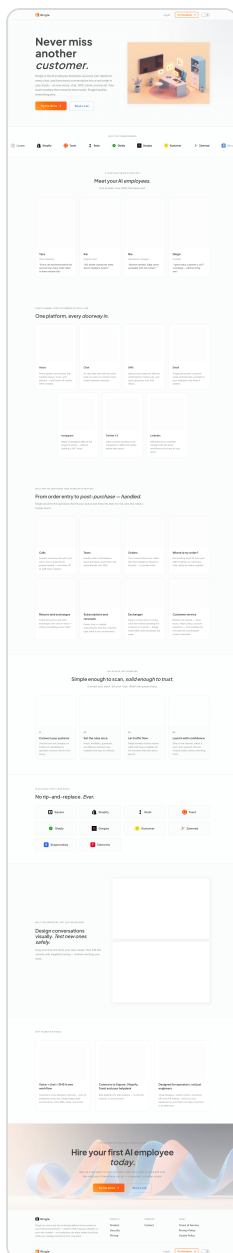
The screenshot shows the Ringle dashboard interface. On the left is a sidebar with the Ringle logo at the top, followed by a user profile section for 'Demo Auto Shop' with a dropdown arrow. Below this are several menu categories: 'OVERVIEW' (containing 'Dashboard' and 'Analytics'), 'CONVERSATIONS & AI' (containing 'Blueprints', 'Experiments', 'Intents', 'LLM Prompts', 'Capabilities', and 'Engine Behavior'), 'TEST DRIVE' (containing 'Text Chat' and 'Voice Demo'), and 'VOICE & MESSAGING' (containing 'Voice Conferencing', 'Account Settings', and 'User Guide'). At the bottom of the sidebar is a 'Demo Owner' toggle switch and a 'Log Out' button. The main content area on the right is titled 'Welcome back, Demo' and 'Demo Auto Shop'. It features three summary cards: 'Tenant' (Demo Auto Shop with an 'Autoshop' tag), 'POS Provider' (Unknown), and 'Calls' (1). Below these are three buttons: 'Conversations', 'Text Chat', and 'Voice Chat'. A large box contains contact information: 'Phone: +15555550102', 'Email: Not configured', 'Languages: en-US', and 'Forwarding: Not configured'.

⚡ Action: Click the Log Out button at the bottom of the sidebar to sign out. It sits below your name and the dark mode toggle.

✅ What you should see: You are taken to the public landing page. Your session ends immediately.

8

Step 8



⚡ Action: Confirm you are signed out.

✓ What you should see: The landing page header shows Log In and Try the demo again. Opening a portal page such as the dashboard now asks you to sign in first.

Troubleshooting

- Wrong email or password: the form shows an error and keeps your email filled in. Repeated failed attempts can temporarily lock the account. Wait a few minutes or use the password reset flow. Only failed attempts count toward the lockout. Signing in successfully many times never triggers it.
- You are sent back to the login page while working: your session expired or the session cookie was cleared. Sign in again. Unsaved work on the previous page is lost.
- A single sign-on button does nothing: your browser may be blocking the provider pop-up. Allow pop-ups for portal.gettringle.com and try again.
- Phone sign-in rejects your number: enter it in international format with the leading plus and country code, with no spaces or dashes.

Notes

- Route: `/login`.
- Source component: `components/auth/Login.jsx` in the portal app.
- Sign-in works with either email or phone plus the account password. The five single sign-on providers appear on both tabs.
- MFA is turned on and off from Account Settings on the Security tab; see the "Account security and sessions" guide.
- Logging out on the portal also ends the shared session that the marketing site reads, so both sites see you as signed out.