Everyday user guide

Use this guide during the salon day. Find the job in the list, turn to that page and follow the numbered steps. The words on the buttons match the app.

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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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

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

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

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.