
FELLDISK

Manual for customers

The portal, its functions and how to use them – from
client records to the monthly analysis.

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felldesk.eu

Support: hello@felldesk.eu

This manual describes the FellDesk portal in full: every page, every function, every field – and above all, what happens behind the scenes when you create, change or delete something. The sections are numbered. When you contact support, feel free to quote the section number – it speeds up the answer.

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1. What FellDesk is — and what it is not

FellDesk is client and appointment management for dog grooming salons and pet sitters. You keep your client records in it, the pet profiles with all their practical notes, your price list and your appointment calendar.

FellDesk is built for **solo businesses and small salons** – for a business where one to three people work. It is explicitly not intended for chains with several locations; there is neither branch management nor separate staff accounts.

FellDesk runs entirely in the browser. There is **no app to install**, no updates for you to apply, and no local file that can break. You log in at <https://felldesk.eu> – from the computer in the salon, the tablet at the counter, or your phone while out. Every device shows the same data.

FellDesk is **not** a booking system for your own customers: the pet owners you work with get no login of their own and cannot book appointments themselves. You enter the appointments, you stay in control. What FellDesk deliberately does not do is listed in [Section 16](#).

1.1 The two business types

FellDesk adapts to your trade. When you register, you choose one of two business types:

Business type	Who it is for	What changes because of it
Dog Groomer / Salon	You wash, cut and trim	The pet profile shows <i>Coat type / length, Behaviour while grooming, Last groomed</i> . The field on an appointment is called "Service / Treatment".
Pet Sitter / Dog Walker	You look after pets and walk dogs	The pet profile shows <i>Compatibility, Emergency contact (vet), Vaccination valid until, Feeding & medication</i> . The field on an appointment is called "Service / Round", appointments are called care visits , and the overview gains a vaccination panel.

The business type is not a one-way street – you can switch at any time without losing data (see [Section 13](#)).

2. Creating an account and logging in

2.1 Registration

Open **felldesk.eu** and click *Start for free* (or go straight to felldesk.eu/auth/register.php). The form asks five things:

1. **Business type** – salon or sitter. This choice sits deliberately at the top, because it decides which fields you will see on a pet profile later. There is no preselection; you have to make an active choice.
2. **Business name** – shown at the top left of the portal and as the greeting on the overview. 150 characters maximum.
3. **Email address** – also your username. Each address can only be registered once.
4. **Password** – at least 8 characters. Please choose one you do not use anywhere else.
5. **Terms and privacy policy** confirmation.

Once you submit, you are logged in immediately and land on the overview. There is **no confirmation email** to click and no waiting for activation.

Every new account starts on the **Free plan** (5 clients, free forever, no payment details required). If you arrived via a price button on the homepage, FellDesk takes you straight to payment for the plan you chose.

2.2 Logging in

You log in at felldesk.eu/auth/login.php with your email address and password. If either is wrong, the message is deliberately vague – for security reasons FellDesk does not reveal whether an email address is registered.

2.3 Logging out

On the desktop, *Log out* sits at the bottom of the left navigation column; on a phone it is the icon at the top right. Use it especially on shared devices – simply closing the browser tab does not end the session straight away.

2.4 Forgotten password

On the login page, next to the password field, there is a **Forgot your password?** link. The process takes under two minutes:

1. Enter the email address of your account and click *Request link*.
2. You receive an email from FellDesk with a **Set a new password** button.
3. Enter a new password twice – after that you are **logged in straight away**.

A few things are the way they are on purpose:

- **The link is valid for 60 minutes** and can be used **only once**. If you request another one, the previous link stops working immediately – only the most recent one counts.
- **The confirmation page always looks the same**, even when there is no account for that address. That is deliberate: otherwise anyone could probe which businesses use FellDesk. So if no email arrives, check the spelling of your address first.
- **Your data is untouched**. Changing a password changes nothing about clients, pets or appointments.
- Password resets also work while an account is **suspended** (failed payment).

If nothing arrives within 15 minutes, check your **spam folder**. If that does not help, write to **hello@felldesk.eu**.

2.5 Switching language

At the top left (desktop) or top centre (phone) there is a **DE / EN** switch. Inside the portal your choice is remembered until you change it again. Switching only affects the labels of the interface – your own entries (client names, notes, service names) stay exactly as you typed them.

3. How the portal is laid out

3.1 Navigation

The portal has seven areas. On the desktop they sit in the dark green column on the left; on phones and tablets they form a horizontal, scrollable bar at the top.

Area	What it is for
Overview	Home page: what is happening today, month calendar, practical notes for the day
Appointments (sitters: <i>Care visits</i>)	The full calendar — create, move, mark done, cancel
Clients	Your record of pet owners — this is also where you create pets
Pets	Search view across all pets, with the complete profile
Prices	Your price list: services with price and duration
Stats	Analysis of appointments and revenue, monthly and yearly
Plan & Billing	Plan, business type, login details, invoices, cancellation, account deletion

3.2 The plan indicator

At the bottom of the navigation column (desktop) you can always see how many clients you have used out of your allowance, with a progress bar. The bar turns orange once the limit is reached. It sits there permanently on purpose, so the limit never takes you by surprise while a customer is standing in front of you.

3.3 Messages

After every action a short message appears at the top of the content area:

- **Green** — it worked ("Appointment on 14/03/2026, 09:30 has been created.")
- **Red** — an error or a refusal ("Your Free plan covers 5 clients...")
- **Sand-coloured** — a note, nothing to do

These messages disappear on the next page load. They are not a log — when a red message appears, please read it before clicking on.

3.4 Dialogs (pop-ups)

FellDesk works almost entirely with dialogs rather than separate sub-pages. There are two kinds:

- **Form dialogs** for creating and editing. Close them with *Cancel*, the X at the top right, or the Esc key. Anything unsaved is lost.
- **Detail pop-ups** for looking things up (appointment, client, pet, service). These are read-only and open when you click a row.

Rule of thumb for lists: clicking the *row* opens the detail view for reference. Clicking the *icons on the far right* (pencil = edit, bin = delete) performs the action. The icons do not also trigger the detail pop-up.

3.5 Using it on a phone

The portal is built to be used between two appointments: large tap targets, a calm background, no effects that distract from the content. On narrow screens some table columns are hidden (the address in the client list, for example) – the full details are still there in the detail pop-up.

4. The basic principle: client → pet → appointment

Before you start, one minute on the data model is worth it. It answers almost every question that reaches our support.

```
Client (pet owner)
├─ Pet (always belongs to exactly one client)
│   └─ Appointment (always belongs to a client, optionally to a pet)

Service (price list) — pre-fills price and duration when you create an appointment
```

From this follows:

- **A pet always belongs to exactly one client.** That is why you create pets inside the client dialog — the owner is already established there.
- **An appointment always needs a client,** a pet is optional. So a "consultation" or a "group pick-up" does not require you to pick a pet.
- **The price list is a template, not a link.** When you pick a service for an appointment, its name, price and duration are *copied* into the appointment. If you later change the price in the price list, existing appointments do **not** change. This is deliberate: your history and your revenue figures should not shift retroactively.

4.1 Recommended order when starting out

1. **Create your price list** (Section 7) — five to ten minutes, and it saves typing on every appointment afterwards.
2. **Add your first clients with their pets** (Section 5.2).
3. **Enter appointments** (Section 8), booking regulars as a series right away (Section 9).

5. Clients

Menu item **Clients**. This is your record of pet owners. **The number of clients is the only figure your plan caps** (Free 5, Basic 20, Pro 50, Business unlimited). How many pets a client has, and how many appointments you enter, makes no difference to your plan.

5.1 The list

The table shows the name (with an initials badge), phone, email, address and the number of pets. It is sorted by surname, then first name.

Search: the search box above the list covers first name, surname, email and phone number – **and also the name and breed of the pets**. So you can search for "Balu" and get the client Balu belongs to. *Reset* clears the search.

Viewing details: clicking a row opens the client pop-up with phone, email, address, note and the list of their pets. From that pop-up you can click a pet and go straight into its pet pop-up – handy when returning a call, where you need the contact details first and the pet's record second.

5.2 Creating a client (with pets in one go)

Button **+ Add client** at the top right.

Field	Required	Note
First name	yes	
Surname	yes	
Email	no	checked for a valid format
Phone	no	free text, any notation
Address	no	single-line free text
Note	no	e.g. "always pays cash", "second contact: husband"

Below that you can **create this client's pets at the same time**. *+ Add another pet* gives you as many rows as you need. Each row has the same fields as a normal pet profile (Section 6.2).

Two things to know:

- **Empty pet rows are ignored.** A row without a pet name is skipped silently – you do not have to remove it again.
- **A faulty extra field does not block anything.** If a date field contains something invalid, the client is still created and only that one field is left empty. You can fill it in later.

- **The number of pets makes no difference to your plan.** Enter as many as the client actually has — only the number of clients themselves is capped.

5.3 Editing a client — and managing their pets

Clicking the **pencil icon** in a client row opens the edit dialog. The client fields are at the top, and below them the **list of their pets**. From there you can:

- expand and change an existing pet,
- delete a pet,
- add another one via *+ Add pet*.

Each of these actions saves on its own and reopens the client dialog afterwards — so you can work through several pets in a row without leaving the page.

5.4 Deleting a client — please read first

 **Careful:** deleting a client also removes **all of their pets and all of their appointments** — including past ones. That data will then be missing from your statistics retroactively. This cannot be undone.

So only delete a client if you genuinely no longer need the data (for example, following an erasure request under Art. 17 GDPR). A client who simply stopped coming can stay in your records without any problem — clients cost you nothing on any plan.

A confirmation prompt showing the client's name appears before deletion.

6. Pets

Menu item **Pets**. This page is your **search view across all pets** — made for the moment at the counter when you are looking for "the Labradoodle belonging to Miller" and do not want to go via the client first.

You can also create and edit pets here; if no suitable client exists yet, you can create one right inside the same dialog via **+ Create a new client**.

6.1 Search

The search box finds pets by **pet name, breed or owner**. Clicking a row opens the complete pet profile as a pop-up.

6.2 The fields of a pet profile

For both business types:

Field	Required	Note
Owner	yes	an existing client, or create one right away
Name	yes	
Species	yes	Dog, Cat, Small animal, Other (default: Dog)
Breed	no	e.g. "Labradoodle"
Date of birth	no	FellDesk works out the age from this for the pop-ups
Allergies & intolerances	no	highlighted in detail pop-ups
Note	no	multi-line, for everything else

Additionally for the Salon business type:

Field	Example
Coat type / length	"long, curly, tends to mat on the belly"
Behaviour while grooming	"fidgety when blow-drying, bites when trimming nails"
Last groomed	date

Additionally for the Sitter business type:

Field	Example
Compatibility	"gets along with other dogs, strong prey drive"
Emergency contact (vet)	"Heide Veterinary Practice, 04182 123456"
Vaccination valid until	date — feeds the vaccination panel on the overview
Feeding & medication	multi-line: "7 am and 6 pm, 200 g dry food each time. Epilepsy tablet in the morning food."

These fields are the real value of the software: they appear automatically in the appointment pop-up when the pet is standing in front of you. It pays to fill them in properly on the first visit.

6.3 Pets are unlimited

Your plan caps the number of clients, not the number of pets. A client with seven dogs counts the same as one with a single dog — so you can record every animal that genuinely belongs to a client without watching a quota.

This was different until August 2026, when the plans capped pet profiles instead. That turned out to be the wrong measure, because it punished exactly the behaviour the software wants to encourage: anyone hitting the limit had to delete old pet profiles and destroy grooming history.

What happens when your **client limit** is reached is described in [Section 12.1](#).

6.4 Deleting a pet

A deleted pet disappears from every list. **Its appointments remain** — they simply show no pet afterwards ("No pet" in lists). Your revenue history stays complete.

7. Price list

Menu item **Prices**. This is where you maintain your catalogue of services. The page itself knows nothing about appointments — it is purely a template.

7.1 Creating a service

Field	Required	Note
Name	yes	e.g. "Full groom", "Dog walk", "Package 1"
Estimated duration (minutes)	yes	5 to 1440 minutes, in steps of 5
Price (euros)	yes	both "48,50" and "48.50" are accepted
Included sub-services	no	free text, multi-line

On the name: use the words you use on the phone. The list is sorted alphabetically.

On the sub-services: this field does *not* appear on the appointment, only in the detail pop-up of the service. It answers the question "what is actually in Package 1?" — useful for new staff or someone covering the front desk. Clicking a row in the price list shows it.

7.2 What a change does — and what it does not

- **Editing a service:** changes the template only. **Existing appointments stay exactly as they are**, including the price stored on them.
- **Deleting a service:** equally without effect on existing appointments. The service simply disappears from the picker for future appointments.

So you can raise prices at any time without distorting your history.

7.3 Suggestions to start from

FellDesk knows typical services for your business type as a starting point:

- **Salon:** Wash & cut (120 min), Full groom (90), Bath & blow-dry (60), Clipping (60), De-matting (120), Nails & ears (30)
- **Sitter:** Dog walk (60 min), Long walk (120), Half-day care (240), Full-day care (480), Home visit (30), Cat visit (30)

These are orientation values only — build your own list the way your business actually works.

8. Appointments

Menu item **Appointments** (**Care visits** for sitters). The list is **grouped by day**, the way you look at a day in the morning. Above each day block you see the weekday, the number of appointments and the day's total.

8.1 Upcoming / Past

There are two tabs above the list:

- **Upcoming** (default) – everything from today onwards, in ascending order.
- **Past** – everything before today, in descending order (most recent first).

Past appointments therefore do not clog up your daily working view, but stay available at any time. Up to 200 appointments are loaded per view.

8.2 Creating an appointment

Button **+ Create appointment**. It only appears once at least one client exists – without clients there is nothing to schedule.

Field	Required	Note
Client	yes	
Pet	no	"No pet" is a valid choice
Service	yes	picked from the price list, or free text via "Other"
Start	yes	date and time
Duration (minutes)	yes	5 to 1440, in steps of 5
Price	no	"48,50" or "48.50"; may be left empty
Status	yes	scheduled (default), done, cancelled
Note	no	single line, shown directly in the appointment list
Repeat	no	see Section 9

Client and pet filter each other. Pick the client first and the pet list narrows to their pets. Pick the pet first and the matching client is set automatically. You can come at it from either side.

The service picker: if you have maintained a price list, you get a dropdown with name and price. Selecting one **pre-fills price and duration** – both remain perfectly editable afterwards, for a discount or a longer session. The entry **"Other"** switches to a free-text field for anything not in the list. If you have

no price list yet, you see the free-text field directly.

8.3 Setting the status

Every appointment row has a coloured picker on the right with three states:

Status	Meaning	Effect
scheduled	the default after creating	counts in the calendar, the day total and the statistics
done	delivered	counts in the calendar, the day total and the statistics
cancelled	not happening	counts nowhere ; the row is shaded red and struck through

The change is saved the moment you pick a different value – there is no extra save button.

Important for your figures: revenue and appointment counts include everything except *cancelled*. A scheduled appointment in the future therefore already counts. What you see is the **expected** monthly revenue, not only what has been delivered. If you need actual revenue only, work with the Past tab and the day totals.

A cancelled appointment deliberately stays in the list rather than disappearing – so you can still see later that something had been planned that day.

8.4 Editing and moving an appointment

The **pencil icon** opens the edit dialog. Moving an appointment is not a special case: date and time are ordinary fields like any other. Change the start and the appointment has moved.

Client, pet, service, duration, price, status and note can all be changed here too. Only the repeat block is missing: an existing appointment cannot be turned into a series afterwards (see Section 9.4).

8.5 Deleting an appointment

The **bin icon** deletes a single appointment after a confirmation prompt.

Consider briefly whether *cancelled* is the better choice: a cancelled appointment stays as information ("something was planned here"), a deleted one is *gone*. For no-shows you want to document, *cancelled* is right; for genuine typing mistakes, *delete*.

8.6 The appointment detail pop-up

Clicking the row (on the time, the names or the price) opens the detail view. It shows:

- service, date, time, duration, price, status, and a series marker if applicable
- the appointment note

- the client with their phone number
- **the pet's record:** breed, age, allergies (highlighted), every profile field of your business type, and the pet note

This is the heart of the daily routine: you click the next appointment and see that Balu tends to mat on the belly, fidgets when blow-dried and does not tolerate tea tree oil – without leaving the page. The same pop-up exists on the overview.

9. Recurring appointments

Nobody wants to enter forty appointments by hand for the standing Tuesday dog walk or the full groom every eight weeks.

9.1 Creating a series

In the **Create appointment** dialog you will find the *Repeat* block at the bottom:

1. Choose a **rhythm**: One-time (default), Daily, Weekly, Every two weeks, Monthly.
2. **Repeat until** – the end date. It stays locked while no rhythm is chosen, and becomes required as soon as one is.

On saving, FellDesk writes **all appointments of the series into the calendar as real, separate entries** – not as one virtual rule. That is exactly what makes everything afterwards simple: each individual appointment can be moved, cancelled or deleted without the series falling apart.

Series appointments are marked in the list with a small repeat arrow and the word *Series*.

9.2 Limits

- At most **120 appointments per series**. This protects you from a typo in the end date.
- The end date may be at most **two years** in the future.
- For **monthly**, FellDesk counts the way a person would: an appointment on the 31st lands on the last day of months without a 31st, rather than spilling into the following month.

9.3 Changing one appointment in a series

Just use the pencil icon as usual. The change affects **only that one appointment**. The rest of the series stays as it is. If a single round is cancelled, simply set it to *cancelled*.

9.4 Ending a whole series

Appointments belonging to a series have an extra icon on the right (a crossed-out repeat arrow): **delete series**.

This deletes **all future appointments** of that series. **Past appointments remain** – they are part of your history and your revenue figures depend on them.

This is the right way to handle a regular client who cancels: the future goes, the past stays available for analysis.

9.5 What is not possible

An appointment that already exists **cannot be converted into a series afterwards**. In that case create a new series and delete the single appointment.

10. Overview (dashboard)

The home page after logging in answers, in this order: what is on today? Where am I in the month? Am I hitting a limit?

10.1 Header

Business name, today's date, the number of today's appointments and your business type. On the right the *Create appointment* button, which opens the dialog directly.

10.2 Upcoming appointments

The next six appointments from today onwards (excluding cancelled ones), with time, pet, client, service, duration and price. Clicking a row opens the appointment detail from Section 8.6.

10.3 Month calendar

The month grid on the right, weeks starting Monday.

- **Dark green** = today
- **Lightly shaded with a border** = at least one appointment that day (cancelled ones do not count)
- **Clicking a day** opens the day list with all its appointments. From there, clicking an appointment takes you to the detail, and the *Create appointment* button opens the dialog **with that date already filled in** (starting at 9:00).
- The arrows at the top page through the months; *Today* jumps back.

10.4 The focus panel

At the bottom left sits the panel that makes the difference between the business types. It shows **only pets that have an appointment today** – and at most five of them.

- **Salon** – "What to watch on the table": coat type and behaviour while grooming.
- **Sitter** – "Feeding & medication": feeding notes and compatibility.

If the panel is empty, it means no such notes are stored for today's appointments. That is not an error, but an invitation to fill in the profiles.

10.5 Vaccination record (Sitter business type only)

Next to it, FellDesk lists pets whose **vaccination expires within the next 30 days, has already expired, or was never entered** (at most six entries). Expired ones show in red, due ones in orange, missing entries as a neutral note. The date is maintained on the pet profile under *Vaccination valid until*.

11. Statistics

Menu item **Stats**. All analysis refers to appointments that are **not cancelled**.

11.1 The four key figures

Tile	Contents
Clients	used / allowed, with your plan; turns orange at the limit
Pet profiles	total number of your pets (unlimited on every plan)
Next 7 days	appointments from now to seven days ahead
Revenue [month]	sum of all appointment prices in the current month

11.2 Monthly analysis

Two bar charts across the days of the selected month:

- **Revenue per day** – in euros, with the monthly total
- **Appointments per day** – count, with the total

Use the arrows to pick a different month.

11.3 Yearly analysis

The same two charts across twelve months of the selected year – for revenue and appointment count. This is where you see seasonal swings (the spring moult, or holiday peaks in pet sitting) at a glance.

11.4 What goes into the figures

- **Included:** all appointments with status *scheduled* or *done*, including future ones.
- **Not included:** anything with status *cancelled*.
- **Appointments without a price** count towards the appointment total, and as €0 towards revenue.

The figures are a commercial orientation, **not an accounting report**. Your invoicing and bookkeeping remain authoritative for tax purposes.

12. Plan & Billing

Menu item **Plan & Billing**. This page stays reachable even when your access is suspended – otherwise you could no longer get to the place where the suspension can be resolved.

12.1 The plans

	Free	Basic	Pro	Business
Price	€0 forever	€19 / month	€39 / month	€79 / month
Clients	5	20	50	unlimited
Pets per client	unlimited	unlimited	unlimited	unlimited
Appointments	unlimited	unlimited	unlimited	unlimited
Price list, calendar, statistics	yes	yes	yes	yes
Support	email	email	email	email
Data export (CSV)	yes	yes	yes	yes

All prices are final prices. Pursuant to § 19 UStG (German small business regulation), no VAT is charged.

The only difference between the plans is the number of clients. There is no feature missing from Free that appears in a paid plan – statistics, recurring appointments, the complete pet record and the data export are included everywhere. Support is the same too.

12.2 Booking or changing a plan

In the *Change plan* section, click **Book [plan]** on the one you want. You are taken to **Stripe**, our payment provider, where you enter your payment details. **FellDesk stores no card data.**

After payment you return to the portal. Stripe's confirmation runs in the background; if the old plan is still shown, reload the page after a few seconds.

Downgrading: if you have more clients than the smaller plan allows, the switch is blocked. You will see a note with your current client count. Delete the clients you no longer need first – but note Section 5.4: deleting a client also removes their pets and appointments.

12.3 Invoices and cancellation

The **Invoices & cancellation** button takes you to Stripe's customer portal. There you can:

- view and download your invoices,
- change your payment details,

- cancel your subscription.

What happens after cancelling: the subscription runs to the end of the period you paid for. After that the account falls back to the **Free plan**. **All client, pet and appointment data is kept in full**. You will simply have more clients than Free allows — those stay usable, you just cannot create new ones until you upgrade again or delete some.

12.4 Data export

Under **Data export** you can take your data out as a CSV file at any time – separately for **clients**, **pets** and **appointments**. One click and the file is in your downloads folder.

File	Contains
Clients	Name, email, phone, address, note, number of pets, date created
Pets	Name, species, owner and all profile fields of both business types – including those of the role you do not currently have set
Appointments	Date, time, duration, service, price, status, series marker, client, pet, note

The files are UTF-8 encoded and use a comma as the separator, so Excel opens them on a double click without mangled special characters. Dates use the YYYY-MM-DD format so they are unambiguous in any target software.

Three situations this is meant for:

- **Your own analysis** in Excel, going beyond the built-in statistics.
- **Moving to different software** – your data should not be held hostage here.
- **An access request under Art. 15 GDPR**, when a customer wants to know what you hold about them. The client export answers that in one step.

The files contain personal data about your customers. Store them accordingly and delete them once you no longer need them. An export sitting in the downloads folder of a shared computer is a data protection problem.

12.5 Changing your password

Under **Login details** you can change your password without having to forget it first. You need your current password plus the new one twice (at least 8 characters).

After saving, **all open reset links for your account become invalid** — so if an old "forgot password" email is still sitting in your inbox, its link will no longer work. That is intentional.

Your **email address** cannot be changed in the portal; write to us if you want to change it.

12.6 Suspended access

If a payment fails, access is suspended. You will see a red *Access suspended* box and land on this page with every click.

Your data is all there. As soon as the payment goes through, the portal reopens immediately. **Change payment details** takes you straight to the right place at Stripe.

13. Switching business type

Also under **Plan & Billing**, in the *Business type* section. You can choose between *Dog Groomer / Salon* and *Pet Sitter / Dog Walker*; the active one is marked.

The switch takes effect immediately and changes:

- which extra fields the pet profile shows,
- the label of the service field on an appointment,
- the focus panel on the overview,
- the vaccination panel (sitters only).

Switching deletes nothing. The entries belonging to the other role stay in the database and reappear as soon as you switch back. So you can try out which layout suits you without risk.

If you do both – salon **and** sitting – choose the type that covers the larger part of your day. The other role's fields can be covered informally through the *general note* field.

14. Deleting your account

At the very bottom of **Plan & Billing** there is the red-bordered *Delete account* area.

To confirm you need **your password** and a **tick** in the confirmation box. After that the following happens, immediately and permanently:

1. Any running Stripe subscription is cancelled.
2. All appointments, all pets, all clients and your user account are deleted from the database.
3. You are logged out.

 **This cannot be undone.** There is no bin and no recovery. If you want to keep your data, use the **data export** first (Section 12.4) — after deletion that is no longer possible.

If you only want to stop paying, **cancelling** (Section 12.3) is the right route: the account stays on the Free plan, and so does your data.

15. Privacy and security

- **Your data is yours.** Every query in the portal is tied to your account. No other FellDesk customer can see your clients, pets or appointments.
- **Passwords** are stored only as a hash that cannot be reversed. Not even we can read your password.
- **Payment details** are handled exclusively by Stripe. FellDesk stores no card numbers.
- **No third-party tracking:** visits to the public pages are counted on the server, without Google Analytics or similar, and without a cookie. The portal itself is excluded from search engine indexing.
- **Your obligations as a business:** you are responsible for your customers' data. That includes a data processing agreement under Art. 28 GDPR with us – write to hello@felldesk.eu if you do not have one yet.
- **Erase requests from your customers:** you fulfil an erasure request under Art. 17 GDPR by deleting the client in question (Section 5.4). Note that statutory retention periods for invoices are unaffected – those live outside FellDesk.

In-depth guides on GDPR in the salon, pet handovers and weekly planning are available at felldesk.eu/ratgeber.

Legal documents: [Imprint](#) · [Privacy Policy](#) · [Terms](#)

16. What FellDesk cannot (yet) do

So that you do not go looking for them – these functions currently do **not** exist:

Not available	Workaround in practice
Automatic appointment reminders by email or SMS to your customers	Open the overview, work through the day list, call them yourself
Invoicing your customers	Use appointment prices as the basis, write the invoice elsewhere
Calendar subscription (ICS) for Outlook or Google Calendar	–
Several user accounts for one business	One login per business; share the credentials internally
Branch or multi-location management	FellDesk is built for solo businesses, not chains
Online booking by your customers	You enter the appointments yourself
File attachments or photos on a pet profile	Describe it in the note field
Bin / recovery of deleted entries	Read carefully before deleting (Sections 5.4, 8.5, 14)
Two-factor authentication	Use a strong, unique password

If one of these is missing for you, write to us – the feedback decides what gets built next.

17. Common questions and problems

I cannot create another client. Your plan limit is reached (Free 5, Basic 20, Pro 50). The message names your plan and the number. Either delete a client you no longer need, or upgrade under *Plan & Billing*. Pets and appointments are never limited – a client may have any number of pets.

The "Create appointment" button is missing. You have no clients yet. Create one under *Clients* first – the button appears automatically afterwards.

I cannot find a client. The search also covers pet names and breeds. Check the spelling, or clear the search box via *Reset* and page through the alphabetical list.

An appointment is not showing in the list. Is it in the past? Then you will find it under the *Past* tab. The Upcoming view only shows appointments from today onwards.

The revenue does not match my till. The statistics count every appointment that is not cancelled – including future ones and those still marked *scheduled*. What you see is expected monthly revenue. Appointments without a price count as €0.

I changed the price in the price list, but old appointments show the old price. That is intended. An appointment stores its own price so that history and revenue figures stay stable. You can update individual appointments via the pencil icon.

I deleted a client by accident. The data is gone, including their pets and appointments. There is no recovery. Contact support anyway – in rare cases something can be done from a backup, but we cannot promise it.

One appointment in a series needs to be cancelled. Set it to *cancelled* or delete it individually (bin icon). The rest of the series stays. Only the crossed-out repeat arrow ends the whole series.

I am locked out: "Access suspended". The last payment failed. Click *Change payment details* and update them at Stripe. Your data is all there.

The link in the password email says "This link is no longer valid". Three possible reasons: it is older than 60 minutes, it has already been used, or you have requested a newer one in the meantime (only the newest counts). Just request a new one – the button is right there on the page.

I clicked "forgot password" several times and no longer receive emails. Three requests per account per hour are allowed. After that nothing happens for an hour, without the page saying so. Wait, or write to hello@felldesk.eu.

How do I get my data out of Felldesk? Under *Plan & Billing* there is a **Data export** section with one button each for clients, pets and appointments – as a CSV file that Excel opens on a double click. Details are in Section 12.4.

The interface is suddenly in German. Click **EN** at the top left (or top centre on a phone).

After paying, the old plan is still shown. Stripe confirms in the background. Wait a few seconds and reload the page. If it is still there after five minutes, contact us.

A dialog will not close / an action does nothing. Reload the page (F5 or a pull-down gesture). If the problem persists, check that your browser is up to date — FellDesk expects a browser from the last few years (Chrome, Edge, Firefox, Safari).

Can I work on two devices at once? Yes. All devices access the same data. Changes appear on the other device on its next page load.

18. Quick reference: limits and rules

Topic	Value
Clients Free / Basic / Pro / Business	5 / 20 / 50 / unlimited
Pets per client, appointments, services	unlimited on every plan
Password length	at least 8 characters
Data export	CSV, any time, separately for clients / pets / appointments
Reset link	valid 60 minutes, single use
"Forgot password" requests	at most 3 per account per hour
Appointment duration	5 to 1440 minutes, in steps of 5
Price format	"48,50" or "48.50"
Appointments per series	120 maximum
Series end date	at most 2 years ahead
Appointment list per view	up to 200 entries
Upcoming appointments on the overview	6
Focus panel on the overview	up to 5 pets with an appointment today
Vaccination panel (sitters)	up to 6 pets, expiring in under 30 days or missing
Deleting a client	also deletes their pets and appointments
Deleting a pet	appointments remain, then without a pet
Deleting/editing a service	existing appointments stay unchanged
Deleting a series	deletes future appointments only
Status <i>cancelled</i>	counts nowhere
Cancellation	account falls back to Free at period end, data stays
Deleting your account	permanent, no recovery

Support

hello@felldesk.eu

So that we can help quickly, please include:

1. The **email address of your account**
2. What you were trying to do and what happened instead
3. The **section of this manual**, if one applies
4. A **screenshot** of the message, if possible

FellDesk is a service by NordheideStudios.