



VITAL COAT®
SHINGLE SHIELD MAX™
Member Portal Guide

Purpose

This guide helps Authorized Installers understand how to use the Shingle Shield MAX™ Member Portal inside VitalCoreOS, including announcements, learning, resources, posts, and support communication.

1. What the Member Portal Is

The Shingle Shield MAX™ Member Portal is the private member area for Authorized Installers. It is designed to keep onboarding, training, resources, announcements, and support communication in one organized place.

The Member Portal is part of VitalCoreOS, the central platform used to support Vital Coat® business operations, training, resources, and installer communication.

- Use the Member Portal for installer updates, training access, resource links, announcements, and support communication.
- Use the Vital Coat® Member Order Portal separately when placing product orders.
- Return to the Member Portal when you need program information, course links, documents, or installer support updates.

2. Where Installers Are When They Log In

When installers log into the Shingle Shield MAX™ Member Portal, they are inside the private installer area created for the Authorized Installer network.

This is the correct place to find onboarding information, course links, Resource Center links, announcements, and installer support updates.

- The Member Portal supports communication, training, and document access.
- The order portal supports product selection, checkout, payment, and quote/PO requests.
- Installers should not confuse the Member Portal with the product checkout/order portal.

3. Main Areas of the Member Portal

The Member Portal may include several navigation areas. Availability may vary as Vital Coat® updates the installer experience.

- Home / Discussion: general posts, updates, and community communication.
- Announcements: important official notices from Vital Coat®.
- Learning: required courses and training modules.
- Document Resource Library: link to the Resource Center and downloadable documents.
- Product Replenishment: support posts or links related to ordering and continued product replacement.
- Members: group members and admin visibility, where available.

4. Using the Learning Area

The Learning area contains required installer training courses. New installers should start with the Welcome Course and complete any required training assigned by Vital Coat®.

- Use the Welcome Course to understand the program and onboarding flow.
- Use the Order Portal Course to learn how to order product through the Vital Coat® Member Order Portal.
- Courses explain program expectations, ordering workflows, and resource usage.
- Completion of required courses helps confirm that installers understand key program steps.

5. Using the Resource Library

The Resource Library links installers to downloadable documents, support guides, and dedicated resource pages. It should be treated as the current source for program documents and support materials.

- Access terms, guides, SDS documents, application resources, marketing graphics, and troubleshooting information.
- Use direct downloads for single documents such as Terms and Conditions or SDS files.
- Use dedicated resource pages for larger categories such as warranty information, sales materials, or marketing graphics.
- Check the Resource Library for updated documents before relying on saved copies.

6. Reading Announcements and Updates

Announcements should be checked regularly because they may include official program updates, product notices, training reminders, portal changes, or new resource releases.

- Treat announcements as official Vital Coat® program communication.
- Review new announcements before contacting support about recent changes.
- Watch for updates related to ordering, documents, courses, policies, or installer requirements.

7. Posting and Communication Expectations

Installer communication inside the Member Portal should remain professional, clear, and program-related. The portal is a business support environment for Authorized Installers.

- Use posts or comments professionally.
- Keep questions clear and related to the installer program.
- Do not post confidential pricing, customer information, private account details, or payment information.
- For account-specific issues, contact Vital Coat® support directly instead of posting sensitive information in the portal.

8. What to Do If You Need Help

Installers should use the right support path based on the type of question or issue.

- Check the Resource Library first for documents and guides.
- Check Announcements for recent updates.
- Use the Member Portal for general support questions when appropriate.



- Contact Vital Coat® support for private account, ordering, payment, or access issues.
- Include your name, company, email address, and a short description of the issue when contacting support.

9. Key Takeaways

Member Portal Summary

Use this guide to understand the difference between the Shingle Shield MAX™ Member Portal and the Vital Coat® Member Order Portal.

- The Shingle Shield MAX™ Member Portal is the installer communication and resource hub.
- VitalCoreOS is the platform that supports the Member Portal, courses, and resources.
- The Member Portal is different from the Vital Coat® Member Order Portal used for ordering.
- Installers should use the Learning area for required courses.
- Installers should use the Resource Library for current documents and support materials.
- Professional communication protects the installer network and the Vital Coat® brand.