

RedC(click

Customer & Document Portal Guide

2026

Table of Contents

Contents	Page Nos.
About Customer Portals	3
Customer Portal - Policies beginning with XB	4 - 12
• Register/Sign Up	4
◦ How to set up SMS (text message) authentication	5
◦ How to set up Authenticator App	5
• Login	6 - 9
◦ Logging in & Returning customer	6
◦ Viewing Documents & Cover	7
◦ Adding Multiple Policies To Your Account	8
◦ Policy Updates	9 - 10
• FAQ's	11 - 13
Document Portal - Policies beginning with GEI	14 - 16
• Login/Access	14
• FAQ's	15 - 16

About Customer & Document Portals

There are two RedClick Customer Portals:

1. [Customer Portal](#) for policy numbers beginning with XB
2. [Document Portal](#) for policy numbers beginning with GEI

See below full information relating to each portal including access, troubleshooting faq's and more.



Customer Portal

Customer policies beginning with XB can access current active policy information through the [Customer Portal](#).

In this portal customers can view:

- an **overview of their policy** including policy number, start date, type of cover, the excess associated with the policy, the premium paid and the level of cover included.
- the **policy holder details and any additional named persons** on the policy
- the **Vehicle or Home insured details**
- a **billing overview** showing payment details, premium paid and the policy end date
- **all documents** related to the policy such as No Claims Bonus/Discount, Payment Receipts, Vehicle Certificate and Disc, Policy Booklets, Mid-Term Adjustments, New Business and Renewal documents and more

Note: to make any changes to a policy, customers must [contact us](#).



Document Portal

Customer policies beginning with GEI can access current active policy information through the [Document Portal](#).

In this portal customers can view:

- **all documents** related to their policy such as No Claims Bonus/Discount, Payment Receipts & statements, Vehicle Certificate and Disc, Policy Booklets, any Mid-Term Adjustments, New Business and Renewal documents and more.

Note: to make changes to policies beginning with GEI see the options available online [here](#) or [contact us](#) at any time.



Customer Portal Policies beginning with XB

Customer policies beginning with XB must access the Customer Portal at <https://account.redclick.ie>

REGISTER/SIGN UP

Go to the [Customer Portal](#) and click 'Sign up now' if you have not yet created an account.

STEP 1:

Enter the **email address** associated with your current active RedClick policy. Note: This cannot be the same email address used on a previous lapsed/cancelled policy. If so, [contact us](#) to reset your account.

STEP 2:

Create a **Password** which must be between 8 and 64 characters long and must include at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a special character (!@#\$%^&*)

STEP 3:

Enter the **Policy Number** and **Start Date** of your current active RedClick policy, accept the T&C's and click 'Sign up'.

You can find your policy number and start date in your purchase/renewal confirmation email/letter.

STEP 4:

An **email will be sent** to the email address associated with your insurance policy from noreply@redclick.ie, to validate your email address. On receipt of this email click 'Log in'.

Didn't receive the email? check you are registering with the correct email address associated with your policy and/or click 'Resend verification email'.

STEP 5:

To '**Keep Your Account Safe**' choose SMS/Text Message Authentication or an Authenticator App such as [Google](#) or [Microsoft](#).

The screenshot shows a web form titled "Set up a new account". Below the title is a link: "If you need help creating or accessing your account, please review our [Frequently Asked Questions](#)". The form contains several input fields: "Email address associated with your policy", "Password" (with a "Show" link), "Confirm password" (with a "Show" link), "Policy number", and "Policy effective date" (with a calendar icon and "dd/mm/yyyy" format). At the bottom, there is a checkbox labeled "By registering I accept the [Terms and Conditions of Use](#)". A large red "Sign up" button is at the bottom right.

The screenshot shows a confirmation screen with the RedClick logo and phone number "01 553 4040". The text says "Thank you for signing up!". It explains that a verification link was sent to the user's email and will expire in 5 days. It includes a link to "Resend verification email" and a link to "Visit our FAQ" under the heading "Need help?".

The screenshot shows a login screen with the RedClick logo and date "08 April 2025". It features a cartoon character and the text "Hi! Thank you for creating an account. Click on the link below to access the customer portal:". There is a red "Log in" button. At the bottom, it says "If you do not recognise this activity, please ignore this email."

The screenshot shows a screen titled "Keep Your Account Safe" with the subtext "Add another authentication method.". There are two options: "SMS" and "Google Authenticator or similar", each with a right-pointing arrow.

Customer Portal - Authentication



To 'Keep Your Account Safe' you must choose SMS/Mobile Number Authentication or use an Authenticator App such as [Google](#) or [Microsoft](#).

SMS/Text Message Authentication (Recommended)

Using SMS Authentication means that at every login attempt to the Customer Portal we will send a 6-digit code to the mobile number provided to "Verify your Identity". **This is the quickest and easiest way.**

- This is preset to an Irish contact number. If you have a mobile phone number outside of Ireland please choose the correct country of origin.
- Enter the mobile phone number you wish to receive login authenticator codes to and click continue.
- A Verification Code will be sent by text message to the chosen mobile phone number. Use this code to 'Verify Your Identity' and Continue.
- You can now login to your account and every time you login going forward you will receive an SMS/text message with a validation code to verify it's you.

If you incorrectly entered the mobile number, please call us on [01 553 4040](#). An agent will remove the number you entered during signup and on next login you will be prompted to enter a new correct mobile number.

Authenticator App

- If you choose the Authenticator App method please download either the [Microsoft](#) or [Google](#) app.
- Use the RedClick Code to manually add it to your chosen authenticator app or click 'Scan QR Code' to add.
- Once you have successfully added RedClick (which will appear as 'customers') to your chosen Authenticator App it will generate a new 'One Time code (OTP)' for you to use to 'Verify Your Identity' at login every time.



[Google](#)
Authenticator App



[Microsoft](#)
Authenticator App

You can switch to SMS/Text Message Authentication at any time. At Login you will be asked if you would like to switch - confirm your choice. Any queries please [contact us](#).

Customer Portal - Login



Customer policies beginning with **XB** must access the Customer Portal at <https://account.redclick.ie>

LOGIN

STEP 1:

Go to the [Customer Portal](#), enter the email address associated with your policy and the Password you created when registering/signing up and click the 'Login' button.

Forgot your Password? Click 'Forgot your Password?' and you will receive an email to reset your password to login using your new password.

If you do not receive the 'Reset Password' email this means you may not be registered so please Register/Sign Up. Any queries [contact us](#).

STEP 2:

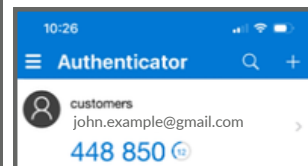
You will be prompted to "Verify Your Identity"

- If you chose **SMS Authentication**, we will text a 6-digit verification code to the mobile number you registered your account with. Enter this 6-digit verification code and click 'Continue'

Didn't receive your verification code via SMS? click 'Resend Code'

- If you chose the **Google or Microsoft Authenticator App**, simply go to your app, get the 6-digit one time password code, enter the code and click 'Continue'.

You will be asked at login if you would like to Switch to SMS authentication - the quickest and easiest way to Verify Your Identity.



LOGIN - returning customer

If you are a returning customer that previously registered to use the Google or Microsoft Authenticator App, at login you will be prompted to confirm if you would like to switch to SMS/Text Message Authentication - which is our recommended method for quick and easy login.

If you cannot recall using or no longer have access to the Authenticator App call us on [01 553 4040](tel:015534040) and we will reset your account so you can access/login with ease going forward.

Customer Portal - Viewing Documents & Cover



Customer policies beginning with XB must access the Customer Portal at <https://account.redclick.ie>

Viewing Your Documents & Cover

Once you login to the Customer Portal you will see screens like the below Car Insurance example to access your policy information and documents.

In these heading tabs you can access:

- **Policy** - your policy cover
- **People** - your personal details, penalty points & named drivers on the policy
- **Car / Home** - Vehicle or House details
- **Billing** - your payment details
- **Documents** - your Certs & Discs, No Claims Bonus/Discount, renewals, payment receipts, policy booklets and more

Customer Portal - Adding Multiple Policies To Your Account



You can now add and see all your policies beginning with XB in one place.

After you login to the [Customer Portal](#) simply click “Add policy” to get started.

Once you login to the Customer Portal you will see your policy information. To link another active policy to your account, the policy must be associated with the same email address as your existing account, simply;

1. Click ‘Add Policy’
2. Enter the Policy Number (beginning with XB) and the Policy Effective Date
3. Click ‘Add Policy’
4. The policy should automatically appear. If it doesn’t automatically appear you may need to login back into the portal for your account to update.

Remember! Only policies with the same associated email address can be added.

Customer Portal - Policy Updates



Customer policies beginning with XB must access the Customer Portal at <https://account.redclick.ie>

Policy Updates - Driver Number

In the Customer Portal you can update your Driver Number Details - see below:

If you wish to update your personal details such as email address or contact number etc. contact us.

The screenshot displays the 'Main Driver' form in the Customer Portal. The form includes fields for Title, First name, Last name, Date of birth, Occupation, Phone number, Email address, License type, Driver number, Country of origin of the license, License years, No claims bonus, and Ethnicity. Below these fields is a section for 'Penalty Points & Convictions' with sub-fields for Type of offence, Date of offence, and Number of penalty points. A red arrow points from the 'Driver number' field in the main form to a zoomed-in view of the 'Driver Number' field on the right. This zoomed-in view shows the text '123456789X' in the input field, an information icon, and a dropdown menu for 'Country of origin of the license' set to 'Ireland'. At the bottom of the zoomed-in view are 'Save' and 'Cancel' buttons.



Contact us to update any other details related to your policy

Customer Portal - Policy Updates



Customer policies beginning with XB must access the Customer Portal at <https://account.redclick.ie>

Policy Updates - Payment Details

In the Customer Portal you can update your Payment Details - see below:

The screenshot shows the 'Billing' tab selected in the top navigation bar. Below the navigation bar, the 'Payment Details' section is displayed. It includes the following information:

- Payment Plan: Once per year
- Payment Method: Credit Card
- Payment Details: ****0715
- Card Expiration Date: 09/2027

At the bottom of the section, there is a link that says 'Change payment method' with a pencil icon.



The screenshot shows the 'Payment Details' form for updating credit card information. The form includes the following fields:

- Payment Method: Credit Card
- Payment Plan: Once per year
- Card number: 1234 5678 9012 3456
- Expiry date: MM/YY
- CVC Number: 3 digits
- Name on card: J. Smith
- BILLING ADDRESS: Zip code

At the bottom of the form, there is a 'Submit' button and a 'Cancel' button.



Contact us to update any other details related to your policy

Customer Portal - FAQs



Customer policies beginning with XB must access the Customer Portal at <https://account.redclick.ie>

FREQUENTLY ASKED QUESTIONS

Q. HOW DO I ACCESS THE CUSTOMER PORTAL?

Only policy numbers beginning with XB can access the Customer Portal; <https://account.redclick.ie>

Returning customer (accessed the Customer Portal before)

If you're a returning customer, you can now choose SMS/Text Message as an alternative to the Authenticator App:

- Go to <https://account.redclick.ie>
- Enter your email and password
- Enter the verification code from your Google or Microsoft Authenticator App
- Choose Yes when asked if you'd like to switch to use SMS/Text Message Authentication
- Enter your mobile number and the code will be sent via SMS/Text Message going forward

New customer (never accessed the Customer Portal before)

- Visit <https://account.redclick.ie>
- Click "Sign up now"
- Enter your email address associated with your policy, create a password, and input your policy number and effective/start date
- Accept the Terms and Conditions and click 'Sign up'
- To activate your account, click the 'Login' link in the email we sent you
- You will be asked to choose your preferred authentication method - we recommend SMS as the quickest and easiest way. Simply confirm the Mobile Phone number you want to use and that's it. You're all set up.

If you are experiencing any issues please [contact us](#).

Q. WHY CAN'T I SET A PASSWORD FOR MY CUSTOMER PORTAL ACCOUNT?

To access the Customer Portal at <https://account.redclick.ie> you will need to create a password which must be between 8 and 64 characters long and must include at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a special character (!@#\$%^&*)

If you are registering for the first time please also ensure that the email address you are using is the same one that's associated with your policy.

If you are resetting your password you must ensure it meets the password criteria above. If you are trying to reset your password but you are not receiving the reset email link from us then that means you are not registered in the portal so please Sign Up/Register following the steps outlined above on page 4.

Customer Portal - FAQs

FREQUENTLY ASKED QUESTIONS contd...

Q. I AM HAVING TROUBLE SIGNING UP. WHAT DO I NEED TO DO?

Issues with signing up to the Customer Portal can be caused by a number of factors. Please double-check the following:

- Only policy numbers beginning with XB can sign up to the Customer Portal
<https://account.redclick.ie>.
- Ensure that the email address you are signing up with is the same one associated with your RedClick policy. Note: If you previously used that email address on an old lapsed/cancelled policy you will be unable to use that email address to Register - please [contact us](#) so we can reset your account.
- Check that your policy number ie.g XB???????? and policy start/effective date are both correct. You can find this information in the email/letter we sent you when you purchased/renewed your policy.
- Ensure that your Password meets all the criteria.
- You must validate your email address by clicking the link in the validation email sent to you.
- You must choose an Authentication method (SMS/Text or App) to finish the Sign Up process.

If you have any queries please do not hesitate to [contact us](#).

Q. I FORGOT MY PASSWORD. HOW CAN I RESET MY PASSWORD?

When you go to the Customer Portal at <https://account.redclick.ie> there is a 'Forgot your password?' link. When you click this link you will be sent an email with a link to reset your password.

When resetting your password just remember you will need to create a password which must be between 8 and 64 characters long and must include at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a number
- a special character (!@#\$\$%^&*)

Note: If you do not receive the 'Reset Password' email this means you may not be registered so please Register/Sign Up as outlined on page 4 above. Any queries [contact us](#).

Q. WHAT IS AN AUTHENTICATOR APP AND HOW DO I GET IT?

An Authenticator App can be used to help ensure your personal information is secure when accessing the [Customer Portal](#) online. This app generates a secure One Time Password (OTP) for you to use when logging in to the portal. You can choose between a [Google](#) or [Microsoft](#) Authenticator App to use.



We do recommend that you choose SMS Authentication as this is the quickest and easiest way to login whilst also securing your personal information.

Customer Portal - FAQs

FREQUENTLY ASKED QUESTIONS contd...

Q. CAN I STILL LOGIN USING THE AUTHENTICATOR APP AS A RETURNING CUSTOMER?

YES. If you are a returning customer to the [portal](#) and would prefer to remain using the Google or Microsoft Authenticator App then that's ok. You can switch to SMS Authentication at any time at login.

Q. HOW CAN I MAKE CHANGES TO MY POLICY BEGINNING WITH XB IN THE CUSTOMER PORTAL?

In the Customer Portal you can make the following changes related to your policy:

- update your driver number details as shown on your drivers licence
- update your payment details

If you wish to make any other changes such as your contact info, address, added penalty points, adding a driver, updating your policy cover, changing your vehicle etc. please [contact us](#).

Q. CAN I RENEW MY POLICY BEGINNING WITH XB IN THE CUSTOMER PORTAL?

NO. You can view your policy renewal information, such as cover and premium, in the [Customer Portal](#). To discuss your renewal, make adjustments or pay for your renewal you must [contact us](#).

Q. CAN I REVIEW ALL MY POLICIES BEGINNING WITH XB IN THE CUSTOMER PORTAL?

NO. You can only view one policy at a time in the [Customer Portal](#). If you have multiple active RedClick policies you must use a different email address for each policy and Register each email address in the Customer Portal to access all your policies online, independantly. For any queries or to update any of your policy email addresses please [contact us](#).



Document Portal Policies beginning with GEI

Customer policies beginning with GEI must access the Document Portal at www.documentation.redclick.ie

LOGIN

You do not need to Sign up/Register for the Document Portal. If you have a policy beginning with GEI you can access your policy information at any time at www.documentation.redclick.ie

The screenshot shows the RedClick Documents Portal login interface. At the top left is the RedClick logo with the Generali tagline. At the top right is the text 'Documents Portal'. Below the header, a welcome message reads: 'Welcome to the RedClick Documents Portal. Please Login to access and download your insurance documents'. The login form contains two input fields: 'Your Email Address' (with placeholder text 'e.g. email@email.com') and 'Your Policy Reference Number' (with placeholder text 'Policy Reference Number'). Below these fields is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and the reCAPTCHA logo. A red 'SUBMIT' button is at the bottom of the form. To the right of the form is a 'Useful Information' box containing a bulleted list of instructions for accessing the portal.

RedClick
GENERALI

Documents Portal

Welcome to the RedClick Documents Portal
Please Login to access and download your insurance documents

Your Email Address
e.g. email@email.com

Your Policy Reference Number
Policy Reference Number

☐ I'm not a robot

Useful Information

- You need the email address you used when setting up your policy and your policy number.
- Your policy number starts with GEI for example GEI/QMP/123456789.
- Once you've entered in your details a one time passcode (OTP), will be sent to the mobile phone number on your policy. This will allow you access to the portal for 30 minutes.
- If you don't have a Republic of Ireland mobile phone number or if you need to update the phone number, please call us on 01 553 4040.
- If you are having problems accessing the portal, please check out the **Manage My Policy** section in the **Help Centre** on our website.
- If you are still having trouble accessing your documents, please email us at info@redclick.ie or call us on 01 553 4040.
- If your policy begins with XB, please click [here](#) to access your documents.

SUBMIT

To access the Document Portal you will need:

- The email address you used when setting up your policy.
- Your policy number that starts with GEI. This is case sensitive so it must be entered in the format of for example GEI/QMP/123456789.

Once you've entered your details above a one time passcode (OTP), will be sent to the mobile phone number associated with your policy. This one time passcode is only valid for 30 minutes. After this time you will need to login again to generate a new passcode to use.

If you don't have a Republic of Ireland mobile phone number or if you need to update the mobile number on your policy, please call us on [01 553 4040](tel:015534040).

If you are still having trouble accessing your documents, please email us at info@redclick.ie or call us on [01 553 4040](tel:015534040).

Document Portal - FAQs



Customer policies beginning with GEI must access the Document Portal at www.documentation.redclick.ie

FREQUENTLY ASKED QUESTIONS

Q. HOW DO I ACCESS THE DOCUMENT PORTAL?

Only policy numbers beginning with GEI can access the Document Portal at: www.documentation.redclick.ie by following these simple steps:

- Go to www.documentation.redclick.ie
- Enter the email address and GEI policy number associated with your policy
- A onetime passcode (OTP) will be sent to the mobile phone number associated with your policy. If you don't have a Republic of Ireland mobile phone number or if you need to update the mobile number on your policy, please call us on [01 553 4040](tel:015534040).
- Enter this one time passcode to view your policy documents

If your policy number begins with XB you need to access the Customer Portal at <https://account.redclick.ie>

If you have any queries, please call us on [01 553 4040](tel:015534040).

Q. CAN I ACCESS THE DOCUMENT PORTAL IF I DO NOT HAVE A REPUBLIC OF IRELAND MOBILE PHONE NUMBER?

NO. The one time passcode can only be sent via SMS/text message to a registered mobile phone number in the Republic of Ireland. To update your mobile phone number please call us on [01 553 4040](tel:015534040).

Q. WHY AM I RECEIVING AN ERROR WHEN I TRY LOGIN TO THE DOCUMENT PORTAL?

Issues with signing up to the [Document Portal](#) can be caused by a number of factors. Please double-check the following:

- Only policy numbers beginning with GEI can access the [Document Portal](#).
- Check that you have entered the correct email address that is associated with your policy.
- Check that you have entered the correct policy number beginning with GEI. this is case sensitive so it must appear in the format of example: GEI/QMP/123456789.
- The one time passcode (OTP) is only valid for 30 minutes. If this time has passed please login again to generate a new OTP.

If you are still unable to access the document portal [contact us](#).

Document Portal - FAQs

FREQUENTLY ASKED QUESTIONS contd...

Q. HOW DO I MAKE CHANGES TO MY POLICY BEGINNING WITH GEI IN THE DOCUMENT PORTAL?

You can view information for your policy beginning with GEI in the Document Portal at: www.documentation.redclick.ie. You also can make the following updates to your policy online:

- [Renew](#) your GEI policy online
- [Pay for a change](#) to my GEI policy
- [Pay for a missed payment](#) relating to your policy beginning with GEI
- [Pay for a quote](#) I received

To request specific documents, click [here](#).

If your policy number begins with XB you need to access the [Customer Portal](#).

If you have any queries, please call us on [01 553 4040](tel:015534040).

Q. WHY CAN'T I SEE OTHER HISTORICAL DOCUMENTS IN THE DOCUMENT PORTAL?

You can only view your documents relating to a policy number beginning with GEI in the Document Portal. Since 2020 we have issued documents for policies beginning with XB in our [Customer Portal](#).

If you have any queries, please call us on [01 553 4040](tel:015534040).