Walk-In Manager Staff Guide: Check In, Accept, Pass, and Get Ready Again

Walk-In Manager · https://haircutnow.com/docs/walk-in-manager-staff-guide-check-in-accept-pass-and-get-ready-again/

Walk-In Manager distributes walk-ins among eligible Ready team members using one shared daily rotation.

Start your day

1. Sign in to your own account and open Walk-In Manager in Haircut Now Shops or the installed web app.
2. Enable notifications and verify alerts on the phone you will use.
3. At the business, allow precise location and choose **Check in at the business**.
4. Confirm that check-in succeeded and your current status is shown.

Your shop must have its shop location configured first, whether customers use a kiosk or QR. Team membership, a received test alert, and daily check-in are separate: confirm the check-in result rather than assuming an alert means you joined.

The daily rotation starts in check-in order. It resets with the shop’s local business date.

Understand your position

Only eligible Ready team members receive visible numbered positions. Other checked-in members remain visible with their status. A missing number while you are not Ready does not mean your stored place was lost.

When service routing is on, select a service to see its eligible rotation. There is no single universal “next up” across all services. You may pause or resume services assigned to you for the current shift; you cannot add qualifications yourself. Shift-specific service choices reset for the next business day.

Accept or pass

Use the active offer's **Accept** or **Pass** controls before its response timer ends. Today's Activity contains records; those records are not active-offer buttons.

Accept: the client is assigned to you and enters **Accepted — verify the client**. A two-minute countdown begins. If the client is present and the entry is correct, no additional start action is needed: service starts automatically when the countdown ends.

Pass: the offer moves on and your place in the rotation is preserved.

Correct an accepted entry before service starts

During the two-minute verification window, use **Walked Out** if the client has left, or **Not a Walk-In** if the entry should not count as a walk-in. These actions return you to Ready while preserving your place. They stop being available when the verification deadline is reached.

Missed offers and alert failures

A confirmed missed offer can mark you Busy. Choose **Ready** when you can receive clients again; working alerts are checked and your preserved position is restored.

A delivery failure is different from an offer you received and ignored. If alerts need attention, repair and verify them. See notifications and troubleshooting.

Complete service and review activity

Once service has started, finish the actual service and wait for any minimum-completion timer before choosing **Mark Complete**. See completing a walk-in.

Today's Activity shows the location team's visits for the current business day, including service, assigned team member, and outcome. It does not give you management authority over other team members.

Check out when leaving. Check in again for your next workday.