Digital Barber Card Sign-In, Sharing, and Setup Troubleshooting

Digital Barber Card · https://haircutnow.com/docs/digital-barber-card-sign-in-sharing-and-setup-troubleshooting/

Start at Manage your Barber Card and use the Haircut Now account that owns the card.

Your card is not ready yet

Basic requires an eligible claimed individual listing connected to your account. An unclaimed listing does not provide Basic access. You can also start Pro without a Marketplace listing.

You are still signed in if the account is shown. Continue **Free Basic → Create or claim a barber listing**, or choose **Try again** after a recent connection update. If you already claimed a listing and access remains missing, ask support to check its connection before creating another listing or account.

Returning asks you to sign in again

A valid saved session should survive leaving setup and reopening the app. Use the same account if the session has expired or you explicitly signed out. Update the app if an update is available, then retry from its current screen. Contact support if repeated sign-in or a brief sign-in error continues; do not create another account.

The wrong card appears

Choose **Sign out** in the manager and sign in with the correct Haircut Now account. If the sign-in service keeps selecting the wrong account, use its account-switch option.

Signing into a different account does not transfer card ownership.

Editing is unavailable

Basic uses **Edit marketplace profile** when a connected listing is available. **Edit card** and custom design require Pro. Confirm the badge and subscription state.

An image will not upload

Use a JPEG, PNG, or WebP file up to 8 MB. Wait for the upload to complete, and read any error shown.

Copy or sharing fails

First confirm the Card is active. An unfinished or inactive Card has no public-sharing controls or usable public-card QR code. For an active Card, open its public page in your normal browser. If image sharing is unsupported, use **Download PNG** and attach it manually, or copy its public page address.

The card is inactive or temporarily unavailable

Check your listing and subscription access. For a temporary error, choose **Try again**. If it persists, contact support with your account email, public card URL, and the exact message.