TH TireloHub

GUIDES

How to use TireloHub

Step-by-step guides for owners, customers and seat renters · web & mobile

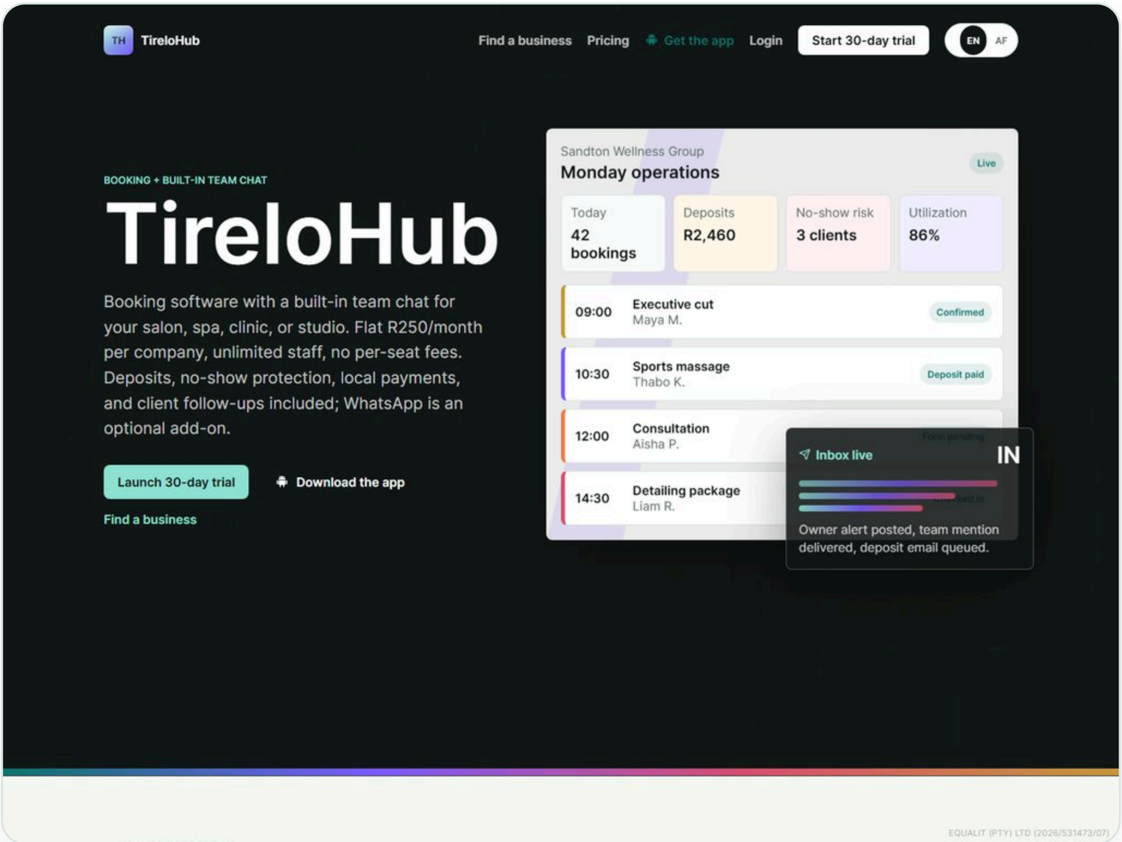
Getting started

Create your workspace and get your business online in a few minutes.

Start your free trial Web

Create your workspace in under a minute — no card required. You get 30 days of full access.

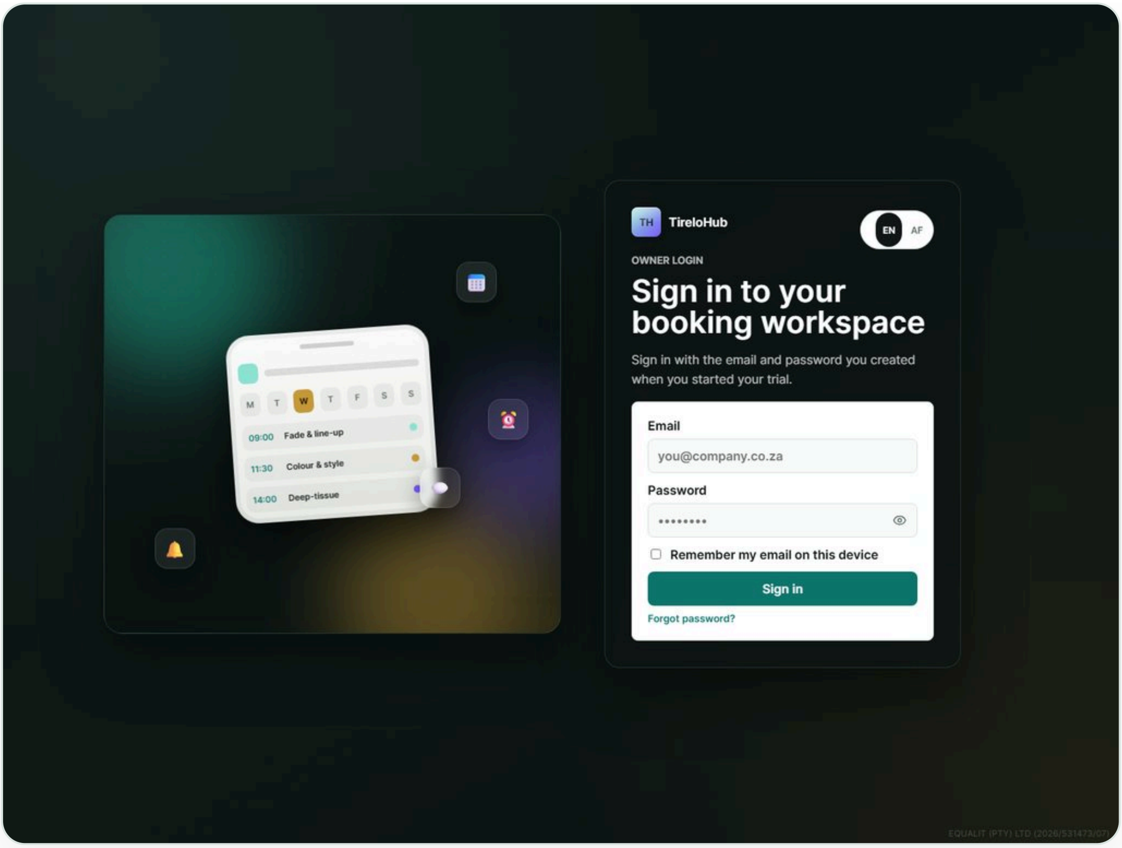
1. On the homepage, tap "Start 30-day trial".
2. Enter your business name, your name, email and a password.
3. Choose your business type — start typing and pick a suggestion, or type your own (e.g. "Vehicle hire", "Event equipment hire", "Printing"). This is exactly how customers find you in the directory's type filter, so use the words they'd search for.
4. You're taken to the sign-in screen — log in with the email and password you just set.
5. If email verification is on, enter the 6-digit PIN we send you, then accept the Terms & Conditions pop-up to enter your dashboard.



Create a business account on the app Mobile

You can start a business straight from the phone app — no need to go to the website first.

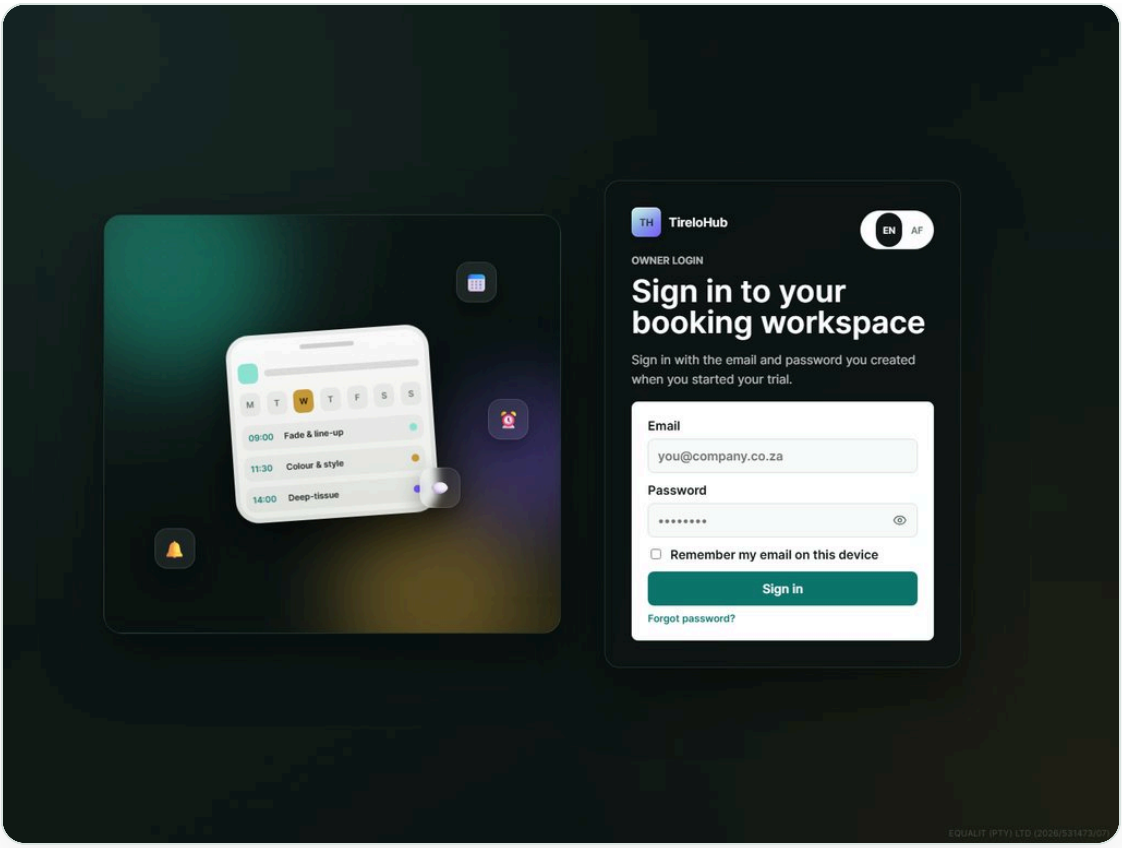
1. Open the app and tap “Business owner — log in”.
2. Tap “New here? Create a business account”.
3. Fill in your business name, your name, email, an optional contact number and a password.
4. Pick your business type — tap a suggestion chip or type your own custom type.
5. Tick “I accept the Terms & Conditions”, then tap “Create business account”. Confirm the email PIN if verification is on.



Sign in (owner, customer or renter) Both

One login screen routes you to the right place automatically.

1. Business owners land on the owner dashboard; customers land on "My account"; seat renters land on their own seat dashboard.
2. Forgot your password? Use the "Forgot password" link to get a reset PIN by email.
3. On the mobile app, choose "Business owner — log in" (owners and renters) or "Customer Login".



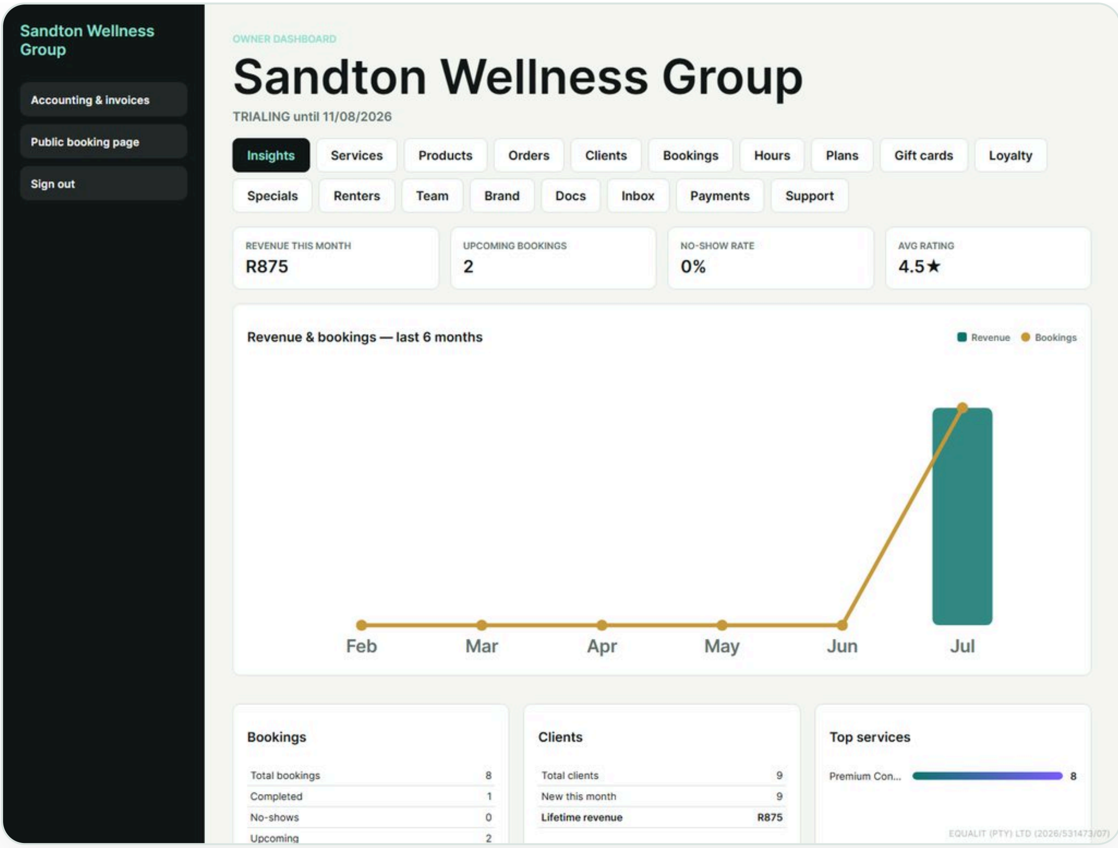
For business owners

Everything in the owner dashboard. Every tab below also works natively in the mobile app under “Manage”.

Dashboard & insights Both

See how your business is doing at a glance.

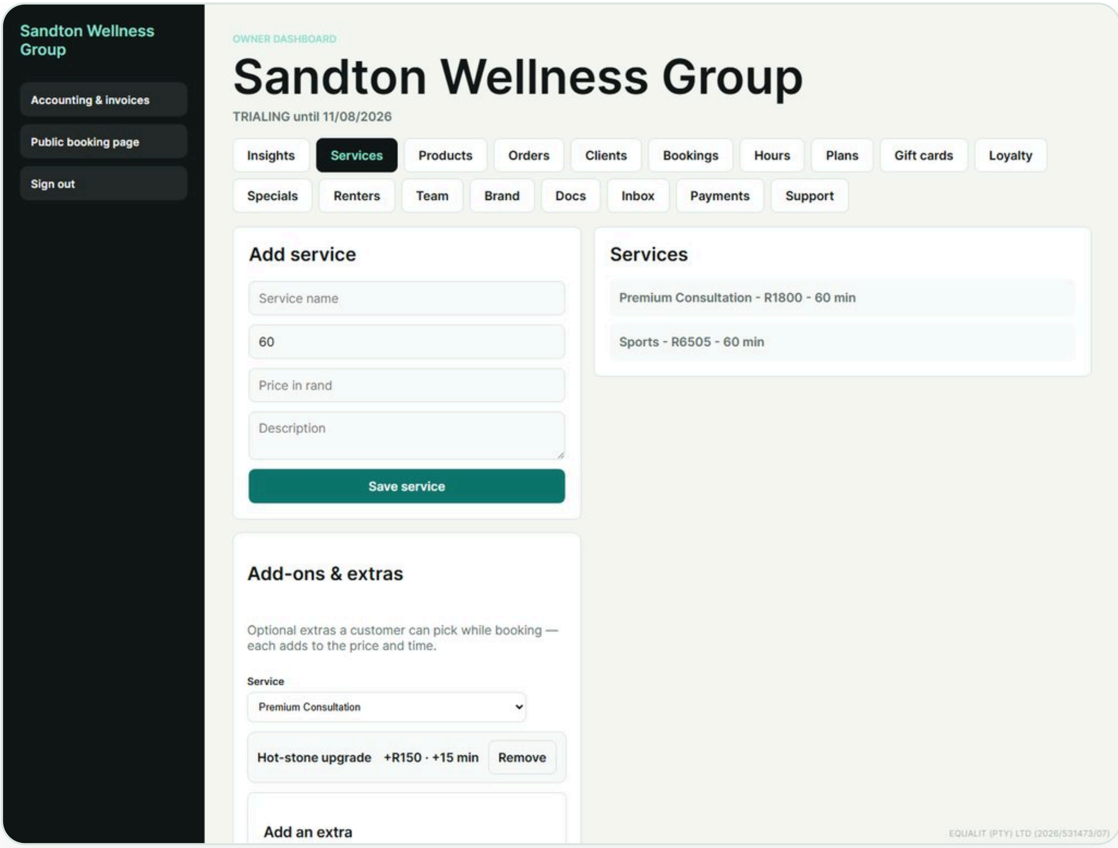
1. The “Insights” tab shows revenue collected this month, upcoming bookings, no-show rate and your average rating.
2. The 6-month chart plots revenue (bars) against booking volume (line).
3. Below that you’ll find your top services, new clients and a “Win them back” card for lapsed clients.



Services & pricing (and extras) Both

Services define what customers can book, how long they take, and what they cost.

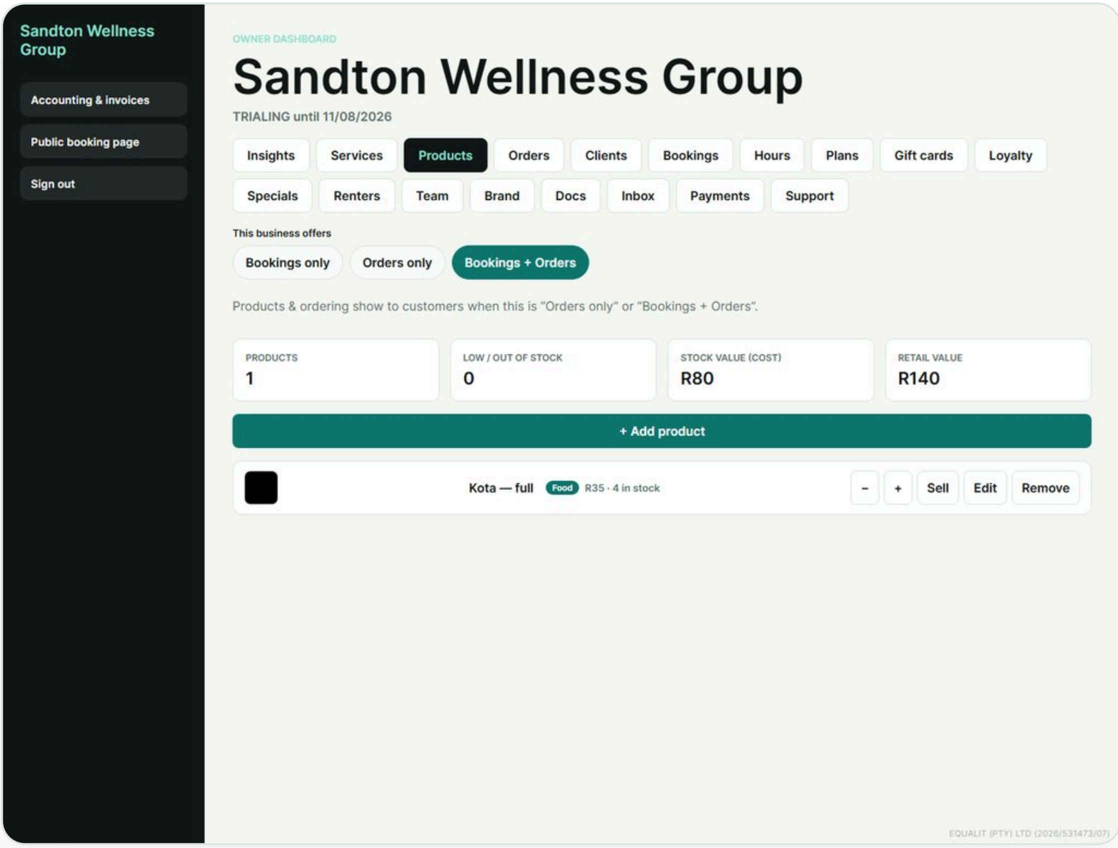
1. Open “Services” and add each service with a name, duration and price.
2. Use “Extras” on any service to offer optional add-ons (e.g. a hot-stone upgrade) that add price and time at booking.
3. Add photos to a service so it stands out on your booking page.
4. Hide a service any time — its history is kept.



Products & stock Both

Sell products and track inventory — ideal for spazas, salons retailing product, and takeaways.

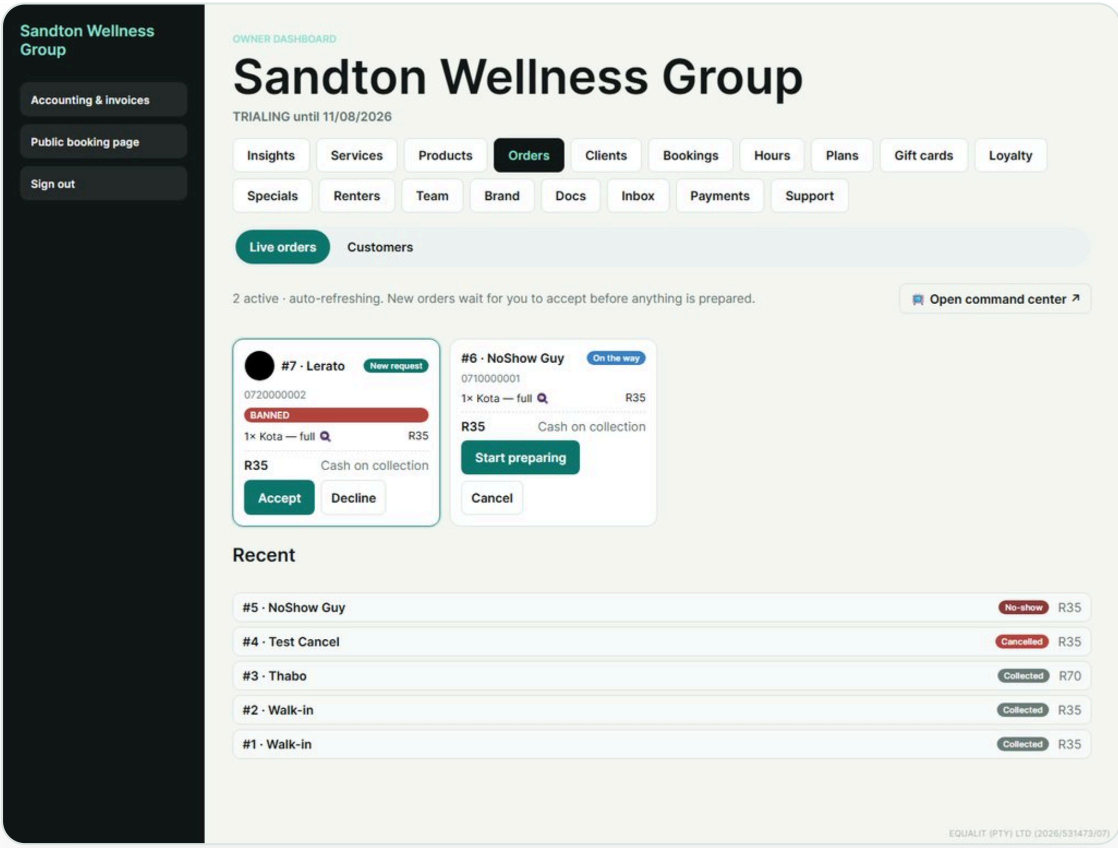
1. Open “Products” and add each product with a price, cost and opening stock.
2. Set a low-stock threshold so you get a heads-up before you run out.
3. Use +/- to adjust stock; every movement is logged (purchase, sale, adjustment, wastage).
4. The KPI cards show stock value, retail value and how many items are low.



Orders (order command centre) Both

A live board of incoming orders you can run on a screen at the counter.

1. New orders arrive as “New request” — tap Accept to confirm or Decline.
2. Move an order along: Confirmed → Preparing → Ready → Completed. Completing a cash order marks it paid.
3. Cancelling an order restores its stock automatically.
4. The board auto-refreshes and can ring a sound when a new order lands.



Clients (your CRM) Both

Every client, their contact details and their history in one place.

1. Open “Clients” to add a client (name, email, phone, notes).
2. Clients created from bookings and orders appear here automatically.
3. Open a client to see their visits, spend and no-shows.

Bookings & waitlist Both

Create bookings yourself and manage a waitlist for busy days.

1. Open “Bookings” to create a booking for a walk-in or phone customer — pick the service, client, staff and time.
2. Your public booking page lets customers book themselves, only inside your opening hours.
3. Customers who can’t find a slot can join your waitlist — you’ll see them here and can mark them contacted.

Opening hours Both

Opening hours control exactly when customers can book online.

1. Open “Hours” and tick the days you’re open, then set open/close times for each.
2. Online booking only offers slots inside these hours, with each service’s duration and buffers applied.
3. Already-booked times show greyed-out so customers can see what’s taken — they can never double-book.

Membership plans Both

Offer recurring plans your customers can join from the booking page.

1. Open “Plans” and create a plan with a name, price and billing interval.
2. Customers see and join plans on your public booking page.
3. Manage who’s subscribed from here.

Gift cards Both

Issue and redeem gift cards.

1. Open “Gift cards” and issue a card with an amount, a unique code and an optional expiry.
2. Redeem a card at checkout, or cancel one if needed.
3. Every card’s status and balance is tracked.

Loyalty Both

Reward repeat customers automatically.

1. Open “Loyalty” to see each customer’s visits and points.
2. A reward unlocks after a set number of visits.
3. Great for turning first-timers into regulars.

Specials & banners Both

Promote deals with banners on your booking page.

1. Open “Specials” and add a banner with a headline and message.
2. Banners rotate on your public booking page.
3. Turn a banner off any time.

Seats & renters Both

Rent a chair or station to an independent stylist. Each renter gets their own scoped login — they only ever see their own bookings, clients and earnings.

1. Open “Seats & renters” and tap “Add a renter”. Enter their name and email, allocate a chair (or create a new one), and set the rent (fixed per week/month, a commission %, or none).
2. They receive a temporary password to sign in — share it securely. They land on their own seat dashboard.
3. Track each renter’s takings, rent paid and what they still owe. Tap “Record rent” when they pay you.
4. Revoke access any time — their history stays.

Team chat Both

A built-in messaging hub for your staff — no third-party app needed.

1. Open “Team” to message the whole team in a channel, or start a private direct message.
2. @mention a teammate to get their attention.
3. Messages are unlimited and included — there are no per-message fees.

Brand your booking page Both

Make your booking page look like you.

1. Open “Brand” and upload your logo (512×512), a banner (1600×400) and an optional background image (shown at low opacity).
2. Change your business type here any time — the “Business type” field (with quick suggestion chips) controls how you appear in the directory’s type filter. On the app it’s under Manage → “Branding & booking page”.
3. Set your primary and accent colours, your page title and intro, and your social links.
4. Use the live preview, then save. Your QR code links straight to this page.

Documents & policies Both

Publish your own terms, cancellation policy and intake documents.

1. Open “Docs” and write or upload a document.
2. Published documents appear to your customers.
3. Keep your cancellation and privacy terms clear and up to date.

Inbox Both

Booking conversations and owner notifications in one thread list.

1. Open “Inbox” to read booking threads and post a note or reply.
2. New public bookings open a thread automatically for owner review.

Payments & deposits (POS) Both

Collect deposits online and record in-person payments.

1. Open “Payments” to create a payment link for a booking (Yoco, PayFast, Ozow).
2. Record an in-person payment (cash, card machine, EFT) — it counts toward your revenue instantly.
3. Subscribe to your calendar feed to see bookings in Google, Apple or Outlook calendars.

Accounting & invoices Web

Invoice like a pro with a proper double-entry ledger behind the scenes.

1. Open “Accounting & invoices” from the sidebar.
2. Create a VAT invoice — totals and 15% VAT are calculated live.
3. Record payments and view your income statement, balance sheet, trial balance and VAT report.
4. Everything posts to a balanced ledger automatically.

Help & support Both

Report a problem or ask a question and we’ll reply right in the app.

1. Open “Support” and log a case — choose the kind, add a summary and description, and attach a screenshot.
2. We reply in the same thread; you’ll see updates here.

For your customers

How the people who book and order from you use TireloHub.

Find & book a business Both

Browse South African businesses and book in seconds.

1. Open the directory to browse, or search by name, town, service or business type. Tap a business-type chip (e.g. Salon, Car wash, Vehicle hire) to filter to just that kind of business. Use “Find near me” to sort by distance.
2. Pick a business and tap “Book”. Choose a branch (if any), a service, and any extras.
3. Pick a day, then a time. Times already taken show greyed-out so you can see what’s free.
4. Enter your details and confirm. Sign in first to keep all your bookings in one account. Use “← All businesses” to go back to browsing.

Order ahead & collect Both

Order from takeaways, spazas and local shops, then collect.

1. In the directory, switch to the “Order” tab and choose a shop.
2. Add items to your cart, add a note (e.g. “no chilli”), and enter your name and phone.
3. Place the order and pay cash on collection. You’ll get an order number to quote.

Manage your bookings Both

See, cancel and rebook from one account.

1. After signing in you land on “My account”.
2. Upcoming bookings show at the top — cancel any with one tap, or set a reminder before it.
3. Past visits can be rebooked in a click, and “Most visited” gets you back to your favourites fast.

Create an account Both

A free account keeps all your bookings and orders together.

1. Tap “Create account”, enter your name, email and a password.
2. If verification is on, enter the PIN we email you.
3. That’s it — you can now book, order and manage everything in one place.

For seat renters

If you rent a chair or station at a salon that uses TireloHub, this is your view.

Your seat dashboard Both

A private dashboard scoped just to you — you never see the rest of the business.

1. Sign in with the email and temporary password your salon owner gave you (use “Business owner — log in” on the app).
2. Your dashboard shows your takings, your rent (fixed or commission), what you’ve paid and what’s outstanding.
3. See your upcoming appointments and your rent-payment history.
4. Only your own bookings, clients and earnings are visible — the owner manages the rent side.

Using the mobile app

The Android app does everything the website does — built for owners and customers who work mostly from their phone.

Get the app Mobile

Download, install and open the app.

1. Open the “Download the app” link and install it (allow installs from this source the first time).
2. On the welcome screen choose “Find & book an appointment”, “Business owner — log in”, or “Customer Login”.

3. Tap “Check for updates” any time to get the latest version and see what’s new.
4. Switch language between English and Afrikaans from the flag in the corner.

Book on your phone Mobile

The full booking flow, natively in the app.

1. Tap “Find & book an appointment” and pick a business.
2. Choose a branch and service, add any extras, then pick a day and time. Taken times show greyed-out.
3. Enter your details and confirm. Set a reminder so you don’t forget.

Order ahead on your phone Mobile

Order from local shops and collect.

1. Switch to the “Order” tab and choose a shop.
2. Tap items to add them to your cart and adjust quantities.
3. Add your name, phone and a note, then place the order and pay on collection.

Your bookings on your phone Mobile

Manage everything from “My account”.

1. Sign in with “Customer Login”.
2. See upcoming bookings, cancel or set a reminder, and rebook past visits.
3. “Most visited” takes you back to your favourite businesses.

Run your business from the app Mobile

Owners get the full dashboard on mobile — Today, Inbox, Clients and Manage.

1. Log in with “Business owner — log in”. “Today” shows your revenue, upcoming schedule and quick actions.

2. Open “Manage” to edit everything natively — services, products, orders, hours, plans, branding, payments, specials, renters and more.
3. Each card also has a “Web ↗” option if you’d rather use a big screen.

Manage seat renters from the app Mobile

Add renters and track rent from your phone — full parity with the web.

1. Go to Manage → “Seats & renters”.
2. Tap “Add a renter”, set their seat and rent terms, and share the temporary password it generates.
3. See each renter’s takings, rent paid and outstanding; tap “Record rent” when they pay, or “Revoke” to remove access.

The renter’s app view Mobile

Renters get their own scoped dashboard in the app.

1. Sign in with “Business owner — log in” using the details your salon owner gave you.
2. You land on your seat dashboard: takings, rent, paid and outstanding.
3. See upcoming appointments and your rent history — nothing else from the business is visible.

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