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.