

# R-login Manual

March 2019

Rakuten Inc.



# Regarding R- Login



2 items are needed for R-login

## 1. R-login ID and password.

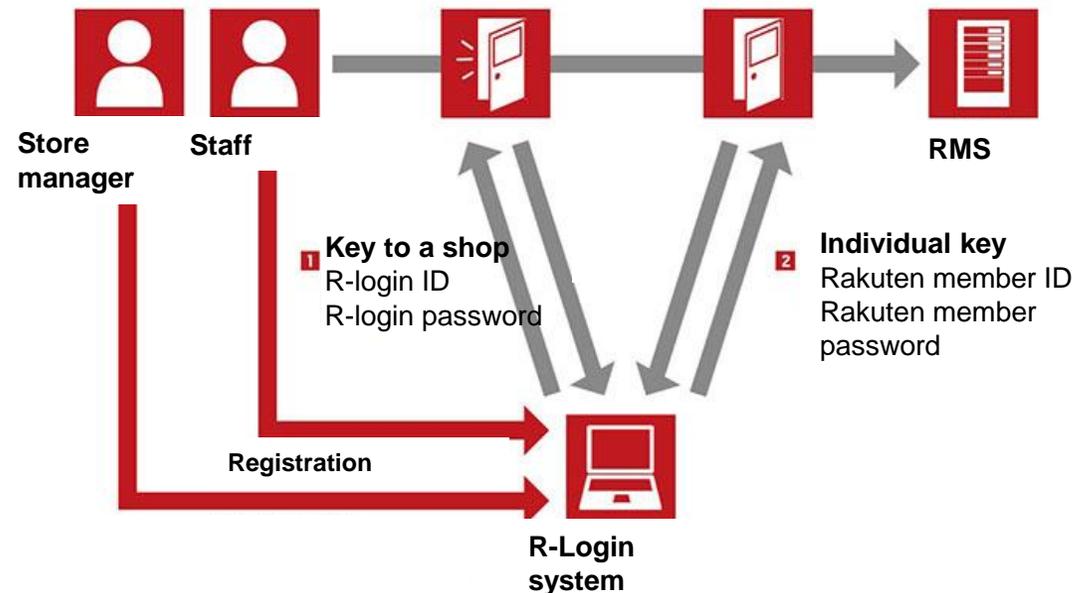
(R-login ID will be sent to you in the mail on the day of Account open.

The mail subject: 【楽天市場】アカウント発行完了のお知らせ

The password should be set by you. Please follow the instructions in further slides.

## 2. Rakuten membership ID of each staff entering RMS.

(You should create one, if you do not have the Rakuten membership ID and password)

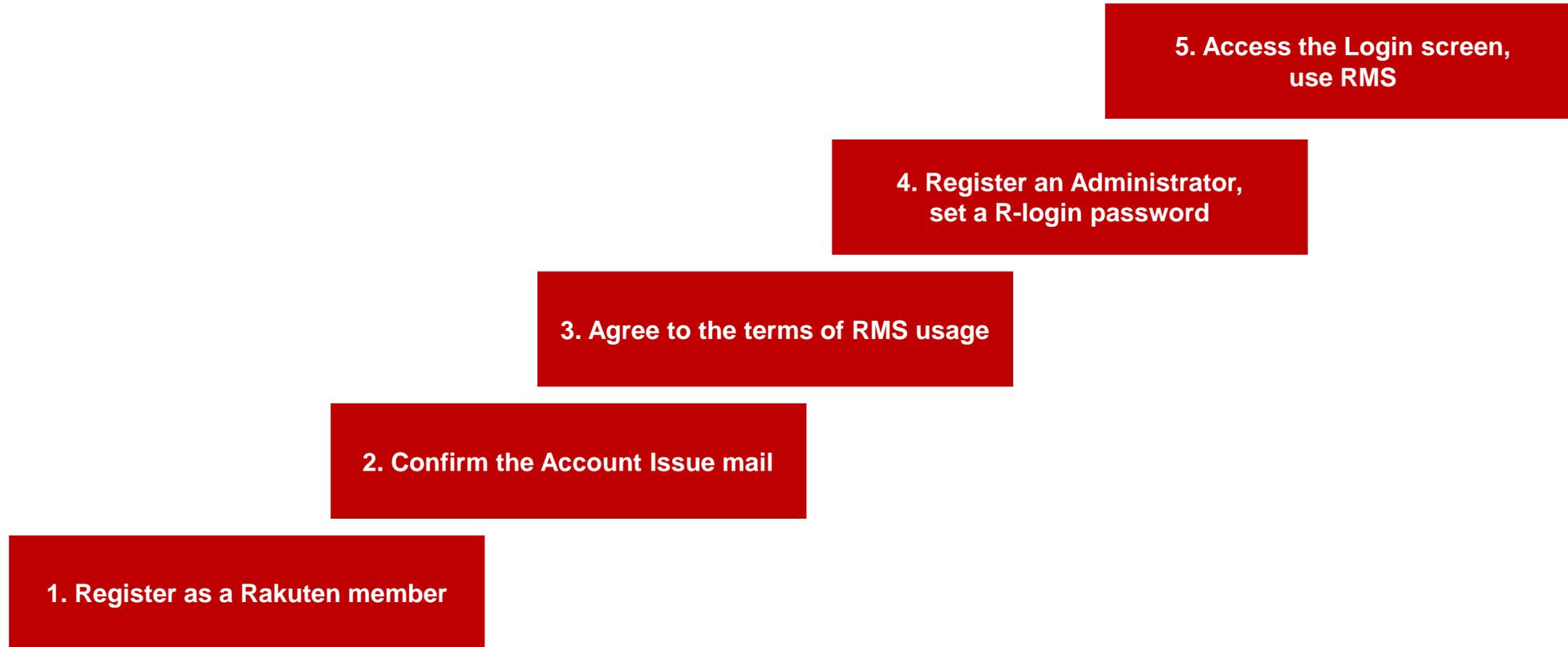


Owner/Store manager can:

1. Change of the key
2. Registration and deletion of individual key
3. Validation and change of registered staff

# 5 steps for initial R-Login registration

For initial R-login only, you need to register yourself as an administrator and then you will be asked to set a password for the R-login. To do that, you need following 5 steps.



# 1. Register as a Rakuten member

1. Go to following link  
[https://grp01.id.rakuten.co.jp/rms/nid/registfwd?service\\_id=top](https://grp01.id.rakuten.co.jp/rms/nid/registfwd?service_id=top)
2. Enter your email address/ user ID/ password
3. Click next Step
4. Confirm the content
5. The account creation is completed

Rakuten Member Registration

1-3.

1 Enter User Information → 2 Confirm Information Entered → 3 Complete Registration

● Email Address/UserID/Password

**Email Address Required** It is not possible to register an email address already in use. [Detailed help](#)  
Re-enter email address.(Please Do Not copy and paste)

**Username Required** Used when logging in.  
●Use my email address as my User ID  
●Use an alternative to my email address as my user ID  
6 or more characters/alphanumeric characters (User ID cannot be all numbers)  
For example, JohnSmith07

**Password Required** <6 or more characters/alphanumeric characters>  
You cannot register your "User ID" as a password.  
To avoid cyber crime, please choose a complex password.

● Your User Information

**Name Required** Your first and last name are necessary to reset your password.  
Please type them correctly when registering.  
(First Name) John (Last Name) Smith

By selecting "Next Step" below and creating your account, you agree to have read, and agree to Rakuten's Member Terms & Conditions and [Privacy Policy](#).

Next Step

To confirmation screen

4.

1 会員情報の入力 → 2 入力内容の確認 → 3 登録完了

以下の内容で、会員登録してもよろしいですか？  
「登録する」ボタンを押すと登録が完了します。

●メールアドレス/ユーザーID/パスワード

メールアドレス	xxxxxxxx@rakuten.com
ユーザーID	xxxxxxxx@rakuten.com (メールアドレスをユーザーIDとして使用します)
パスワード	セキュリティ保護のため、表示していません。

●お客様の基本情報

氏名	楽天 太郎
氏名(フリガナ)	ラクテンタロウ

<<入力画面に戻って変更する

上記の情報に間違いがなければ、「登録する」ボタンを押して、登録を完了してください。  
「入力画面に戻って変更する」ボタンを押すと、入力画面に戻ります。

登録する

Completion of Rakuten member registration

5.

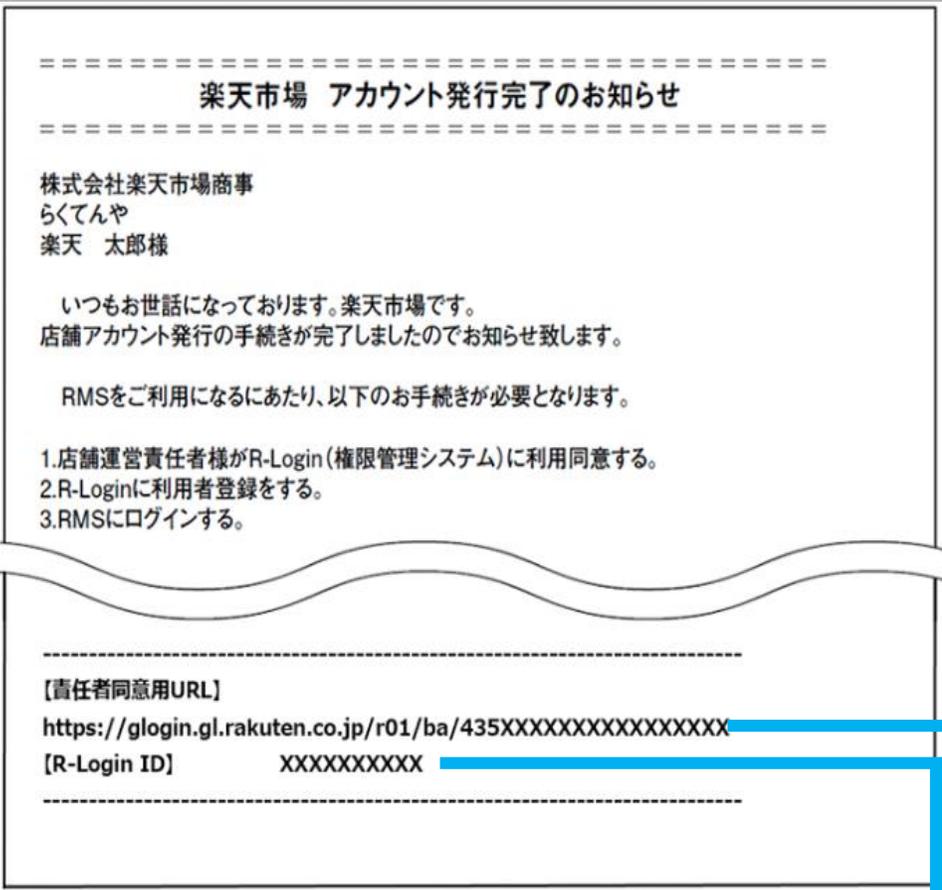
1 会員情報の入力 → 2 入力内容の確認 → 3 登録完了

● 会員登録の完了

会員登録が完了し、サービスが利用可能となりました。  
「続けてサービスを利用する」ボタンを押してください。

# 2. Confirm the Account Issue mail

This automatic mail will be sent to you from Rakuten on the Account open day.  
The mail subject: 【楽天市場】アカウント発行完了のお知らせ. Please go to the administrator link and copy the R-login ID.



This is administrator registration link

This is your R-login ID.  
Please copy it. You will need it when registering a R-login password

### 3. Agree to the terms of RMS usage

責任者の利用規約同意

1 2 3

R-Login IDの確認

楽天から通知されているR-Login IDを入力し、「規約の同意へ」を押してください。

R-Login ID ⓘ

1 R-LoginIDを入力

2 規約の同意へ

1. Paste the R-Login ID you just copied.
2. Click the 規約の同意へ(Agree to terms and conditions) button.

### 3. Agree to the terms of RMS usage

The screenshot shows a registration form titled "利用者登録" (User Registration) with a progress indicator at the top showing steps 1, 2, and 3. Step 2 is the current step, "規約の同意" (Agreement to Terms). The form includes the following fields and options:

- 1:** A checkbox labeled "R-Login利用規約" (R-Login Terms of Service) with the text "R-Login利用規約を確認しました。" (I have confirmed the R-Login Terms of Service).
- 2:** A date input field labeled "規約の同意日" (Agreement Date) with the value "2016-06-30".
- 3:** A text input field labeled "会社名" (Company Name).
- 4:** A text input field labeled "責任者名" (Responsible Person Name).
- 5:** Radio buttons for "管理者の登録" (Administrator Registration) with options: "ご自身を管理者に登録する" (Register yourself as administrator) and "別の方を管理者に登録する" (Register another person as administrator). The second option is selected.
- 6:** A form for administrator information including: "姓" (Surname) "楽天" (Rakuten), "名" (Name) "太郎" (Taro), "メールアドレス" (Email Address) "taro.rakuten@rakuten.co.jp", and "メールアドレス (確認)" (Email Address (Confirmation)) "taro.rakuten@rakuten.co.jp".
- 7:** A button labeled "規約に同意する" (Agree to Terms).

At the bottom, there is a disclaimer: "入力された個人情報は個人情報保護方針に基づき取り扱われることに同意するものとします。" (We agree that the personal information entered will be handled based on our privacy policy.)

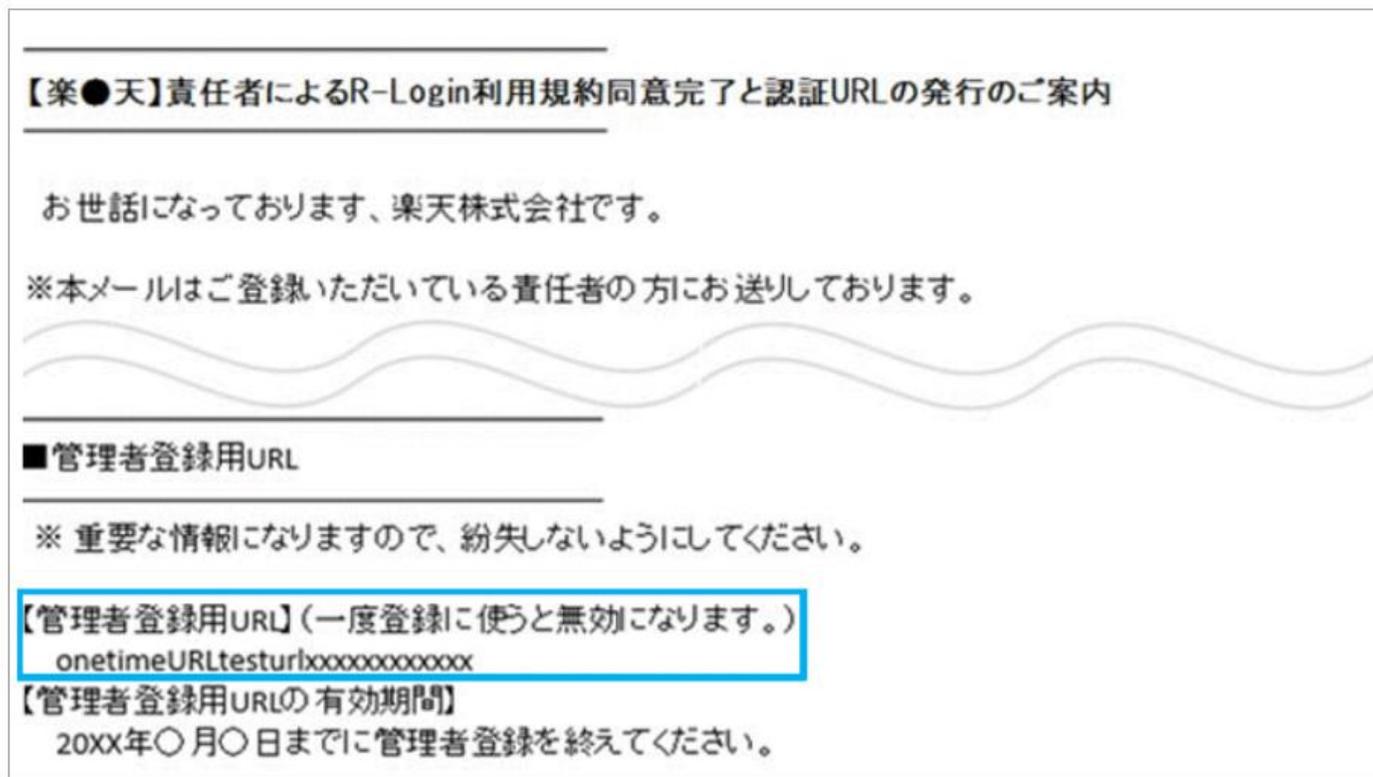
1. Please confirm the contract from the link of [R-Login terms of service] and put a check.
2. Please select the current date
3. Please enter the company name
4. Please enter the name of the responsible person.
5. Please select the one you would like to register as an administrator.
6. If you select [Register another person as an administrator], please enter the person's information.
7. Please click [I agree to the terms].

A mail for identity confirmation will be sent

## 4. Register an Administrator, set a R-login password

An email with subject: 【楽●天】責任者によるR-login利用規約同意完了と認証URLの発行のご案内 will be sent

From this mail go to the link, fill necessary fields, create R-login password



Click the link

## 4. Register an Administrator, set a R-login password

After you click the link and go to an Administrator set page, you will be asked to enter the **Rakuten membership ID and password** (not the R-login ID and password)



The screenshot shows a registration page titled '利用者登録' (User Registration). At the top, there is a progress indicator with four steps: 1 (highlighted in red), 2, 3, and 4. Below the progress indicator, the text reads '楽天会員の認証 (個人ID)' (Rakuten Member Authentication (Personal ID)). Underneath, it says '新たにR-Loginの利用者に登録する楽天会員のユーザIDとパスワードを入力し、「次へ」ボタンを押してください。' (Enter the user ID and password of the Rakuten member you are registering as a new R-Login user, and click the 'Next' button). The form contains two input fields: 'ユーザID' (User ID) and 'パスワード' (Password), each with a placeholder text 'ユーザIDを入力' and 'パスワードを入力' respectively. A large red button labeled '次へ' (Next) is at the bottom. At the very bottom, there is a link: 'ユーザID・パスワードを忘れた場合' (If you forget your user ID or password).

Rakuten membership ID and password

## 4. Register an Administrator, set a R-login password

利用者登録

1 2 3 4

利用者情報の入力

R-Login ID情報

1 R-Login ID ※必須 8文字以上、半角英数字

abcdefghi

・ 全ての管理者/スタッフが共通で使用するIDです。

2 R-Loginパスワード ※必須 8文字以上、半角英数字

R-Loginパスワード (確認) ※必須

・ 全ての管理者/スタッフが共通で使用するパスワードです。  
・ 楽天会員のパスワードと同一にならないように注意してください。

3 登録番号 ※必須

9502

・ 利用者を特定するための番号 (社員番号・アルバイト番号・登録順など) を入力してください。

4 所属 ◎

編成部

・ 管理者も編集することができます。

5 入力内容を確認する

1. Enter the R-login ID
2. Set the new R-Login password.  
For confirmation, please input two places.  
8 letters or more, half size alphanumeric characters
3. The registration number.  
Please enter 0
4. Department name etc  
Please leave blank if not applicable
5. Click [Confirm the input content].

## 4. Register an Administrator, set a R-login password

**利用者情報の確認**

以下の情報を確認し、R-Login利用規約に同意のうえ、「登録する」ボタンを押して登録を完了してください。

---

R-Login ID情報

---

**1** R-Login ID 

---

**2** R-Login利用規約  
 R-Login利用規約に同意する

**3** 修正する      **4** 登録する

- ・ 個々の楽天会員IDをその他第三者と共有して使用しないでください。
- ・ 利用者情報（氏名、メールアドレス、登録番号、所属、権限）とR-Login利用履歴は、管理者に対し情報が開示されます。
- ・ 楽天グループが発行・通知した、および各目の登録したID・パスワードを第三者に知られないよう管理し、盗用を防ぐ措置を講じてください。

1. Please check that the R-Login ID is correct. Passwords are not displayed for security reasons.
2. Please read the terms of use ([R-Login Terms of Service]) and check [I accept the R-Login Terms of Service].
3. You can modify user information by clicking the [Correct] button.
4. Click the [Register] button.

## 4. Register an Administrator, set a R-login password

利用者登録

---

✓

手続き完了

スタッフの登録が完了しました

ご登録のメールアドレス宛に、登録完了の通知メールをお送りいたします。

以下のボタンより各サービスのログイン画面に移動できます。

利用を開始するには管理者の承認が必要です。

1 RMSにログイン

2 R-Loginにログイン

1. [RMS] you can create shop pages and store management such as order management. This is the actual platform(RMS).

2. In [R-Login] you can add users and change authority. This is a staff management page.

## 5. Access the Login screen, use RMS

1. Please enter the R-login Id and password first,
2. Then you will be asked the Rakuten ID and password

**RMS**  
Rakuten Merchant Server

RMS is a Rakuten market store management system.

Login to RMS

**1 Authentication (common ID) of R-Login ID**

R-Login ID

R-Login password

**next**

Save the R-Login ID

[I forget the R-Login ID](#)

[If you forget your password](#)

**2 Rakuten member's authentication (personal ID)**

※ You can manage RMS users and change the R - Login password from [R - Login](#) .

※ It is possible to login to RMS from this screen. We recommend you to register as a favorite.

**RMS**  
Rakuten Merchant Server

RMS is a Rakuten market store management system.

Login to RMS

**Authentication (common ID) of R-Login ID**  
Authenticated with demoten 013

**2 Rakuten member's authentication (personal ID)**

User ID

password

**Login**

Save user ID

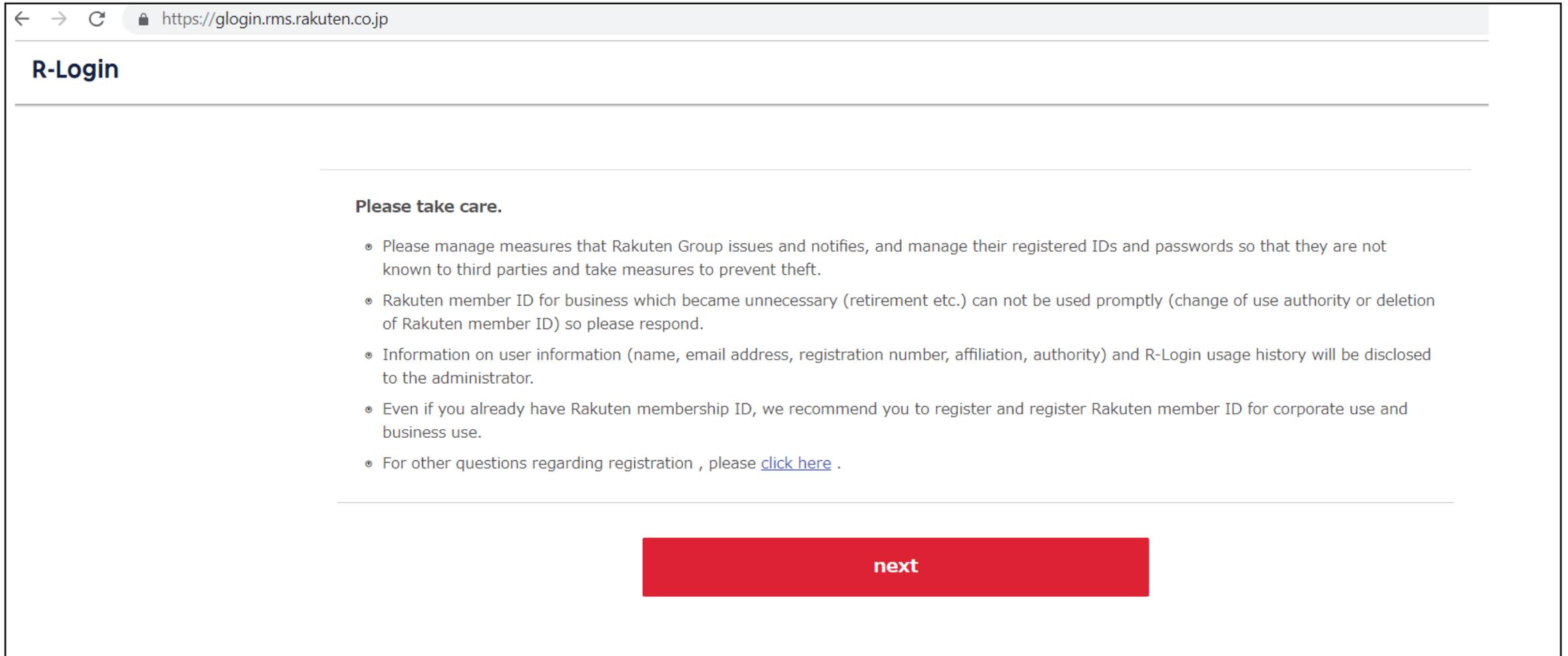
[If you forget your user ID / password](#)

※ You can manage RMS users and change the R - Login password from [R - Login](#) .

※ It is possible to login to RMS from this screen. We recommend you to register as a favorite.

## 5. Access the Login screen, use RMS

Please check the content and click next



The screenshot shows a web browser window with the URL <https://glogin.rms.rakuten.co.jp>. The page title is "R-Login". Below the title, there is a horizontal line. Underneath, the text "Please take care." is displayed in bold. This is followed by a bulleted list of five items. At the bottom of the page, there is a red button labeled "next".

**R-Login**

---

**Please take care.**

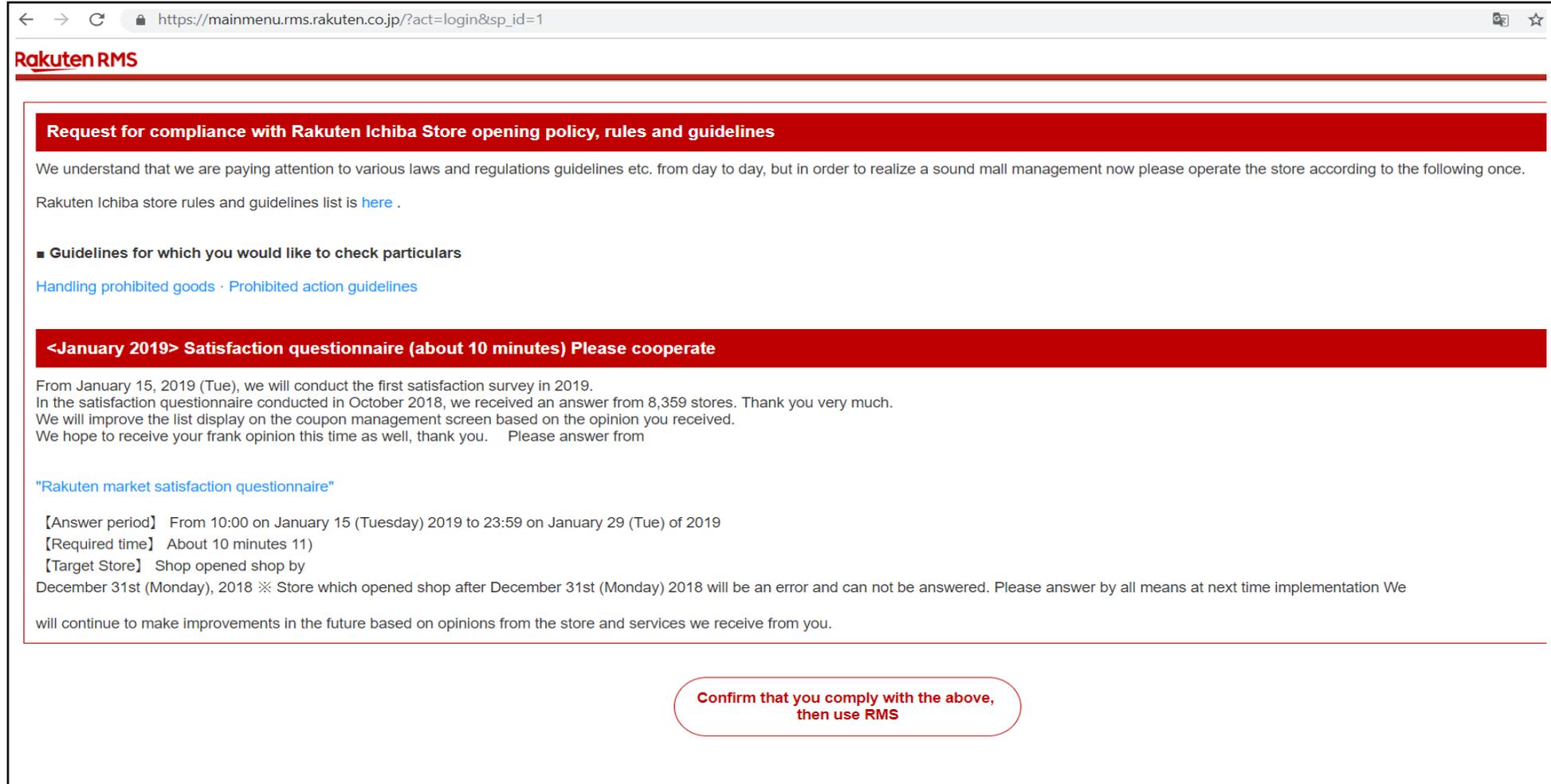
- Please manage measures that Rakuten Group issues and notifies, and manage their registered IDs and passwords so that they are not known to third parties and take measures to prevent theft.
- Rakuten member ID for business which became unnecessary (retirement etc.) can not be used promptly (change of use authority or deletion of Rakuten member ID) so please respond.
- Information on user information (name, email address, registration number, affiliation, authority) and R-Login usage history will be disclosed to the administrator.
- Even if you already have Rakuten membership ID, we recommend you to register and register Rakuten member ID for corporate use and business use.
- For other questions regarding registration , please [click here](#) .

---

**next**

# 5. Access the Login screen, use RMS

Please check the content and click Confirm



The screenshot shows a web browser window with the URL [https://mainmenu.rms.rakuten.co.jp/?act=login&sp\\_id=1](https://mainmenu.rms.rakuten.co.jp/?act=login&sp_id=1). The page title is "Rakuten RMS".

**Request for compliance with Rakuten Ichiba Store opening policy, rules and guidelines**

We understand that we are paying attention to various laws and regulations guidelines etc. from day to day, but in order to realize a sound mall management now please operate the store according to the following once.  
Rakuten Ichiba store rules and guidelines list is [here](#) .

■ Guidelines for which you would like to check particulars

[Handling prohibited goods](#) · [Prohibited action guidelines](#)

**<January 2019> Satisfaction questionnaire (about 10 minutes) Please cooperate**

From January 15, 2019 (Tue), we will conduct the first satisfaction survey in 2019.  
In the satisfaction questionnaire conducted in October 2018, we received an answer from 8,359 stores. Thank you very much.  
We will improve the list display on the coupon management screen based on the opinion you received.  
We hope to receive your frank opinion this time as well, thank you. Please answer from

"Rakuten market satisfaction questionnaire"

【Answer period】 From 10:00 on January 15 (Tuesday) 2019 to 23:59 on January 29 (Tue) of 2019  
【Required time】 About 10 minutes 11)  
【Target Store】 Shop opened shop by  
December 31st (Monday), 2018 ※ Store which opened shop after December 31st (Monday) 2018 will be an error and can not be answered. Please answer by all means at next time implementation We  
will continue to make improvements in the future based on opinions from the store and services we receive from you.

**Confirm that you comply with the above,  
then use RMS**

# 5. Access the Login screen, use RMS

R-login password needs to be changed every 2 weeks.

The screenshot shows the Rakuten RMS main menu. The left sidebar contains navigation options: RMS top (main menu), Store settings, Order Settlement management, Data analysis, E-mail magazine delivery, Advertising Affiliates Eight Rakuten University, community, and Extended service list. The main content area features a pink header with the 'Rakuten RMS' logo and a navigation menu. Below the header, there is a section for 'Important news from Rakuten' with a 'more' button and a list of news items dated 2019.01.10, 2018.12.27, and 2018.12.20. To the right of the news is a cartoon illustration of a woman with a speech bubble asking 'ご質問などはありませんか？私がお答えします' (Do you have any questions? I will answer them for you). Below the news is a section titled 'First of all' with a sub-heading 'Rakuten bank account opened'. The text explains that a Rakuten bank account transfer setup is required until an open judgment is made, and it takes an average of 3 to 4 weeks to open an account. It lists requirements for corporate and personal contracts. Below this is a section for 'Deposit of shopping fee', stating that payment is required for the initial opening fee within 20 days from the contract start date. A 'BillPay(Web帳票閲覧システム)への行き方' (How to go to BillPay) section includes a numbered list: 1. Click the store name in the top right of the RMS main menu, and 2. Click 'BillPay (Web帳票閲覧システム) ログイン (利用管理)'. An inset image shows the BillPay login screen with these steps highlighted. At the bottom of the page, there are four promotional banners: '楽天市場に関するお知らせ' (Notice about Rakuten Ichiba), 'サポートニュースをチェック!' (Check support news!), 'ページ制作・制作ツール' (Page creation tools), and 'ページ制作は楽になる!' (Page creation is easy!).

**Rakuten**

The Rakuten logo is centered on a solid red background. It consists of the word "Rakuten" in a bold, white, sans-serif font. A white, horizontal, trapezoidal shape is positioned below the letters "a", "k", and "u", tapering towards the right.

