Video: How to grant general access to the customer portal, as well as access to live load times and order exports?

Through the customer portal, customers can see accurate load times and export data themselves in a single click. General access is required before access to load times and order exports can be granted.

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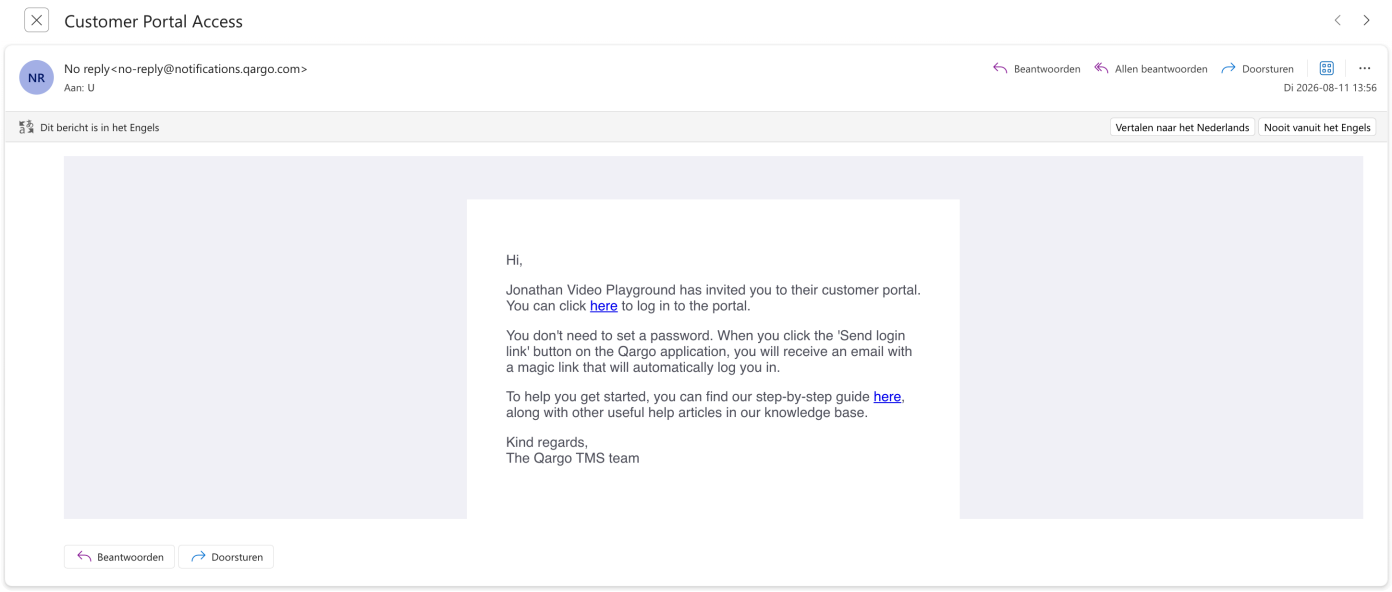
🎥 This video explains how to grant general access, and access to load times and order exports:

▶ https://watchclueso.com/embed/jxzf2fbdu0fbw2qu

📚 Some limitations to be aware of:

- **Contact access**: Turning on the toggle sends a new invitation email
- **Load times**: This is not a live-refreshing ETA but is based on load tasks
- **Exports**: Only works for orders and for templates prebuilt by an admin

FYI: This is what the invitation email for contacts looks like:



More information on the different topics can be found in these articles:

- Customer portal walkthrough
- Giving access to the customer portal
- How to configure custom export files
- Creating and planning orders shown in customer portal views