Installation guide

Start here. Follow one page at a time to set up the web app on your phone, tablet or computer. Keep this guide in Files or Downloads so you can read it later.

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.

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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.

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.

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.

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.

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.