Booth Rental Manager Access, Payments, and Reminder Troubleshooting

Booth Rental Manager · https://haircutnow.com/docs/booth-rental-manager-access-payments-and-reminder-troubleshooting/

Start by confirming the signed-in account and selected business, then refresh or reopen the app.

No renter account is connected

Ask the owner or manager to check your email under **Manage → Details** and enable access under **Manage → Access**. Sign in with that same email.

Ready to connect means the connection is not complete yet. Sign in or reopen the app after access is saved. Do not wait for an invitation email from the access toggle; it does not send one.

I paid, but my balance did not change

A submitted report remains pending until reviewed. Check its status and ask the business to verify the payment. If the business recorded it directly, check the confirmed ledger.

Avoid submitting or recording the same payment again.

The balance looks wrong

Review the opening balance and its date, recurring charges, one-time charges, late fees, payments, and corrections. New recurring charges begin after the imported Balance as of date.

Owners and managers can correct an entry amount or use **Manage → Balance** with a reason. A renter should ask the business to review the records.

The introductory rate did not restart

Move-in specials use the number of scheduled charges, not the number of payments. Editing an existing agreement shows charges already counted and introductory charges remaining.

Older entries are missing

The owner’s Recent ledger shows 30 days. Use the annual PDF or CSV download for older records.

A reminder will not send

Check that the renter is connected, has a balance due, and has enabled alerts. A queued reminder cannot be immediately repeated within the same minute. Queued does not mean delivered or read; check device permissions, connectivity, and the signed-in account if it does not arrive. Automatic scheduled rent reminders are not currently implemented. See manual push reminder help.

Management controls are missing

Renter access is separate from management permission. The owner must grant Booth Rental Manager access to a manager. Also confirm the business’s product subscription is active.

Still unresolved

Provide support with the business, affected renter, action attempted, approximate time, and exact error message. Include payment dates and amounts where relevant, but never passwords or sign-in codes.