

RESERVEPRESS

reservepress.ca

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# ReservePress Salons

## Installation & User Guide

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Version 1.2.27 | For WordPress 6.4+

Plugin v1.2.27 | ReservePress Salons Theme v1.2.9

Author: ReservePress | reservepress.ca | GPL v2 or later

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## Chapter 1

# Requirements

Before installing ReservePress Salons, confirm your server meets the following requirements:

Requirement	Minimum
WordPress	6.4 or higher
PHP	7.4 or higher (PHP 8.0+ recommended)
MySQL / MariaDB	MySQL 5.7+ or MariaDB 10.3+
HTTPS	Required for Stripe payments (strongly recommended for all installs)
Pretty Permalinks	Must be enabled — Settings → Permalinks → any option except Plain
WP Memory Limit	128 MB minimum; 256 MB recommended

**Optional: Stripe Account**

Required only if you want to collect online payments or deposits. Not required for pay-in-salon (cash/card on arrival) workflows.

Chapter 2

# Installation

## Method A — Upload via WordPress Admin (Recommended)

- Log in to your WordPress admin dashboard.
- Go to **Plugins** → **Add New** → **Upload Plugin**.
- Click **Choose File** and select `reservepress-salons-v1.2.27.zip`.
- Click **Install Now**, then **Activate Plugin**.
- You will be redirected to the RP Salons dashboard automatically.

## Method B — FTP / File Manager

- Extract `reservepress-salons-v1.2.27.zip` on your computer.
- Upload the `reservepress-salons` folder to `/wp-content/plugins/` via FTP or your host's file manager.
- In WordPress admin go to **Plugins** → **Installed Plugins**.
- Find **ReservePress Salons** and click **Activate**.

## What Happens on Activation

The plugin automatically creates 8 custom database tables prefixed with `wp_rpsal_` (or your configured prefix). Custom capabilities are added to the Administrator role. No existing WordPress data is modified.

### Database Tables Created

<code>wp_rpsal_services</code>	<code>wp_rpsal_service_categories</code>
<code>wp_rpsal_staff</code>	<code>wp_rpsal_staff_hours</code>
<code>wp_rpsal_appointments</code>	<code>wp_rpsal_clients</code>
<code>wp_rpsal_promotions</code>	<code>wp_rpsal_blocked_times</code>

#### Note on the `service_categories` table

The `wp_rpsal_service_categories` table includes an `image_id` column, added automatically via migration on first activation. This stores the WordPress media library attachment ID for the category's cover image.

## Chapter 3

# First-Time Setup

Follow these steps in order after activating the plugin. Completing each step before the next ensures the booking widget works correctly from day one.

### 3.1 Configure General Settings

Go to **RP Salons** → **Settings**. The Settings screen is organised into tabs — open the **Salon** tab first and fill in:

- **Salon Name** — appears in email notifications and the booking widget heading.
- **Salon Email** — used as the reply-to address for client emails.
- **Phone Number** — displayed in confirmation emails.
- **Theme Style Adoption** — set to `auto` to inherit your active theme's colours and fonts automatically.
- **My Appointments URL** — paste the full URL of your My Appointments page (set up in Step 3.6).

### 3.2 Add Service Categories

Go to **RP Salons** → **Services & Categories** and click **Add New Category**. This opens a full-page form. Fill in:

- **Category Name** — e.g. Hair, Nails, Spa.
- **Description** — optional; shown on the Services page.
- **Category Image** — click **Choose Image** to open the WordPress media library. Select or upload an image. The chosen image is stored as a media attachment ID and flows through automatically to the homepage category cards and the Services page when using the ReservePress Salons theme.
- **Status** — set to Active for the category to appear in the booking widget and Services page.
- Click **Save Category** to save, or **Back to Categories** to cancel.
- To edit a category, click its name in the categories list.
- To delete a category, open it and click **Delete Category** at the bottom of the form.

#### Category Images

Images are pulled directly from the WordPress media library and do not require any additional configuration. Recommended image size: 800 × 600 px or larger (landscape orientation). The ReservePress Salons theme automatically crops and displays category images on the homepage cards and the Services page.

### 3.3 Add Services

Go to **RP Salons** → **Services & Categories** and click **Add New Service**. This opens a full-page form. Fill in:

- **Name** — e.g. Women's Haircut.
- **Category** — assign to a category (optional).
- **Duration** — appointment length in minutes.
- **Buffer Time** — gap added after the appointment before the next slot is available.
- **Price** — base price. Leave at 0 for free or price-on-consultation services.
- **Deposit** — optionally require a deposit (fixed amount or percentage) when Stripe is enabled.

- **Description** — shown on the Services page and in the booking widget.
- **Status** — set to Active for the service to appear in the booking widget.
- Click **Save Service** to save, or **Back to Services** to cancel.
- To edit a service, click its name in the services list.

#### Minimum Required

At least one active service must exist before the booking widget will load correctly. Services with Status set to Inactive are hidden from the public but remain in the database.

### 3.4 Add Staff Members

Go to **RP Salons** → **Staff** and click **Add New Staff Member**. This opens a full-page form. Fill in:

- **First Name / Last Name.**
- **Email** — used for staff notification emails.
- **Bio** — displayed on the About page when using the ReservePress Salons theme.
- **Photo** — click **Choose Photo** to open the WordPress media library. The photo is stored as a media attachment ID and appears in the booking widget stylist picker and on the About page.
- **Colour** — accent colour used for the staff member's initial avatar when no photo is set.
- **Services Offered** — check which services this staff member performs. Only checked services appear for this stylist in the booking flow.
- **Status** — set to Active to make the staff member bookable.
- Click **Save Staff Member** to save changes.
- To edit an existing staff member, click their name in the staff list.

### 3.5 Set Staff Hours

Go to **RP Salons** → **Staff**, click a staff member's name, then click **Set Hours**. Configure working days and time ranges for each day of the week. The booking widget only shows available slots within these hours.

#### Important

Staff with no hours configured will show no available slots in the booking widget. Hours apply to the staff member's local timezone as configured in WordPress Settings → General.

### 3.6 Create Required Pages

Create the following pages in **WordPress** → **Pages** → **Add New**. The slug (URL) must match exactly for the plugin's links to work correctly.

Page Title	Slug	Content / Notes
Book Appointment	book-appointment	Add shortcode <code>[rpsal_booking_widget]</code> or use Booking Page template (ReservePress Salons theme).

My Appointments	my-appointments	Add shortcode [rpsal_my_appointments]. Guests access via email link; logged-in users see their bookings automatically.
Services	services	Add [rpsal_services] shortcode or use Services Page template (ReservePress Salons theme).

After creating pages, go to **RP Salons** → **Settings** → **Salon** and update the **My Appointments URL** field with the full URL of your My Appointments page.

## Chapter 4

## Shortcodes

All shortcodes can be added to any WordPress page, post, or widget area. They automatically enqueue the required CSS and JavaScript. No additional setup is needed beyond placing the shortcode in your content.

### 4.1 Booking Widget

```
[rpsal_booking_widget]
[rpsal_booking_widget service_id="3"]
[rpsal_booking_widget staff_id="2" title="Book with Sarah"]
```

The primary booking shortcode. Renders a fully interactive 6-step booking flow:

- Step 1: Select Service
- Step 2: Select Stylist (or Any Available)
- Step 3: Choose Date
- Step 4: Choose Time Slot
- Step 5: Enter Contact Details
- Step 6: Payment (if Stripe enabled) → Confirmation

Attribute	Default	Description
service_id	0	Pre-select a service by ID. Widget skips Step 1 if set.
staff_id	0	Pre-select a staff member by ID. Widget skips Step 2 if set. Also used by the ?staff_id=X URL parameter (see below).
title	Book an Appointment	Heading displayed at the top of the widget.

#### Book with a Specific Stylist — URL Parameter

The ReservePress Salons theme's About page includes a "Book with [Name]" button on each staff card. This button links to the Book Appointment page appending ?staff\_id=X to the URL (e.g. /book-appointment/?staff\_id=3). The booking widget detects this parameter automatically and pre-filters to show only that staff member's services, skipping the stylist selection step. You can replicate this behaviour on any page by adding ?staff\_id=X to any link pointing to your booking page.

### 4.2 Services Grid

```
[rpsal_services]
[rpsal_services columns="2" category_id="1"]
[rpsal_services show_price="false" show_book_button="true"]
```

Displays a responsive grid of active services with name, price, description, and a Book Now button. When using the ReservePress Salons theme, the Services page uses category images as section headers and lists individual services with price and duration underneath each category.

Attribute	Default	Description
category_id	0	Filter by service category ID. Shows all categories if omitted.
columns	3	Number of columns in the grid (1–4).
show_price	true	Show or hide the service price.
show_book_button	true	Show or hide the Book Now button.

### 4.3 Single Service

```
[rpsal_service id="5"]
```

Displays a single service by its ID — name, description, duration, and price. Useful for dedicated service landing pages.

Attribute	Default	Description
id	0 (required)	The ID of the service to display. Find IDs in RP Salons → Services & Categories.

### 4.4 Staff Grid

```
[rpsal_staff]
```

```
[rpsal_staff columns="4"]
```

Displays all active staff members in a grid with photo, name, bio, and a Book with Me button. When using the ReservePress Salons theme, the About page renders staff cards with a rounded photo, border, shadow, and padded layout.

Attribute	Default	Description
columns	3	Number of columns in the grid.

### 4.5 My Appointments

```
[rpsal_my_appointments]
```

Displays a client's appointment history. Behaviour depends on login status:

- **Logged-in users** — appointments are retrieved automatically by WordPress user account.
- **Guest users** — after completing a booking, the confirmation screen shows a View My Appointments link that includes an email parameter (`?rpsal_email=...`). This allows guests to view their bookings without an account.
- **Not logged in and no email param** — a login prompt is displayed.

#### Page Setup Required

This shortcode requires the My Appointments page to be created and its URL saved in RP Salons → Settings → Salon. Without this, the confirmation email's View My Appointments link will not work.

## 4.6 Promotions List

```
[rpsal_promotions]
```

Displays all currently active promotions with their discount code, description, and validity. Promotion codes can be entered by clients during the booking checkout step.

## 4.7 Availability Calendar

```
[rpsal_availability_calendar service_id="1"]
```

```
[rpsal_availability_calendar service_id="1" staff_id="2"]
```

Displays a read-only month calendar highlighting available dates for a given service and optionally a specific staff member. Useful on service or staff landing pages.

Attribute	Default	Description
service_id	0 (required)	The service to check availability for.
staff_id	0	Optionally restrict to a specific staff member.

---

## Chapter 5

# Admin Menu Reference

The **RP Salons** menu appears in the WordPress admin sidebar (look for the scissors icon >✂). It contains the following sections:

## 5.1 Dashboard

- Overview of today's appointments, upcoming bookings, and key stats.
- Quick-access buttons for common tasks.
- Recent activity feed.

## 5.2 Appointments

- Full list of all appointments with date, client, service, staff, and status filters.
- Click any appointment to view full details, change status, or add internal notes.
- Use the **New Appointment** button to manually create a booking (walk-in or phone).
- Admin bookings show an inline conflict warning if a time slot is already taken — check the override box to book anyway.
- Status options: Scheduled, Confirmed, In Progress, Completed, Cancelled, No Show.

## 5.3 Calendar

- Weekly calendar view of all appointments, grouped by staff column.
- Navigate with Prev/Next buttons or the date picker.
- Click any appointment block to view or edit it.

## 5.4 Services & Categories

This screen lists all services and categories. All management uses full-page forms — there are no modal pop-ups or inline editors.

### Services list

- Click **Add New Service** to open the full-page Add Service form.
- Click any service name in the list to open the full-page Edit Service form.
- Fields: Name, Category, Duration, Buffer Time, Price, Deposit, Description, Status.
- Click **Save Service** to save or **Delete Service** to remove.

### Categories list

- Click **Add New Category** to open the full-page Add Category form.
- Click any category name to open the full-page Edit Category form.
- Fields: Category Name, Description, Category Image (WordPress media library picker), Status.
- The Category Image is stored as a WordPress media attachment ID (`image_id` column in the database).

- Images flow automatically to: homepage category cards (ReservePress Salons theme) and the Services page category headers.
- Click **Save Category** to save or **Delete Category** to remove.

## 5.5 Staff

This screen lists all staff members. All management uses full-page forms.

- Click **Add New Staff Member** to open the full-page Add Staff form.
- Click any staff member's name to open the full-page Edit Staff form.
- Fields: First Name, Last Name, Email, Bio, Photo (media library), Colour, Services Offered (checkboxes), Status.
- The staff Photo is stored as a WordPress media attachment ID (`photo_id` column).
- **Set Hours** — click this button within a staff member's edit form to configure per-day working time ranges.
- **Block Time** — add vacation days or blocked periods that remove slots from the booking widget.
- Click **Save Staff Member** to save changes.

## 5.6 Clients

- View all client records with contact information and appointment count.
- Click a client to see their full appointment history.
- Clients are created automatically when a booking is made.

## 5.7 Promotions

- Create discount codes for use during checkout.
- Set discount type (percentage or fixed amount), value, usage limit, and validity dates.
- Active promotions can be displayed publicly using the `[rpsal_promotions]` shortcode.

## 5.8 Reports

- Revenue summary by date range.
- Appointment volume by service and by staff.
- Requires the `view_rpsal_reports` capability (Administrators have this by default).

## Chapter 6

## Settings Reference

All settings are at **RP Salons** → **Settings**. The settings screen is divided into seven tabs. Each tab saves independently — click **Save Settings** within each tab.

### 6.1 General (Salon Tab)

Setting	Description
rpsal_salon_name	Your salon name — appears in email notifications and the booking widget.
rpsal_salon_email	Reply-to email address for all client-facing emails.
rpsal_salon_phone	Salon phone number — included in confirmation emails.
rpsal_theme_style	auto = inherit active theme CSS variables. off = always use plugin default colours.
rpsal_my_appts_url	Full URL of the My Appointments page. Required for email confirmation links.

### 6.2 Booking Rules Tab

Setting	Description
rpsal_min_advance_hours	Minimum hours in advance a client can book. Default: 2.
rpsal_max_advance_days	How far ahead clients can book. Default: 60 days.
rpsal_slot_interval	Interval between time slots shown in the widget. Default: 30 minutes.
rpsal_cancellation_hours	Hours of notice required for cancellation.
rpsal_allow_guest_booking	Allow bookings without a WordPress account. Recommended: on.
rpsal_require_phone	Make the phone field required at checkout.

### 6.3 Gratuity Tab

Setting	Description
rpsal_gratuity_enabled	Show a gratuity/tip selector at checkout. Only available when Stripe is enabled.
rpsal_gratuity_presets	Comma-separated tip percentages shown as quick-select buttons. Default: 15,18,20.
rpsal_gratuity_default	Pre-selected tip percentage. Leave blank for none.

## 6.4 Payment Tab (Stripe)

Setting	Description
rpsal_payment_mode	full = charge full amount at booking. deposit = charge deposit only. none = pay in salon.
rpsal_stripe_enabled	Enable Stripe payment processing.
rpsal_stripe_test_mode	on = use test API keys. off = use live keys.
rpsal_stripe_pub_key_live	Stripe live publishable key (starts with pk_live_).
rpsal_stripe_secret_live	Stripe live secret key (starts with sk_live_). Never share this key.
rpsal_stripe_pub_key_test	Stripe test publishable key (starts with pk_test_).
rpsal_stripe_secret_test	Stripe test secret key (starts with sk_test_).
rpsal_stripe_webhook_secret	Stripe webhook signing secret (starts with whsec_). Required for payment confirmation.

## 6.5 Tax Tab

Setting	Description
rpsal_tax_enabled	Apply tax to service prices at checkout.
rpsal_tax_rate	Tax percentage (e.g. 13 for 13% HST).
rpsal_tax_name	Label shown at checkout (e.g. HST, GST, VAT).
rpsal_tax_inclusive	on = prices already include tax. off = tax added on top.

## 6.6 Currency Tab

Setting	Description
rpsal_currency	ISO currency code. Default: CAD.
rpsal_currency_symbol	Symbol displayed with prices. Default: \$.
rpsal_currency_position	before = \$10.00. after = 10.00\$.
rpsal_currency_decimals	Number of decimal places. Default: 2.

## 6.7 Email & SMTP Tab

Setting	Description
rpsal_email_from_name	Sender name for all plugin emails.
rpsal_email_from_address	Sender email address.

rpsal_email_confirmation	Send a confirmation email to the client after booking.
rpsal_email_admin_notify	Send a notification email to the admin/salon when a new booking is made.
rpsal_email_reminder	Send a reminder email before the appointment.
rpsal_email_reminder_hours	Hours before the appointment to send the reminder. Default: 24.
rpsal_email_cancellation	Send a cancellation notice to the client.
rpsal_smtp_host	SMTP server hostname (e.g. mail.reservepress.ca).
rpsal_smtp_port	SMTP port. Common values: 587 (TLS), 465 (SSL).
rpsal_smtp_username	SMTP account username.
rpsal_smtp_password	SMTP account password.
rpsal_smtp_encryption	tls or ssl.

**SMTP Recommendation**

WordPress default email (wp\_mail) is often blocked by hosting providers. Use a dedicated SMTP account or transactional email service for reliable delivery. Enter your SMTP host, port, username, password, and encryption type in the fields above. Both client confirmation emails and admin notification emails are sent via these SMTP settings.

## Chapter 7

## User Roles & Capabilities

ReservePress Salons adds custom capabilities to the WordPress role system. Administrators receive all capabilities automatically on activation. You can assign individual capabilities to other roles using a role management plugin such as User Role Editor.

Capability	Description	Admin	Manager*	Recept.*
manage_rpsal_appointments	View, create, edit appointments	✓	✓	✓
edit_rpsal_appointments	Edit existing appointments	✓	✓	✓
delete_rpsal_appointments	Delete appointments	✓	✓	
manage_rpsal_services	Manage services and categories	✓	✓	
edit_rpsal_services	Edit service details	✓	✓	
manage_rpsal_staff	Manage staff members and hours	✓	✓	
manage_rpsal_settings	Access plugin settings	✓	✓	
view_rpsal_reports	View revenue and booking reports	✓	✓	
view_rpsal_calendar	View the calendar screen	✓	✓	✓
access_rpsal_frontend	Access the Front Desk interface	✓	✓	✓

\* Manager and Receptionist are not created automatically. Assign capabilities to existing roles using a role editor plugin.

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## Chapter 8

# Front Desk Interface

The Front Desk is a dedicated interface designed for in-salon use — reception tablets, front desk computers, or any staff-facing screen. It is separate from the WordPress admin and accessible at:

`https://yoursite.com/?rpsal_front_desk=1`

The interface includes:

- **Dashboard tab** — today's schedule at a glance, plus upcoming appointments for the rest of the week.
- **Calendar tab** — weekly view of all appointments by staff column. Navigate by day or week.
- **New Booking tab** — quick booking form for walk-in and phone clients.
- **Clients tab** — search and view client records.

### Access Control

The Front Desk interface requires the `access_rpsal_frontend` capability. Administrators have this by default. Assign it to receptionist or manager roles as needed.

## Chapter 9

## Email Notifications

The plugin sends the following emails automatically. All emails are sent via the SMTP settings configured in **RP Salons → Settings → Email**.

Email	Trigger	Recipient
Booking Confirmation	Immediately after a successful booking	Client
Admin Notification	Immediately after a successful booking	Salon admin email
Appointment Reminder	N hours before the appointment (configurable)	Client
Cancellation Notice	When an appointment is cancelled	Client

Reminder emails require a WP-Cron job to fire. On most shared hosts this works automatically. For high-traffic or mission-critical reminders, configure a real cron job on your server:

```
* /5 * * * * curl -s https://yoursite.com/wp-cron.php?doing_wp_cron > /dev/null
```

## Chapter 10

## Stripe Payment Setup

### Step 1: Create a Stripe Account

Go to [stripe.com](https://stripe.com) and create or log in to your account. Complete business verification if required for live payments.

### Step 2: Get Your API Keys

In the Stripe dashboard, go to **Developers** → **API Keys**. Copy your Publishable key and Secret key. Start with test mode keys (`pk_test_...` and `sk_test_...`) for initial setup.

### Step 3: Enter Keys in Plugin Settings

Go to **RP Salons** → **Settings** → **Payment**. Enable Stripe and check **Test Mode**. Paste your test keys into the Test Publishable Key and Test Secret Key fields. Save settings.

### Step 4: Set Up Webhook

In Stripe dashboard go to **Developers** → **Webhooks** → **Add Endpoint**. Endpoint URL: `https://yoursite.com/wp-json/rpsal/v1/stripe-webhook`. Select events: `payment_intent.succeeded` and `payment_intent.payment_failed`. Copy the Signing Secret and paste it into the Stripe Webhook Secret field in plugin settings.

### Step 5: Test a Payment

Make a test booking on your site. Use Stripe test card 4242 4242 4242 4242 with any future expiry and any CVC. Confirm the booking appears in **RP Salons** → **Appointments** with payment status **Paid**. When ready for live payments, switch off Test Mode and replace with live API keys.

#### Security

Never paste your Stripe secret key anywhere public or in version control. The webhook secret prevents fraudulent payment confirmation requests. HTTPS is required for Stripe to function on live sites.

## Chapter 11

## ReservePress Salons Theme

The ReservePress Salons Theme (v1.2.9) is the official companion theme for ReservePress Salons. It is designed to work out of the box with the plugin — no manual shortcode setup required for the Booking or Services pages.

### Installing the Theme

- Go to **Appearance** → **Themes** → **Add New** → **Upload Theme**.
- Upload `reservepress-salons-theme-v1.2.9.zip` and click **Activate**.
- Create the pages listed below, assigning the matching page templates.

### Required Pages & Templates

Page Title	Slug	Template
Home (set as front page)	/	Front Page
Services	services	Services Page
About	about	About Page
Gallery	gallery	Gallery Page
Contact	contact	Contact Page
Book Appointment	book-appointment	Booking Page
FAQ	faq	FAQ Page

### Plugin Integration

- The Booking Page template automatically renders the booking widget — no shortcode needed.
- The Services Page template pulls service data directly from the plugin database, using category images as section headers and listing individual services with price and duration.
- The About Page template renders staff cards with rounded photos, border, shadow, and padded layout. Each card includes a Book with [Name] button that links to the booking page with `?staff_id=X`, pre-filtering the widget to that stylist's services.
- The booking widget inherits the theme's colour palette automatically via CSS variables.
- Gallery, Testimonials, and FAQs are managed as WordPress custom post types within the theme.
- Homepage category cards display the category image uploaded in **RP Salons** → **Services & Categories**.

### Theme Customisation

Go to **Appearance** → **Customize** to change the hero image, CTA text, about section image, and other theme options. Contact and address details in the footer are edited via the Customizer.

## Chapter 12

## ReservePress Salons Theme Lite

ReservePress Salons Theme Lite is a minimal booking shell included free with every ReservePress Salons purchase. It is designed for salons whose main website runs on a non-WordPress platform such as Shopify, Squarespace, or Wix — where you need a clean, branded booking experience without building a full WordPress site.

### How It Works

Install WordPress in a subfolder of your domain (e.g. `yourdomain.com/book/`). Theme Lite turns that subfolder into a self-contained booking portal — nothing more. Visitors who land on your booking URL see only the booking form and a confirmation/appointments page. The header shows your logo, which links back to your main site.

### Installing Theme Lite

- Go to **Appearance** → **Themes** → **Add New** → **Upload Theme**.
- Upload `reservepress-salons-theme-lite.zip` and click **Activate**.
- On activation, the theme automatically creates two pages: **Book Appointment** and **My Appointments**. No manual page creation is required.
- Go to **RP Salons** → **Settings** → **Salon** and confirm the My Appointments URL points to the newly created page.

### Customiser Options

Go to **Appearance** → **Customize**. Theme Lite exposes four options only:

Option	Description
Logo	Upload your salon logo. Displayed in the header, links back to your main site.
Primary Colour	Accent colour applied to buttons and highlights in the booking widget.
Main Site URL	The URL your logo links to (e.g. <code>https://yourdomain.com</code> ).
Footer Copyright	Copyright line displayed in the footer.

#### What Theme Lite does not include

Theme Lite has no navigation menu, no homepage, and no marketing content. It is intentionally minimal — a booking shell only. For a full salon website experience with a homepage, services page, staff profiles, gallery, and FAQ, use the ReservePress Salons Theme (Chapter 11).

## Chapter 13

## Troubleshooting

### Booking widget shows “Online booking is coming soon”

- The plugin is not activated, or the shortcode name is wrong.
- Confirm the plugin is active under **Plugins** → **Installed Plugins**.
- Confirm the page uses `[rpsal_booking_widget]` (not `[rpsal_booking]`).
- If using the ReservePress Salons Theme Booking Page template, no shortcode is needed — just publish the page.

### No time slots appear on the calendar step

- Confirm at least one staff member is active and has hours set (**RP Salons** → **Staff** → **Set Hours**).
- Confirm the selected service is assigned to that staff member (Services Offered checkboxes).
- Check that the date is within the min/max advance booking window in **Settings** → **Booking Rules**.
- Check WordPress timezone (**Settings** → **General**) matches the salon's local timezone.

### Services page shows “No services found”

- Go to **RP Salons** → **Services & Categories** and confirm at least one service has Status set to Active.
- If using the ReservePress Salons Theme, the Services Page template reads from the plugin database directly.
- If using a shortcode, confirm `[rpsal_services]` is placed in the page content.

### Category image not appearing

- Go to **RP Salons** → **Services & Categories**, open the category, and confirm an image has been selected via Choose Image.
- Confirm the category Status is set to Active.
- If using the ReservePress Salons Theme, confirm you are using the Services Page template or the `[rpsal_services]` shortcode.

### Emails are not being delivered

- Test email delivery using a plugin like WP Mail SMTP or Check Email.
- Configure SMTP settings in **RP Salons** → **Settings** → **Email**.
- Check spam/junk folders before assuming emails are not sending.
- Confirm `rpsal_email_confirmation` and `rpsal_email_admin_notify` are enabled in Settings.

## Stripe payments not working

- Confirm HTTPS is enabled on your site.
- Confirm Test Mode is on when using test keys, and off when using live keys.
- Confirm the webhook endpoint is registered in your Stripe dashboard.
- Check Stripe dashboard → Developers → Webhooks for failed delivery attempts.

## Headers already sent or white screen after saving

- This is usually caused by a PHP error or another plugin outputting content before WordPress.
- Enable WordPress debug mode (`WP_DEBUG=true` in `wp-config.php`) to see the error.
- Check that no extra blank lines appear at the end of your `wp-config.php` file.

## Double-booking error message at checkout

- This is by design. If two clients attempt to book the same slot simultaneously, the second request is rejected by the database transaction lock.
- The client is shown a friendly message and prompted to choose another time.
- No action required — the system is working correctly.

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For additional help, feature requests, or to report a bug, visit [reservepress.ca](https://reservepress.ca) or contact us at [hello@reservepress.ca](mailto:hello@reservepress.ca).

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