



USER GUIDE

Your studio **handbook**

The simple, complete guide to managing requests, quotes, appointments, deposits and clients — all in one tidy, fast app.

For	Format	Language
Studios, artists and clients	Step-by-step · A4	English

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PART A

Studio & Artist Guide

Everything you need to run day-to-day work: from client requests to appointments, all the way to deposits and payments.

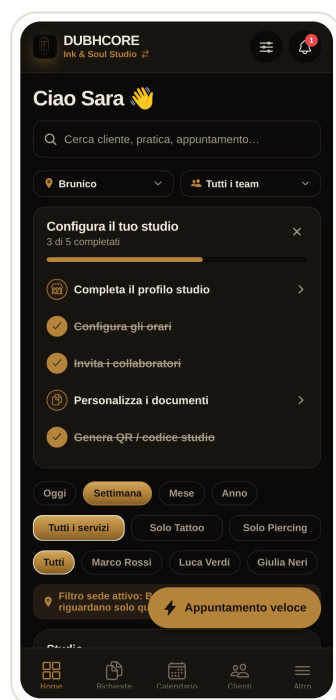


A1 · GETTING STARTED

First sign-in and the Home screen

Open DUBHCORE and tap **Sign in**. Enter the email and password from your invite, then tap **Sign in** again.

The **Home** is your starting point. At the top you'll find the greeting and search; in the middle the tiles with today's numbers (requests to review, quotes to send, today's appointments, deposits). At the bottom, the navigation bar with **Home**, **Requests**, **Calendar**, **Clients** and **More**.



Studio Home screen

- 1 Use the search bar to find a client or a case.
- 2 Tap a coloured tile to open the matching list.
- 3 Tap **Quick appointment** to book a slot right away.

TIP

The tiles are clickable: they take you straight to the list you need, no searching.

A2 · ACCOUNT

Roles and active studio

A single account can hold several roles: **Administrator**, **Manager**, **Tattoo artist**, **Piercer**, **Reception** and **Client**. In **More** you can see the **active studio** and switch the **active role**.

If you work with more than one studio, you can quickly move between them from here.

IMPORTANT

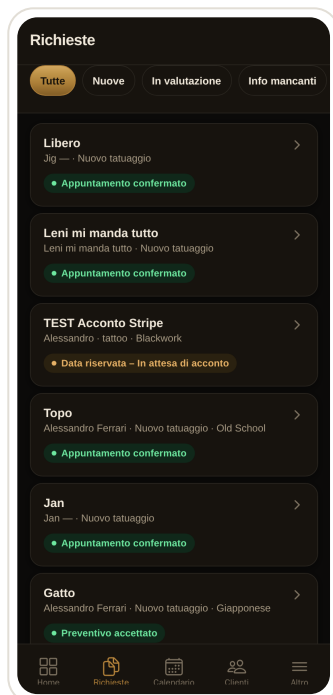
Each role only sees what it needs. The Administrator has access to settings, studio payments and team management.

A3 · WORK

Client requests and cases

Client requests arrive in the **Requests** tab. Each request can be a **Tattoo**, a **Piercing** or **Permanent Makeup**, plus information requests.

Open a request to see the description, reference photos, body area and every step of the case.



Request list with status

Every case has an ID and a status that moves forward step by step: new, under review, quote sent, date proposed, deposit, appointment confirmed.

WHAT HAPPENS NEXT?

After reading the request, you assign the artist and prepare the quote.

A4 · ORGANISATION

Assigning the artist

From the request you can assign the **artist** who will handle the work. The case then appears among their tasks and they can prepare the quote and dates.

TIP

Assign the case to the right person from the start: quote, dates and appointment will always stay linked to them.

A5 · QUOTES

Creating and sending a quote

In the case, tap **Quote**, enter the amount and any required deposit, then send. The client receives a notification and an email and can **accept** or **decline**.

You can send several versions of the quote: the app keeps the history.

WHAT HAPPENS NEXT?

When the client accepts the quote, you propose one or more dates for the appointment.

A6 · APPOINTMENTS

Proposing and choosing the date

Tap **Propose dates** and offer one or more available times. The client picks one in the app.

The appointment is confirmed automatically when three things are in place: **quote accepted**, **date chosen** and **deposit**.

IMPORTANT

As long as one of the three is missing, the appointment stays pending and is not yet confirmed.

A7 · APPOINTMENTS

Appointments and Quick appointment

You can create an appointment directly, without waiting for the client's request, using **Quick appointment**: you lock the slot right away and later complete consent, documents, quote and deposit from the appointment screen.

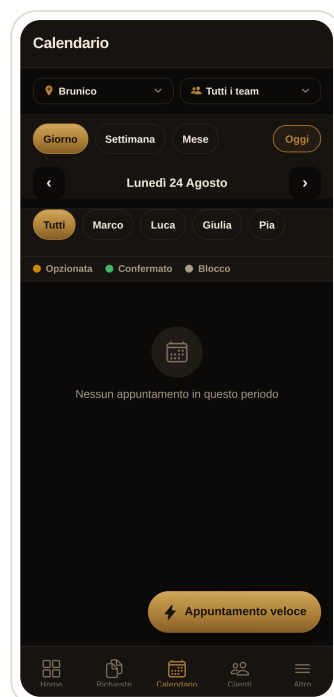
TIP

Use **Quick appointment** for clients who reach you in person or by phone.

A8 · CALENDAR

The DUBHCORE Calendar

The **Calendar** has three views: **Day**, **Week** and **Month**. Tap **Today** to jump back to the current date. You can filter by artist and by location.

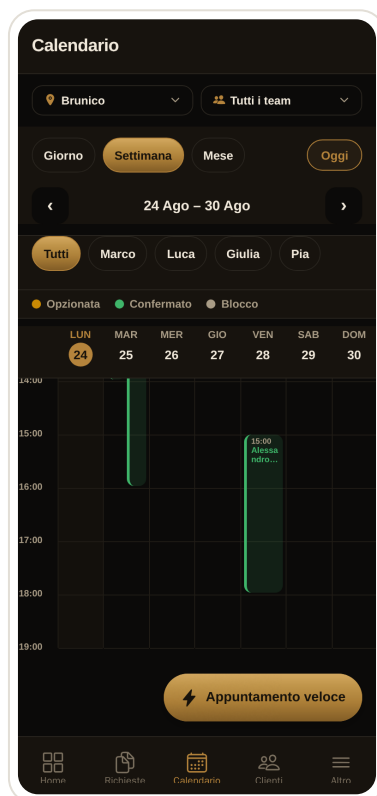


Day view

- 1 Choose the view: Day, Week or Month.
- 2 In **Day** view, press and hold an appointment and drag it to move it.
- 3 Confirm the new time in the window that appears.

IMPORTANT

Drag-and-drop moving is available in the **Day** view. Week and Month are view-only.

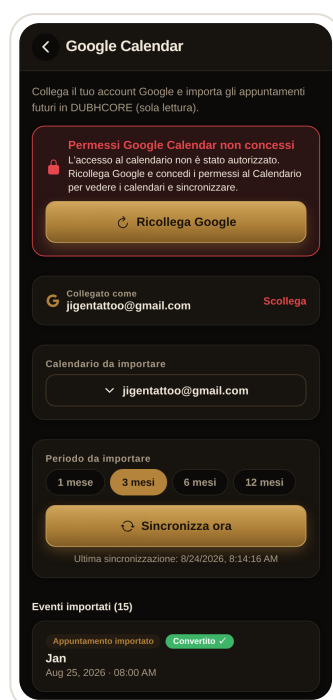


Week view

A9 · SYNC

Google Calendar

Connect your Google account to keep both calendars aligned. Open **More › Google Calendar**.



Google Calendar screen

- 1 Tap **Connect Google Calendar** and sign in with your account.
- 2 Choose the **calendar to import** and the **period** (1, 3, 6 or 12 months).
- 3 Tap **Sync now** to import events into DUBHCORE.

Two sync directions

- **Google to DUBHCORE:** import your calendar events and turn them into appointments with **Convert to appointment**.
- **DUBHCORE to Google:** when you confirm an appointment it appears on your Google Calendar; if you **move** it, the event updates; if you **cancel** it, the event is removed.

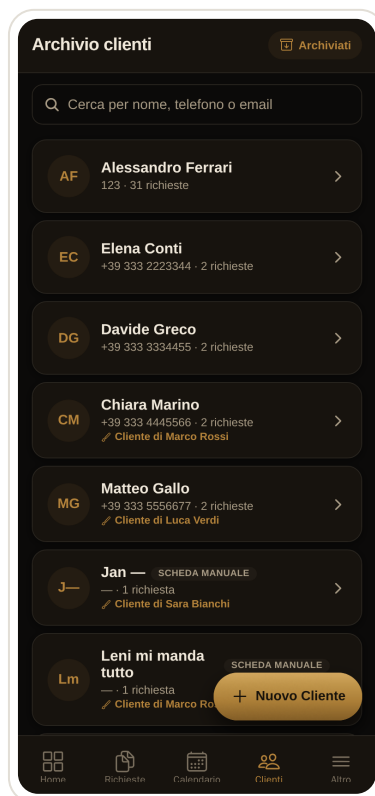
IMPORTANT

To show appointments on Google you must connect the account and authorise Calendar permissions. If authorisation expires, tap **Reconnect Google**.

A10 · CLIENTS

Managing clients

The **Clients** tab holds the full directory. Open a client to see their details, cases, quotes and appointments. You can create records manually and browse the **archive**.



Studio client list

A11 · GETTING PAID

Deposits and payment methods

In **More › My payments** you set how to receive deposits. Choose the method and set the deposit as a **fixed amount** or a **percentage**.

Artist payment settings

- 1 Choose the method: Stripe, Bank transfer, Revolut, PayPal or In studio.
- 2 Set the deposit: fixed amount or percentage.
- 3 Save. The client will see the deposit amount in their case.

A12 · ONLINE PAYMENTS

Connect your Stripe account

With **Stripe** the client pays the deposit online by card and the amount lands straight in your account. Open **My payments** and select **Stripe**.

Stripe method in payments

- 1 Select **Stripe** as the payment method.
- 2 Tap **Connect Stripe**: the official Stripe setup opens.
- 3 Complete the required details and set your payout account.
- 4 Return to the app and tap **Refresh status**: you'll see **Stripe connected**.

IMPORTANT

Setup happens on Stripe's official pages. Never enter bank details or codes inside DUBHCORE.

WHAT HAPPENS NEXT?

Once Stripe is connected, the **Pay deposit by card** button appears automatically in the client's case.

A13 · MANUAL METHODS

Bank transfer, Revolut, PayPal and In studio

If you prefer, you can collect the deposit without online payment:

- **Bank transfer:** enter IBAN and account holder. The client sees the details and can upload the receipt.
- **Revolut:** enter the Revolut IBAN and the account holder.
- **PayPal:** provide your email or PayPal link.
- **In studio:** the deposit is paid in person and you confirm it.

IMPORTANT

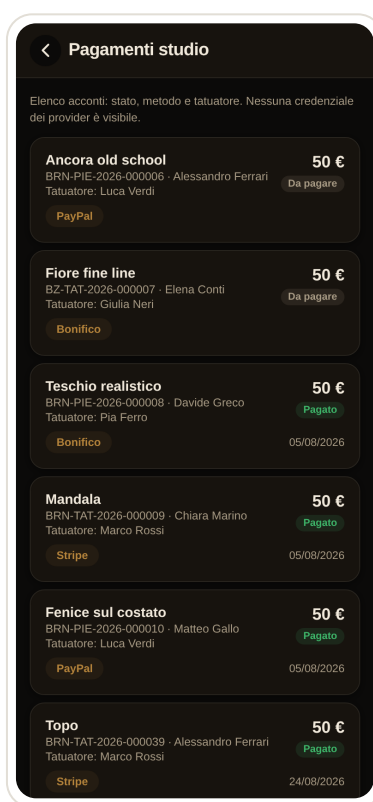
With manual methods **you** confirm the payment once you receive it or the client's receipt.

A14 · OVERSIGHT

Studio payments and deposit statuses

In **More > Studio payments** the Administrator sees every deposit with method, artist and status.

The main statuses are: Paid To pay / Pending To verify



Studio deposit list

TIP

From Home you can tap the deposit tiles to open the list already filtered for you.

A15 · UPDATES

Notifications

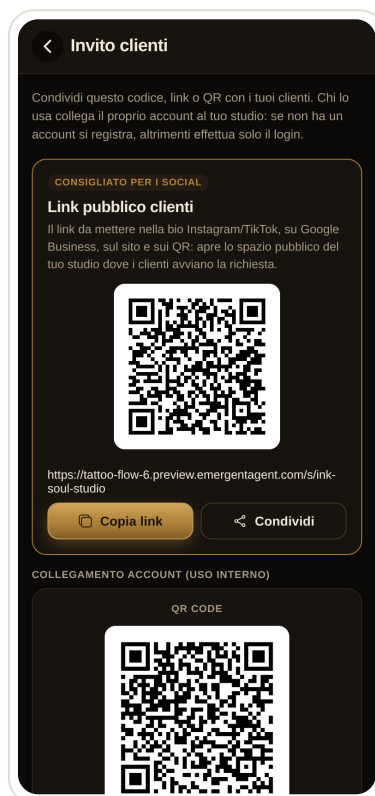
In **More > Notifications** you'll find the important alerts: new requests, accepted quotes, paid deposits and appointments. Notifications help you never miss a step.

A16 · TEAM

Team members, roles and invites

In **More > Team members** the Administrator invites studio members and assigns roles. Each invitee receives a link to activate their account.

With **Client invite** you generate a **QR code** to show or share: the client scans it and connects to your studio.

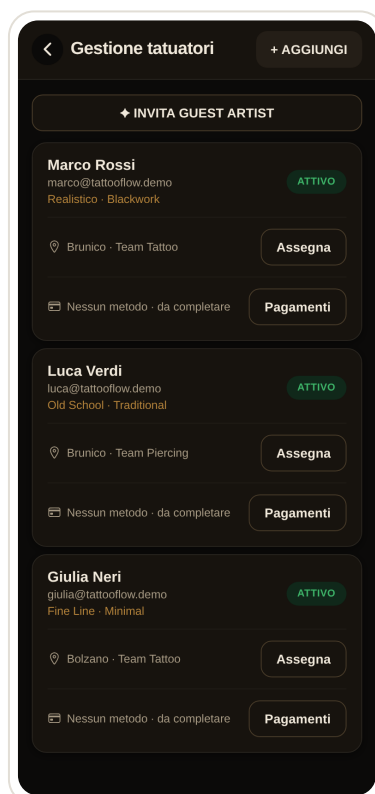


Client invite with QR code

A17 · SHOWCASE

The artist's public profile

Every artist has a **professional profile** with bio, styles and portfolio. In **More › Manage artists** the Administrator manages the team and the profiles clients can see.

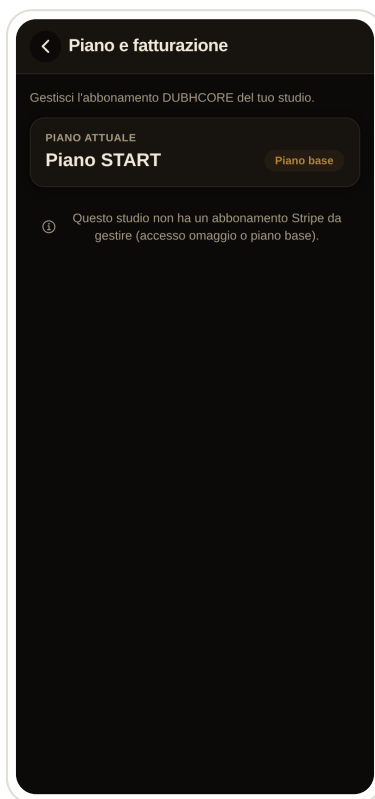


Studio artist management

A18 · SUBSCRIPTION

Plan and billing

DUBHCORE offers three plans: **START**, **PRO** and **STUDIO**, with a growing number of operators and features. In **More > Plan and billing** you see your studio's active plan.



Studio plan and billing

TIP

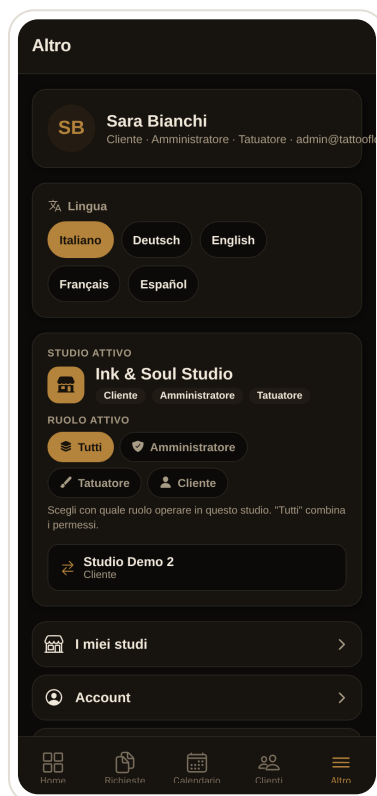
From this section the Administrator can manage the subscription (change plan, payment method and invoices) when a subscription is active.

A19 · CONFIGURATION

Main settings and documents

In the **More** menu the Administrator finds the studio settings:

- **Studio settings:** general details and preferences.
- **Booking management:** how far ahead to accept new client bookings.
- **Locations** and **Team / Departments:** how the studio is organised.
- **Documents:** consents and case documents, with the client's digital signature.



More menu: all the sections

PART B

Client Guide

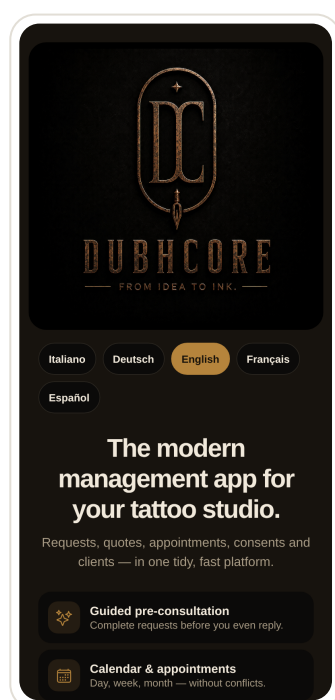
In a few steps: you send the request, receive the quote, choose the date, pay the deposit and confirm the appointment. Simple.



B1 • GETTING STARTED

Sign up and sign in

Open DUBHCORE. If it's your first time, tap **Sign up** and create your account with email and password. If you already have an account, tap **Sign in**.



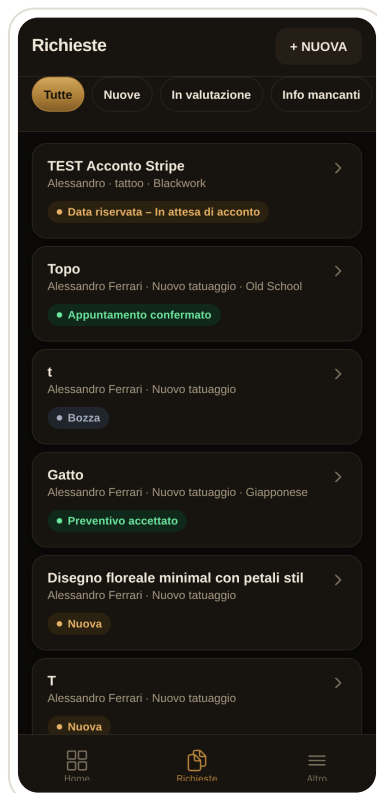
DUBHCORE welcome screen

- 1 Tap **Sign up** to create your account.
- 2 Or **Sign in** if you already have credentials.
- 3 If the studio gave you a QR code, scan it to connect.

B2 · REQUEST

Sending a request

Choose the service: **Request a Tattoo**, **Request a Piercing** or **Request Permanent Makeup**. Describe your idea, attach any reference photos and indicate the body area. Then tap **Send request**.



Your requests

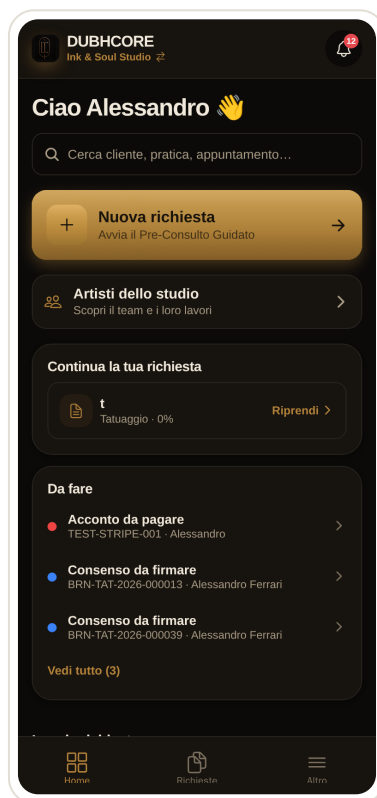
WHAT HAPPENS NEXT?

The studio receives your request, reviews it and prepares a quote for you.

B3 · PROGRESS

Case status

In your area you can always see the **status** of each request: under review, quote received, date to choose, deposit, appointment confirmed. So you always know where you stand.



Your home screen

B4 · QUOTE

The quote

When the studio sends the quote you receive a notification and an email. Open the case, check the amount and tap **Accept** to proceed, or **Decline**.

TIP

The quote also shows any **deposit** required to lock the appointment.

B5 · DATE

Choosing the appointment

The studio proposes one or more dates. Open them and **choose** the one you prefer. The chosen date is sent to the studio.

WHAT HAPPENS NEXT?

After choosing the date, you'll be asked to pay the deposit to confirm.

B6 · DEPOSIT

The deposit

The deposit locks the appointment and is later deducted from the final balance. In the case you can see the amount required and the method chosen by the studio.

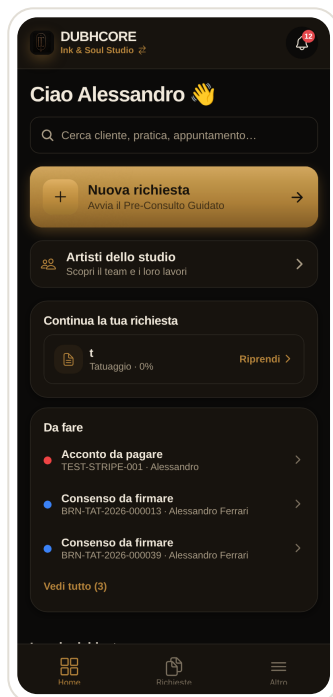
IMPORTANT

The appointment is confirmed when the quote, the date and the deposit are all in place.

B7 · ONLINE PAYMENT

Paying online by card

If the studio uses online payment, the case shows a **Pay deposit by card** button. Tap it and complete the payment securely with your card.



Client area

- 1 Open the case with the deposit due.
- 2 Tap **Pay deposit by card**.
- 3 Enter your card details and confirm the payment.

WHAT HAPPENS NEXT?

As soon as the payment succeeds, the appointment is confirmed and you get a notification.

B 8 · MANUAL PAYMENT

Manual payment and receipt

If the studio uses a manual method (bank transfer, Revolut or PayPal), the case shows the payment details. After paying, tap **Upload transfer receipt** and attach your receipt.

IMPORTANT

With manual methods the studio confirms the payment after checking it or the receipt.

B 9 · CONFIRMATION

Appointment confirmation

When everything is in place, the appointment is **confirmed**. You receive a confirmation email with date and time. You'll find the appointment in your area.

B 10 · ALERTS

Notifications and reminders

DUBHCORE lets you know when the quote is ready, when the appointment is confirmed and when it is moved. You also receive reminders as the appointment approaches.

B 11 · CHANGES

Rescheduling or cancelling

If you need to change, from the case you can **request a reschedule** or **request a cancellation**. The studio receives your request and replies.

TIP

Let them know as early as possible: it helps the studio reorganise the schedule.

B 12 · REFERENCE

Viewing the artist and case

You can view the **artist's profile** with styles and portfolio, and review your **case** at any time with quote, date, deposit and documents.

THANK YOU!

That's it: with these steps you manage the whole journey, from the first idea to the appointment in the studio.