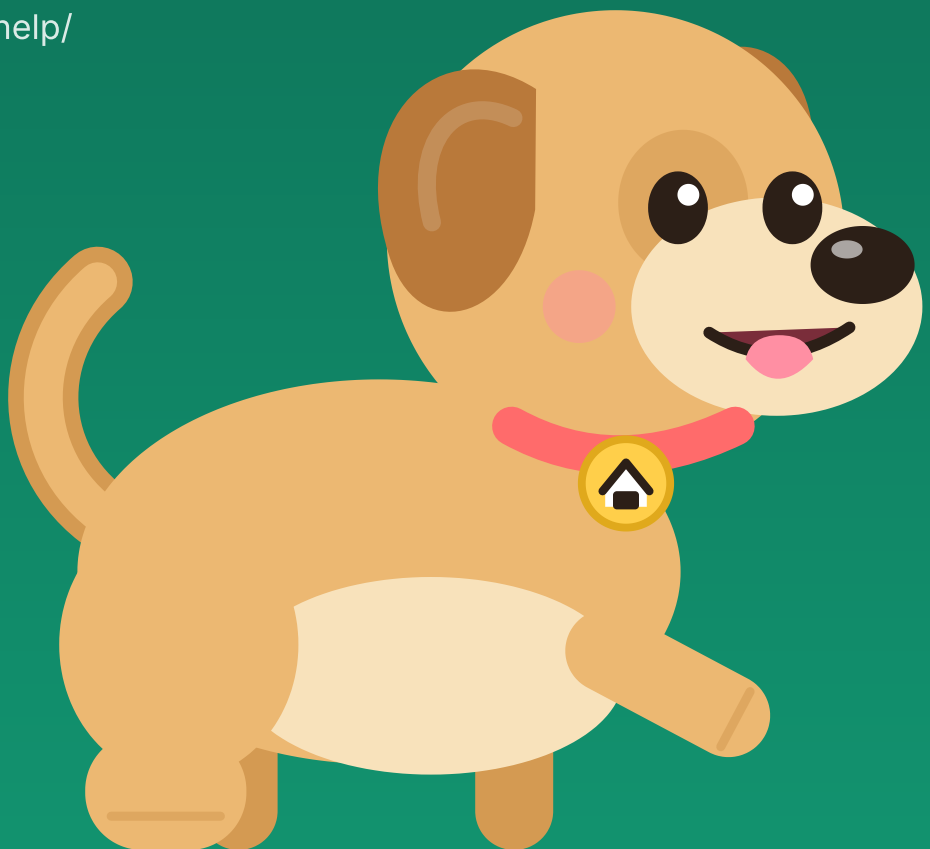
The complete RuffHub guide

Platform owner, business office, employees and customers.
Signing in, setting up and using everything.

Updated November 16, 2026
Help pages live at ruffhub.com/help/



RuffHub

Platform owner guide

For the person who owns RuffHub: businesses, sign-ups, trials, plans and backups.



Who this guide is for

This guide is for **you, the owner of RuffHub**. You run the platform and sell it to pet businesses. You do not run a particular dog gym or groomer. You look after all of them from one place called the **owner console**.

Who	What they do	Where they sign in
You (platform owner)	Add and manage businesses, trials, plans, backups, sign-up page	`https://ruffhub.com/owner/`
Business owner or office staff	Run their own business day to day	`https://their-name.ruffhub.com/app/`
Employees (coaches, van phones)	See their day, record visits, clock in	Same address as the office
Customers (pet owners)	See visits, photos, pets and more	`https://their-name.ruffhub.com/portal/`

Each business gets its own web address, its own private database and its own settings. They never see each other. All of them run from one shared copy of the code, so a single update reaches everyone.

Signing in to the owner console

1. Open `https://ruffhub.com/owner/`. Use exactly this address. The console only works on the address that was set up as the owner address.
2. Type your owner email and password and press **Sign in**.
3. You land on **Your businesses**.

Good to know. Your sign-in lasts 8 hours and is kept only in that browser tab. Closing the tab signs you out. After 6 wrong passwords in a row the console locks for 15 minutes.

First-time setup of the owner login

This was done once, when the platform was installed. The page `owner/setup.php` asks for your email and a password of at least 12 characters, then deletes itself. If you ever lose the owner login, delete the file `tenants/_owner.php` in cPanel File Manager and upload `owner/setup.php` again. Then open it once in a browser.

Keep this safe. `tenants/_owner.php` must contain the line `'host' => 'ruffhub.com'`. If that is wrong, the console shows an error or "not available at this address".

The "Your businesses" screen

Every business on the platform is a card. Each card shows its name, whether it is **Active** or **Switched off**, and counts such as customers and staff logins. These buttons are on each card:

Button	What it does
Open as administrator	Signs you in to that business as its administrator in a new tab, so you can look at what they see or help them. Nobody has to give you their password.
New invite link	Makes a fresh "choose your password" link for that business's administrator. Use it when their first email was lost or expired. It asks for the administrator's email, then shows a link to copy.
Billing	Plan name, price per month, billing email and start date. Used for your own records and the QuickBooks billing file.
Allow or Block directory listing	Controls whether the business appears in the nearby-business listing that other businesses' customers can see.
Mark as paying	For trial or lapsed businesses. Removes the trial limit.
Trial length	Give extra days or set a last day for a free trial.
Web addresses	See, add, remove or choose the main web address of a business (see Web addresses below).
Plan	Choose the plan, the tools included and extra vans or crews beyond the plan.
Test its web address	Checks that the business's address reaches the system correctly and tells you in plain words if it does not.
Delete test business	Only shown for self-signed-up businesses that have not started paying. Permanently deletes it and everything in it. You type a confirmation first.
Switch off / Switch back on	Switching off stops all logins for that business (staff, coaches and customers). Nothing is deleted. Switch back on any time.

At the top of the page: **+ Add a business**, **Billing file for QuickBooks** (a file you can import for your own invoicing) and **Sign out**.

Adding a business by hand

Most businesses will sign themselves up (next section). Add one by hand when you are setting up a customer yourself, for example a friend, a test business or **Run Dawg itself**.

1. Press **+ Add a business**. The screen lists two things to create in Bluehost first: the web address and an empty database with its user.

2. In Bluehost cPanel, open **Domains** and add the business's address (for example `acme.ruffhub.com`). Set its folder to the **same folder as this console** (`public_html/dev.rundawg.com` for now). Every business runs from one shared copy of the code. The address decides which business a visitor sees.

3. Create an empty database and a database user for it in cPanel, with all privileges.

4. Back in the console, fill in **The business** (name, type of business, address, sending email), **Their database** and **Their first administrator** (name and email).

5. Press **Create this business**. The database is set up for you, and you get a **First administrator link**. Copy it and send it to the owner. They use it to choose their own password.

HTTPS. Each address you add in cPanel gets a free certificate (AutoSSL) after a few minutes. Until then the browser may say "Not secure". Wait and try again in a private window.

The self-service sign-up page and free trials

Anyone can start a free trial at `https://ruffhub.com/start/`. They pick their kind of business, enter their details and press the start button. The system creates the business, takes an empty database from your **pool**, gives them an address like `name.ruffhub.com` and emails them a link to choose a password.

The sign-up settings card

On the owner console home, the card **Self-service sign-up and free trials** holds these settings. Press **Save sign-up settings** after any change.

Setting	What to put
Name shown on the page	**RuffHub**
Domain for new businesses	**ruffhub.com** (new businesses become name.ruffhub.com)
Price per month	Your plan price, shown to people signing up
Free trial (days)	**30**
Payment link	A Stripe Payment Link for your monthly plan
Stripe secret API key and webhook signing secret	Lets customers pick a plan and pay the exact amount, and tells the system when they paid. Use **Test Stripe connection** to check.
Email me when someone signs up	Your email
Sign-up box	Tick it to open sign-ups, untick to close them

The pool of empty databases

Each new sign-up needs one empty database. Add them in bulk in the box **Empty databases for new sign-ups**: one per line, written as `database|user|password`. Create them in cPanel first (MySQL Databases). Press **Add these databases**. The card shows how many are left. When the pool is empty, people see a polite "trial requests waiting" message and you can clear that list once you have added more.

Reset sign-up limits

To stop abuse, the page limits how many sign-ups one visitor can make. While testing, press **Reset sign-up limits** to clear them.

What a new business sees

1. A success screen with **Step 1: Choose my password**. They also get the same link by email, valid for 7 days. Ask them to press it before anything else.
2. They sign in at `https://name.ruffhub.com/app/`.
3. They open **Menu → Get started guide**, which walks them through setup.

> **If a sign-up says the page is not found.** The new address can take a moment to switch on. It also needs to exist in cPanel (see Wildcard addresses below). The link in the email is the reliable way in.

Web addresses and moving to a new domain

Each business has a permanent internal name, plus any number of web addresses that open it. Old addresses keep working after you add a new one, so nobody gets locked out. This is what makes a future rename of the platform safe.

- **Web addresses** (button on a business): add an address such as `book.theirbusiness.com`, remove one, or press **Make main** to choose the address used in links and emails.
- **Move to a new domain** card: type the old and new domain, press **Preview** to see which businesses would change, **Add addresses** to give each the new address, then **Switch main address** when each one is ready. Old addresses still work.

Wildcard addresses

The ideal setup is a wildcard (`*.ruffhub.com`) so every new name works instantly. On Bluehost shared hosting that was unreliable, so for now each business address is added by hand in cPanel → Domains, pointing to `public_html/dev.rundawg.com`. A later move to a small VPS or Cloudflare makes wildcard addresses and wildcard HTTPS automatic.

Plans, pricing and trials

- The **Plans and pricing** card sets prices per month by kind of business. Units are vans, crews or locations that a plan includes. Extra units are billed per unit.

- Per business, **Plan** picks the tier and tools. A tool the plan does not include shows a lock in the business's menu. During a trial, everything is open.
- **Featured listing price** is what a business pays each month to appear first in the nearby-business directory.
- **Billing** on each business records what you charge, and **Billing file for QuickBooks** exports it for your own invoicing.

> **Not built yet.** Customers cannot yet pay a business through their portal, and RuffHub does not yet take a fee on those payments. Businesses record payments taken with their own card reader or payment app. Stripe Connect is the planned way to add this.

Backups and restore

The **Backups and restore** card copies every business each night: its records and its uploaded photos. You can put any business back to how it was on a past date.

Set up (once)

1. Open the card's **Settings**. Choose how long to keep backups (default 30 days of daily copies plus 12 months of monthly ones).
2. Choose where to store them. The server folder works for now. For real safety, add off-site storage (any S3-compatible storage such as Backblaze B2 or Amazon S3) and press **Test the storage**.
3. Optional: set a backup password. **Write it down somewhere safe. Backups cannot be opened without it.**
4. In cPanel → **Cron Jobs**, add the nightly job shown on the card, for example `15 3 * * * /usr/local/bin/php /home/ACCOUNT/public_html/dev.rundawg.com/owner/cron_backup.php >/dev/null 2>&1`. Add the job once, on the final server.
5. Press **Back up now** to test it, then look under **Last backups**.

Restoring

Choose a business, pick a restore point and press **Restore to this**. The console first makes a safety copy of the current state, puts that business in maintenance mode while it restores, and then switches it back on. If the restore was a mistake, restore the safety copy.

Scheduled jobs the server needs

Job	When	Command (in cPanel → Cron Jobs)
Appointment emails and reminders	Every 15 minutes	`*/15 * * * * php /home/ACCOUNT/public_html/dev.rundawg.com/api/cron_reminders.php`
Next-day schedule emails to coaches	Every evening (optional)	`php /home/ACCOUNT/public_html/dev.rundawg.com/api/cron_schedules.php`
Nightly backups	3:15 each night	`15 3 * * * /usr/local/bin/php /home/ACCOUNT/public_html/dev.rundawg.com/owner/cron_backup.php`

Replace `ACCOUNT` and the folder with your own. Without the reminder job, the site still sends them, at most every 10 minutes, whenever someone visits.

Security check and keeping things safe

- Press **Run security check** after every upload and after any change at your host. It tests whether private folders can be opened from the internet and looks at a few safety settings, and it tells you what to fix.
- Never leave test files (`check.php` , `phpinfo.php`) on the server.
- Keep `api/config.php` and the `tenants` folder. They hold settings and secrets. They are never part of an update zip.
- Use a long, unique owner password and keep your Stripe keys private.

Updating the platform

1. Download the update zip I give you (`platform-all.zip` or a small fix zip).
2. In cPanel File Manager, open `public_html/dev.rundawg.com`, upload the zip and choose **Extract** in that same folder.
3. Choose **overwrite** if asked. Keep `api/config.php` and `tenants` as they are.
4. Open the owner console in a private window and run the **security check**.

Because every business uses the same copy of the code, one update upgrades all of them. Each business's database upgrades itself the first time it loads.

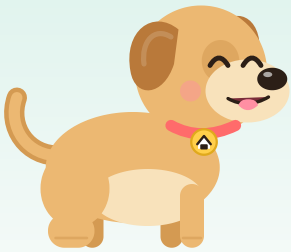
If something goes wrong

What you see	What to check
Owner console: "unexpected reply (error 500)"	Leftover test files in `owner/`, a wrong owner host in `tenants/_owner.php`, or an `index.html` or `index.php` at the top of the site that is not from the platform. Look in the `error_log` file next to the page.
"The owner console is not available at this address"	You are on a different address from the owner host. Use `https://ruffhub.com/owner/`.
Browser says "Not secure"	The certificate is still being issued or the page is cached. Wait, then open it in a private window. In cPanel → SSL/TLS Status run AutoSSL.
New business address says Not Found	The address was not added in cPanel → Domains with the right folder, or has not switched on yet. Use **Test its web address**.
Sign-up email did not arrive	Check spam. Set up SPF and DKIM for the sending domain in cPanel → Email Deliverability. A mail service such as Postmark or Amazon SES gives the best delivery.
A business cannot sign in	Check it is not **Switched off**. Press **New invite link** to give its administrator a fresh password link.

RuffHub

Business office guide

For business owners and office staff: customers, schedule, team, emails and money.



Getting started

This guide is for the **owner and office staff of a pet business** using RuffHub. Administrators can see and change everything. Your coaches and customers have their own, simpler views, covered in their own guides.

Your first day

1. Open the email from RuffHub, or the success screen after you signed up, and press **Choose my password**. Choose a password of at least 10 characters. The link works for 7 days.

2. Sign in any time at `https://your-name.ruffhub.com/app/`. Save it as a bookmark and add it to your phone's home screen.

3. Open **Menu → Get started guide**. It lists ten steps and ticks them off as you go: business details, logo, services, team, bring your data, first visit, reminders, customer portal, payments and the local community. You can skip any step and come back later.

Lost your link? Go to the sign-in page and press **Forgot your password?**. A new link arrives by email. The platform owner can also make you a new invite link.

Signing in and out

- Go to `/app/` on your business address. Type your email and password and press **Sign in**. There is a **Show password** tick box.
- Administrators land on the **Schedule**. Coaches land on **My Day**.
- On computers, you are signed out automatically after a period with no activity (30 minutes unless set otherwise). Phones and tablets stay signed in.
- To sign out, open **Menu** and choose **Sign out**.

The **Menu** (top of every page) is how you reach everything below.

Business settings, logo and services

- **Business settings**: your name, contact details and kind of business. They appear in customer emails, the customer portal and your office pages in place of the built-in defaults. Leave a box empty to use the default shown under it.
- **Services** (for businesses with a services menu): what you offer, how long each takes and what it costs. When you book a visit you tick the services, and the length and price add up for you. Prices and times are per pet unless you tick **Flat price**.
- **Release form wording**: paste the exact wording of each section of your release form. Customers see it word for word and each signed form keeps a copy of exactly what that customer agreed to.

Your team: staff, coaches and van phones

Open **Menu → Staff**. There are three kinds of login:

Kind	What they can do
Administrator	Everything in this guide.
Coach	Signs in on their own phone to see their schedule and hours. Can clock in and out, update dog and customer notes and record visits. (Coach means the person who does the visits. A groomer's screens say groomer, a walker's say walker.)
Van phone	A phone that stays signed in and shows that van's day, whoever is working it. A "Who is clocking in?" choice lets several people use it.

Adding someone

1. On the Staff page choose the form for a coach (name, email, phone, address), a van phone (choose the van, name, email) or an administrator.
2. Press save. For a coach or van phone you get an **invite link**. Press the invite button on their row at any time to get a fresh one. Copy it and text or email it to them.
3. They open the link, choose a password of at least 10 characters and are signed in. Next time they sign in at `/app/`.

- **Change to coach / Change to administrator** switches their role. They are signed out and sign in again.
- Each day, assign a coach to a van on the schedule. A coach with no van that day sees "No van is assigned to you for this day yet".

Hours, visits and mileage

- **Time clock**: hours are clock-out minus clock-in, less 30 minutes when lunch was taken. Tap an entry to correct it.
- **Visit times**: when each coach signed in and out at each stop.
- **Mileage**: odometer readings the coaches enter at the start and end of the day and on arrival at each stop. Miles between stops are worked out for you.

- **Location tracking**: shows each van on the schedule map. A van's location is recorded only while a coach is clocked in on it. Tell your coaches about this.
- **Fuel prices**: prices reported by people filling up, shared with every business. Add one each time you fill up.

Customers and their pets

Adding customers

- Add them one at a time on **Menu → Customers**.
- Or use **Bring your data** to import your customers, their pets and your visit history from your current system. Nothing is sent to your customers, and you can undo any import. The page has export steps for the common systems.
- Customers with no visit in 6 months are marked **Inactive** automatically, and become **Active** again when a visit is booked.

Giving a customer their portal login

1. Open the customer. Their profile says either **Portal account active** or **Portal invite not accepted yet**.
2. Press **Send invite link** (or **Send password reset link** if they already have an account). They get an email with a link.
3. They choose a password and are in. See the Customer guide for what they see.

- **Portal features for this customer** (on their profile) hides or shows a feature for just that customer. **Features** in the menu turns a feature on or off for everyone.
- **View as customer** on a profile shows you exactly what that customer sees.
- Pet records include notes, vaccines (rabies date), weight history, medical concerns, bite risk and birthday. These show on the coach's phone.

The schedule and booking visits

- **Schedule** is your home page. It shows the day by van and coach.

- **Calendar**: click an empty spot to book a new visit at that time. Drag a visit to a new time or day (computer or tablet), or tap a visit to move it. Dashed green boxes are open gaps between a van's visits.
- **Find a time**: type the customer's zip code to see the best days and times over the next 30 days, such as spots right before or after a van already has a customer nearby. Tap a date to start booking it.
- **Rebook regulars**: copy a stretch of the schedule that already happened into new weeks. Everyone with visits in the "copy from" weeks is listed with their usual days and times. Tick the ones who want the same again and rebook them in one tap.
- **Time blocks** are for internal jobs such as cleaning, maintenance and errands, with no customer and no fee.
- Customers who want a different time cannot reschedule in the portal. They contact you, and you move the visit.

Emails, reminders and marketing

- **Appointment emails**: automatic emails about visits (booking, 3-day, 24-hour and thank-you). Each one is off until you turn it on and save. Customers only receive them if they have an email address and have not unsubscribed. Nothing is sent between 9 PM and 7 AM.
- **Rebooking reminder**: when a coach signs out of a visit that is not part of a block, the customer gets a reminder to book again, unless they already have a later visit or have emails turned off.
- **Email customers**: send an announcement or promotion. Only customers whose **OK to email** is on get it, and every email has an unsubscribe link. Use `{first_name}` to greet each person by name.
- **Rabies reminders** and **Dog birthdays**: lists for dog businesses of vaccines expiring and birthdays coming up.
- **Marketing**: ready-made emails, video scripts, printed pieces, social posts and search help written from your own business details. Use them as a starting point.
- **Videos**: upload short videos or paste a YouTube or Vimeo link. Customers watch them in the portal under **Training and advice**. You can limit a video to chosen customers.
- **Challenges** and **Customer love**: customer loyalty challenges, leaderboards and the ratings customers send after visits.

Payments, invoices and reports

RuffHub **keeps the record** of what each customer paid. Your own card reader or payment app (Square, Stripe, PayPal, cash) **moves the money**. Customers cannot pay in their portal yet.

1. The coach records what was collected at the visit (**Collect payment on site**).
2. **Ready to invoice** lists completed visits with what was collected and notes about last-minute changes. Build each invoice in QuickBooks, apply the payment, then tick **Invoiced** to remove it from the list.
3. **QuickBooks**: download invoices or payments as a file and import it into QuickBooks Online. Nothing is sent to QuickBooks automatically.
4. **Reports**: completed visits and money collected, by van and by coach.

Taking payments in the menu explains how to use your payment app together with RuffHub so every dollar shows in your reports and books, and warns how to avoid counting money twice.

Plan, billing and your free trial

- **Plan and billing** shows your plan, your trial's last day and how to subscribe. Every feature is open during the trial.
- Tools your plan does not include show a lock in the menu until you upgrade.
- Questions about billing go to the RuffHub owner.

The local pet community

RuffHub businesses can appear in a nearby-business listing that customers see under **Learn and local** in their portal. Use **Menu → Features** and your business settings to control what is shown. The platform owner can allow or block your listing, and a **Featured** listing appears first. Neighbors recommend neighbors.

Getting help and suggesting changes

- **Suggest a change** in the menu sends your idea or problem straight to the RuffHub owner.
- **Speed check** shows how fast the server is answering. If a number looks bad, send a screenshot.
- If a page looks out of date, refresh it or open it in a private window.

Ruff Hub

Employee guide

For coaches and van phones: your day, visits, clock in and mileage.



Getting started

This guide is for **coaches and anyone who does the visits**: walkers, groomers, sitters and trainers. Your screens use your business's own words, so "run" may say "visit" or "walk".

Your first sign-in

1. Your office sends you an **invite link** by text or email. Open it.
2. The page says **Welcome**. Choose a password of at least 10 characters and save it. You are signed in.
3. From now on sign in at your business address ending in `/app/`. Save it to your phone's home screen.

Link not working or expired? On the sign-in page tap **Forgot your password?** and a new link comes by email. Or ask the office for a new invite.

Van phones are shared. They stay signed in and show that van's day. Tap **Who is clocking in?** to say who you are before you clock in.

My Day: your schedule

- You land on **My Day**. It shows the stops for the day for the van you are assigned to. Use the arrows to move between days and weeks.
- No stops? Either nothing is scheduled, or the office has not assigned you to a van for that day yet. Ask the office.
- Each stop shows the customer, address, the pets and the notes you need.

On each stop

You see	Use it to
Navigate	Open directions in your map app.
Call, **Text**, **Call owner**, **Text owner**	Reach the customer or the office in one tap.
Getting in and customer notes	Lockbox codes, gate directions, parking and anything the office wants you to know.
Pet details	Breed, weight, personality, routines, goals and progress. Warnings are shown in color: **Bite caution**, **Medical concerns** and birthdays.
Different address for this visit	When a visit is somewhere other than the home address. The home address is shown too so you do not use it by mistake.
Note to the office about this visit	Type a note and tap **Save note**.

Name, phone, address and billing are changed by the office, not by you. If something is wrong, tell the office.

Doing a visit

1. **Arrive.** Enter the odometer reading on arrival if your business tracks mileage.

2. **Start** the visit (for a dog gym, **Start run**). Visits can only be started on the day of the visit.

3. **Do the work.** Tap any box to type notes. They save when you tap away. You can log a **weigh-in**, add photos or short videos, and update the pet's notes.

4. **Collect payment on site** if the customer pays you. Enter what you collected so the office can invoice correctly.

5. **Finish** the visit. The stop shows **Completed**, and the customer may be sent a thank-you or a reminder to rebook.

- Started the wrong stop? Use **Reset** on that stop and confirm with **Yes, reset it**. It clears the start and finish times.
- Someone else taking over the phone? Use **Someone else starting?**.

Clocking in, lunch and mileage

- **Clock in** at the start of your day and **Clock out** at the end. Hours are clock-out minus clock-in, less 30 minutes if you took lunch.
- **Lunch break (30 min)**: tap it when you start and finish lunch, or choose **No lunch**. Once recorded, it shows **Your lunch is already recorded**.
- **Miles driven**: the odometer at the office at the start and end of the day, plus on arrival at each stop. **Navigate to the office** is on the page.
- If you forget to clock in or out, tell the office. They can correct the entry.

Location sharing. While you are clocked in, your location is shared with the office, and the customer can see how close you are. **Keep the My Day page open on the screen.** Nothing is recorded when you are clocked out.

Tips and fixes

Problem	What to do
I cannot sign in	Use **Forgot your password?**. Check you are on the staff sign-in page for your business.
My day is empty	Ask the office to assign you to a van or add your visits.
A button does nothing	Refresh the page. If you are on a computer, you may have been signed out after being idle. Phones stay signed in.
The page looks old	Close it and reopen it from the home-screen icon, or open it in a private tab.
Something needs fixing on a customer or pet	Put a note in **Note to the office** or call the office.

RuffHub

Customer guide

For pet owners: your visits, pets, photos and account.



Getting started

This guide is for **pet owners** who use a business's RuffHub customer page. The page has the business's own name on it. You see only your own pets and visits.

Create your password

1. The business sends you an **invitation email** with a link. Open it.
2. The page says **Welcome**. Choose a password of at least 10 characters and press the button. You are signed in.
3. Next time, open the business's customer page, at an address ending in `/portal/`. Bookmark it or add it to your phone's home screen.

Forgot your password or lost the email? On the sign-in page tap **Forgot your password?**, type your email and tap **Email me a reset link**. You can also ask the business to send a new invitation.

Your five tabs

Tab	What you find there
Today	Your next visits, today's visit and, when the van is on its way, how close it is. Confirm visits, add visits to your calendar and see what is coming.
Progress	For businesses that track activity: past sessions and runs, photos and videos, badges earned, free runs available, challenges and leaderboards.
Health	Your pets' weight changes, vaccine reminders (such as rabies) and a place to upload certificates.
Learn and local	Training and advice videos from the business, and nearby pet businesses you may like.
Account	Your details, pets, email settings, forms and referrals.

Visits, confirmations and your calendar

- **Confirm** a visit, or **Confirm all**, so the business knows you will be ready. You can also confirm from the link in your reminder email.
- **Need to change a visit?** Customers do not reschedule in the page. Call or text the business. Their number is shown on the page.
- **Keep every visit in your calendar**: choose Google Calendar, Apple or Outlook. Pick **every new booking** so visits are added automatically, or **just the visits I choose** and use the link on each visit.
- **Waitlist**: ask to be added to the waitlist with your preferred times (mornings, afternoons or any time). **Ask them to contact me** when you want a different time.
- When the business is on its way or on a tracked walk, you can **See the walk** and watch live.

Your pets

- Tap **+ Add another pet** to tell the business about a pet. You can add up to 4 pets. Fill in name, breed, birthday, vet, routines and anything the team should know.
- Choose a profile picture with **Make profile picture**.
- Upload vaccination certificates with **Upload the certificate**. You get a reminder when rabies is due.
- Photos and videos from visits appear in your pet's section. Tap one to view it, or tap a badge to share it.

Release form

If the business uses an online release form, you read each section carefully and press **Submit my form**. The business keeps a copy of exactly what you agreed to. You are not required to fill it in to sign in.

Rewards, referrals and feedback

- **Free runs, credit and packages** show what you have left.
- **Challenges**: join a challenge, see the leaderboard and your rank in your division, or **Leave this challenge** any time.
- **Refer a friend**: your page has a personal code and a message you can copy with **Copy invite message**. When your friend books, you earn a reward.
- **Rate a visit**: after a visit, give stars and a comment with **Send rating**. If you were happy, leave a Google or Yelp review.

Your account and privacy

- **Change your email**: enter your new email and current password. A confirmation email goes to the new address, and your login changes after you confirm it.
- **Emails**: the tick box lets you choose whether to receive the business's news and offers. Every email also has an unsubscribe link. Visit reminders can still reach you.
- **Nearby businesses**: if the business lists nearby pet businesses, they only get your name, email and phone if you choose to agree on that screen.
- Your page shows only your own information. Nobody else sees it, and other businesses on RuffHub cannot see it.

Fixes

Problem	What to do
The invitation link says it expired or was already used	Tap **Forgot your password?** on the sign-in page, or ask the business to send a new invitation.
I cannot sign in	Check you are on the right business's page (the address and the name at the top). Use **Forgot your password?**.
I do not see my pet's photos yet	They appear after the business adds them from a visit.
I need a different time	Call or text the business.
I did not get reminder emails	Check your spam folder and make sure you have not unsubscribed.