Message your store in myPortal

For consignors and vendors

Good to know: Rosebot answers questions about your sales, payouts and items straight away. Anything else goes to the store's staff, who reply in the same place.

Read your messages

1. Sign in to myPortal.
2. Click **READ MESSAGES** (or MESSAGES in the menu). You'll see messages from the store, such as appointment confirmations.

Write to the store

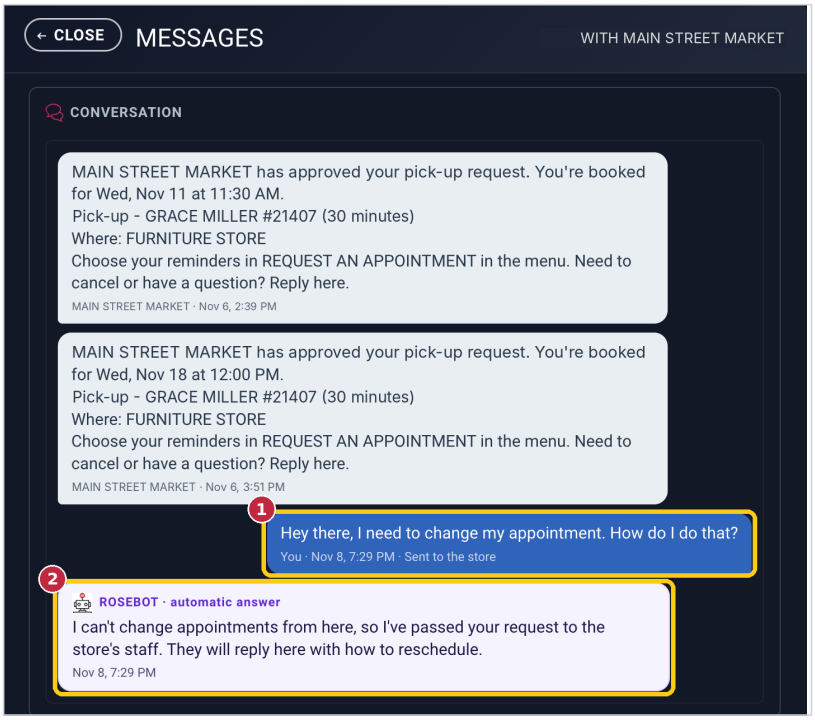
1. Type your message in **WRITE TO THE STORE**.
2. Click **SEND**.



Type your message (1), then click SEND (2).

What happens next

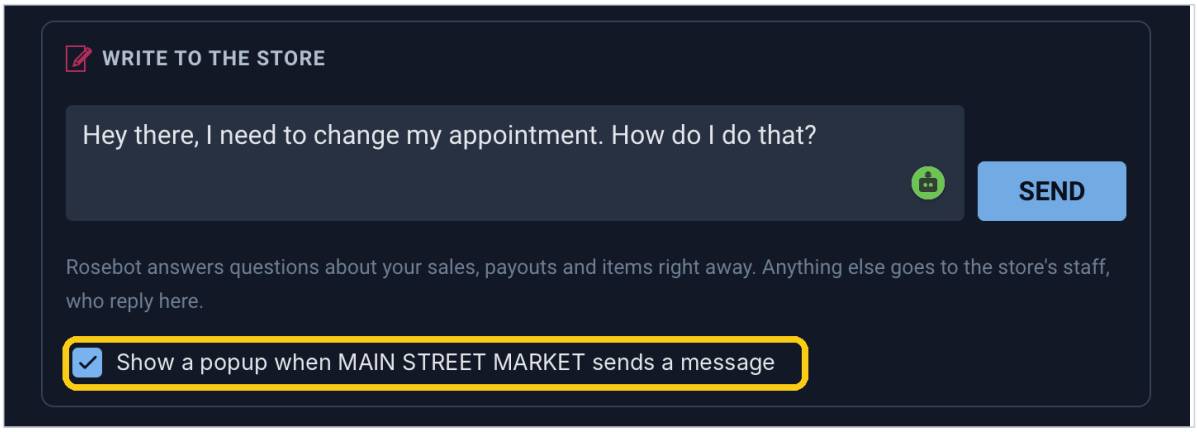
Your message shows in blue, marked **Sent to the store**. Rosebot replies straight away. If Rosebot can answer, it does. If not, such as changing an appointment, it passes your message to the store's staff, and they reply here.



Your message (1) and Rosebot's automatic answer (2).

Get a pop-up when the store replies

Tick **Show a popup when [your store] sends a message** at the bottom of MESSAGES.



The pop-up setting.

Still need help? Contact the store you consign with.