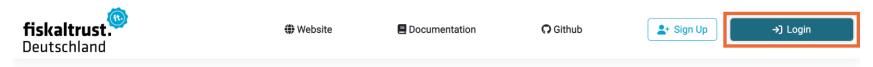Welcome to Fiskaltrust. In this tutorial, you are going to learn how to correct an invitation sent to a non-existing email address.

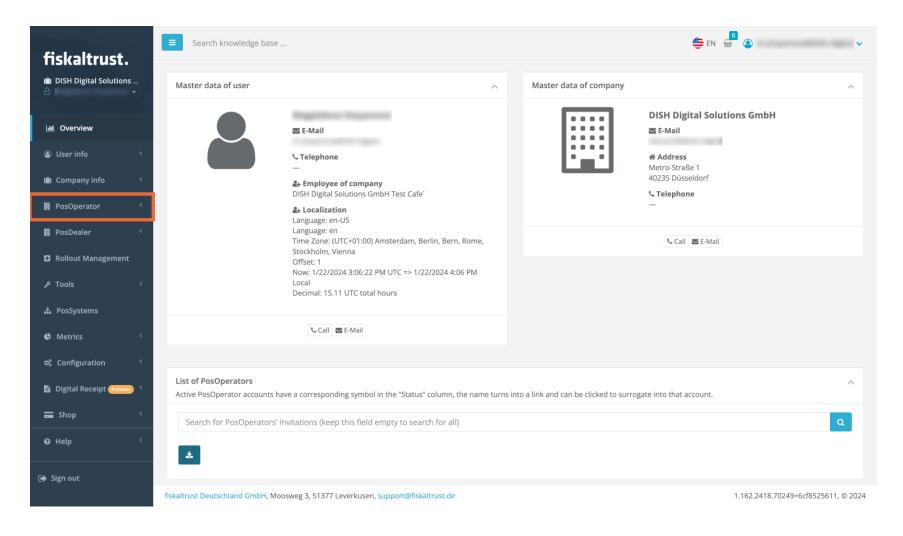ⓘ After the client has informed you of not having received an invitation to his email address, you can easily fix the mistake by logging in into the fiskaltrust.Portal.
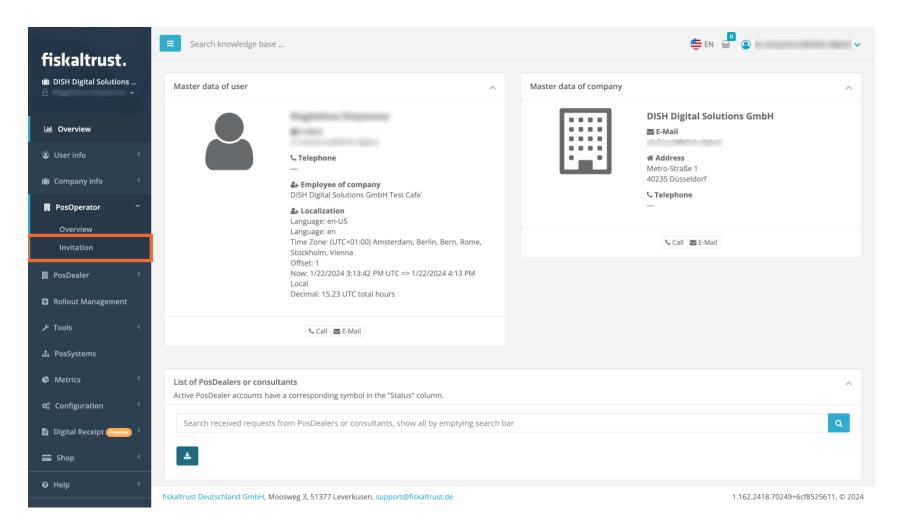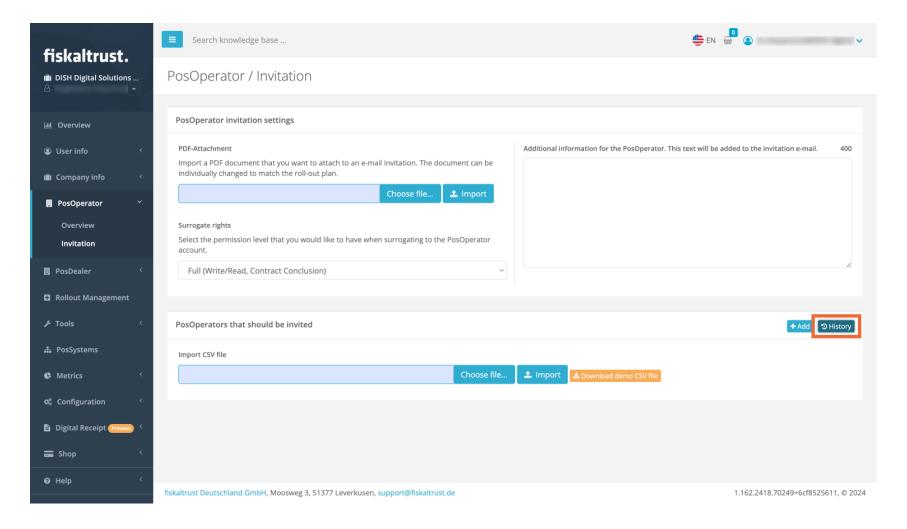
First, click on PosOperator.

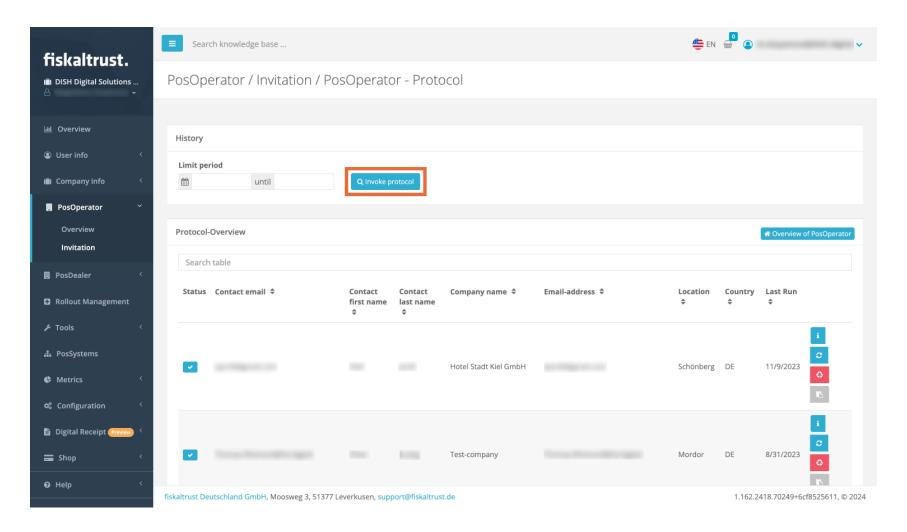A drop-down menu will open, and you'll have to click on Invitation.

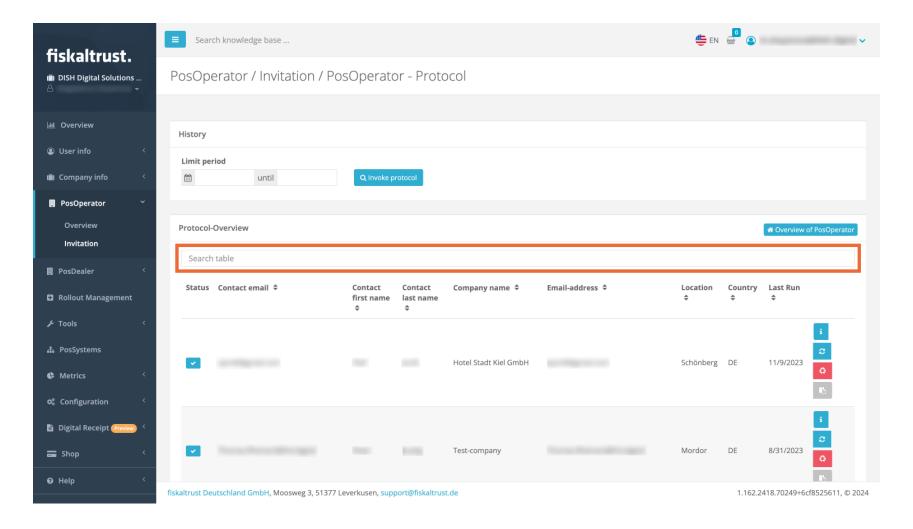On the page that opens, you'll have to first click on History.

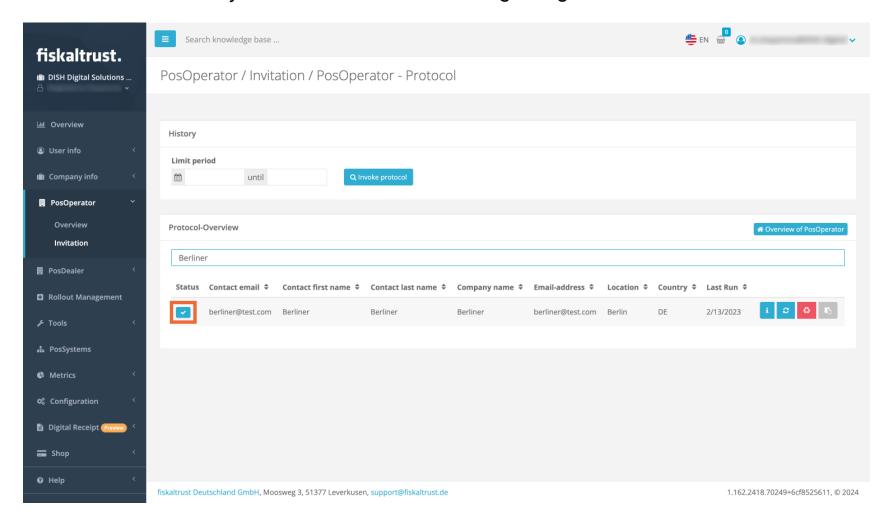Then click on Invoke Protocol to see all the invitations that have been sent.
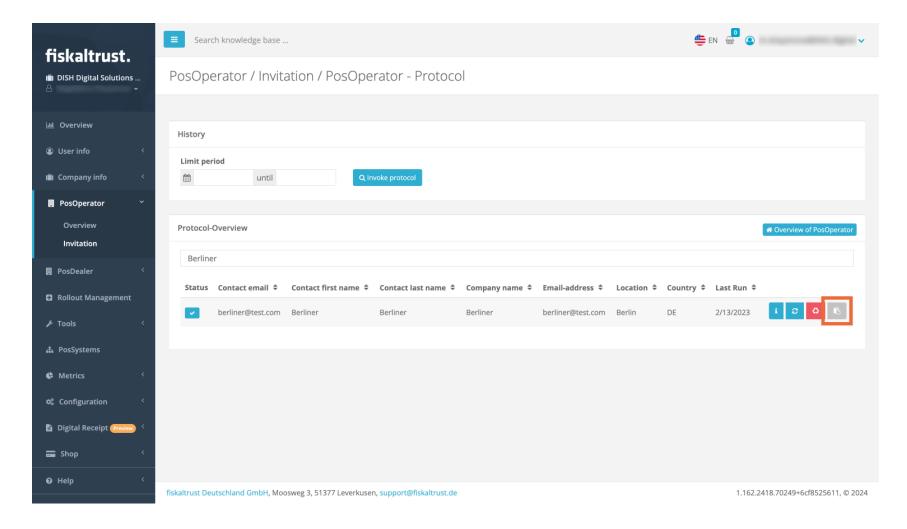
Now enter the client's name in the Search table.

We have searched for example "Berliner" and a list of all the emails sent has appeared. You can verify that the email was sent by a blue checkmark at the beginning of the row of the client.
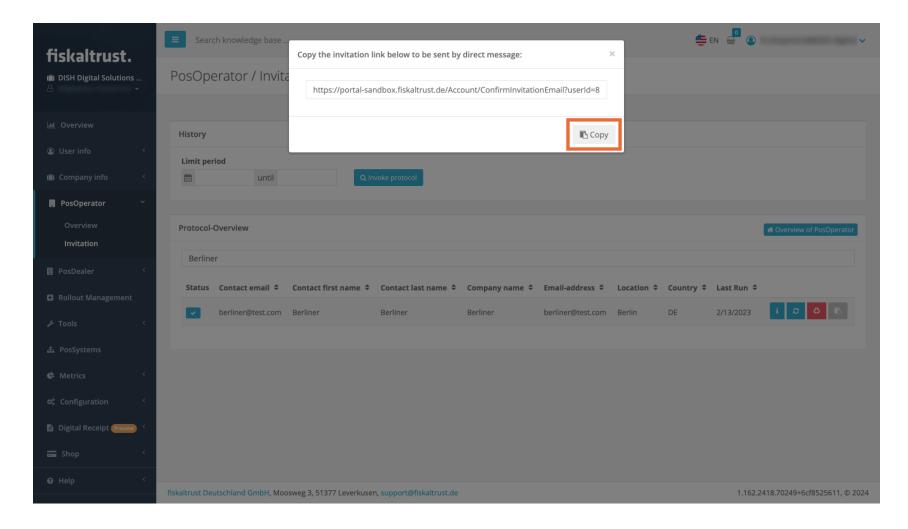
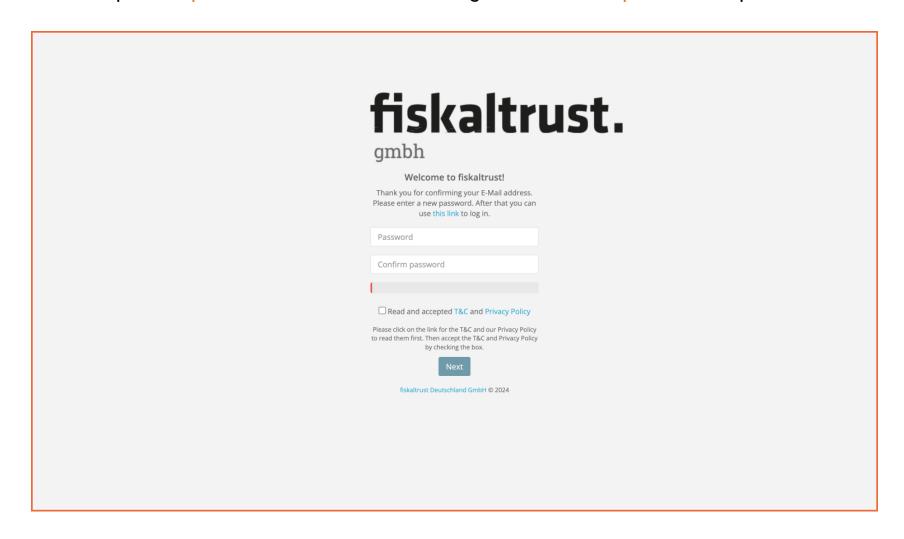On the right corner of the client's name, you can click on Copy link to clipboard.

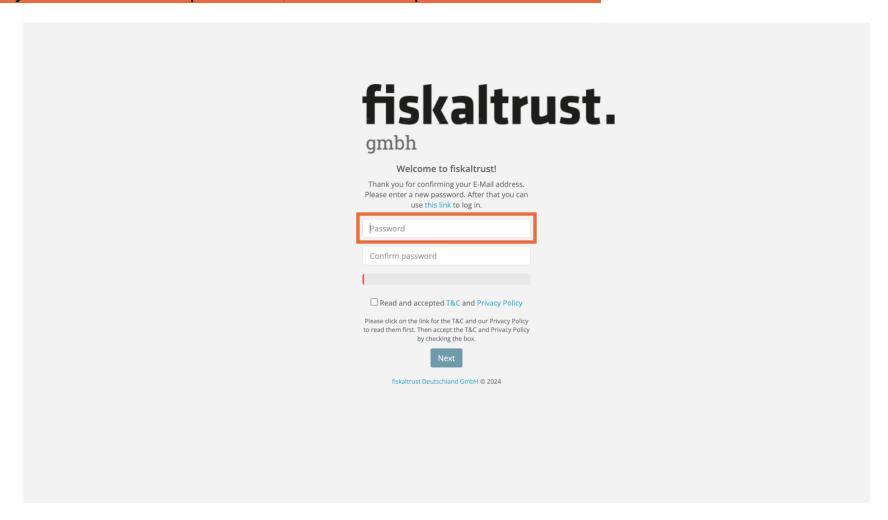A new window is then going to open. Click on Copy.

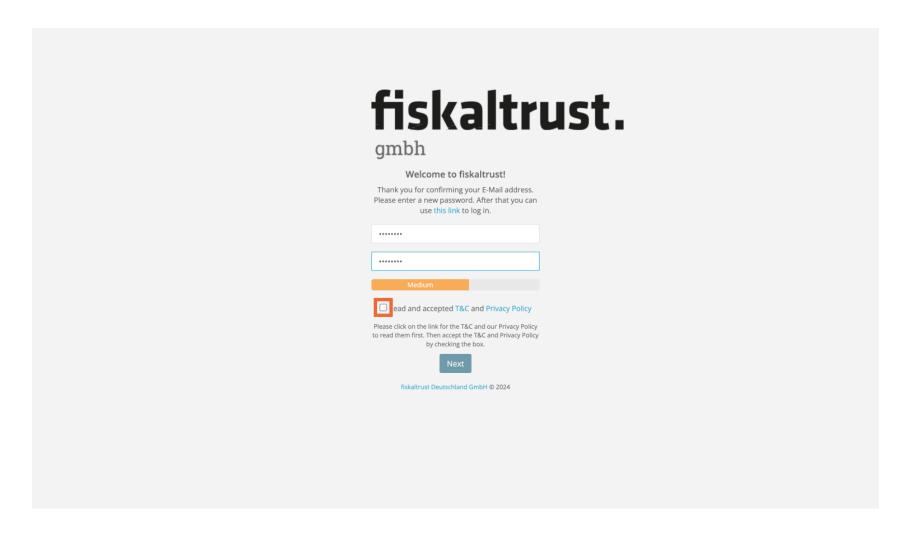The next step is to open a new window in the incognito mode and paste the copied URL.

You are now resetting the password for the account in order to be able to access it. Note: You can use any kind of standard password, like for example: fiskalTrusT&65.
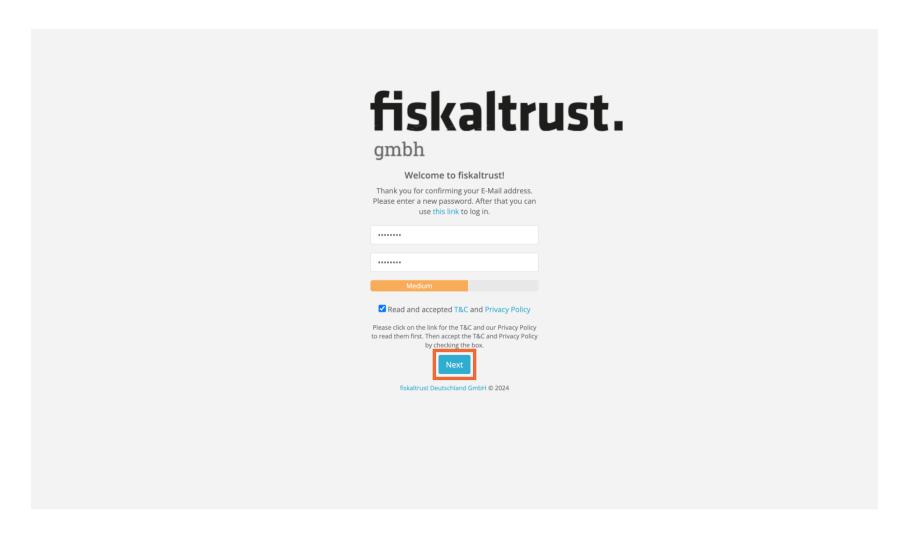
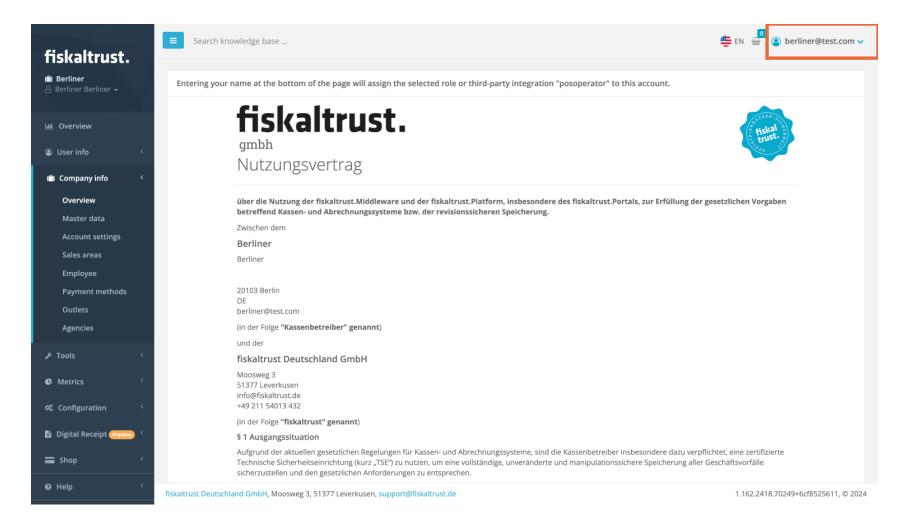You'll have to *check* the Read and Accepted T&C and Privacy Policy.
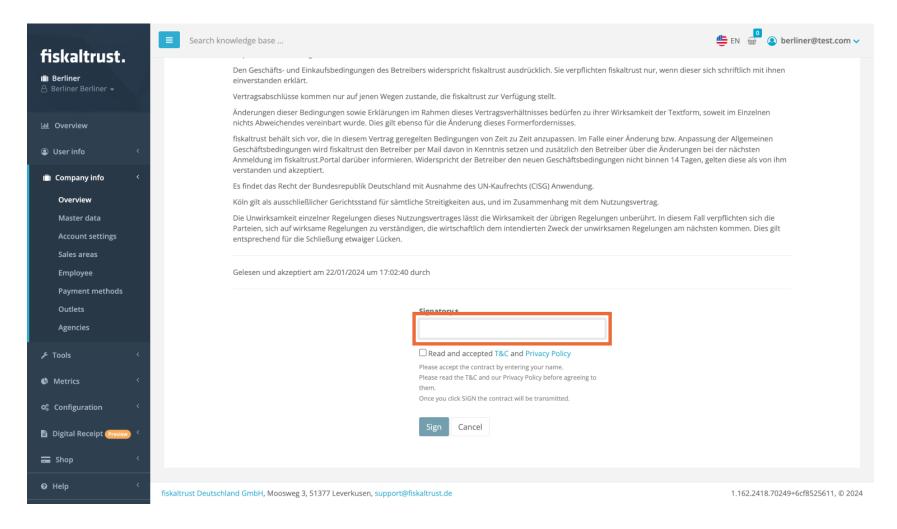
Click on Next.

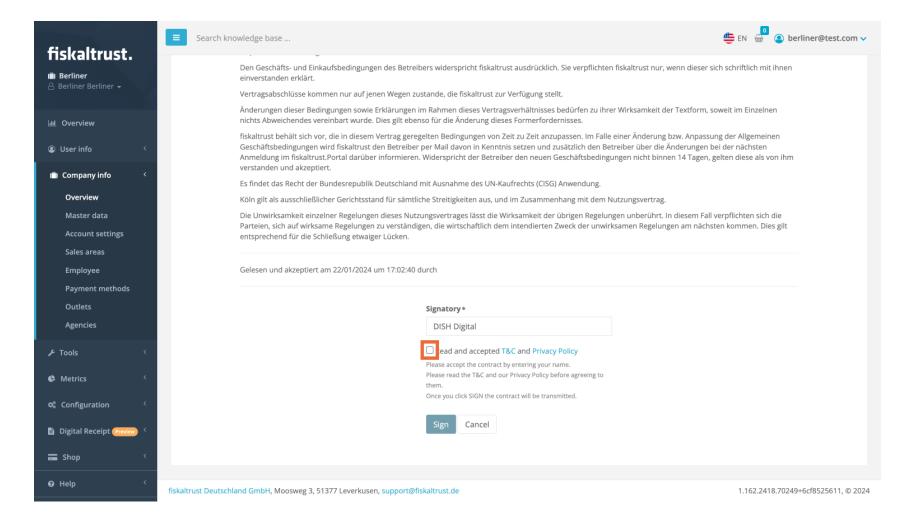You are now inside a new profile, in our case, berliner@test.com.

Scroll down to the bottom of the contract and enter in the Signatory DISH.Digital in the requested field, on behalf of the client.
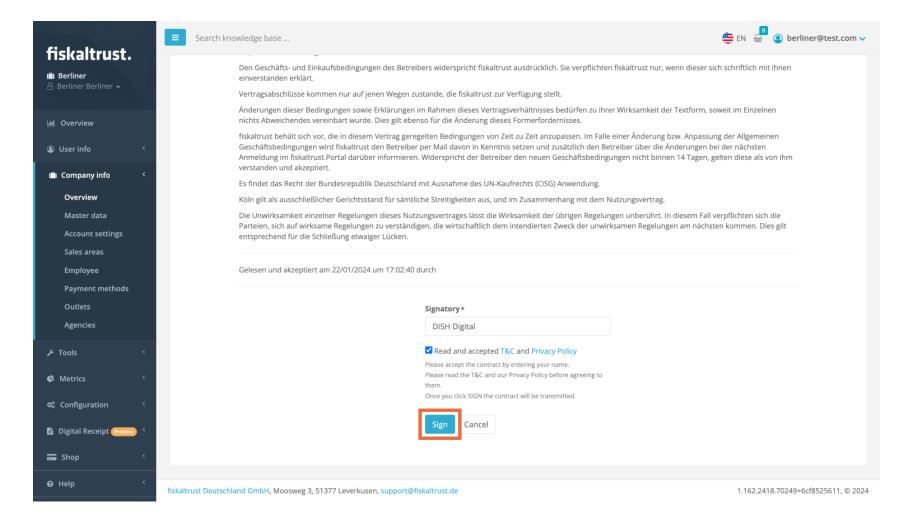
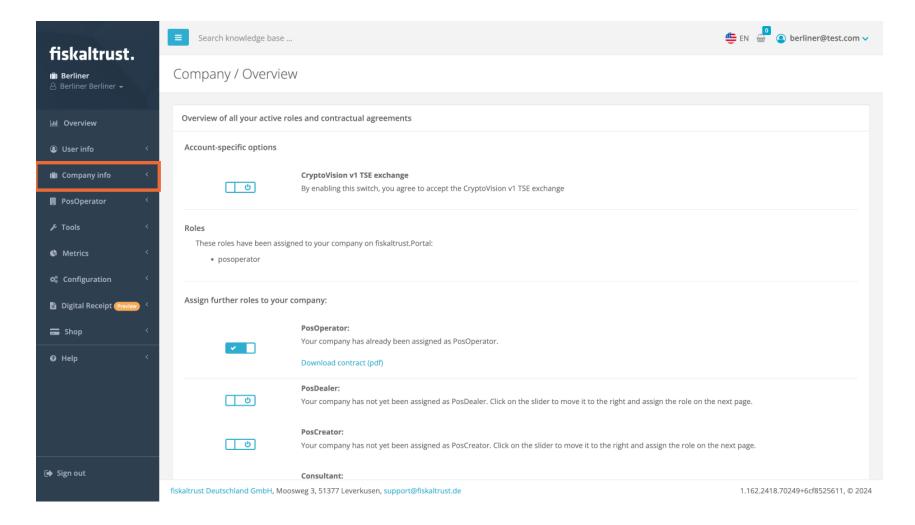**Click** on the square for accepting the T&C and Privacy Policy.
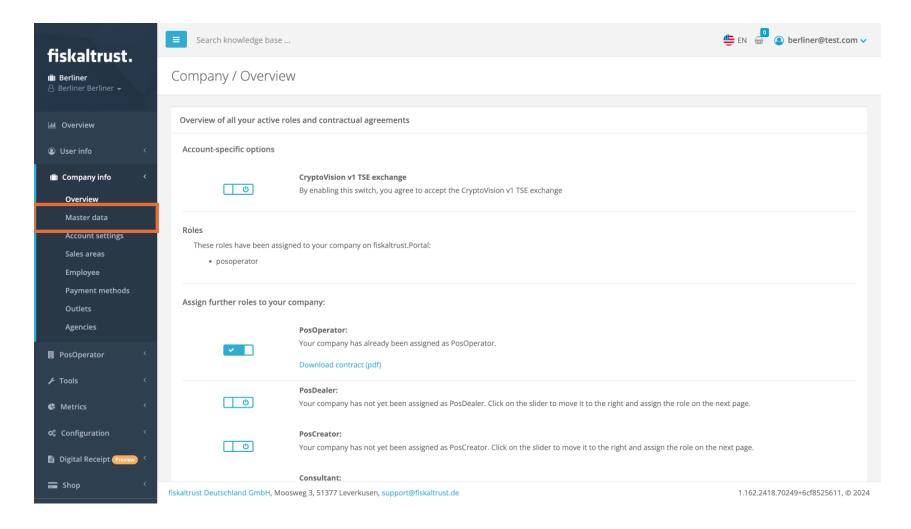
Click on Sign.

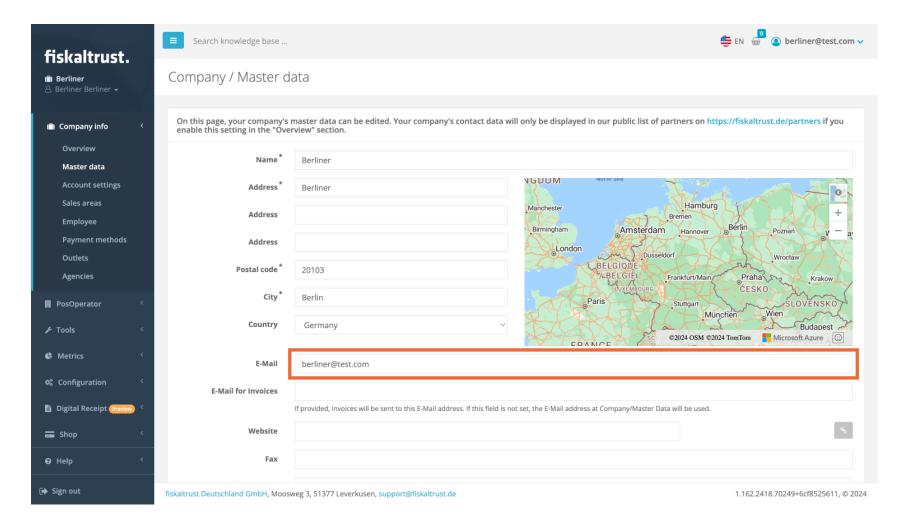Now go to the left side of the page and click on Company Info.

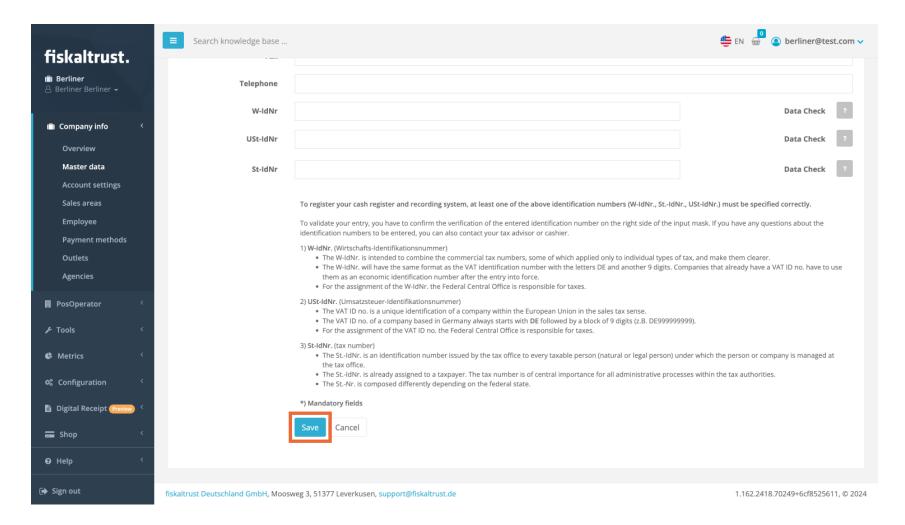A drop-down menu is going to open, click on Master data.

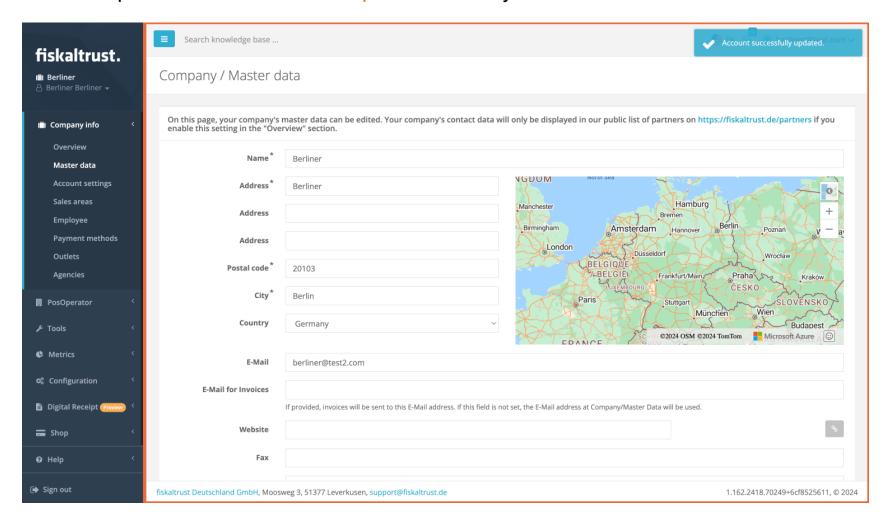You can now replace the existing wrong email-address with the correct one.
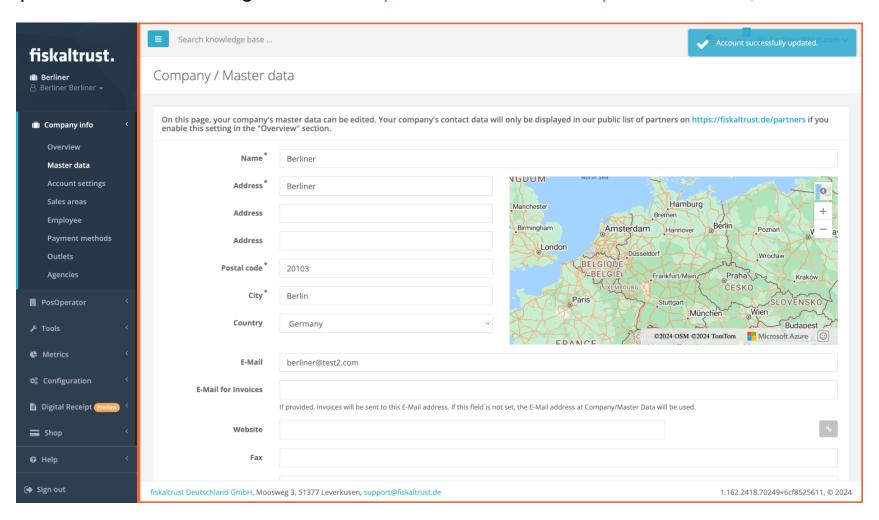
Click on Save for saving all the changes.

You can now close the Incognito mode. Afterward, inform the client that they are going to receive an email to accept the new username and password that you created for their establishment.
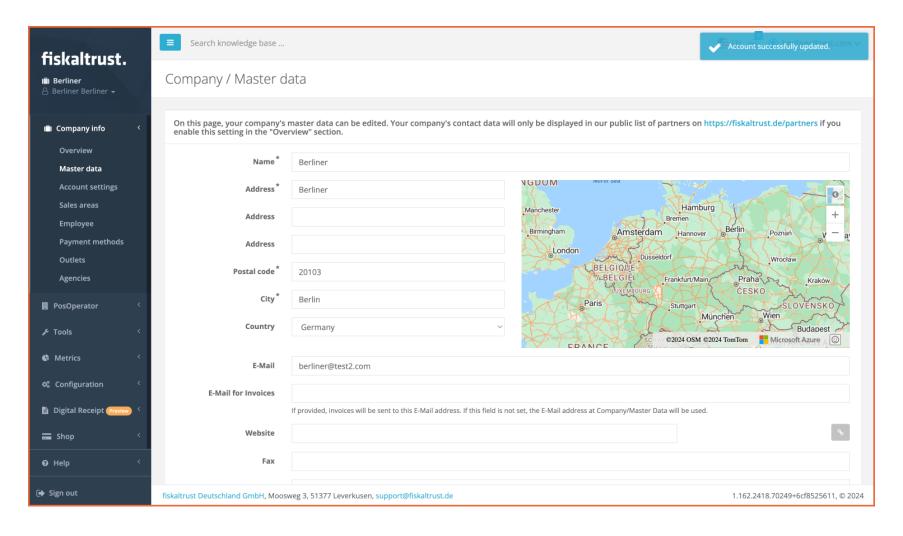
After the client has clicked on the confirmation link, they can log into his fiskaltrust.portal and change the password. After entering the standard password and the new password twice, click Save.

ℹ️ That's it for now. From here, continue with the standard onboarding.

Scan to go to the interactive player