

15. Frequently asked questions (FAQ)

****I can't sign in — it says to confirm my email.**** The account exists but the email isn't confirmed. Use the ****resend**** link in the error and click the button in the confirmation email. (1.2)

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Account & access

I can't sign in — it says to confirm my email. The account exists but the email isn't confirmed. Use the **resend** link in the error and click the button in the confirmation email. (1.2)

I forgot my password. On "Sign in", click **Forgot password** and follow the emailed link. (1.3)

How do I add a staff member with their own login? In Staff, link an **email + password** and set the **role** (Employee / Store admin / Business admin). (2.7 / 10.3)

Agenda & bookings

Why are no times available? Possible causes: the day is closed (hours or **special hours**), the staff member doesn't work that day, the **min/max lead** or the **daily cap** were reached, or there's a conflict. (2.2 / 2.3 / 2.8)

Can I have a lunch break? Yes — set **two ranges** in the day's hours (e.g. 09:00–13:00 and 15:00–19:00). (2.3)

A professional works fewer hours than the store. Turn on the member's **custom schedule** and set the hours per store; slots become the **intersection** store × member. (2.8)

A staff member works in two stores. They're **required** to set a per-store custom schedule (state the hours in each). (2.8)

How do I make a recurring booking? In the create form, tick the repeat and the end date (not available for multi-service). (3.2)

I moved/resized by accident on mobile. Press and hold **~0.3 s** on the booking before dragging/resizing. (3.5)

Public page

What's my page's address? `.../p/your-slug` (set in the editor). On **Pro+** you can enable `your-slug.rezvy.app`. (4.3)

What language does the page appear in to customers? The **business's language** (and the additional ones you offer), not the site's global language. (12)

Can I take bookings without asking for payment? Yes. Payments are **optional** and only on plans that include them. (7 / 8)

Messages & credits

What placeholders can I use in templates? E.g. `%NAME%`, `%BUSINESS_NAME%`, `%DATE_LONG%`, `%SERVICE%`, `%STAFF%`, `%LINK%`. (6.1)

I used up my SMS/Email allowance — now what? Buy **credits** (they never expire) on the Subscriptions page; they're used after the allowance. (6.3)

Plans & billing

How do I change plan? In **Subscriptions**, pick the plan and period (monthly/yearly) and pay via Stripe. (8.2)

It won't let me downgrade. Your current usage exceeds the target plan's limits. Reduce the over-limit resources and confirm. (8.3)

Data & privacy (GDPR)

A customer asked to delete their data. Use **Anonymize** on the customer record: personal data is irreversibly scrubbed, but the history/statistics remain without identifying them. (5.3)

Is there a record of who did what? Yes — **Settings ? Audit** logs creates/edits/deletes by staff member. (12)

Mobile

How do I see the agenda in my phone calendar? Create a **calendar feed** (iCal) and add it to iPhone/Google; it updates itself. (11)

Didn't find your answer? See [Contact & support](#).