



Tenant signup and access requests

Purpose

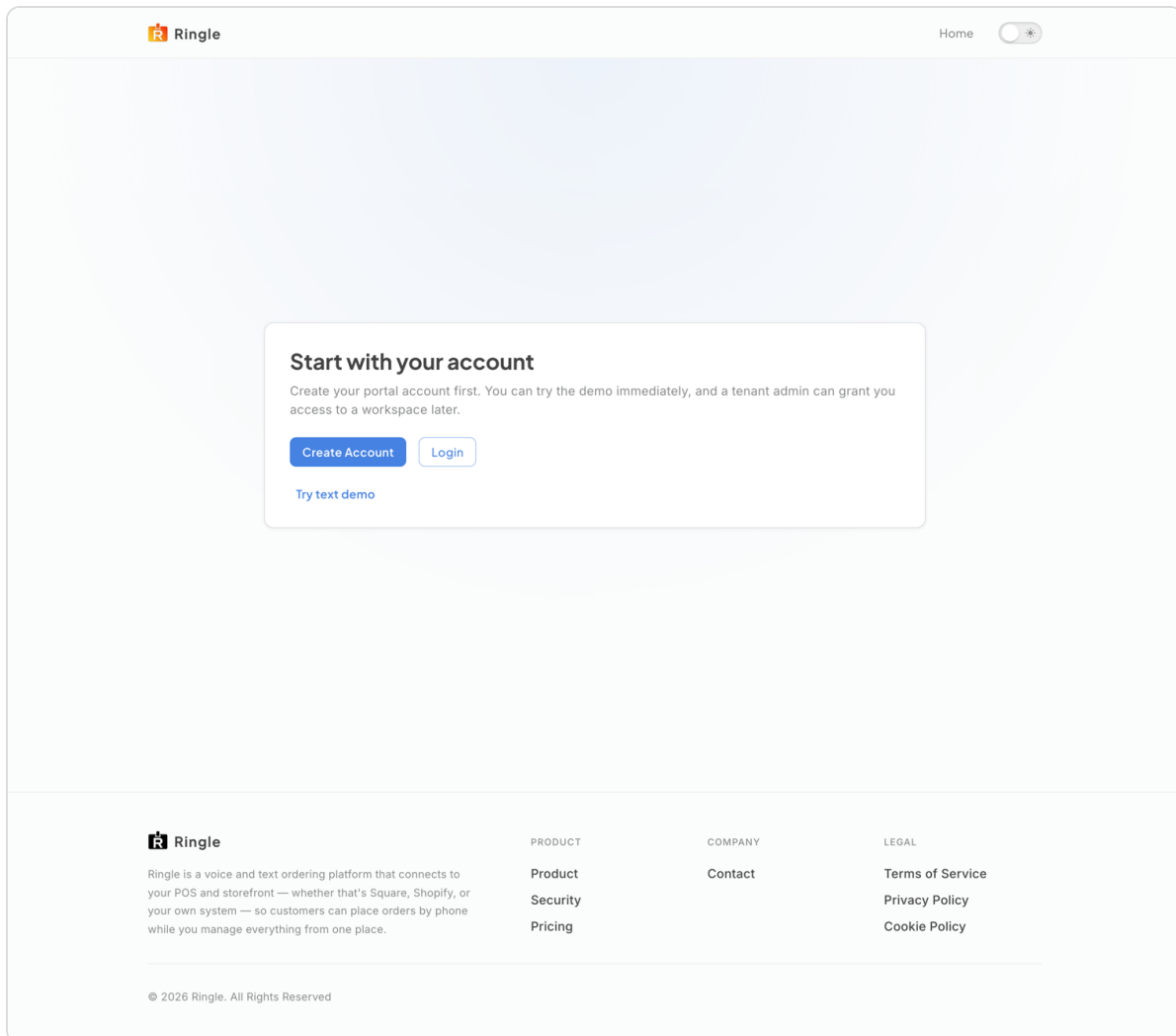
The Tenant Access page is the front door for workspace access. What it shows depends on who you are: a guest is pointed to account creation, a signed-in user with no workspace can submit an access request for review, and a platform admin gets a create-tenant wizard.

Prerequisites

- No account is needed to view the page; it is public at `/tenant-signup`.
- To see the access request form, sign in with an account that has no workspace membership yet.
- Creating a tenant is restricted to platform admins (GlobalAdmin role).

Steps

1 Step 1



⚡ **Action:** While logged out, open `portal.getringle.com/tenant-signup`.

✓ **What you should see:** A card titled "Start with your account" appears. It explains that you should create a portal account first: you can try the demo immediately, and a tenant admin can grant workspace access later. It has a Create Account button, a Login button, and a "Try text demo" link that opens the text test drive without any workspace.

2 Step 2

 Home Dashboard [Log Out](#)

Request Workspace Access

You can try the demo right away. To access a full workspace, submit a request below and an admin will review it.

New Request

Contact Name *

Contact Email *

crankymagician+ringle-guide-jul2026@gmail.c

Contact Phone

Business Name *

Preferred Slug

POS Provider

Lowercase letters, numbers, hyphens (e.g. my-business)

OMS Provider

Notes

Submit Request

Try text demo



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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Product

Security

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COMPANY

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⚡ **Action:** Sign in with an account that has no workspace membership. You land on this page automatically. Trying to open a members-only page such as the dashboard also redirects here.

- ✔ **What you should see:** The card now reads “Request Workspace Access”. If you arrived by trying to open a specific page, the subtitle names it (for example “To open dashboard, your account needs access to a workspace.”). Otherwise it says you can try the demo right away and submit a request for a full workspace. Below is a New Request form with Contact Name (required), Contact Email (required, prefilled from your account), Contact Phone, Business Name (required), Preferred Slug, POS Provider, OMS Provider, and Notes.

3 Step 3

 Home Dashboard [Log Out](#)

Request Workspace Access

You can try the demo right away. To access a full workspace, submit a request below and an admin will review it.

New Request

Contact Name *

Guide Docs

Contact Email *

crankymagician+ringle-guide-jul2026@gmail.com

Contact Phone

(555) 010-0000

Business Name *

Example Retail Co.

Preferred Slug

example-retail-co

POS Provider

Square

Lowercase letters, numbers, hyphens (e.g. my-business)

OMS Provider

Shopify

Notes

Evaluating Ringle for phone and text ordering. Happy to hop on a call.

Submit Request

Try text demo



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⚡ **Action:** Fill in the form: your name, phone, the business name, a slug suggestion (lowercase letters, numbers, hyphens, like `my-business`), the POS and OMS systems you run, and anything else the reviewer should know. Click Submit Request when you are ready.

✓ **What you should see:** The form accepts the values. Submit Request sends them for review. Name, email, and business name are the minimum; everything else is optional but speeds up the review. On success, a green banner confirms "Your request has been submitted. We'll review it shortly."

4 Step 4

Screenshot not available (submitting from the documentation account would place a live request in the review queue)

⚡ **Action:** Return to this page later to track your request.

✓ **What you should see:** Submitted requests are listed above the form. Each shows the business name, a status chip (Pending in orange, Approved in green, Rejected in red, Cancelled in grey), and the submission date. A pending request has a Cancel Request button if you change your mind. An approved request shows "Your request was approved!" with a Go to Dashboard button. A rejected request shows the reviewer's reason.

5

Step 5

 Home Dashboard [Log Out](#)

Create a Tenant

Pick a unique tenant slug and optional template.

Create Your Tenant

1

2

3

Tenant InformationPOS InformationReview

Tenant Information

Let's start with the basics. What is your business name and contact information?

Tenant Name *

Business Slug *

Phone Number *

Contact Email (optional) *
owner@example-retail-co.com

1 of 3Next

[Review Access Requests](#)



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:** As a platform admin, open the same page to create a tenant directly.

- ✓ **What you should see:** Admins see “Create a Tenant” with a three-step wizard. Step one is Tenant Information: Tenant Name, Business Slug, Phone Number, and Contact Email (the email is prefilled from your admin account). Step two is POS Information: a POS Provider dropdown offering Square, Clover, Toast, or None, plus a POS Location Id; this step is optional. Step three is Review, which echoes everything back before anything is created. A “Review Access Requests” shortcut links to the admin queue of pending requests. The platform admin guide covers the admin pages themselves.

Troubleshooting

- You were sent to this page when you tried to open the dashboard or another portal page: your account has no workspace membership. Submit a request, or use the text demo while you wait.
- Submit Request fails with “Name, email, and business name are required.”: fill in the three required fields; the red banner clears once the submission succeeds.
- Your preferred slug is not accepted later in the review: slugs are lowercase letters, numbers, and hyphens only, and must be unique. The reviewer may adjust it.

Notes

- Route: `/tenant-signup` (public). The legacy `/business-creation` and `/business-signup` routes redirect here. A signed-in member who already has a workspace is redirected straight to `/dashboard`.
- Source components: `pages/TenantSignupPage.jsx`, `components/tenant-management/TenantSignupWizard.jsx`, `components/tenant-management/AccessRequestForm.jsx`, and `components/tenant-management/AccessRequestStatus.jsx` in the portal app.
- The wizard’s three step labels are Tenant Information, POS Information, and Review; completing it creates the tenant immediately, so admins should cancel out of Review

unless they mean it.

- The access request form was filled but intentionally not submitted while writing this guide, so the status list in step 4 is described from source.