Complete help guide

All the web-app help in one place. Start with the list below. Every topic has a separate page, with short steps and a reminder. You can also press Help inside the app and search for a word.

Open salonstride.com/app/

Before you start
New installations start with Solo: up to 2 active stylist diary columns. Larger column plans are not available yet. The offline purchase and 30-day trial cover one device. Adding another device requires Basic Cloud (planned £4.99/month). Real upgrades are not available yet. Use fictional clients and sample pictures while testing. A card payment must be taken on your separate card terminal. This app records it; it does not charge the card. Real online purchases are not available.

Turn the page for the list of topics.

Find the step you need

Find installation, downloads and app details	3
Start using SalonStride	4
Put the app on your home screen	5
Set up services, staff and opening hours	6
Make a booking	7
Set colour development and finishing time	8
Repeat bookings and cancel a series	9
Keep a waiting list and find openings	10
Book two services with different stylists	11
Find, move, complete or cancel an appointment	12
Take before and after photos during a visit	13
Add, import or edit clients	14
Save a consultation or inspiration pictures	15
Record a call or enquiry	16
Set loyalty points and rewards	17
Record cash, card, discounts and tips	18
Record a refund already given	19
See stylist sales, salon sales and recorded payments	20
Save a full backup	21
Restore a web backup	22
Work offline and keep records on the device	23
Upgrade to Basic Cloud for a second device	24
Turn cloud photo sharing on or off	25
No booking times are available	26
A button is greyed out or a change will not save	27
Records look missing	28
Owner password or Settings will not unlock	29
The second device is out of date or sync needs review	30
Get an update or report a problem	31

Getting started

Find installation, downloads and app details

1. The diary opens directly with your salon name and workspace tabs. Choose Help beside those tabs for installation steps, the welcome pack and PDF guides.
2. Help also contains your trial or purchased licence, full backup download, storage protection, restore and cloud sync status.
3. Close help to return to the same diary or form.

Remember
Changing the layout does not change your saved salon, password or records.

Getting started

Start using SalonStride

1. Open salonstride.com/app/ in your usual browser. Avoid private or incognito browsing.
2. At Owner setup, enter Salon27 (capital S). Replace it with your own password of at least 10 characters. Save that password safely.
3. Choose Start 30-day trial while online. Wait for "App files saved for offline use" before going offline.
4. Your new installation starts with Solo: up to 2 active stylist diary columns on one device. Use fictional client details while testing.

Remember
Owner setup is required only for a new browser installation. The shared starter password cannot unlock an installation after it has been replaced. The offline purchase and trial cover one device. Adding another device requires Basic Cloud. Real payments are not enabled.

Getting started

Put the app on your home screen

1. On iPhone or iPad, open the app in Safari. Choose Share, then Add to Home Screen.
2. On Android or a computer, use your browser's Install app option if it is offered.
3. Open the new app icon and check that your records are there before continuing. Some browsers keep installed-app storage separate.

Remember
Use the same browser or installed app each time. The older Mac installer has different backup instructions; this help is for the web app.

Owner Settings

Set up services, staff and opening hours

1. Open Settings and unlock with your owner password.
2. In Salon & appearance, enter your salon name, opening days and opening hours. Save your changes.
3. Open Services. Add each service, its price and duration. Set Before service preparation and After service cleanup defaults, from 0 to 240 minutes in 15-minute steps.
4. Open Staff. Set each stylist's services, working days and hours, then save.
5. For different prices by stylist, use Services > Individual stylist prices.
6. Use Holidays for staff leave or whole-salon closures. Move or cancel conflicting bookings first.

Remember
Solo allows 2 active stylist columns. Deactivate a stylist before activating a replacement. Larger column plans are not available yet; Basic Cloud adds a device, not columns. Past bookings stay unchanged and do not block new working hours. Bank holidays do not automatically close the salon.

Daily work

Make a booking

1. Choose New booking.
2. Choose a service and a stylist. Check total service time, any colour development phases, preparation and cleanup. Change these values for this booking if needed.
3. Select the date and an available service start time. Check the reserved time in the summary.
4. Under Find an existing client, search by name, email or phone and select the person. For a new client, enter their name; email and phone are optional.
5. Check the details and choose Confirm booking.
6. Wait for the saved message and check the appointment in Diary.

Remember
For a 10:00-11:00 service with 15 minutes before and after, the stylist is reserved 09:45-11:15. Padding blocks other bookings within working hours. A separately enabled colour development phase can free the stylist in the middle. Changing time settings does not change the price. Old bookings keep their saved padding (zero if none was set). Times use Europe/London.

Owner Settings

Set colour development and finishing time

1. Unlock Settings > Services. Choose the colour service and set its total service time.
2. Tick Include colour development time. Set application and development minutes; the remaining time is finishing. Allow at least 15 minutes for application and finishing.
3. Leave the stylist reserved during development, or tick Allow this stylist to take another client during development when appropriate for this service. Save the service.
4. When booking, change total time, application, development or the release choice for that visit if needed. Check the phases in the summary.
5. In Daily Diary, application and finishing have separate blocks when the stylist is released. Development is shown as a dashed panel. Another client must fit entirely inside the free period, including preparation and cleanup.

Remember
Example: a 120-minute service with 30 minutes application and 45 minutes development leaves 45 minutes finishing. At 10:00, development is 10:30-11:15 and finishing starts at 11:15. The colour client remains in one visit for sales and loyalty. Changing defaults does not change old bookings.

Daily work

Repeat bookings and cancel a series

1. Start a new single or shared booking. Choose valid service times and the client.
2. Tick Repeat this booking. Choose every 1 to 12 weeks and a total of 2 to 12 visits, including the first.
3. Read every date in the preview. A clash, holiday or closure blocks the whole series; change the time or pattern until every date is available.
4. Choose Confirm visits and wait for the saved message. All visits are saved together with the same times, services and agreed prices.
5. Reschedule moves only the selected visit. Complete each visit separately after it happens.
6. To cancel the rest, choose Cancel remaining series visits in Diary. Read the count, then Confirm series cancellation or Keep series.

Remember
Past, completed and arrived visits are kept when cancelling the remainder. Cancellation cannot be undone. Times stay at the same London clock time across daylight-saving changes. No payments or reminders are sent. A later service-menu change does not reprice the saved series.

Daily work

Keep a waiting list and find openings

1. Choose Waiting list in the main menu, then Add to waiting list.
2. Find the existing client, or enter a new name and optional contact details. Choose the service, any stylist or a preferred stylist, and a date range of up to 90 days.
3. Write preferences such as mornings or call first, then save. A request reserves no time.
4. Choose Find openings. The app shows the first five matches for the current service times, padding and stylist availability. Check notes manually.
5. Contact the client yourself. Choose a matching Book time to open a booking. Check it and confirm; the request moves to Booked and closed requests only after the booking saves.
6. Cancelling that booking reopens the request. Use Edit request if its dates have passed, or Close request when it is no longer needed.

Remember
There are no automatic texts or emails. Openings can change before saving, and notes are not automatic time filters. If repeating a waiting-list booking, only the first visit fulfils the request. Real payments stay disabled.

Daily work

Book two services with different stylists

1. Choose New booking, then Add another service / stylist to this visit.
2. Set the first service, stylist, start time and agreed amount. Check its total time, colour phases, preparation and cleanup; edit them if needed.
3. Choose Add another service. Set the next service, its stylist, time, amount and padding.
4. Check the combined Client total and the client details, then choose Confirm visit.
5. After all services are finished, choose Complete whole visit in Diary.

Remember
For example, £60 colour plus £25 blow-dry gives one £85 visit. Each stylist receives their service amount in reports. Service times for the client cannot overlap. Padding reserves each stylist separately; the same stylist cannot have overlapping reserved times. The visit counts once for loyalty.

Daily work

Find, move, complete or cancel an appointment

1. Open Diary. Daily shows a timed column per stylist; swipe sideways on a phone. Select an appointment block for its details below. Use Weekly, Monthly or Choose date to look ahead.
2. To move a booked appointment or change its padding, choose Reschedule. Shared visits use Edit / reschedule visit. Check the preparation and cleanup values, choose an available time and save.
3. On the day, use Mark arrived when the client comes in; Undo arrival corrects a mistake. Choose Complete only after the visit. Shared services use Complete whole visit.
4. Choose Cancel visit to release the time. After the start, Mark no-show records a missed visit without sales or loyalty points. Check the confirmation.

Remember
Select Book again to create a new visit with the same client and current service defaults; choose a new date and time. Payments, photos and loyalty points are not copied. Complete, Cancel and no-show have no undo; check carefully.

Daily work

Take before and after photos during a visit

1. Find the appointment in the daily or weekly Diary. Open Visit photos.
2. Choose the Before or After photo control. Use Take photo or choose an existing picture.
3. Wait for the saved message. Check that the image appears.
4. You can also view photos in the client's visit history.

Remember
Each visit has one before and one after image. Replacing an image changes that slot. Photos stay on this device unless the owner enables photo sharing. If a photo will not load, try a smaller JPG or PNG and check camera permissions.

Daily work

Add, import or edit clients

1. In Clients, use Add new client. Name is required; email and phone are optional. Search by name, email or phone; Book this client starts a booking, and Book again repeats a previous visit.
2. To change an existing client, unlock Settings > Clients. Edit the details and choose Save client.
3. To add many clients, choose Import clients from CSV or Excel in Settings > Clients. Map the name column and any optional contact columns. Review duplicate and invalid rows before saving.
4. To delete a client, use Delete client in Settings > Clients and read the confirmation carefully.

Remember
Deleting a client also removes their visit history, photos, payment/refund records and waiting-list requests. Reports will change. Complete or cancel their booked visits first. Download a full backup before deleting information you may need.

Daily work

Save a consultation or inspiration pictures

1. Open Consultations and choose a client. Add the client first if they are missing.
2. Enter what they would like to achieve, previous treatments and preferences.
3. Choose Save consultation.
4. Find the saved consultation and add inspiration images.

Remember
AI hairstyle previews are a possible future feature and are not enabled.

Daily work

Record a call or enquiry

1. Open Enquiries and enter the client's details, source and message.
2. Choose Save enquiry.
3. Choose Create booking when ready, then fill in the service and time.
4. Choose Close enquiry when no booking is needed.

Remember
These are manual records. The app does not read or send WhatsApp, Instagram or email messages.

Owner Settings

Set loyalty points and rewards

1. Unlock Settings > Loyalty.
2. Choose points per £1 spent or per completed visit. Set the earning rate and reward threshold and value, then save.
3. Complete the appointment in Diary to award points. A booked appointment earns nothing yet.
4. When the client has enough points, record their redemption and apply the reward manually when taking payment.
5. To hide loyalty, clear Enable loyalty under Salon & appearance > Optional features.

Remember
New earning rules apply to newly completed visits. Existing points remain. Visits completed while loyalty is off do not earn points later. Shared visits count once. Discounts, tips and refunds recorded after completion do not change the points already earned.

Daily work

Record cash, card, discounts and tips

1. After the visit, choose Complete or Complete whole visit in Diary.
2. Open Checkout on the completed appointment. Check the services and bill total.
3. If needed, enter a discount, its reason and a tip. Choose Save bill adjustments before recording payment.
4. Take payment using your usual till or separate card terminal.
5. Enter the payment date and cash or card amount already received, then choose Record payment. Enter both amounts for a split payment.
6. For a partial payment, record only what you received. The remaining balance stays visible.

Remember
This records money you already took. It does not charge a card. Enter cash kept after giving change and never enter card numbers. Discounts and tips lock after the first payment. Use one checkout device per visit and let sync finish before using another. Older missing payment records do not prove a client owes money.

Daily work

Record a refund already given

1. Return the money using your normal till or card terminal.
2. Find the completed appointment in Diary and open Checkout.
3. In Record a refund already given, select the original payment.
4. Enter the amount, refund date and reason. Choose Record refund and confirm.
5. Check Payment history and the net money recorded.

Remember
The app does not send money. A refund cannot exceed the amount still refundable on its original payment or be dated before it. Refunds do not reopen the bill, reduce gross stylist sales or automatically remove loyalty points. A recorded refund uses the original payment method.

Reports

See stylist sales, salon sales and recorded payments

1. Choose Reports in the main menu and enter the owner password.
2. Choose Today, This week, This month, Last month or This year. You can also enter your own From and To dates.
3. Read Service sales by appointment date: gross sales, discounts, service sales after discounts and tips added to bills.
4. Gross sales by stylist splits shared visits by their original service amounts, before discounts. Daily gross service sales shows totals by appointment date.
5. Read Money by payment and refund date for cash, card, refunds and net money recorded during the period. This can include visits from an earlier period.
6. Choose Download sales report (CSV) to save a spreadsheet-compatible copy.

Remember
Only completed visits count as service sales. Payments are entered manually and are not bank verified. Money received includes tips; tips added to bills are not necessarily paid. The balance without payment records uses all saved receipts for those visits, including later receipts; missing records do not prove a debt. Product sales and VAT breakdowns are not included. Stylist sales are not wages or commission. Let cloud sync finish first to see another device's latest records.

Backups and storage

Save a full backup

1. Open Help beside the diary tabs, then choose Download full backup. Storage, restore and installation options opens the other controls.
2. Check Downloads or Files and make sure the dated JSON file is saved.
3. Keep a separate copy somewhere safe, preferably away from this device.
4. Make backups regularly and before restoring, deleting records or making major changes.

Remember
Web full backups contain records, payment/refund history, photos, inspiration images and the logo. They are not encrypted and do not contain the owner password or pairing key. Store those credentials safely and separately. Closing the browser is not the same as making a backup.

Backups and storage

Restore a web backup

1. First download a fresh full backup of the current records, if possible.
2. Unlock Settings with the owner password. Open Help to find the backup controls.
3. Open Storage, restore and installation options, then choose Restore web backup and select a SalonStride web backup JSON file.
4. Read the preview. Restore replaces the current records; it does not combine two salons.
5. Choose Replace records and restore only when you are sure. Check the restored diary, clients and photos.

Remember
A recovery copy of the previous records is kept on this device; Download recovery copy can export it. Restore requires an active trial or licence. Do not select an older Mac .sqlite backup or rename it to .json.

Backups and storage

Work offline and keep records on the device

1. Connect initially, open Help and wait for App files saved for offline use.
2. Use the diary, clients, local photos and reports on the same device without internet.
3. In Help, open Storage, restore and installation options and choose Protect device storage if your browser offers it, and continue making separate backups.
4. Reconnect with the app open when you want to sync or receive updates.

Remember
Closing the browser normally keeps records. Private browsing, clearing website data or browser storage cleanup can remove them. Do not clear website data to fix an app problem. Download a backup first if storage is nearly full.

Cloud sync

Upgrade to Basic Cloud for a second device

1. The offline purchase and 30-day trial each cover one device. A second device requires a verified Basic Cloud upgrade.
2. Basic Cloud is planned at £4.99/month and supports two activated web devices. Real upgrades are not available yet. Do not try to pair a second device during the one-device trial.
3. After an upgrade is verified, unlock Settings > Salon & appearance > Cloud sync on the original device. Keep the private pairing key safe.
4. On the second device, complete owner setup and activation. In Cloud sync, enter a device name and the pairing key under Connect to an existing cloud salon.
5. Back up any existing records on the second device before agreeing to replacement. Joining replaces its copy; it does not combine unrelated salons.
6. Keep both devices open and online until their changes are synced. Reconnect the additional device before its activation renewal date.

Remember
Preparing a cloud salon or holding a pairing key does not grant an upgrade. Only approved fictional Stripe sandbox salons can test cloud pairing and uploads now. Your original offline purchase remains on its own device. Existing local records remain available to view and export if additional-device access expires. Photos are a separate upgrade; sync does not replace dated backups.

Cloud sync

Turn cloud photo sharing on or off

1. With a verified Basic Cloud and cloud-photo upgrade, unlock Settings > Salon & appearance > Cloud sync > Change photo sharing on the original device.
2. Download a full backup and read the explanation.
3. Tick the confirmation and choose Switch to records only or Enable photo sharing.
4. When enabling photos, approve sharing on the second device in its Owner Settings too.
5. Use Refresh saved cloud copies and Download saved cloud photos and records to export an older saved copy.

Remember
Turning sharing off keeps photos already on devices and a saved cloud copy. New photos remain local. Re-enabling shares current device photos; it does not automatically restore archives. The fictional sandbox photo allowance is 50 MB. Deleting the whole cloud salon also deletes its saved copies.

Troubleshooting

No booking times are available

1. Check the service and stylist are available for booking in Settings.
2. Check the stylist offers that service and works on that date.
3. Check salon opening hours, stylist hours, holidays and existing bookings.
4. The entire service must fit in the free time, in 15-minute steps.
5. For a shared visit, check the other service times do not overlap. Try another date or stylist.

Remember
Past times cannot be booked. Move or cancel conflicting booked appointments before changing staff hours or holidays.

Troubleshooting

A button is greyed out or a change will not save

1. Read any error or status message on the screen. Wait for a save already in progress to finish.
2. Check required fields, dates and selected booking times.
3. Check your trial or licence is active. First activation needs internet access.
4. Unlock Settings for owner-only changes and Reports.
5. If the app says another device updated records, note any unsaved entries and choose Show updated records before editing again.

Remember
After trial expiry you can view and export records, but cannot add or edit them or restore a backup. Check the diary before retrying an uncertain save.

Troubleshooting

Records look missing

1. Check you opened the same browser or installed app, on the same device, as before.
2. Do not clear website data or immediately restore an old backup.
3. If using Basic Cloud, check connection status, subscription access and whether sync is paused.
4. Keep any existing backup files safe and contact the person helping with your test.

Remember
Different browsers can have separate records. Restoring replaces the current copy, so first preserve anything still present.

Troubleshooting

Owner password or Settings will not unlock

1. On a new installation only, use Salon27, then replace it with your own password of at least 10 characters.
2. After setup, use your private owner password. Check your password manager.
3. If too many attempts were made, wait for the displayed retry period.
4. To change a known password, unlock Settings and open Change owner password.

Remember
There is no online password reset. Backups do not include the owner password. Do not clear browser data to try to reset it; that can erase salon records. Settings lock when hidden, closed, left or after ten minutes.

Troubleshooting

The second device is out of date or sync needs review

1. With a verified Basic Cloud upgrade, open both devices online and read their Cloud sync status.
2. Resume sync if paused. If photo approval is requested, unlock Owner Settings and review it.
3. If there is a conflict, stop making more changes, download backups from both devices and read the conflict details.
4. Only choose which copy to keep when you understand what will be replaced. Ask for help if unsure.

Remember
Never delete the cloud salon as a first troubleshooting step. Keep the pairing key safe. Another device may have newer records that are not on this device yet.

Troubleshooting

Get an update or report a problem

1. Connect to the internet and open the app.
2. Close all SalonStride tabs and installed-app windows, then reopen the app to receive the downloaded update. Do this on both devices.
3. If a problem remains, tell the person who invited you to test which device and browser you use, what you pressed and the exact error.
4. If sending a screenshot, hide client information first.

Remember
Do not send passwords, pairing keys or full client backups. There is no automatic support submission in this app. Real payments, online client booking, automated messages and AI are not enabled.