Haircut Now Biz Account, Connection, and Support Troubleshooting

Haircut Now Biz App · https://haircutnow.com/docs/haircut-now-biz-account-connection-and-support-troubleshooting/

Start by checking that you are using Haircut Now Biz, the correct account, and an available current app version.

I only see My Card, Products, and Account

You may be in Card-only mode. Continue Card setup from this account if that is what you need. To use an existing Biz barber account, choose the Biz sign-in route with its registered phone and password. Do not create a duplicate account or sign out just because Card setup is unfinished.

My password is not accepted

Use **Forgot password** and complete the verification prompts. If the app specifically requests first-time password setup, follow that route. Website credentials are not automatically the same as Biz credentials.

My listing or Card is missing

Confirm the connected Haircut Now account and Marketplace ownership. Use the account connection or existing-listing flow shown in the app.

If another account owns the listing or Card, ask support to review ownership. Changing a contact email does not itself transfer ownership.

The browser opens but nothing changes in the app

Complete any first-time account or ownership verification requested. An existing valid connection should open without repeated sign-in or confirmation. Return to the app and choose **Check connection** if available, then retry the original destination.

If the handoff expired, restart it from the app. Do not reuse an old management link or create a duplicate listing.

Sign-in finishes, but Card setup is unfinished

A “not ready yet” message describes Card setup or eligibility, not necessarily a failed sign-in. Check the signed-in account and continue Basic or Pro setup. If a temporary error appears, retry from the current app screen. If sign-in errors recur, contact support with the message and app version; avoid repeatedly creating accounts.

A save failed

Read the error, check connectivity, and retry. Reopen the record to confirm the saved value. Unsaved form text or a photo preview is not proof of a completed update.

My email cannot be edited

Some Biz versions show the account email as read-only. Use the available account-help workflow for a verified correction rather than creating a duplicate account.

Request account deletion

Use the account-deletion option in your installed app and follow its verification instructions. If it directs you to a Haircut Now verification form, complete that step.

A pending request or completed verification is not confirmation that deletion has finished. Signing out or uninstalling the app also does not delete the account.

Contact support

Open **Account → Help & Support → Help** where available, or email **support@haircutnow.com**.

Include your account phone/email, app version, device, approximate time, exact error, and relevant appointment or listing information. Never send passwords or sign-in codes.