Walk-In Manager Notifications and Troubleshooting for Staff

Walk-In Manager · https://haircutnow.com/docs/walk-in-manager-notifications-and-troubleshooting-for-staff/

Working, verified device alerts are required for Walk-In Manager readiness. Notification permission alone does not confirm that the current phone is connected.

Enable and verify this device

1. Sign in to your own account on the phone you will use for walk-ins.
2. Open Walk-In Manager and use **Enable alerts** or **Reconnect alerts**, as shown.
3. Allow notifications in the device or browser permission prompt.
4. Use the device-alert verification or test control shown in your version.
5. Confirm the result and check that alerts are connected.
6. Check in at the business and confirm your daily status.

Verify the device you actually intend to use. A successful alert on another phone does not establish that this phone is working.

For the web version, use a supported installed browser app. On iPhone, open the Home Screen web app when using the web version. The installed Haircut Now Shops app has its own device notification permissions.

Enable alerts appears to do nothing

Check the phone’s notification permission for the specific app or website. If permission is blocked, enable it in device/browser settings, reopen Walk-In Manager, and retry verification. A permission prompt may not appear again if a choice was already saved.

If the verification alert arrives but check-in still fails, treat these as separate checks. Verify the account, shop, location permission, and daily check-in status. Receiving a test alert does not by itself

place you in the rotation.

Check-in fails or gives no clear result

- Confirm that you are signed into the correct team account and shop.
- Ask the owner to confirm the shop’s precise location has been saved.
- Be physically at the business and allow precise location for the app or browser you are using.
- Check internet access and verify alerts on this device.
- Refresh or reopen the app, retry once, and confirm the resulting status.

The owner can create the business without GPS, but team phone check-in still verifies location. Manager-assisted or kiosk check-in does not bypass the verified-alert requirement.

If no result or explanation appears, report the time, phone model, app/browser version, account, and whether the test alert arrived to the owner or support. Do not assume repeated taps succeeded.

Alerts stop arriving

Reopen the app and use reconnect/verification. Check notification permissions, internet access, and whether battery-saving or notification-silencing settings are preventing visible alerts. Keep the correct account signed in during the workday.

A team member whose alerts need attention may be skipped while their rotation place is preserved. After repair, confirm readiness; use **Ready** if marked Busy. A failed delivery is not proof that the person received and ignored an offer.

Alert received but no Accept button

Open Walk-In Manager and look for the active offer. Today’s Activity rows are historical/status records, not offer controls. If the offer has expired or been reassigned, an old notification cannot be accepted. Refresh the view if the current offer is not visible.