



GUIDE · FOR THE BUSINESS OWNER AND STAFF

Your first month

From starting your free 30-day trial to your first update, and who can do what. No app to install: it works in the browser on any phone or computer.

Your addresses

Start your trial

start.caninediaries.com

Sign in (team and owners)

<https://your-name.caninediaries.com>, the address you choose when you sign up

Emails come from

Every email comes from updates@trial.caninediaries.com: your business's emails under your business name, and the sign-up confirmation, trial reminders and trial-ended email under Canine Diaries. Add it to your contacts, and check spam if an expected email doesn't arrive.

Help

hello@caninediaries.com, or the  *Feedback* button in the app

The screenshots show example data; your lists start empty and fill as you add dogs, owners and bookings.

Getting started

1

Start your trial

Open start.caninediaries.com and enter your business name, the address you'd like (lowercase letters, numbers and dashes; owners use it to sign in), your name, your email and your time zone. We email you a confirmation link that works for 24 hours; tap it, then *Confirm and start my trial*. Your space is set up at your own address, which can take a few minutes to open, and we email you a sign-in link that works for 7 days. You are the business owner.

2

Sign in

Open the *Sign in* link in your welcome email and tap *Continue* (it works once, within 7 days). Later, to get a new link, open your address, enter your email and tap *Email me a link*. Open the link in the email and tap *Continue*. A sign-in link works once and for 30 minutes. You stay signed in on that device for up to 60 days, unless you sign out.

Prefer not to wait for an email? Once signed in, open *Password* in the menu. If you haven't set a password yet, tap *Email me a link to set a password*. In that email, tap *Choose my password* and pick one (15 characters or more; a few unrelated words work well). The link works once, for 30 minutes, and choosing a password signs you out on your other devices. From then on the sign-in page takes your email and password directly, and *Forgot password?* emails a single-use reset link that works for 30 minutes. Emailed sign-in links keep working either way.

The left screenshot shows the 'Owner Updates' sign-in page. It has a header with the Maple Lane Kennels logo and a navigation bar with links: Today, Bookings, Dogs, Owners, Team, Business, Feedback, Profile, and Password. Below the navigation bar is a 'Sign out' link. The main content area has a paw print icon and the title 'Owner Updates'. It asks the user to enter their email and set a password, then enter it too. There are input fields for 'Email' (with the placeholder 'you@example.com') and 'Password (optional)'. A button labeled 'Email me a link' is at the bottom.

The right screenshot shows the 'Set a password' page. It has the same header and navigation bar. The main content area has the title 'Set a password' and explains that a password is optional and can be used to sign in without waiting for an email. It also mentions that emailed sign-in links keep working too. A button labeled 'Email me a link to set a password' is at the bottom.

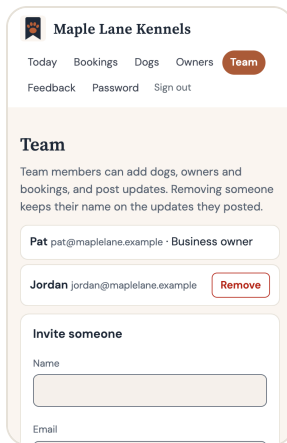
The sign-in page: email in, link out; a password is optional.

The Password page: set one to skip the email.

3

Invite your team

Go to *Team*, add a staff member's name and email, and they get an invitation that works for 7 days. Staff can do everything in the day-to-day: dogs, owners, bookings and updates. Only you, the business owner, manage the team.



An example Team page (sample accounts): who has access, and the invite form.

4

Add owners and their dogs

Under *Owners*, add the client's name, email, phone and emergency contact. Leave *Email them an invite to sign in* checked and tap *Save owner* to send their invitation. Under *Dogs*, add each dog with its meals, walks and medications, including times and amounts, and select its owner. The invitation works once and for 7 days; the owner opens it, taps *Continue*, and can then see their bookings, read sent updates and comment. To send another invitation, open the owner and tap *Send sign-in invite*.

During the trial, owners and staff get updates, replies and booking confirmations only after they first sign in, so ask them to open their invitation and tap *Continue* before you create their booking. Trying it with your own extra email addresses? Opening an invitation signs that browser in as that person, so afterwards tap *Sign out* and sign back in with your own email.

A second owner (a partner who shares the dog) gets their own owner entry with their own email, linked to every dog on the booking, and is added in the booking's *Owners* field. Everyone on a booking sees all of its dogs, sent updates and comments.

Set the routine when you add the dog: every daily update starts from it, so meals and meds are a tap to confirm rather than a note to type. To change it later, open *Dogs*, tap the dog's name, edit its meals, walks or medications and tap *Save dog*; answers already given keep their names.

Add an owner: contact details, their dogs, update emails on or off.

Add a dog: the routine builds the daily update form.

5 Create a booking

Under *Bookings*, pick the first and last day, the dogs, the owners, and the days of the week an update is due (*Send updates on*). An update is always due on the first day, then on the chosen days through the last day. Saving the booking emails its owners a confirmation; editing it later doesn't send another, so tell owners about changes yourself.

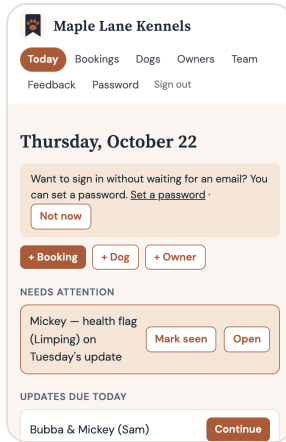
Every owner on a booking sees all of its dogs. Two families staying at once means two bookings.

New booking: days, dogs, owners, and which days get an update.

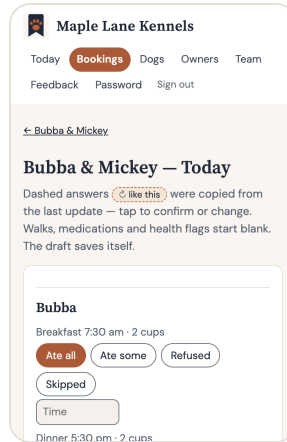
6 Post the first update

The *Today* page shows the updates due today and what needs attention for current, upcoming and recently ended bookings. Under *Updates due today*, tap *Post* (or *Continue* if a draft is already started) to open the day's update: meals and medications to mark, walks, mood, health flags if something needs attention, a training note, and photos or short video from your phone. Tap *Send to owners*; you're taken back to *Today* for the next one. Owners with update emails on get a photo-first email in your branding, and the update appears in their stay's journal.

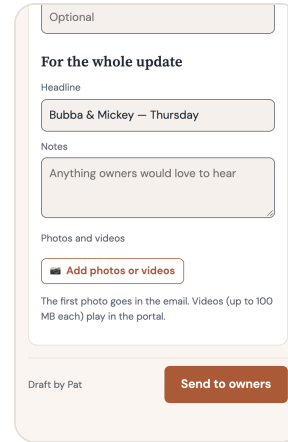
Health flags appear above the photos in the email; for anything urgent, call or text the owner as well. The first photo in the update is the picture in the email, so put the best one first (use the arrows under each photo). The  under a photo adds an optional description, which owners who use a screen reader hear instead of seeing the photo. If an upload fails, tap *Try again*: it sends the photos that didn't make it without picking them again.



The Today page: what needs attention, what is due today.



The update: dashed answers are copied from the last sent update on this booking; tap to confirm or change.

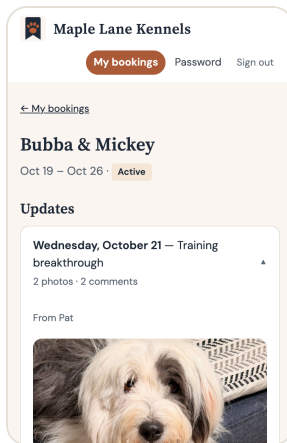


Add photos, video and notes, then tap *Send to owners* at the bottom of the editor.

7

The stay's journal and the conversation

Each booking has one journal page that the team and its owners share: a card per day, the newest open and older days folded, each with its photos, every dog's day, notes and comments. Owners see sent updates and published moments; the team also sees drafts, with *Edit*. Owners can reply to a daily update email to comment on that day, or open the journal and comment there. Replies to moment emails or comment notifications don't become comments. Owner comments email the team, who answer in the journal. Owners with update emails off still receive the team's replies in conversations where they have commented.



The stay's journal: a card per day, comments on the day they belong to.



An example update email: health flags above the first photo, and a video still with a Watch button when there is video.

The daily rhythm

- **Morning:** open *Today*. *Updates due today* is your list; *Needs attention* shows missed updates from the past seven days, health flags and unanswered owner comments for the bookings shown there. A comment on an older stay still emails the team; use the email's link to reply.
- **By dog:** *Dogs* lists every dog; a dog boarding now has *This stay*, and one with a booking coming up has *Next stay*. Both open that stay's journal, where, once the stay has started, you can post today's update or one you missed.
- **Through the day:** add photos and notes as things happen; the draft saves as you go and only the team can see it.
- **Moments:** something worth sharing before the day's update? On *Today*, or on the stay's page while it's under way, tap *Add a moment*, add photos or videos and a line about it. It stays a draft that only your team sees until you tap *Publish to the journal*; owners then see it in the journal and can comment on it. No email goes out unless you tick *Also email it to the owners now*; otherwise, if the day's update hasn't been sent yet, the moment is included in that update's email. Need to change or take one back? *Withdraw* hides it from owners until you publish it again, and a republished moment shows *Edited*. An email already sent stays as it is, except for photos you remove.
- **Send once:** an update can't be sent twice, so send when the day's story is complete. A new draft copies the meal results, pee, poop and mood from the last sent update on that booking (shown dashed until you confirm them); walks, medications, water, health flags, overnight, training and other notes start blank.
- **Flags:** once your team has dealt with a health flag, tap *Mark seen* on *Today* to clear it from *Needs attention*. (It doesn't tell you whether the owner has read it.)

- **Missing-update emails (business owner):** on by default, at 6 pm in your business's time zone. If an update due today is still unsent, you get one email listing the affected stays, each with a *Post the update* button. Skipped days aren't included. Change the time or turn it off under *Missing-update email* on the *Business* page. *Unsent-update reminders* are separate and off by default: turn them on to email the team once a day about updates still due. If the missing-update email is off and another team member could send the updates, the business owner gets a follow-up an hour later if any remain unsent. Neither email goes to dog owners.

The Business page (business owner)

Open *Business* in the menu.

- **Your business's details:** its name, tagline and time zone (a trial keeps the name it signed up with).
- **Logo and colors:** upload your logo (PNG, up to 512 KB) and pick your colors; the preview shows how they look. They appear on your pages and in the emails owners get. A combination that's hard to read isn't saved, and phones and computers in dark mode keep their darker colors.
- **Reports:** open *Reports* from the *Business* page. Pick dates and sections: *Stays*, *Updates*, *Highlights* and *Needs attention*. *Updates* includes on-time, late and missed update days. Tick *Compare with the period before*, then tap *Show*. Your choices are remembered; the first report shows this month so far with all four sections. Tap *Print or save as PDF* to print or save it.
- **Reminders and the missing-update email:** see *The daily rhythm*.
- **Usage and limits** for your account.

Who can do what

Business owner

Runs the business's account. Everything staff can do, plus managing the team, the *Business* page (details, logo and colors, reports, reminders) and reading feedback. That's you, the person who started the trial.

Staff

The people caring for the dogs. They manage dogs, owners and bookings, write and send the daily updates, and reply to owners.

Owner

A client. Sees only their own bookings, sent updates and published moments, and can comment on them.

Each person has one role. Staff and owners join by an emailed invitation; everyone signs in with a one-time link sent to their email, or with a password they choose to set. Changing someone's email or removing them ends their sessions and clears their password.

Action	Business owner	Staff	Owner
Sign in by email link or an optional password, and sign out	✓	✓	✓
Today page: updates due and overdue, health flags, unanswered comments	✓	✓	—
Dogs, owners and bookings: list, add, edit; send or resend an owner's invitation	✓	✓	—
Updates: open the day's draft, write it, add photos and video, send	✓	✓	—
Mark a health flag as seen	✓	✓	—
Moments: add, publish, withdraw or delete	✓	✓	—
The stay's journal	every booking, drafts too	every booking, drafts too	own bookings, sent updates and published moments
Comment on a sent update	✓ (owners emailed)	✓ (owners emailed)	✓ (the team is emailed)
Comment on a published moment	✓	✓	✓
Reply to an update email to comment	—	—	✓
Turn update emails off or on	—	—	✓ (their own)
Send feedback from the feedback button	✓	✓	✓
Team: see the team, invite staff, remove staff	✓	—	—
Business page: details, logo and colors, reports, reminders and the missing-update email	✓	—	—
Read the feedback page	✓	—	—
Ask to upgrade to full membership	✓	—	—

- **Drafts are private to the team.** An owner never sees an update until it is sent, and a sent update can't be sent twice.
- **Everyone on a booking sees all of it.** So each owner on a booking must own every dog on it. Two families with their own dogs get two bookings.
- **Removing a staff member ends their access** immediately; their name stays on the updates they wrote.

- **Your business is kept to itself.** Your team sees your business's bookings; a client sees only the bookings they're on and the updates sent to them. Photos and videos have long, unguessable links that work without signing in (so they show in emails): anyone an owner forwards an update to can open its photos.

Your trial

- **30 days, free.** The banner at the top of the app (business owner only) shows how many days are left. We email you a week before the end and the day before.
- **Trial limits:** up to 5 team members, 20 owners, 10 dogs, 5 GB of photos and video, and 100 emails a day.
- **Keeping it:** tap *Upgrade to full membership* in the banner. We review each request; approval keeps everything as it is, removes the end date and raises your limits to 25 team members, 2,000 owners, 1,500 dogs, 500 GB of photos and video, and 500 emails a day.
- **If the trial ends without an upgrade,** your space pauses: owners and your team can't open it. Its content is kept for 7 days before deletion begins; the email we send then has a link to ask for the upgrade. We keep the business details, your sign-up email and logs.
- **Your business's emails** carry a short line at the bottom saying they come from a free Canine Diaries trial and when it ends.

Good to know

- **Photos and video:** JPEG, PNG or WebP photos; MP4, WebM or iPhone video up to 100 MB; up to 30 items per update. Photos are shrunk on your phone before upload, so they are quick.
- **Owners who prefer no email:** owners can turn update emails off themselves with the *Turn them off* link at the bottom of every update email, or from their *Profile*, and turn them back on there. You can also open the owner, choose *No update emails* and tap *Save*. Either way they get no update emails and read everything in their journal; they still get your team's replies to comments they wrote themselves, and booking confirmations still go out.
- **If an email doesn't arrive:** check spam and the email address you saved. If you correct an owner's email, tap *Save*, then *Send sign-in invite* to email the new address (changing it signs them out, cancels their old links and clears any password). Anyone with an account can ask for a fresh sign-in link on the sign-in page. If the app says an update or confirmation email didn't go out, tell the owner yourself; a sent update is still in their journal but can't be sent again. If it keeps happening, use the  *Feedback* button.
- **Privacy:** what is kept and who sees it is on one page, */privacy* at your address, linked from every owner invite and the sign-in page.
- **Feedback button:** the  *Feedback* button on every page once you're signed in (except while writing an update) opens a short form; what you send reaches us with the page you were on. Use it for anything that is confusing or slow.