



GETTING STARTED WITH RUND OO · OPEN THE BOX

Log in to Rundoo

| The first step: sign in and get ready to set up your counter.

Step-by-step walkthrough ~3 min read Companion to the [2:58 video](#)

Every good day at the counter starts the same way: getting into the system. Rundoo lives on the web, so there is no software to install and nothing to keep updated. You just open your store's web address, pick your location, and prove it's you with a one-time code. No password to remember, no sticky note under the keyboard. The whole thing takes under a minute, and once you're in, this computer is ready to become your register.

BEFORE YOU START

Open your store's web address

Rundoo opens at your own web address, something like `yourstore.rundoo.app`. Your Rundoo guide set this up for you, so bookmark it on the counter computer or tablet. Open it while you're signed out and the sign-in card loads on its own. Chrome is the browser we recommend.

DO THIS

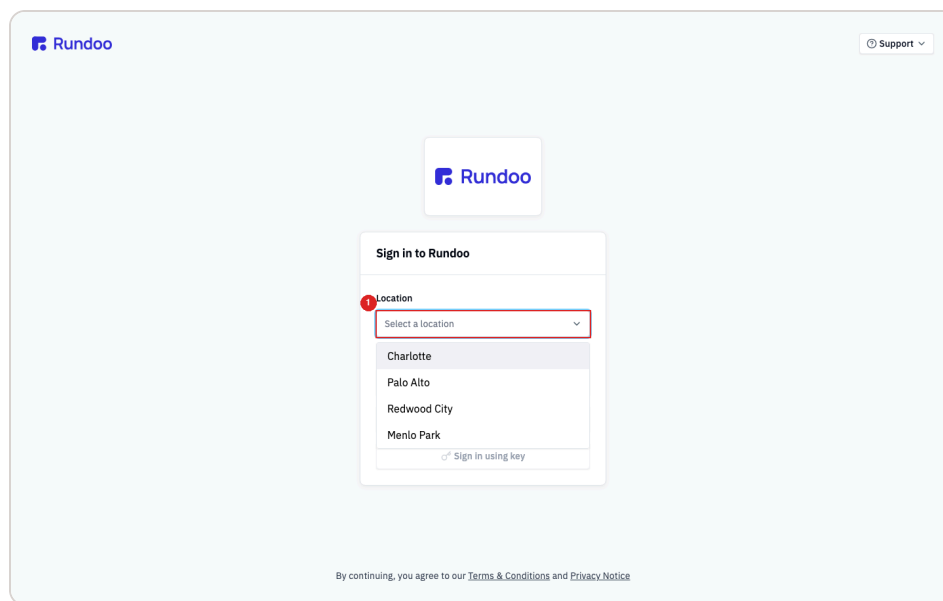
Sign in, step by step

1

Pick your location first

This is the one thing that trips folks up on day one, so it goes first. At the top of the **Sign in to Rundoo** card, open the **Location** dropdown and choose the store you're standing in. If you run one store, you'll see one option. If you have several, the location you pick tells Rundoo which register, receipt templates, and inventory counts this computer lands on.

Heads up: the sign-in buttons do not appear until a location is chosen. If the card looks empty below the dropdown, that's why.

The image shows a screenshot of the Rundoo sign-in interface. At the top left is the Rundoo logo, and at the top right is a 'Support' link. In the center is a 'Sign in to Rundoo' card. The card has a Rundoo logo at the top, followed by the title 'Sign in to Rundoo'. Below the title is a 'Location' dropdown menu with a red error icon to its left. The dropdown is open, showing a list of locations: 'Charlotte', 'Palo Alto', 'Redwood City', and 'Menlo Park'. Below the list is a 'Sign in using key' button. At the bottom of the card, there is a small text line: 'By continuing, you agree to our Terms & Conditions and Privacy Notice'.

Open the Location dropdown at the top of the card and pick your store. Nothing else unlocks until you do.

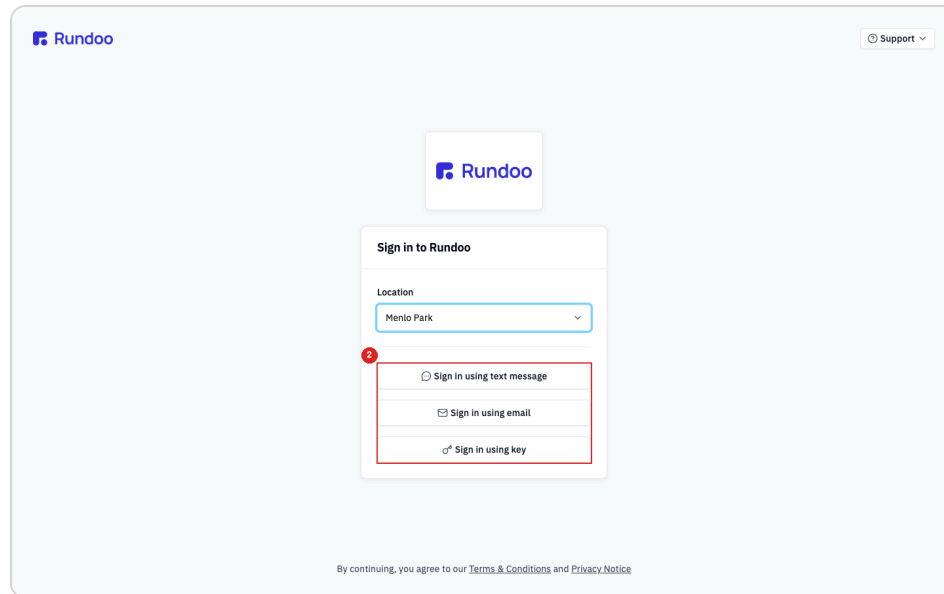
Choose how you sign in

Once a location is set, three ways in appear. Pick whichever fits your counter:

Sign in using text message texts a 6-digit code to the mobile number on your staff profile.

Sign in using email emails you a 6-digit code. **Sign in using key** is one tap of a physical security key, like a YubiKey, if your store bought them.

Email is the most common path, so that's what the next two steps walk through. Text message follows the same "enter the code we sent" pattern, and the key is a single tap with no code to type.



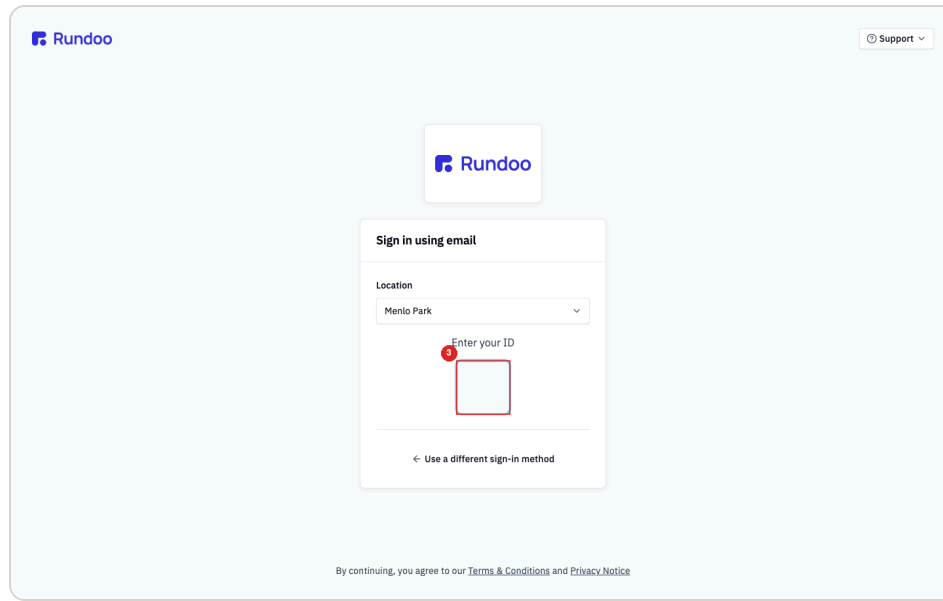
With a location chosen, three sign-in methods appear: text message, email, or security key.

3

Enter your Staff ID

Click **Sign in using email** and the card asks you to **Enter your ID**. This is your **Staff ID**, the short POS identifier on your staff profile (something like **/N**), **not** your email address. Type it in and Rundoo mails the code to the address on file for that staff record.

Typed the wrong thing, or picked the wrong method? **← Use a different sign-in method** at the bottom takes you back to the three buttons without losing the location you picked.



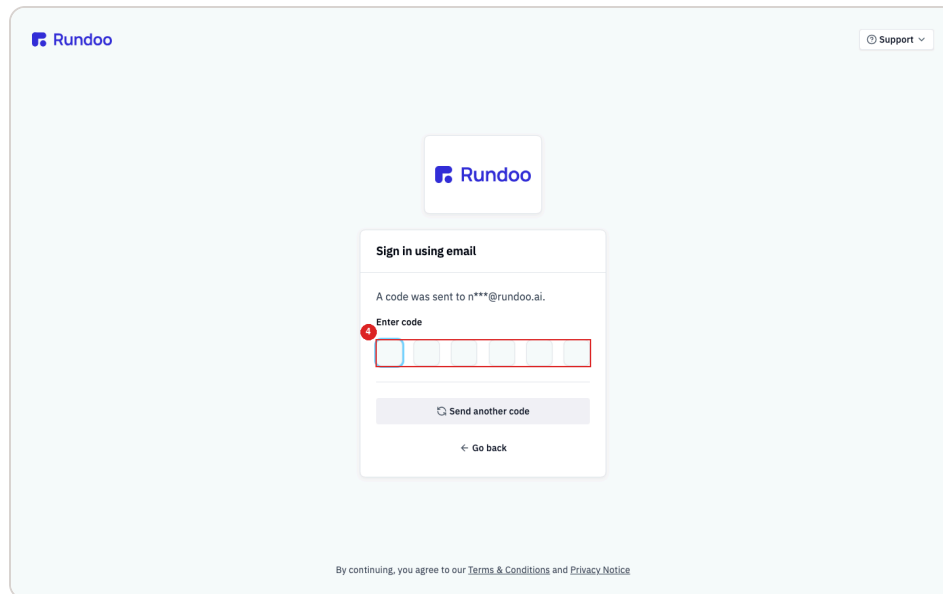
The screenshot shows the Rundoo sign-in interface. At the top left is the Rundoo logo, and at the top right is a 'Support' link. The main content area is a light blue card. Inside the card, there is a smaller white card titled 'Sign in using email'. This card has a 'Location' dropdown menu set to 'Menlo Park'. Below the location menu is a red circle with a white '1' next to the text 'Enter your ID', followed by a red rectangular input field. At the bottom of the white card is a link that says '← Use a different sign-in method'. At the very bottom of the light blue card, there is a small line of text: 'By continuing, you agree to our [Terms & Conditions](#) and [Privacy Notice](#)'.

On the email path, enter your Staff ID, the short code from your profile, not your email address.

4

Enter the 6-digit code

The card now reads **A code was sent to** your email. Check your inbox for a message from **login@stytch.com** with the subject **Your one-time login code for Rundoo POS**. The code is the first line of the email. Type or paste it into the six boxes; the cursor jumps ahead on its own and submits automatically once all six are in. You're on the sales screen, signed in.

The screenshot shows the Rundoo POS login interface. At the top, there's a Rundoo logo and a 'Support' link. Below that, a 'Sign in using email' card is displayed. The card contains the text 'A code was sent to n***@rundoo.ai.' and a section titled 'Enter code' with a red circle and a number '1' next to it. This section features a row of six empty input boxes. Below the boxes are two buttons: 'Send another code' and 'Go back'. At the bottom of the card, there is a link to 'Terms & Conditions and Privacy Notice'.

Type the 6-digit code into the six boxes. It submits on its own once the last box is filled.

KEEP IT HANDY

Sign-in at a glance

CAN'T SEE THE BUTTONS?

Pick your Location first

They only appear after you choose a store.

EMAIL PATH ASKS FOR

Your Staff ID, not email

The short POS code on your profile, like /N.

WHERE THE CODE COMES FROM

login@stytch.com

Subject: Your one-time login code for Rundoo POS.

CODE LIFESPAN

2 minutes

Expired? Hit Send another code for a fresh one.

Good to know

- The code expires in about 2 minutes, so grab it while it's fresh. If it lapses, click **Send another code** and Rundoo mails a new one.
- Code never lands? Check your spam folder first, since some mail filters quarantine **login@stytech.com**. Still nothing, and a manager can confirm the email on your staff profile is current.
- When you're done for the day, **Sign out** sits at the bottom of the left sidebar. It drops you back to the location picker so the next person signs in with their own ID.
- Sharing one register all day? A shared sign-in with PINs keeps clerks from logging in and out on every sale. That setup lives in the staff and permissions walkthrough.