

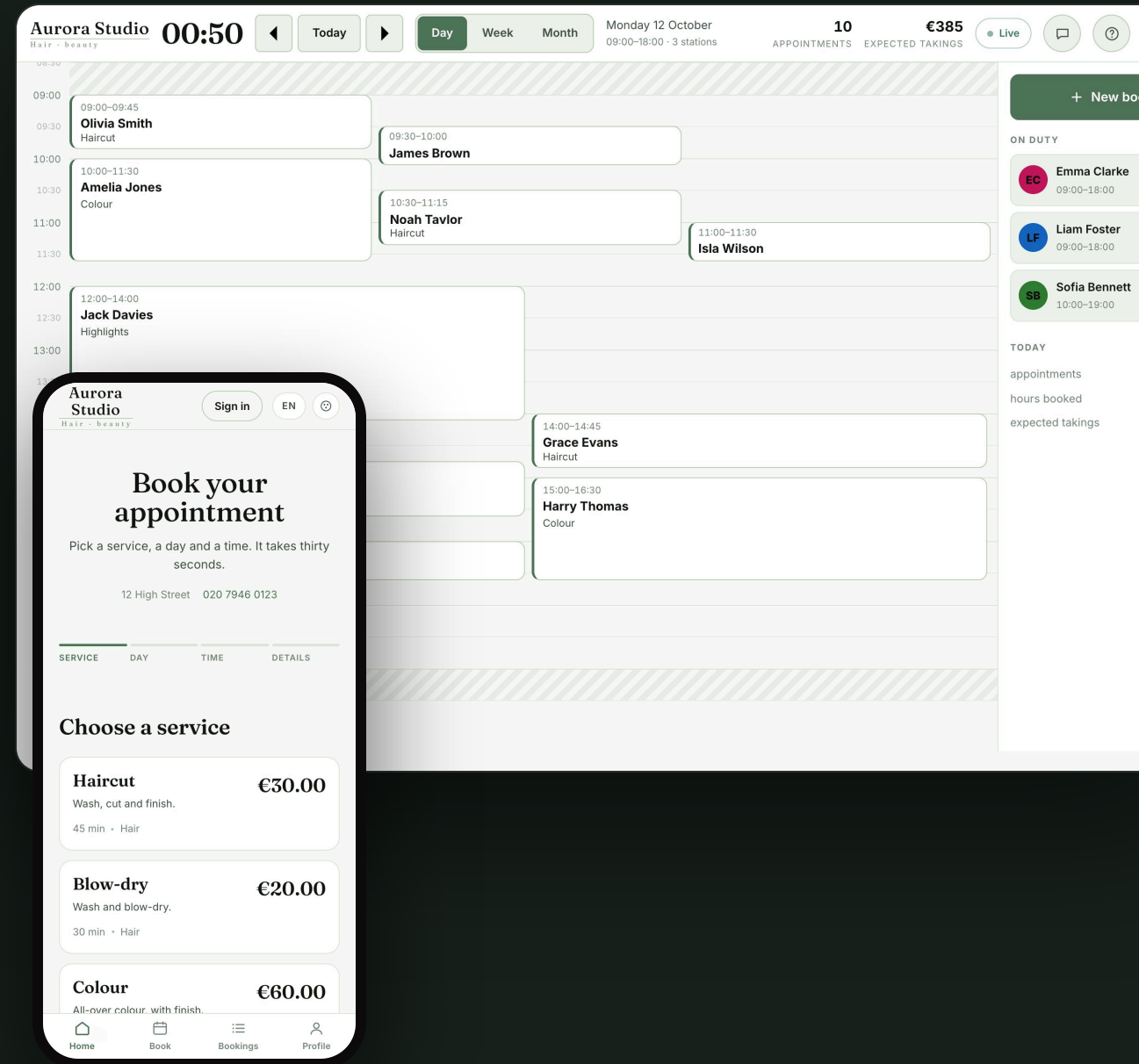
Nugezza Booking

ONLINE BOOKING

The booking system for your business: installation, features and everyday use

Complete guide · October 2026

Made by Nugezza



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CHAPTER 1

The system at a glance

What Nugezza Booking is

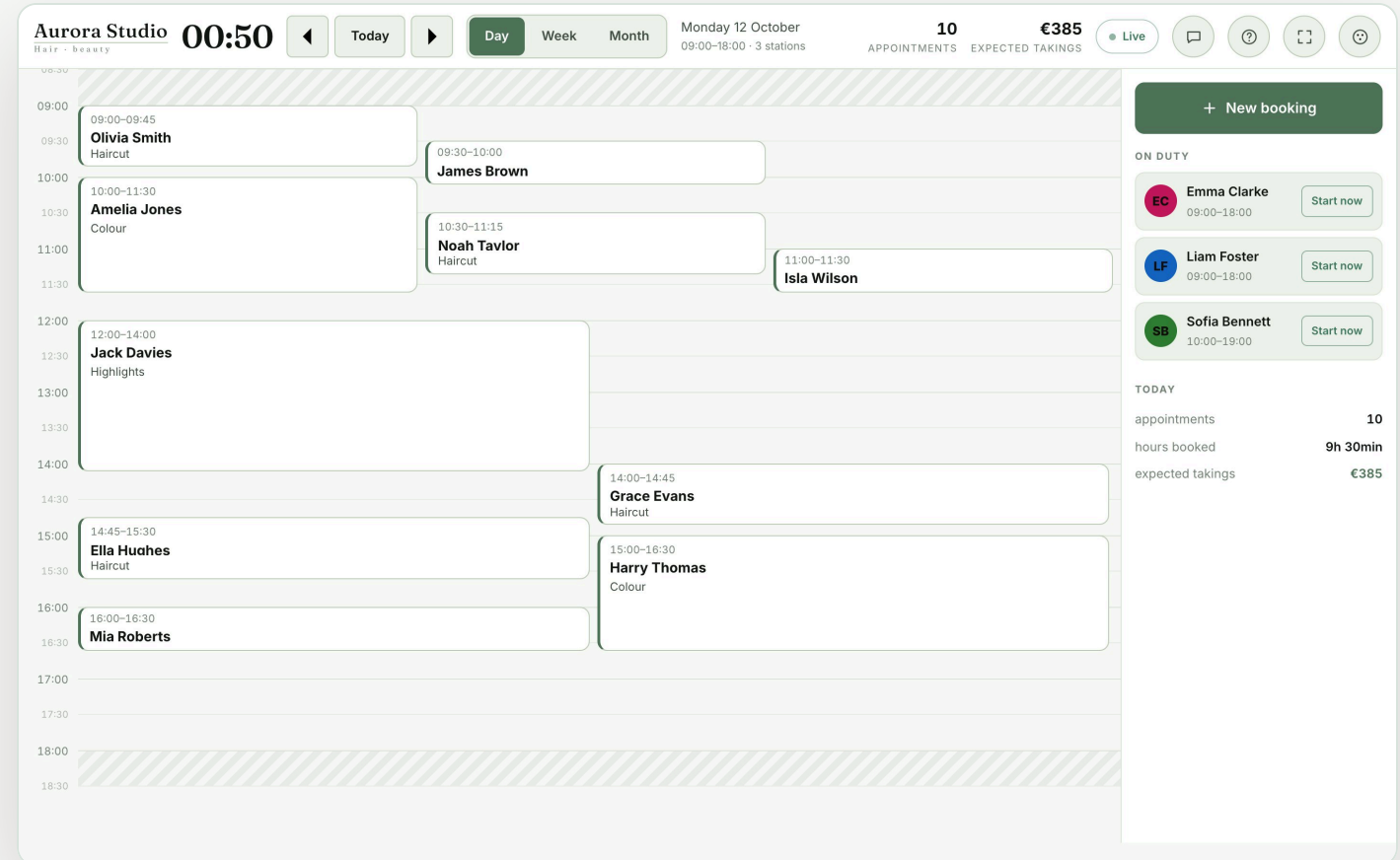
How it works

Who uses what

What Nugezza Booking is

A booking system for any business that works by appointment: hairdressers, barbers, beauty and nail studios, physiotherapists, clinics. Clients book by themselves, day and night; staff see the day on the agenda screen; the owner runs everything from Gestione. It runs on a computer at the business and the data stays there.

- A booking site with your business's name, logo and colours
- The agenda screen: today's appointments, live, on a tablet or a computer
- Gestione: services, hours, staff, shifts, takings, backups
- WhatsApp: clients book by tapping buttons, and get a confirmation and a reminder
- Message everyone: an offer or some news to the clients who asked for it, on WhatsApp and as a phone notification

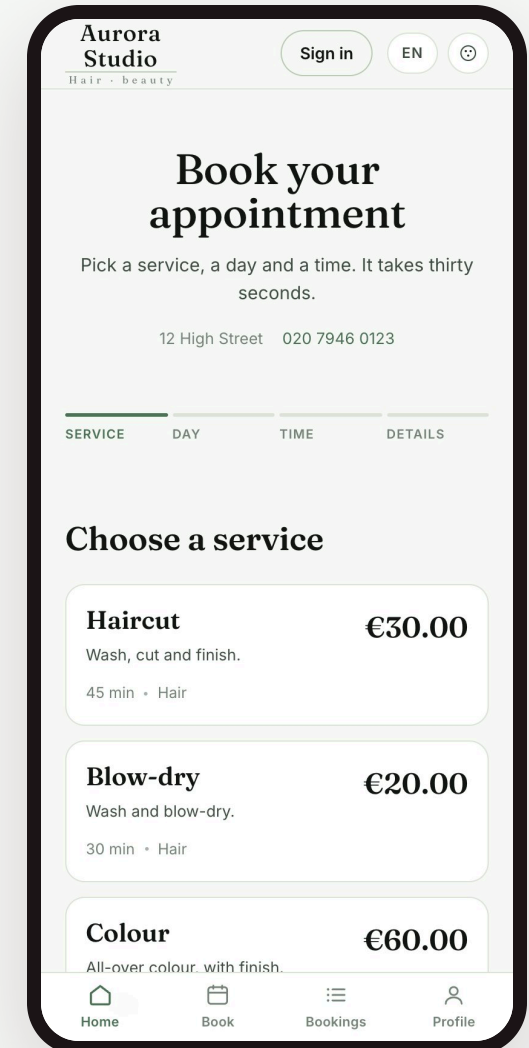


The agenda screen: the day's appointments and who is on shift.

How it works

At the heart of the system is a program that stays on at the business's computer. It takes the bookings, saves them in its database and shows them on every screen at once.

- 1 The business's computer**
Keeps the program running, with the database and the backups. It starts by itself when the computer is switched on.
- 2 The public site**
A secure connection puts the site on the internet, at your business's address. Clients book there.
- 3 Other devices**
A tablet or another computer opens the agenda screen; the owner opens Gestione from home too.
- 4 Everything live**
A booking from the site, from WhatsApp or at the desk appears on every open screen within moments.



The booking site, as a client sees it on a phone.

Who uses what

Three pages for three different people. Each sees only what they need.

Clients	Booking site	Choose a service, a day and a time; find and cancel their bookings with their phone number and a password.
Staff	Agenda screen (/salone)	The day, each client's card, new bookings at the desk or by phone, reminders, start and end of shift, messages.
The owner	Gestione (/gestione)	Everything above, plus services and prices, hours, staff and shifts, appearance, channels, messages to everyone, backups and the activity log.

CHAPTER 2

Before you start

What you need

What you need

- A Windows 10 or 11 (64-bit) computer at the business, left on during opening hours
- An internet connection, for the public site, WhatsApp and to activate the licence
- The program: download it from this page
- A licence: the 30-day free trial, or monthly, yearly or for life, from your Nugezza account
- The public-site connection code, supplied by Nugezza
- Optional: a tablet or a second computer for the agenda screen; a WhatsApp Business number on Meta's official API; a Google account for the calendar; a phone system or an Android phone for caller ID

Inside the business the system works without the internet too: the agenda screen and Gestione keep working on the local network. Without the internet, though, clients cannot book from home.

CHAPTER 3

Licence and prices

Trial, subscription or for life

Two ways to activate it

Trial, subscription or for life

A licence is for one computer: the one that runs the program. Phones, tablets and other computers that open the booking site, the agenda screen or Gestione do not need one.

Free trial	30 days, once per account, no card
Monthly	€14.99 a month
Yearly	€149 a year
For life	€349, once

Buy it on this page with «Get Nugezza Booking», with your Nugezza account: the same account Nugezza’s customers use.

Two ways to activate it

1 Sign in with your account

In the setup window choose «Accedi con l'account» (sign in with your account) and type the email or phone and the password of your Nugezza account. The program activates and renews by itself.

2 Or a licence key

Choose «Ho un codice licenza» (I have a licence key), press «Copia il codice» to copy the computer's code and, in your account on this site, make the key under «Licence keys». Paste it and press «Attiva».

A subscription renews while it is active; if you cancel it, the program keeps working until the end of the period paid for.

CHAPTER 4

Installing on the computer

Install the program

What installing does

Install the program

1

Download the file

«Download for Windows» at the top of this page: NugezzaBooking-Setup-x.x.x.exe.

2

If Windows warns you

If «Windows protected your PC» appears, press «More info» and then «Run anyway».

3

Allow the changes

Windows asks whether the program may make changes: answer «Yes». It installs for every user of the computer.

4

Done

At the end the program opens with its setup window.

Installing takes about a minute.

What installing does

- Copies the program; the desktop and Start menu icons take your business's name as soon as you type it
- Opens the Windows firewall for the local network only, so tablets and other computers can connect
- Prepares the licence folder, valid for every user of the computer
- Leaves the data alone: the database and backups live in a separate folder
- Uninstalling or updating the program never deletes clients, bookings or backups

CHAPTER 5

Setup on first start

The setup window

Licence («Licenza»)

Your business («La tua attività»)

This computer («Questo computer»)

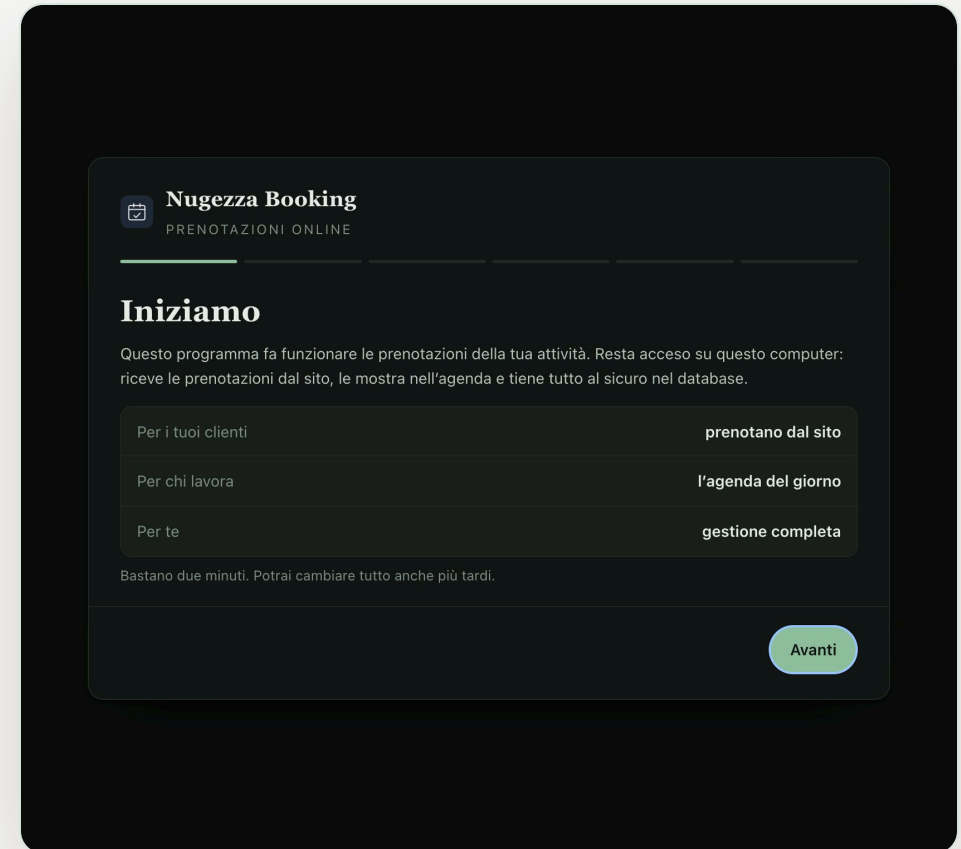
Public site («Sito pubblico»)

All set («Tutto pronto»)

The icon by the clock

The setup window

On first start a window opens with six steps. It saves as you go: close it halfway and you carry on where you were. Reopen it whenever you like from the icon by the clock. For now the setup window is in Italian; the steps are explained here.



The first step of the setup window («Iniziamo», let's begin).

Licence («Licenza»)

Sign in with your Nugezza account, or use a licence key made for this computer.

- The green box shows the kind of licence and when it ends
- It turns yellow when only a few days are left
- «Sostituisci la licenza» (replace the licence) saves the new one only if it is valid: you never lose the one that works

Until the licence is active the program starts neither the server nor the site: no booking can come in.

Nugezza Booking
PRENOTAZIONI ONLINE

Licenza

Finché la licenza non è attiva non arrivano prenotazioni: il programma non avvia né il server né il sito pubblico.

[Accedi con l'account](#) [Ho un codice licenza](#)

Telefono o email

+39 333 123 4567 oppure nome@esempio.it

Password

L'account Nugezza con cui hai la licenza. La password non viene salvata su questo computer. Se non hai ancora una licenza, la trovi su developer.nugezza.com.

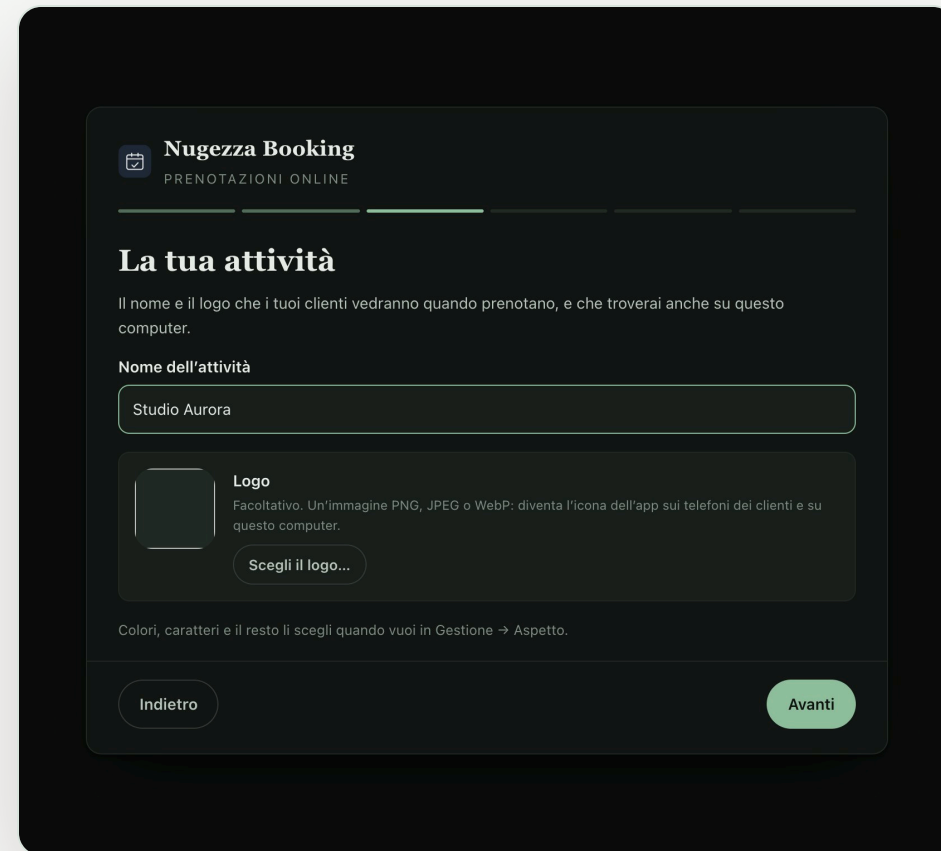
[Indietro](#) [Accedi e attiva](#)

Sign in with the account, or the computer's code for a key.

Your business («La tua attività»)

Your business's name and logo. The program uses them for the desktop icons, the window titles and the booking site.

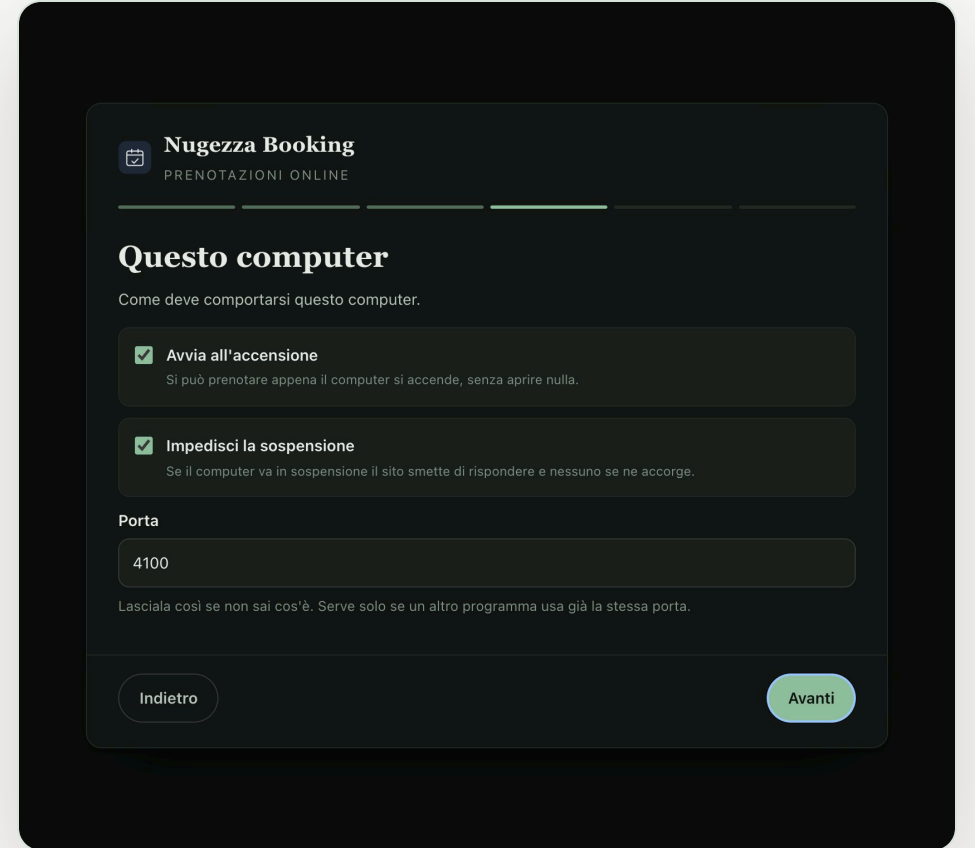
- The logo becomes the program's icon, on a white or a dark background
- All of it can be changed later, in Gestione → Appearance



The screenshot shows a dark-themed setup screen for 'Nugezza Booking'. At the top, the app's name and 'PRENOTAZIONI ONLINE' are displayed next to a calendar icon. Below this is a horizontal line. The main heading is 'La tua attività'. A descriptive paragraph follows: 'Il nome e il logo che i tuoi clienti vedranno quando prenotano, e che troverai anche su questo computer.' Below this is a section titled 'Nome dell'attività' with a text input field containing 'Studio Aurora'. Further down is a 'Logo' section with a square placeholder, a description: 'Facoltativo. Un'immagine PNG, JPEG o WebP: diventa l'icona dell'app sui telefoni dei clienti e su questo computer.', and a 'Scegli il logo...' button. At the bottom, a note says 'Colori, caratteri e il resto li scegli quando vuoi in Gestione → Aspetto.' and there are two buttons: 'Indietro' (Back) and 'Avanti' (Next).

This computer («Questo computer»)

- Start when the computer starts: the business takes bookings as soon as the computer is on
- Prevent sleep: a computer that goes to sleep stops answering the site
- Windows automatic sign-in: if the computer asks for a password when it starts, after a night-time restart the system would stay off until morning
- Port: leave it at 4100 unless another program already uses it



The screenshot shows a dark-themed configuration window for 'Nugezza Booking'. At the top, the logo and 'PRENOTAZIONI ONLINE' are visible. The main title is 'Questo computer'. Below it, a subtitle reads 'Come deve comportarsi questo computer.' There are two checked options: 'Avvia all'accensione' (Start at boot) and 'Impedisci la sospensione' (Prevent sleep). Below these is a 'Porta' (Port) field set to '4100'. At the bottom, there are 'Indietro' (Back) and 'Avanti' (Next) buttons.

Nugezza Booking
PRENOTAZIONI ONLINE

Questo computer

Come deve comportarsi questo computer.

- ☒ **Avvia all'accensione**
Si può prenotare appena il computer si accende, senza aprire nulla.
- ☒ **Impedisci la sospensione**
Se il computer va in sospensione il sito smette di rispondere e nessuno se ne accorge.

Porta

4100

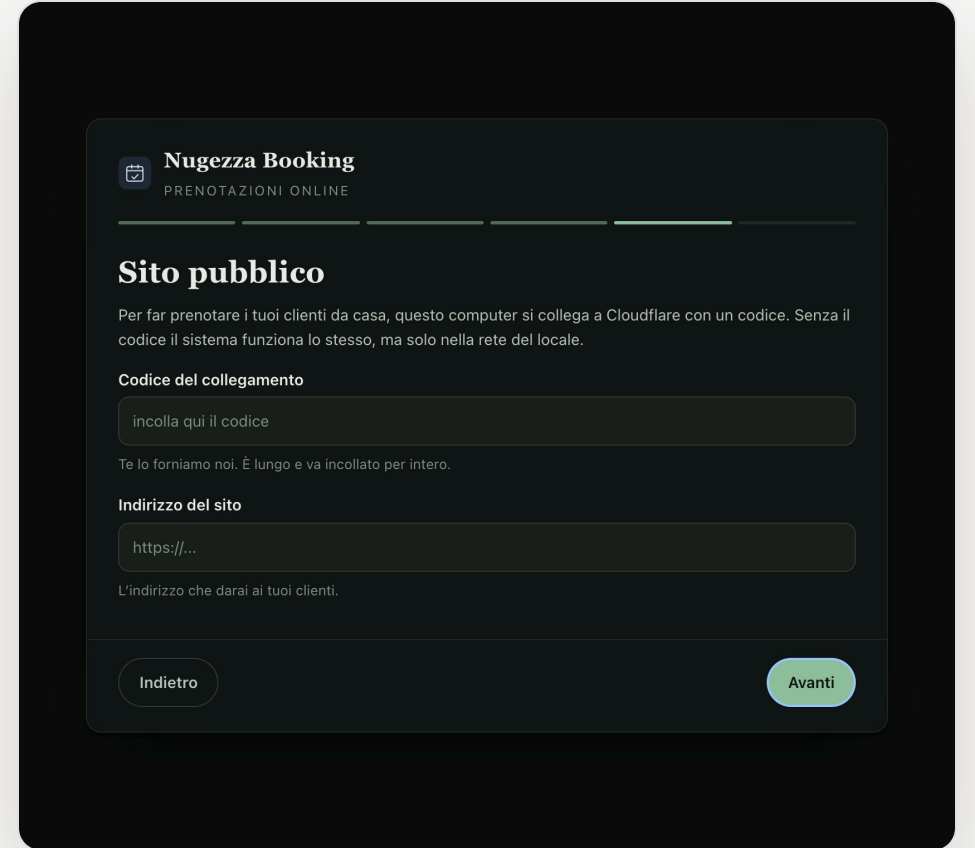
Lasciala così se non sai cos'è. Serve solo se un altro programma usa già la stessa porta.

[Indietro](#) [Avanti](#)

Public site («Sito pubblico»)

For clients to book from home, the computer connects to the internet with a secure connection code. No ports need opening on the router.

- Connection code: we supply it; paste all of it
- Site address: the one to give your clients
- Without the code the system still works, but only inside the business



The screenshot shows a dark-themed web interface for 'Nugezza Booking'. At the top, the logo 'Nugezza Booking' is displayed with the tagline 'PRENOTAZIONI ONLINE' below it. A horizontal line separates the header from the main content area. The main heading is 'Sito pubblico'. Below this, a paragraph explains that the system connects to Cloudflare using a code for home booking, but only works locally without the code. There are two input fields: 'Codice del collegamento' with a placeholder 'incolla qui il codice' and 'Indirizzo del sito' with a placeholder 'https://...'. Below the second field, a note states 'L'indirizzo che darai ai tuoi clienti.' At the bottom, there are two buttons: 'Indietro' (Back) and 'Avanti' (Next).

Nugezza Booking
PRENOTAZIONI ONLINE

Sito pubblico

Per far prenotare i tuoi clienti da casa, questo computer si collega a Cloudflare con un codice. Senza il codice il sistema funziona lo stesso, ma solo nella rete del locale.

Codice del collegamento

incolla qui il codice

Te lo forniamo noi. È lungo e va incollato per intero.

Indirizzo del sito

https://...

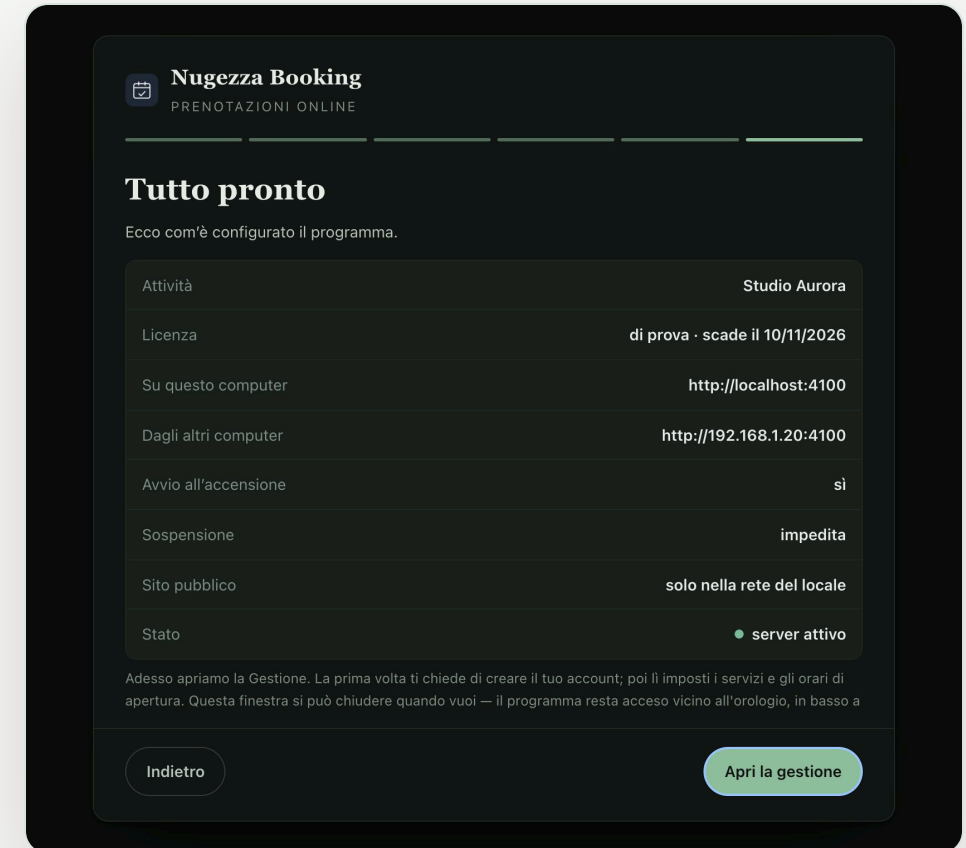
L'indirizzo che darai ai tuoi clienti.

Indietro Avanti

All set («Tutto pronto»)

The summary shows the licence, the addresses, start-up and the server's state.
«Apri la gestione» opens Gestione: the first time it asks you to create the owner's account.

- «Su questo computer»: the address to use on the business's computer
- «Dagli altri computer»: the address for a tablet or a second computer
- «Stato: server attivo»: everything is running



The icon by the clock

The program stays on at the bottom right, by the Windows clock. A right-click opens its menu (in Italian for now).

The first lines	Whether the server is running, whether the public site answers and when the licence ends.
Agenda · Gestione · Pagina prenotazioni	Open the three pages in a window.
Copia indirizzo pubblico	Copies the public address, to paste into a message or on social media.
Apri cartella dati · Apri registro	The folder with the database and backups, and the technical log.
Fai un backup adesso	An immediate copy of the database.
Configurazione... · Licenza...	Reopen the setup window, straight at the licence if you like.
Esci	Quits: clients cannot book until you open it again.

CHAPTER 6

First steps in Gestione

The owner's account

Four answers and you start

Appearance: the site in your brand

The owner's account

- The first time, Gestione asks you to create the owner's account: name, username and a password of at least 8 characters
- Only the owner opens Gestione; staff accounts are made in Staff and open the agenda screen
- Too many wrong attempts lock signing in for a few minutes

Four answers and you start

What kind of business it is, how many clients you can see at the same time, and whether the owner sees clients too. «Add a few example services to edit» gives you a typical price list to change.

- Hairdresser, barber, beauty studio, nails, physiotherapy, clinic or other
- The number of people can be replaced by staff shifts later

Your business

Four answers and your booking site is ready. Everything can be changed later.

Business name

Aurora Studio

What kind of business is it?

Nails Hair salon Barber Beauty and spa

Physiotherapy Clinic Other

Words

Neutral: business, services, a client

Women's salon: operators, treatments, the client (she)

How many clients can you see at the same time?

1

Usually: how many people work with clients. Later you can switch to staff shifts.

☒ I see clients myself too

☒ Add a few example services to edit

Start

«Your business»: the first page of Gestionne.

Appearance: the site in your brand

- The business's name, subtitle and logo
- Colours, fonts and text size, for every screen
- The words: what the site, the agenda screen and the bot call your staff, your services and your clients
- The preview shows your choices at once; the site and the agenda screen take them on their next load

Aurora Studio
Hair · beauty
Alex Morgan · Administrator

Overview
Messages
Message everyone
Services
Hours & closures
Staff
Shifts
Channels
Appearance
Settings
Backups
Activity log
Guide

Dusty rose Powder Sage
Night
Light Dark IT EN
Sign out

Appearance

How your clients see you: the name, logo, colours and fonts of the booking site, the agenda screen and Gestione.

NAME AND LOGO

Business name
Aurora Studio

Line under the name
Hair · beauty
Optional: your speciality or your town, for example.

Logo
No logo: the name is shown.

Upload a logo...

PNG, JPEG or WebP. The logo also becomes the icon your clients see when they add the site to their phone's home screen.

COLOURS

Dusty rose Powder Sage Night

FONTS

Headings and name
Fraunces

Text
Inter

Book your appointment
Choose the service, the day and the time you prefer.

WORDS

Saved

CHAPTER 7

The booking site

1 · The service

2 · Day and time

3 · Sign in to confirm

4 · Booking confirmed

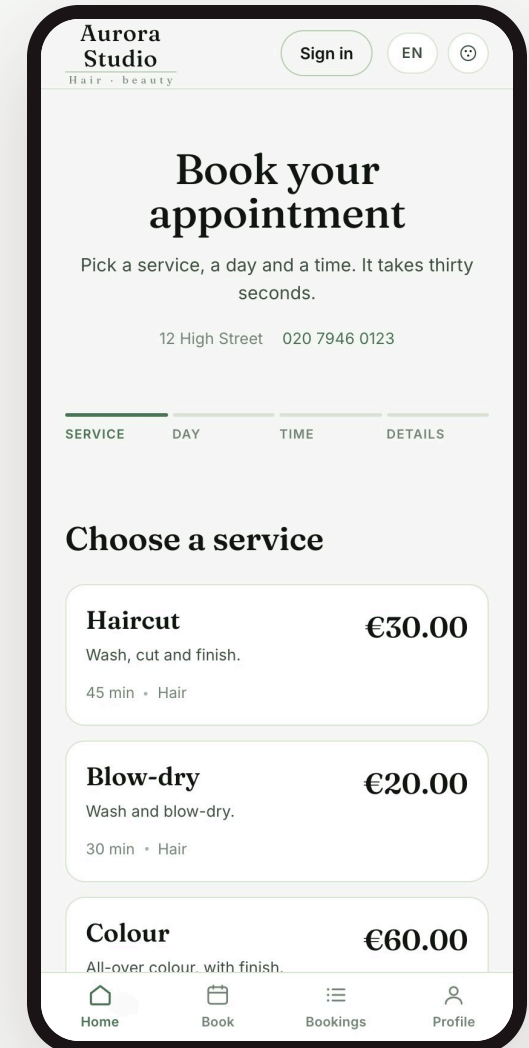
My bookings and the profile

Privacy notice

I · The service

The client opens the site and sees the services, with description, length and price. No account is needed to look: it is asked for only at the end.

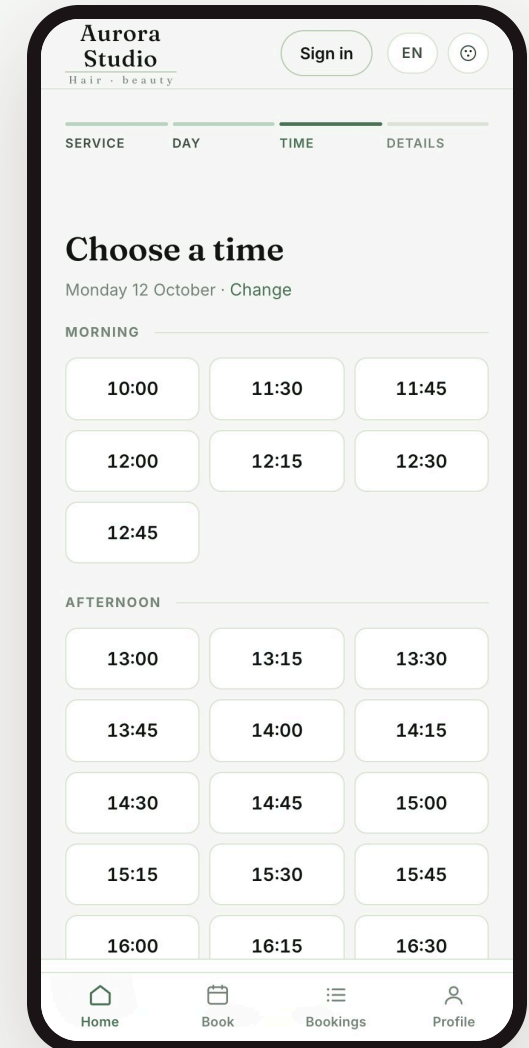
- Services, prices and lengths are those in Gestione → Services
- An add-on makes the appointment longer and adds its price to the total
- The summary stays at the bottom: services, length and total



2 · Day and time

The system offers only the days and times that are really free, worked out from the opening hours, the staff's shifts and the appointments already taken. A double booking cannot happen.

- Closed days and full days are marked as such
- Nobody can book too close to the time: the minimum notice is set in Gestione



3 · Sign in to confirm

The last step: the client types their number. If they are registered they type their password; if they are new they choose a password and say their name. The time they picked is held for them meanwhile.

- With the same number they find this booking and the next ones
- Two separate consents: one to handle the booking, required, and one for offers and reminders, optional
- Forgotten password: a code arrives on WhatsApp

The image shows a mobile app interface for 'Aurora Studio Hair · beauty'. The top navigation bar includes a 'Sign in' button, a language selector 'EN', and a profile icon. Below the navigation bar are four tabs: 'SERVICE', 'DAY', 'TIME', and 'DETAILS'. The main content area is titled 'Last step: sign in to confirm' and contains the following text: 'With your number you find this booking and the next ones. First time? Registering takes a moment.' Below this is the phone number '7700900999' and the prompt 'We have not met yet — tell us your name.' There are two input fields: 'Full name' with the text 'Ella Hughes' and 'Choose a password' with a masked password '.....'. A green 'Create my account' button is positioned below the password field. A 'Back' link is at the bottom left of the form. Below the form is a 'Change the time' link. The bottom navigation bar has four icons: 'Home', 'Book', 'Bookings', and 'Profile'.

Aurora Studio
Hair · beauty

Sign in EN

SERVICE DAY TIME DETAILS

Last step: sign in to confirm

With your number you find this booking and the next ones. First time? Registering takes a moment.

7700900999

We have not met yet — tell us your name.

Full name

Ella Hughes

Choose a password

.....

Create my account

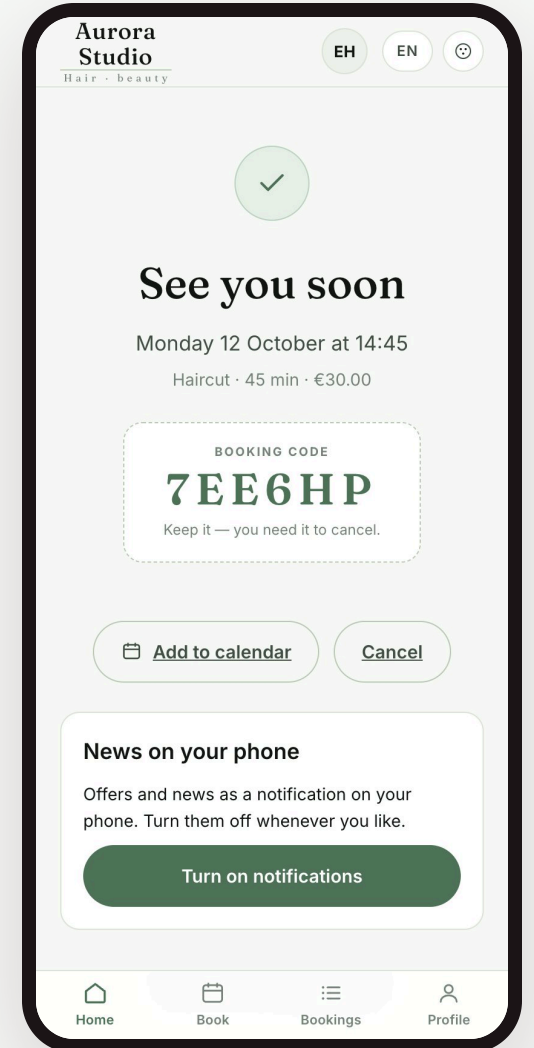
[Back](#)

[Change the time](#)

Home Book Bookings Profile

4 · Booking confirmed

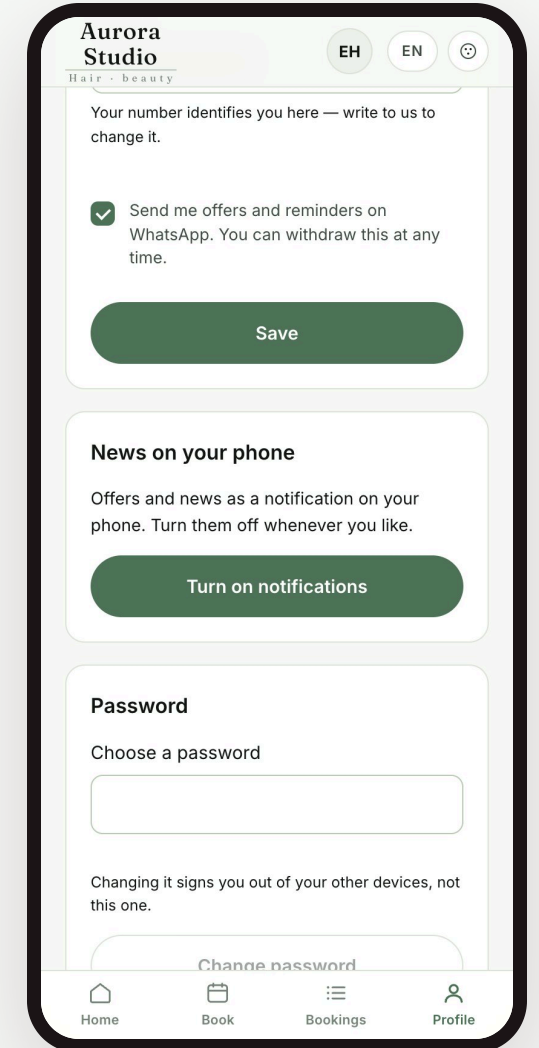
- The booking code and «Add to calendar»
- «Cancel» to undo it straight away after a mistake
- With WhatsApp connected, a confirmation arrives and, the day before, a reminder
- «News on your phone»: the client can turn on the business's notifications



My bookings and the profile

With their account the client sees their next appointments and cancels them up to a few hours before (4, changeable in Gestione). A cancelled time goes back on sale at once.

- In the profile: their details, the password, notifications on the phone and deleting the account
- On iPhone notifications come from the site added to the Home Screen: the profile explains how
- The site is in Italian and English, light or dark



Privacy notice

The /privacy page tells clients who handles their data, why, and how to ask for it to be deleted. It fills itself in from the details in Gestione → Settings and names only the outside services really in use (WhatsApp, Instagram, Google).

Meta asks for it before enabling WhatsApp. Have the text checked by your adviser.

CHAPTER 8

The agenda screen

The day

Connecting a screen

The appointment card

A new booking at the desk or by phone

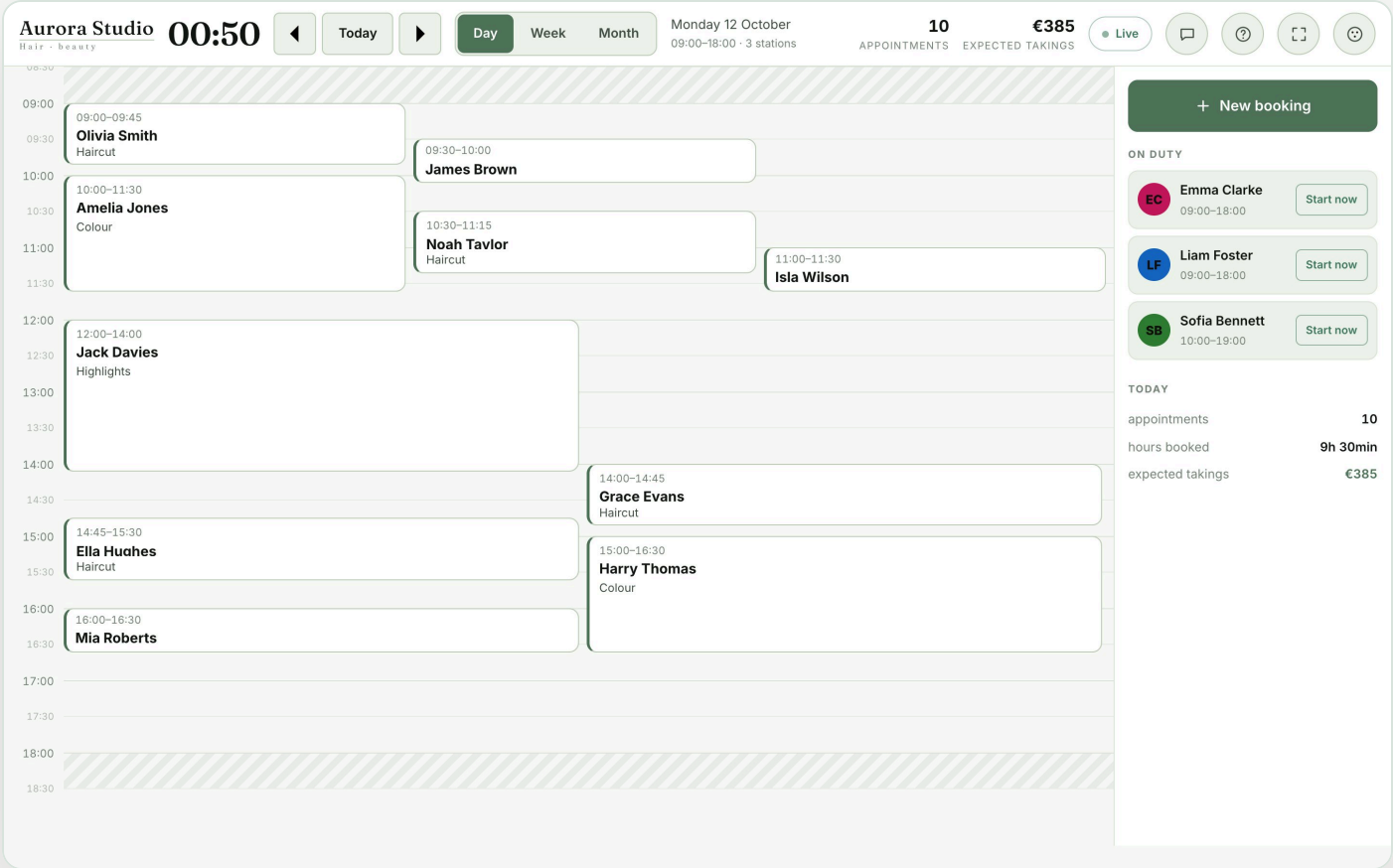
Start and end of shift

Incoming calls and messages

The day

The appointment board, with a column for each person on shift and the line of the current time.

- At the top: the arrows and «Today» to change day, the opening hours, the appointments and the expected takings
- «Live» says the screen is up to date; if the connection drops it says so in red
- On the right: who is on shift and the day's summary



Connecting a screen

1 Open the address

On the tablet or computer open the «Dagli altri computer» address followed by /salone, or the public site followed by /salone.

2 Sign in

With the owner's account the screen stays signed in for a year; with a staff account it signs out after 12 hours without use.

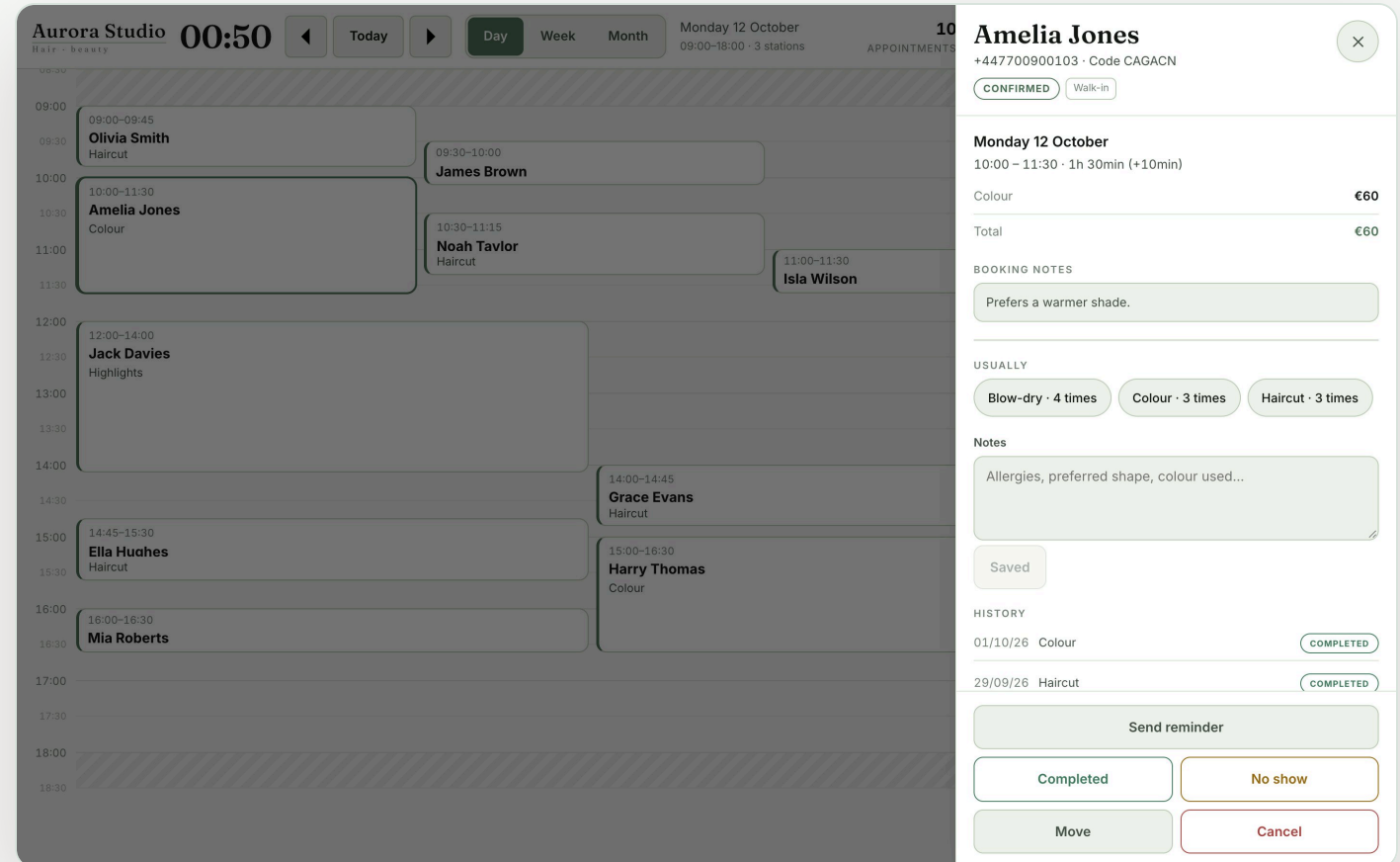
3 Signing a device out

A lost device is signed out from Gestione → Settings → Signed-in devices.

The appointment card

Tap an appointment to open its card, with the services, the total and everything about the client.

- Visits, spending, no-shows and last visit; the booking's notes and the client's lasting notes
- «Send reminder»: a ready-written WhatsApp message to the client. It opens WhatsApp on the device, or goes from the business's number through the WhatsApp API: chosen in Gestione → Channels
- «Completed» or «No show» when the appointment ends: they count for takings and statistics
- «Move»: tap the new time on the board · «Cancel»: frees the time



A new booking at the desk or by phone

1 Who the client is

Search by name or phone; for someone new, type name and phone.

2 Service and time

Pick the service, any add-ons and a free time.

3 Where it comes from

«Walk-in» or «By phone», then «Create booking».

When there is no room you can still force it with «Add beyond capacity»: it is recorded in the activity log.

The screenshot displays the Aurora Studio booking interface. A 'New booking' modal is open, allowing a user to create a new appointment. The background shows a calendar view for Monday 12 October, with existing bookings for Olivia Smith (Haircut), Amelia Jones (Colour), Jack Davies (Highlights), Ella Hughes (Haircut), and Mia Roberts (Haircut). The modal form includes fields for client name and phone, a service selection (Haircut, Blow-dry, Colour, Highlights, Beard trim), a date and time picker (set to 12/10/2026), and a checkbox for 'Add beyond capacity'. The form also has buttons for 'Walk-in' and 'By phone', and a 'Create booking' button. The right sidebar shows 'ON DUTY' staff members (Emma Clarke, Liam Foster, Sofia Bennett) and 'TODAY' statistics (10 appointments, 9h 30min hours booked, €385 expected takings).

Aurora Studio 00:50 Today Day Week Month Monday 12 October 10 €385 APPOINTMENTS EXPECTED TAKINGS Live

New booking Monday 12 October

Who is the client?

Search by name or phone

Name Phone

Service

Haircut · 45min Blow-dry · 30min Colour · 1h 30min Highlights · 2h

Beard trim · 20min

Which day?

Today Tomorrow Tue 13 Wed 14 Thu 15 Fri 16 Sat 17

12/10/2026

☐ Add beyond capacity
You will be over capacity at that time. This is recorded.

Walk-in By phone

Create booking

ON DUTY

EC Emma Clarke 09:00-18:00 Start now

LF Liam Foster 09:00-18:00 Start now

SB Sofia Bennett 10:00-19:00 Start now

TODAY

appointments 10

hours booked 9h 30min

expected takings €385

Start and end of shift

Staff tap «Start shift» when they arrive and «End shift» when they leave. That is how the system knows how many people are really available today.

- For future days, availability comes from Gestione → Shifts
- If there are more clients than people, a warning appears: no appointment is cancelled, you decide

Incoming calls and messages

- With caller ID, the client's card appears when the phone rings, before you answer
- The speech-bubble button shows how many client questions are waiting: answer from there, on the same channel (WhatsApp or Instagram)
- «Done» closes a question without answering, for instance when you called back

CHAPTER 9

Gestione

Overview

Services

Hours & closures

Staff

Shifts

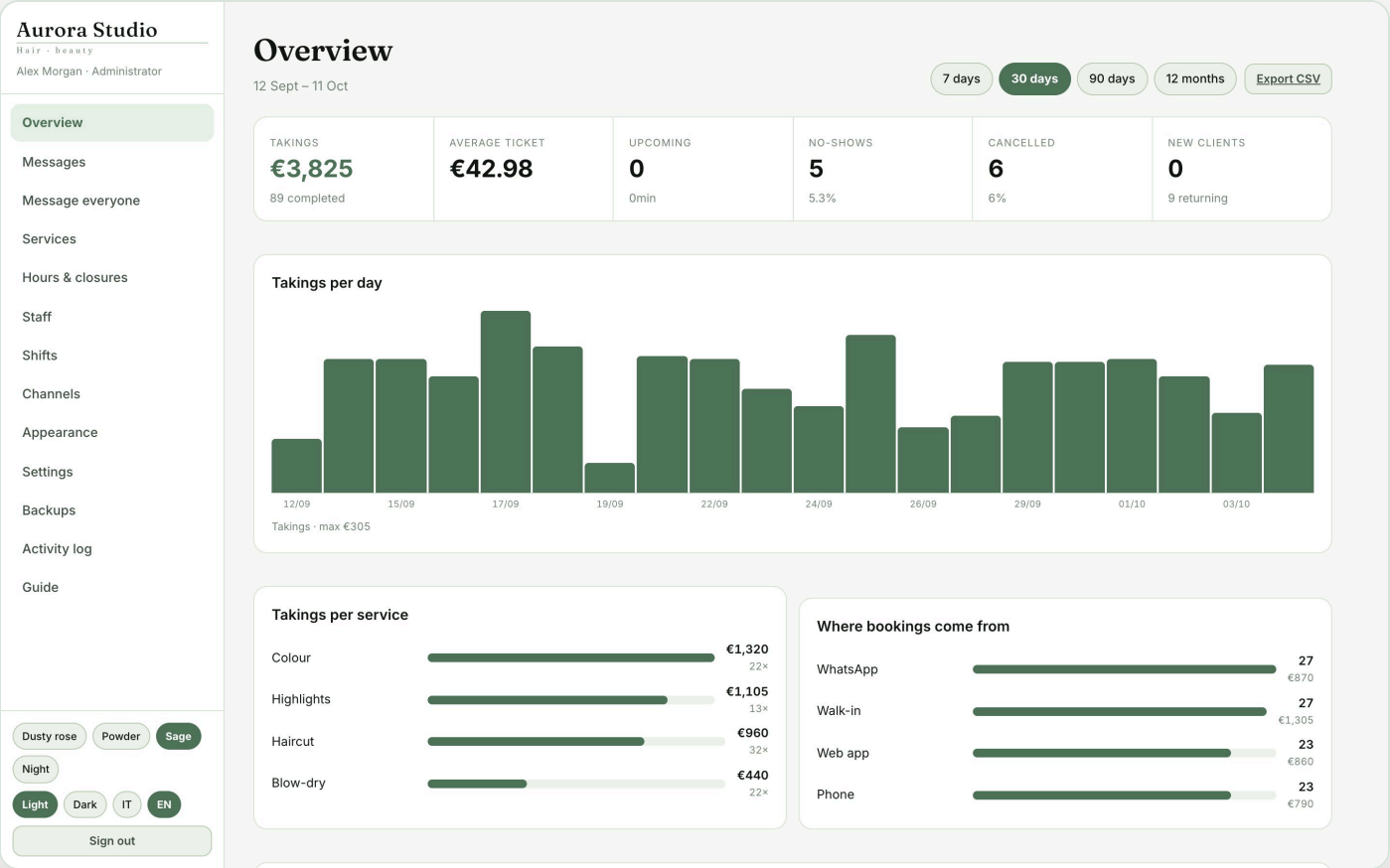
Settings

Backups and the activity log

Overview

How the business is doing, over 7 days, 30 days, 90 days or 12 months.

- Takings, average ticket, upcoming appointments, no-shows, cancellations, new and returning clients
- Takings by day and by service, busiest hours, where bookings come from
- «Export CSV» for your accountant or a spreadsheet



Services

- Name, description, category, price and length
- Cleanup: the minutes after the service before the next appointment
- Kind: main service or «Add-on» (added to a service)
- Recall: after how many days to invite the client to book again
- «Retire»: the service leaves the booking site but stays in the history and the takings

Aurora Studio

Hair · beauty

Alex Morgan · Administrator

Overview

Messages

Message everyone

Services

Hours & closures

Staff

Shifts

Channels

Appearance

Settings

Backups

Activity log

Guide

Dusty rose

Powder

Sage

Night

Light

Dark

IT

EN

Sign out

Services

A retired service disappears from booking but stays in the history and the takings.

New service

OFFERED

NAME	TYPE	DURATION	PRICE	RECALL	
Haircut Wash, cut and finish.	MAIN	45min	€30	—	Retire
Blow-dry Wash and blow-dry.	MAIN	30min	€20	—	Retire
Colour All-over colour, with finish.	MAIN	1h 30min	€60	—	Retire
Highlights Folts, toner and finish.	MAIN	2h	€85	—	Retire
Beard trim Shape, trim and hot towel.	MAIN	20min	€12	—	Retire
Deep conditioning A nourishing mask after the wash.	ADD-ON	15min	€10	—	Retire

Hours & closures

- One or two time bands a day, for a lunch break; «Closed» when there are none
- Closures: holidays, bank holidays and one-off closures, with the reason
- Appointments already in a closure are counted and left alone: nothing is cancelled by itself

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Hair · beauty

Alex Morgan · Administrator

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Hours & closures

You can put two blocks on the same day for the lunch break.

OPENING HOURS

Monday

09:00

–

18:00

×

+ Add block

Tuesday

09:00

–

18:00

×

+ Add block

Wednesday

09:00

–

18:00

×

+ Add block

Thursday

09:00

–

18:00

×

+ Add block

Friday

09:00

–

18:00

×

+ Add block

Saturday

09:00

–

13:00

×

+ Add block

Sunday

Closed

+ Add block

Save hours

CLOSURES

Holidays, public holidays, unplanned closures.

From

11/10/2026

To

11/10/2026

Reason

Ferie

Add closure

Staff

- Name, phone and colour of each person
- Agenda screen sign-in: username and password; changing the password signs that person out everywhere
- «Sees clients»: untick it for someone who works at the business but does not see clients
- Absences: someone absent does not count towards availability
- WhatsApp alerts: every new booking, and the day's agenda each morning

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Staff

Who works here. Shifts are planned in "Shifts", a month at a time.

Name

New operator

EM

Emma Clarke

Operator • Last sign-in: never

LI

Liam Foster

Operator • Last sign-in: never

SO

Sofia Bennett

Operator • Last sign-in: never

AL

Alex Morgan

Administrator • does not see clients • Last sign-in: 11/10/26, 00:50

Shifts

The month's shift sheet: a row per day, a column per person. The agenda screen opens and closes shifts following this sheet.

- «Copy last month» fills the month for you to correct
- An empty month is not a closed month: it is a month not done yet, and the site will offer no times. The sheet says so in red
- «Send on WhatsApp» sends everyone their days and a private link to the sheet, always up to date
- «Download sheet (CSV)» and «Printable sheet»

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Shifts

The month's shift sheet: who works, on which day, at what hours.

From

To

Copy last month

72 shifts

Save

Send the shifts

Download sheet (CSV)

Printable sheet

Staff links

Send on WhatsApp

DAY	EMMA CLARKE	LIAM FOSTER	SOFIA BENNETT
1 THU	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
2 FRI	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
3 SAT	09:00 13:00 x +	09:00 13:00 x +	+
4 SUN	+	+	+
5 MON	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
6 TUE	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
7 WED	09:00 18:00 x +	+	10:00 19:00 x +
8 THU	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
9 FRI	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
10 SAT	09:00 13:00 x +	09:00 13:00 x +	+
11 SUN	+	+	+
12 MON	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
13 TUE	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
14 WED	09:00 18:00 x +	+	10:00 19:00 x +
15 THU	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
16 FRI	09:00 18:00 x +	09:00 18:00 x +	10:00 19:00 x +
17 SAT	09:00 13:00 x +	09:00 13:00 x +	+
18 SUN	+	+	+

Backups and the activity log

The whole business is one file. The system copies it every night, and you can make a copy whenever you like.

- «Download» saves a copy to a USB stick or another computer
- «Restore»: the current database is set aside and replaced at the next server restart; until then you can cancel
- The activity log says who changed what, and when: bookings, shifts, prices, settings, backups

The screenshot displays the Aurora Studio web application interface. On the left is a sidebar menu with the following items: Overview, Messages, Message everyone, Services, Hours & closures, Staff, Shifts, Channels, Appearance, Settings, Backups (highlighted in green), Activity log, and Guide. Below the menu are theme and language selectors: 'Dusty rose', 'Powder', and 'Sage' (selected); 'Night', 'Light' (selected), 'Dark', 'IT', and 'EN'; and a 'Sign out' button. The main content area is titled 'Backups' and contains the text: 'The whole business is one file. A backup is taken every night; you can take one now before a big change.' In the top right corner of this area is a 'Back up now' button. Below the text is a table with one backup entry:

11/10/26, 00:50 blush-2026-10-10T22-50-00-334Z-Beforechangingtheprices.db	0.5 MB	Download	Restore	Delete
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CHAPTER 10

WhatsApp, notifications and other channels

WhatsApp: the two modes

Connecting the WhatsApp number

The bot: booking with buttons

The 24-hour rule and templates

Message everyone

Instagram, Google Calendar and calls

WhatsApp: the two modes

- Test mode: messages are logged, not sent. Use it to try the bot and the texts before connecting a number
- WhatsApp Cloud API: Meta's official API, with no risk of the number being blocked. Meta charges for conversations on its own price list and requires a verified business
- Reminders 24 hours before, the day's agenda to staff, new-booking alerts
- The agenda's «Send reminder» button: opens the WhatsApp app with the message ready, or sends it from the business's number

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Channels

Connect WhatsApp, Instagram, Google Calendar and caller ID. Each channel saves on its own.

This computer has no public address set (Configurazione → Sito pubblico): Meta and a phone system cannot reach it, so WhatsApp Cloud, Instagram and remote caller ID will receive nothing.

WHATSAPP

Status
 CONNECTED · queued 10 · failed 0 · sent today 0
 Refresh

Mode
 Test (sends nothing) WhatsApp Cloud API
 Messages are recorded but not sent. Use it to try the bot and the texts before a number is connected.

☒ Send messages
 Confirmations, reminders and bot replies. Off, nothing goes out, even with the channel connected.

The agenda's «Send reminder» button
 Opens WhatsApp with the message ready Sends it with the WhatsApp Cloud API
 On a phone, a tablet or this computer: whoever presses it sees the message already written to the client and sends it from their own WhatsApp.

Reminder before the appointment (hours) Staff daily agenda at Time to accept a waitlist offer (minutes)
 24 08:00 120

Manager's WhatsApp
 When a client asks something that is not a booking, an alert comes here. The question also waits in «Messages». Empty: no alerts.

☒ Tell staff about every new booking
☐ Recalls: invite clients to book again
 Only to clients who consented to marketing, once per visit.

Saved

Connecting the WhatsApp number

1 A Meta app

In Meta for Developers create a Business app and add the WhatsApp product, with the business's number.

2 Credentials

In Channels paste the Phone number ID, a permanent access token and the app secret.

3 Webhook

In Meta paste the webhook address and verify token shown in Channels, and subscribe to «messages».

4 Templates and verification

Create and get approved the message templates Channels lists, verify the business and set the app Live. Then press «Connect».

Without the app secret no incoming message is accepted: on purpose, or anyone could pretend to be a client.

The bot: booking with buttons

Any message gets an answer with three buttons (the bot speaks Italian for now): Prenota (book), I miei appuntamenti (my appointments), Altra domanda (another question). From there booking is a series of taps: service, day, time, name, confirm.

- Before confirming, the bot shows the day, time and service
- The reminder goes the day before, as for bookings from the site
- «Altra domanda» hands the conversation to a person: it arrives in Messages, and the bot steps aside for an hour
- In test mode you can do all of this from Channels, without a phone

The 24-hour rule and templates

WhatsApp delivers free text only within 24 hours of a person's last message. After that, the template Meta approved goes instead, with the same details.

- Channels lists the templates to create in WhatsApp Manager: name, category, language, text and examples, to copy exactly
- Until a template is approved, that message shows as «failed» with the reason: it is never lost in silence
- Your own texts are changed in Channels → Message texts; approved templates must stay word for word

Message everyone

An offer, some news or a photo to every client who agreed to receive them: on WhatsApp and as a notification on their phone.

- Write the text; {nome} becomes each client's name. You can add a photo
- Choose where it goes (notification, WhatsApp) and to whom (everyone, or only those who came in the last 4 months)
- «Preview recipients» says how many will get it before anything is sent
- On WhatsApp it goes as the «promozione» template (or «promozione_foto»), which Meta must have approved and which Meta charges for each one delivered
- Every message says how to stop them: whoever answers STOP gets no more offers

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Message everyone

An offer, some news or a photo to every client who agreed to receive them: as a notification on their phone and on WhatsApp.

NEW MESSAGE

Message

Hi {nome}! From Monday 19 October, colour and blow-dry at a special price. Book on our site — places are limited.

{nome} becomes each client's name - 113/1000

Photo (optional)

Add a photo

Where it goes

☒ **Phone notification**
Phones that asked the booking site for notifications: 0.

☐ **WhatsApp**
Clients who agreed to offers: 7. Outside their last 24 hours the «promozione» template goes: Meta charges for each one delivered. Test mode: messages are logged, not sent.

To whom

Everyone who agreed Only those who came in the last 4 months

Preview recipients

Send to everyone

SENT

No message to everyone yet.

Instagram, Google Calendar and calls

- Instagram Direct: the bot answers there too, with the same steps; it needs a professional account linked to the same Meta app
- Google Calendar: bookings become events, and anything added in Google blocks those times
- Caller ID: a VoIP phone system, an Android phone or a modem makes the client's card appear when the phone rings; «Try a ring» shows it without a real phone

CHAPTER 11

Data and updates

The business's data

Updating the program

The business's data

- Clients, bookings and settings are in a database on the business's computer, not on an outside service
- An automatic backup every night, plus the ones you make; download them to a USB stick now and then
- Passwords are stored encrypted; WhatsApp and Google codes are never shown again once saved
- The public site goes through an encrypted connection: no port is opened on the router

Updating the program

1

Download the new version

From this page, when one comes out.

2

Install it on top

Open it and install it like the first time, without uninstalling. If the program is open, the installer closes it and opens it again at the end.

3

Check the version

The menu of the icon by the clock shows the new version. Clients, bookings, backups and the licence stay the same.

The program never updates itself from the internet: an update is installed only when you decide.

CHAPTER 12

If something goes wrong

Common problems

Questions people ask

Common problems

Clients cannot book on the site

Is the computer on and the program open? The icon by the clock says whether the server is running and the public site answers. If the computer had gone to sleep, turn on «Prevent sleep».

The agenda screen says «Not connected»

Check the tablet's network. The screen keeps retrying; meanwhile it shows the last good picture and never wipes it.

A WhatsApp message shows as «failed»

The reason is written next to it. Most often: more than 24 hours have passed and the template is not approved by Meta yet.

After a night-time restart the site cannot be reached

Windows asks for a password at start-up. Open the setup window → This computer → set up automatic sign-in.

A day shows as full although there is room

Have the staff started their shift? Today's availability comes from who is on shift. For future days check Shifts and the absences in Staff.

The licence is not accepted

A key must be pasted whole, dashes included, and works only on the computer whose code you copied. «Sign in with your account» needs no key at all.

Questions people ask

Do I need the internet to work?

Not inside the business: the agenda screen and Gestione work on the local network. The internet is needed for bookings from home, for WhatsApp and to renew the licence.

Can I use Gestione from my phone?

Yes, at the public site's address followed by /gestione, with the owner's account.

Does WhatsApp cost anything?

The program does not. Meta charges for conversations on its official API on its own price list: answers to clients within 24 hours are usually free, offers are paid.

Can two clients take the same time?

No. The time is held for whoever is booking, and the system checks availability at the moment it saves.

Does every tablet need a licence?

No. The licence is for the computer that runs the program; tablets, phones and other computers open the pages in their browser.

What if the computer breaks?

Install the program on another computer, write to us to move the licence, and restore the last backup you downloaded.

Nugezza Booking

ONLINE BOOKING

Nugezza support

For licences, updates, WhatsApp and anything else.

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ONLINE GUIDE

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