

Client workflow guide

How to request access, create a contract, pay an invoice, and upload campaign assets.

START HERE

1

Request or activate access

New clients open </auth/signup> and submit email, company name, phone, and a password. Invited clients open the activation link from La Grandiosa, enter the activation code, and finish account setup.

2

Sign in and complete MFA

Open </auth/login>, enter the invited email and password, then enroll or confirm an authenticator app when prompted. MFA is required before the private portal opens.

3

Build the contract

Open Place agency / client order, choose the campaign dates and digital-screen configuration, then select Add to contract. Open View contract to review the complete order.

4

Submit the contract

Review campaign dates, screen configuration, quantities, and totals. Submit the contract from the cart. Save the order number shown after submission.

Client portal links

Sign up: </auth/signup> | Sign in: </auth/login> | New contract: </order> | Portal: </portal>

Payment and purchase order

After creating a contract, choose optional purchase-order upload or secure card / ACH payment.

5

Choose a payment path

From the order confirmation, choose Pay by card or ACH to create and open the invoice immediately. Purchase-order upload is optional and remains available from Portal > Orders.

6

Pay by card or ACH

Open the invoice and use the secure Stripe payment form. Card payments confirm online; ACH Direct Debit may remain processing until Stripe confirms it.

7

Upload a purchase order if preferred

Open the order from Portal > Orders, choose the purchase-order workspace, enter the PO number, upload the PO PDF, and submit it. A PO is not required for card or ACH payment.

8

Track the order

Keep the invoice number and payment confirmation. The portal shows invoice balance, payment status, asset-upload access, and any processing notes.

Security reminder

La Grandiosa will not change banking instructions solely by email. Verify any change through the contact shown on your invoice before sending funds.

Payment note

The client portal supports secure invoice-based credit card and ACH payment. Purchase-order upload is optional. Remittance instructions remain available on every invoice.

Upload campaign assets

Upload each required creative file from the order-specific asset workspace.

9

Open the asset workspace

After the invoice is issued, the order can move to asset submission. Open Portal > Orders and select Upload assets beside the order.

10

Review the slot requirements

Each asset slot identifies the screen target, format, duration, and production specification. Use View upload instructions before selecting files.

11

Upload and submit

Choose the file for each slot, wait for the upload to finish, review the file version and status, then make the final submission for processing-team review.

12

Track revisions

If processing requests a revision, return to the same order-specific workspace, upload the corrected version, and submit it again. Previous versions remain in the secure repository.

Need the production specs?

Use /specs/led-screen or download the one-page LED screen specification sheet before preparing your creative.

Support: contact ventas@lagrandiosapr.com and include your order number.