# How to Manage Your Walk-In Manager Team

Walk-In Manager · https://haircutnow.com/docs/how-to-manage-your-walk-in-manager-team/

## How to Manage Your Walk-In Manager Team

Owners and managers use the team area to control who can participate in the daily walk-in rotation.

### Add or invite a team member

Use your business dashboard to add or invite the person who should receive walk-in offers. Each team member should use their own account rather than sharing the owner's login.

After the team member has access, they sign in on their own phone, verify alerts, and check in at the business. The shop location must be configured before anyone joins the rotation.

### Remove a team member

If someone quits or should no longer have access:

1. Open the business dashboard.
2. Go to the team-management area.
3. Find the team member.
4. Choose the option to remove them from the business.
5. Confirm the removal.

Removing a team member prevents that account from participating in your business's rotation.

### Daily check-in is separate from team membership

Being on the team does not automatically place someone in the rotation. Each working team member must check in for the day.

The rotation resets each day, so team members check in again on their next workday.

## If someone is temporarily unavailable

A team member does not need to be removed just because they are busy. If they miss an offer, the system can mark them temporarily unavailable. They can use **Ready** when they are able to receive walk-ins again.

## Best practices

- Remove former employees promptly.
- Do not share owner or manager accounts with staff.
- Ask staff to enable and verify alerts on the phone they use for walk-ins.
- Confirm the day's active team before opening the walk-in queue.

## Optional service qualifications

In **Service-Based Walk-In Routing**, owners and managers add custom services and assign each person’s **Permanent qualifications**. Select that person’s services and choose **Save qualifications**. Use **Archive** or **Activate** to manage services. Staff can pause or resume their assigned services for the current shift, but cannot add their own qualifications. These daily choices reset with the next business day.

## Ready positions and alerts

The rotation numbers only eligible Ready team members. Other checked-in members remain visible with their status. When service routing is enabled, select a service to see its eligible rotation; there is no universal next person across all services. **Alerts need attention** means the device connection needs repair and verification. Assisted check-in does not bypass alert readiness.

## Manage product permissions separately

Owners open **Account → Manage managers → Manage Walk-In managers** to reach **Administration**. Add the manager by name and sign-in email, select **WIM management** and/or

**WIM reports**, and save. Grant BRM or Booking permissions separately when needed.

A manager does not have to join the walk-in rotation. Billing and manager administration remain owner-only. Removing **Walk-In participation** preserves separate manager/product access; review those permissions separately when someone leaves.

In Administration, use team details, activity history, and reports according to your permissions. Editing contact details does not change the person’s verified sign-in account. Staff check-in and offer handling work the same with kiosk or QR customer check-in.